

**What does ISVA mean?**  
It stands for independent sexual violence advisor.

## FAQ's

**Does the ISVA work for the police?**

No, the ISVA works independently of the police and courts. They work to support you.

**Does the ISVA provide legal services?**

No, ISVA's provide emotional and practical support as you go through the Criminal Justice System.

**How long will my appointments be?**

Appointment times are flexible to suit your needs.

**Does the ISVA provide drop-in services?**

No, due to the different locations and duties of the ISVA, only pre-arranged appointments can be made.

**Does the ISVA provide out of hours services?**

No, the working hours of ISVA are Monday to Friday, 9am to 5pm.

**If I don't want to report, can I still access the ISVA services?**

Yes, ISVA services can be requested at any time to help you make decisions about your experience.

# ISVA

## Independent Sexual Violence Advisor



**RSACC**  
Rape and Sexual Abuse Counselling Centre  
Darlington and County Durham

Rev3-Sept2021

Free, confidential  
advice and support  
for survivors of sexual violence  
in Darlington and County Durham

## What is an ISVA?

An ISVA is an independent sexual violence advisor; a trained specialist who offers non-judgemental, practical and emotional support to survivors of sexual abuse. It is the ISVA's role to work with survivors and help them access other support services and address long and short term needs.

### What we do

- Offer support for those thinking of reporting
- Provide you with impartial information to enable you to make choices
- Offer an overview of the police process and what to expect
- Support you through the criminal justice process
- Liaise with police, courts & CPS, and work closely with other agencies involved
- Accompany you to important appointments
- Support your next steps after the legal process
- Offer continuing support after the criminal justice process

## What Next?

Your ISVA will usually contact you in the first instance by phone to introduce themselves and arrange your first appointment in a neutral location. In this appointment they will talk you through the contract and answer any questions you might have.

### Do you have to report to the police?

No, your ISVA will give you information to help you make an informed decision whether or not to report. If you do decide to go ahead they can support you through this process.

### How to access the service

If you are a survivor of sexual violence aged 13 and over, then you can call the number on this leaflet and refer yourself for the ISVA service.

### Confidentiality

This service is confidential, what you tell your ISVA will remain between the two of you. Confidentiality is only limited in respect of policies pertaining to safeguarding, further details will be discussed at your first meeting. Every effort is made to promote your privacy and dignity.

## Contact information

### Opening hours

Monday: 9.00am to 5.00pm  
Tuesday: 9.00am to 5.00pm  
Wednesday: 9.00am to 5.00pm  
Thursday: 9.00am to 5.00pm  
Friday: 9.00am to 5.00pm

### Phone

01325 354119

### Helpline

0300 222 5730

Please check our social media for days and times.

### Email

[info@rsacc-thecentre.org.uk](mailto:info@rsacc-thecentre.org.uk)

### Website

[www.rsacc-thecentre.org.uk](http://www.rsacc-thecentre.org.uk)

Charity Number: 1164121

