

## ISVA Service Agreement

At RASASC, we have a team of **specialty trained** and **accredited** Independent sexual violence advisors (ISVAs).

ISVAs provide impartial advice and support and can help you explore your **choices and options**.

ISVAs are **independent** from all other agencies/professionals and provide **support and advocacy** to **anyone** who has experienced sexual violence regardless of when the incident occurred and if a report was made to the Police.

If you have made a report to the police, ISVAs can provide crucial **practical and emotional support throughout the criminal justice process**; from report to court our ISVAs are on hand to support you at each step.

Our ISVAs understand that everyone's support needs are different - at your first appointment ISVAs will conduct a risk and needs assessment in order to develop a tailored, **individual, care plan specific to you and your needs**. Your needs and our care plans will be regularly reviewed throughout your support period. ISVAs can support you with:

- Exploring your options around reporting. This includes how to make a report, what will happen once you make a report, an outline of the criminal justice process, timeframes and the support available to you.
- Liaising with the Police, Courts, Crown Prosecution Service (CPS) and other public agencies to assist in keeping you informed with the developments in your case.
- Assisting with court arrangements if the case progresses to trial –such as specific arrangements for the day of trial including a court familiarisation visit, special measures and witness service support. ISVAs are also able to attend on the day of trial to provide support.
- Advocating on your behalf to external agencies & ensuring you are aware of your rights and choices.
- Sexual Health Information and advice.
- Arranging pre-trial and post-trial therapy at RASASC.
- General advice / onward referrals to other support agencies.
- Information on criminal injuries compensation, the right to review police/CPS decisions and complaint procedures.

\*If you are a parent/carer of a child open to RASASC, ISVAs can work directly with you to provide the above advocacy and support\*

### ISVA Appointments:

- At RASASC we work from an empowerment model – we recognise that not everyone wants the same level of contact or support – this will be discussed and agreed with you during your appointments.
- ISVAs can support you via email, on the telephone, via webcam or in face-face sessions.
- You can contact your ISVA on their work mobile number, email or via the office on 0330 363 0063 – ISVAs aim to respond to you as promptly as possible.
- Support and appointments are usually within office hours, Mon-Fri, however we aim to be as flexible as possible.
- Your ISVA will discuss with you and implement a closure plan when your case is ready to be closed to the ISVA service.

### Important information:

- RASASC aim to offer a **confidential** service; however, if we are concerned about your welfare or the welfare of others we may share this information with appropriate external agencies. We will always try discuss our concerns with you first before we take any action. ISVAs regularly discuss cases with management during case supervision for further advice and guidance relating to your care and support, this is confidential.
- RASASC collect and store **sensitive personal data** about you. Information about you will be stored on our secure database and will be stored for no longer than 7 years. If at any point you would like to request a copy of your information, or would like your personal data removed from our records, please contact us.
- During your support period RASASC will take brief and factual notes. If you have an investigation ongoing with the police, we may be asked to provide a copy of your **case notes**. We would only release this information with your consent or upon receipt of a court order. ISVAs are not able to discuss any **evidence** with you with regards to the incident.
- During your support period we will routinely ask for client feedback and monitor client data. This data is gathered with the purpose of monitoring and improving our service and support. This data be shared anonymously with external stakeholders. Feedback is really important to us and we will ask you during your support to share your thoughts on our service. You can also give us feedback at any time here: <https://www.rapecentre.org.uk/evaluation>

Please contact us on 0330 363 0063 / [support@rapecentre.org.uk](mailto:support@rapecentre.org.uk) if you would like any further advice/information on the above.