

Useful contacts

Safer Futures

Support for people affected by domestic abuse and sexual violence in Cornwall
0300 777 4777
saferfutures@firstlight.org.uk

Devon and Cornwall SARC

0300 303 4626
sarchelp.co.uk

Devon and Cornwall Victim Care Unit

01392 475 900
0300 303 0554

Devon Domestic Abuse Support Service

0345 155 1074

Plymouth Domestic Abuse Service (PDAS)

0800 458 2558

Torbay Domestic Abuse Service

01803 69 88 69

The Survivor Pathway

survivorpathway.org.uk

Samaritans (24 hr Helpline)

116 123

Intercom Trust

0800 612 3010

National Sexual Health (24 hr Helpline)

0300 123 7123

NAPAC Support for people abused in childhood

0808 801 0331

Contact us

Phone

03458 12 12 12

Email

isva@firstlight.org.uk

First Light ISVA Service, The Business Centre
2 Cattedown Road, Cattedown, Plymouth Devon PL4 0EG

The location of your ISVA will depend on where you live within Devon & Cornwall

Can I provide feedback?

We would welcome your feedback on our service at any time during the period you are engaging with your ISVA. There are several ways you can feedback:

Cope and Recovery Forms – your ISVA will ask you to complete these forms at significant stages of your engagement with us. They will help you to view your progress and contain a free text section where you can comment on the service you have received.

All First Light clients can provide feedback using the info@firstlight.org.uk email.

This email account is reviewed daily and comments are passed to the service manager to collate and respond to when necessary. All comments are taken seriously, and your confidentiality will be respected.

If you wish to contact the Devon and Cornwall ISVA Manager direct you can either ask your ISVA, for the managers details or email through info@firstlight.org.uk and your email will be passed to the correct person. Alternatively, you could ring 03458 121212 requesting to speak with the ISVA Manager.

Confidentiality

The information you give us will remain confidential. Exceptions to this may occur if you, a child or someone else is at risk of significant harm.

Equality, diversity and human rights

Every person has the right to be treated fairly and with dignity regardless of gender, disability, ethnicity, religion, sexual orientation or age.

First Light

First Light is a South West charity that supports people affected by domestic abuse and sexual violence in Cornwall, Devon and Wiltshire.

If you would like to support First Light by making a donation, volunteering or fundraising, please go to firstlight.org.uk/get-involved or email hello@firstlight.org.uk

 @FirstLightSW  FirstLightSW firstlight.org.uk

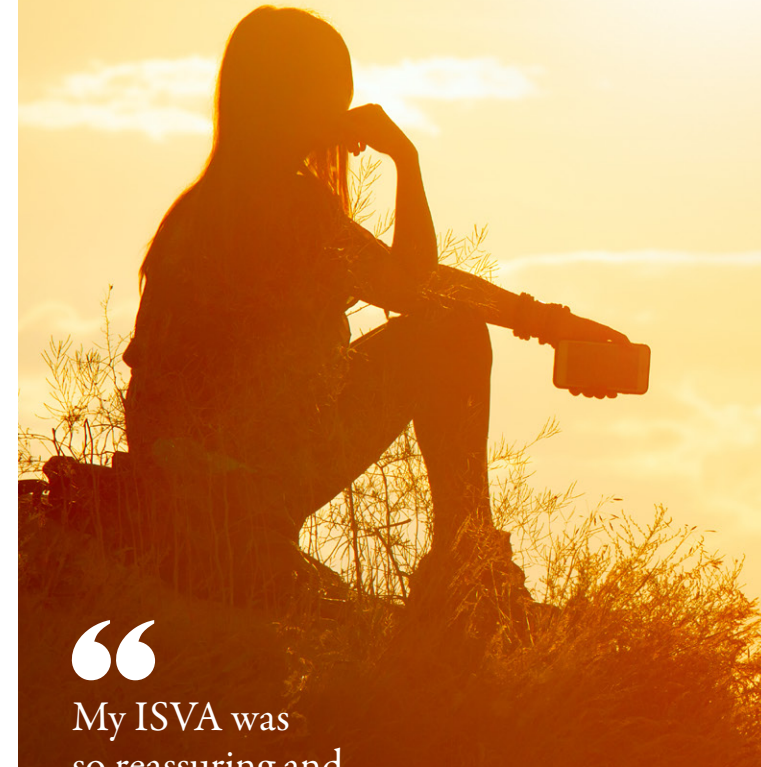
First Light is the trading name of First Light South West Ltd.
Company number: 3440794 Charity registration number: 1090457
Registered address: The Business Centre, 2 Cattedown Road, Plymouth PL4 0EG



FIRST
LIGHT

Devon & Cornwall and
Isles of Scilly Independent
Sexual Violence Advisors
(ISVA) Service
03458 12 12 12

Independent help and support for people who have been affected by rape or sexual assault.



“

My ISVA was so reassuring and understanding — I felt supported.”

What does an ISVA do?

The Independent Sexual Violence Advisors (ISVA) service provide independent support for people who have experienced a recent or historic rape or sexual assault and have reported to the police.

We also provide support to those who have not reported but are considering what they should do. Our ISVAs will meet with you to look at options and how these might be best applied to your individual situation.

Your ISVA will liaise on your behalf with all agencies within the criminal justice system and community in order to develop a support plan based on your individual circumstances and needs. This may require your ISVA to signpost or refer you to services either within First Light or the wider community.

ISVAs...

offer support

 Non judgemental

 Someone to listen

 Support at court

 Confidential service


 Support and advice

give practical help

 Needs assessment

 Signposting

 Referrals

 Assistance with reporting



What can you expect?

What will happen at my first appointment?

Your ISVA will explain their role and the length of time that they may be supporting you. They will also assess your area of need and support and will discuss with you a plan of action. They will also agree the level of support you require and the frequency of that support. If required, your ISVA will liaise on your behalf with the police to get updates on the investigation. This will be explained to you so that you are kept well informed about your case.

Do I have to report to the Police?

If you are over 18 and you are undecided about reporting an incident to the police, your ISVA can meet with you and discuss the options available to you.

If you decide to report, your ISVA will guide you through the reporting process. If you decide not to report, your ISVA will look at your needs with you and either signpost or refer you to appropriate agencies.

What happens next if I do report to the police?

Those who have reported to the police, a formal investigation will be conducted into your complaint. On completion of the investigation, your case will be reviewed to determine if it can go to court. If the suspect in your case is charged and the case presented for trial, your ISVA can plan for you to attend a pre-trial court visit. Your ISVA can address any relevant concerns which you may have about attending court and will support you on the day.

Matt's story

Matt* was referred into the ISVA service after suffering Child Sexual Abuse by a close family member. He had never disclosed to anyone.

Initially Matt did not wish to report the incident as he feared how his parents would react once they found out. The supporting ISVA informed Matt that they could support him, if he wished, in telling his parents. This would enable him to make a clear decision about reporting once significant family members were aware. Matt agreed to this proposal and a meeting was set with his parents to facilitate the disclosure.

Following disclosure to his family, Matt felt able to report the matter to the police with the support of his ISVA and his family. He feels he has had his voice heard and more importantly, he felt believed. He understands the potential outcomes for the investigation having been prepared fully by his ISVA.

“

Sarah*, my ISVA, was there at every stage and explained everything clearly. I couldn't have gone through this without her.”



Currently, he describes having greater confidence and whilst he knows the investigation will take time, he states that he is able to continue with day to day living in a way that previously he struggled with. He believes this alone is a huge benefit to how he was living prior to reporting.

*Names changed to protect client's identity. Photograph is of a model.