



THE HARBOUR CENTRE
NORFOLK ISVA SERVICE

How to get support?

We can accept referrals from any professional. This could be your GP or another service you are working with or a Police officer if you have reported the incident. You will need to give your consent to the referral being made.

You will be offered a telephone appointment with the ISVA Coordinator and an ISVA will be allocated to you if appropriate.

For further information please visit the website:

www.norfolkisva.org.uk
or call us on **01603 276381 24/7**



Contact Us

**The Harbour Centre
Norfolk ISVA Service**

24/7 Support Line: **01603 276381**

Website:

www.norfolkisva.org.uk

Email:

contact@norfolkisva.org.uk

*The Harbour Centre premises are
fully accessible*

National Helpline Numbers:

Samaritans ● 116 123

MIND ● 0300 123 3393

Rape Crisis ● 0808 8029999

National Victim Support

● 0808 1689 111

National Domestic Violence Helpline

● 0808 2000 247

Mankind ● 01823 334244

Galop LGBT+ ● 0800 999 5428



THE HARBOUR CENTRE
NORFOLK ISVA SERVICE

**Independent Sexual
Violence Advisor
(ISVA) Adult Service
- 26 years and above
for people living
in Norfolk**

Norfolk ISVA Service



What is the role of the ISVA?

ISVA's provide one to one support based on your needs whether you choose to report the matter to the Police or not.

The ISVA will arrange to visit you at home, or a suitable location, to carry out a safety and support assessment (SAS) They can assist you with a wide range of issues such as housing, health, benefits, finances etc. and will work directly with you or refer you on to specialist support services if necessary.

The ISVA service is non-therapeutic but we may refer you for counselling if appropriate.

What we can offer?

- Regular face to face, phone and text contact.
- One to one support work based on your needs.
- Referrals to other specialist agencies.
- 24-hour access to our Support Line.
- Support through a criminal investigation.

Confidentiality

We understand how important confidentiality is to our clients, however, all Harbour Centre staff have a duty of care to share any concerns with appropriate services if we are worried about you or vulnerable adults and / or children that may be at risk of harm.

We will always try and let you know when we need to do this but there may be occasions when this will not be possible.

Coping after rape or sexual assault

It can be difficult to talk about what has happened. Everyone reacts differently to their experience, you may find that feelings change from day to day and it is important to understand that you may be affected in many different ways, both mentally and physically.

ISVA's are there to talk to you about how you are feeling and offer you reassurance as well as providing you with practical advice and support.

Reporting to the Police

We are an independent service and our ISVA's understand that it is a very personal decision when it comes to deciding whether to report the matter to the Police or not.

They will fully respect your views and their role is to talk through the options you have available to you.

It is important for you to feel fully in control when deciding which path you choose to take going forwards.

If you do choose to report to the Police the ISVA will be on hand to support you throughout the investigation by providing you with advice and support, updates on your case and will attend court with you if required.

Talking about the abuse

The ISVA will not talk to you in detail about what has happened to you. This is due to rules around disclosure, evidence and also potential difficulties in being able to support you if the case goes to court.