

## How can we help you

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

- The ISVA Service is independent from the police and other agencies.
- The ISVA Service provides one on one support and is not a counselling service

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.

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

## First Light

First Light is a charity that supports anyone affected by domestic abuse and sexual violence.

### Specialist Support

Our ISVA service is open to everyone. Our entire team is dedicated to providing the support you require, and we also offer specialised roles within our team to ensure that expert staff are at your disposal should you require their assistance.

#### Dedicated Female ISVA & Male ISVA Support

**Children and Young People's ISVA** (Supporting Parents and Children through the Police investigation and Court process)

## Contact us

**Call: 0300 373 2715**

Opening times are Monday - Friday, 09:00 am to 17:00 pm

[www.FirstLight.org.uk/](http://www.FirstLight.org.uk/)



First Light ISVA Service  
The Gables,  
Shrivenham Road  
South Marston,  
Swindon  
Wiltshire, SN3 4RB

SCAN TO MAKE ONLINE REFERRAL

#### 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 is the operating name of First Light South West Ltd  
The Business Centre, 2 Cattedown Road, Cattedown, Plymouth, Devon, PL4 0EG. Registered Company & Charity in England and Wales Company number: 03440794 | Charity number: 1090457



FIRST LIGHT

Domestic Abuse and Sexual Violence Support for All











**Independent Sexual Violence  
Advisor (ISVA) service**  
**0300 373 2715**



**INDEPENDENT HELP FOR  
ANYONE AFFECTED BY  
RAPE OR SEXUAL ASSAULT**

# What does an ISVA do?

## Our ISVAs will

-  Support and advise you
-  Be non-judgmental
-  Believe you
-  Listen to you
-  Provide assistance with reporting
-  Provide support at court
-  Keep everything confidential
-  Provide an Options meeting
-  Signpost for other services
-  Provide referrals

# What should I expect?

- Referral to the ISVA Service**  
You will be contacted by our team within 48 hours of receipt of your referral. They will explain more about the ISVA service and confirm your details over the phone.
- Support Coordinators**  
The Support Coordinators will check in with you every 6 to 8 weeks, or less frequently if that's your preference, through an agreed communication method (Text, Email, Telephone or WhatsApp). The Support Coordinators are here for you when you need them, you can contact them between Monday to Friday.
- Dedicated ISVA**  
You'll be assigned a dedicated ISVA when one is available in your area. They will provide continued support, with the option for face-face support, throughout the criminal justice process and accompany you to court if needed.
- Trauma Stabilisation Programme.**  
The Trauma Stabilisation programme offers 3 optional sessions via telephone with our Support Coordinators to discuss onward referrals, emotional support as well as coping and grounding techniques.
- Options Meeting**  
If you have not reported the incident to the Police, you will be offered a total of 3 Options meetings to understand the support that is available to you, as well as support reporting the incident via anonymous information or Police routes.  
  
If you do not wish to report, this does not exclude you from accessing other services such as receiving the self-care booklet, and access into our Trauma Stabilisation programme.
- Duty Calls**  
We also offer ad-hoc calls with a Duty ISVA to answer any questions you may have, and offer support with interviews with the police if you are not yet allocated to an ISVA.

# Useful contacts

- Sexual Assault and Abuse Support**  
Swindon and Wiltshire Sexual Assault Referral Centre  
01793 781 916  
sw.sarc@Firstlight.org.uk
- NAPAC Support for people abused in childhood**  
0808 801 0331  
**Sexual Health Clinics**  
Swindon: 01793 604 038 Wiltshire: 01722 425 120  
**NHS Sexual Health**  
0300 123 7123 Under 18s: 0300 123 2930  
**Victim Support**  
0808 1689 111
- Additional Support**  
**National Sexual Health (24 hr Helpline)**  
0300 123 7123  
**Samaritans (24hr Helpline)**  
116 123  
**Emergency Adult and Child Social Care**  
Swindon: 01793 463 555 Wiltshire: 0300 456 0100  
**Non-emergency NHS**  
111
- Specialised Male Support**  
**1 in 6**  
1in6.uk  
**Survivors UK : Male Rape and Sexual Abuse**  
survivorsuk.org  
020 3598 3898  
**Mankind**  
01823 334 244
- Specialised LGBTQ+ Support**  
**LGBT Switchboard**  
0300 330 0630
- Domestic Abuse Support**  
**Fearfree Domestic Abuse Service**  
01225 775276

SCAN FOR MORE USEFUL CONTACTS

