

How to get support?

We accept referrals from any professional. This could be your GP, a school staff member or another service you are working with. If you have reported the incident to the Police then the person investigating your case can also make the referral. You will need to give your consent to the referral being made.

You can also contact us direct. You will be offered a telephone appointment with the ISVA Coordinator and an ISVA will be allocated to you if appropriate. Please note a safeguarding referral will be submitted for all U18.

For further information please visit the website:
www.norfolkisva.org.uk
or call us on **01603 276381 24/7**



THE HARBOUR CENTRE
NORFOLK ISVA SERVICE

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

NSPCC ● 0808 8005000

Childline ● 0800 1111

MOSAC for parents/carers
● 0800 9801958

National Domestic Violence Helpline
● 0808 2000 247

Galop LGBT+ ● 0800 999 5428



THE HARBOUR CENTRE
NORFOLK ISVA SERVICE

**Independent Sexual
Violence Advisor
(ISVA) Child & Young
Person Service -
25 years and under
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.

Your ISVA will arrange to visit you at home, school/college 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 health, education & employment and information & advice to help keep you safe. They 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.
- Support for your wider family.
- 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 and you may find that feelings change from day to day so it is important to understand that you may be affected in many different ways, both mentally and physically.

Your ISVA will be able to talk to you about how you are feeling, offer reassurance and provide you with practical advice and support.

Reporting to the Police

If you are under the age of 13 the Police will carry out an investigation into what has happened to you.

If you are 13 or over your ISVA will talk through the choices you have available to you and give you information on what happens if you decide to report.

Your ISVA understands that it is a very personal decision when it comes to deciding whether to report the matter to the Police or not and they will fully respect your views.

If you do choose to report, your 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.

Your ISVA will be able to talk to you about how you are feeling and offer reassurance to you and provide you with practical advice and support.