

ISVA Referral Pathway

Referrals are accepted via the professional's page on our website:

www.norfolkisva.org.uk

Before submitting the referral please ensure the person meets our criteria for ISVA support and consents to the referral being made.

If you have any safeguarding concerns about the person you wish to refer, you must follow your own safeguarding processes prior to making a referral.

Once the referral has been processed we will make contact within 7 days.



THE HARBOUR CENTRE
NORFOLK ISVA SERVICE

Contact Us

**The Harbour Centre
Norfolk ISVA Service**

Office and 24/7 Support Line:
01603 276381

Website:
www.norfolkisva.org.uk

Email:
contact@norfolkisva.org.uk

*The Harbour Centre premises are
fully accessible*



THE HARBOUR CENTRE
NORFOLK ISVA SERVICE

**Independent
Sexual Violence
Advisor (ISVA)
service for people
living in Norfolk**

**Information for
Professionals**

Norfolk ISVA Service



What is the role of the ISVA?

ISVA's offer advice & support across a range of issues such as housing, health, benefits, education, consent & healthy relationships, finances etc. Clients are seen at home or a suitable location and a safety & support assessment is carried out to identify support needs.

What we can offer?

- Free, confidential service.
- Regular face to face, phone and text contact.
- One to one support work based on the client's needs.
- Referrals to other specialist agencies.
- Support through a Police investigation by providing advice, case updates & attending court with the client if required.
- Access to our 24/7 Support Line.
- Free training to agencies promoting the work of The Harbour Centre.

For under 18's additional support is offered

- Work with non-abusing family members.
- Wider support to families.

Criteria for accessing the ISVA service

We offer ISVA support to anyone living in Norfolk who has been the victim of rape, attempted rape or serious sexual assault which must include penetration. It doesn't matter when or where the assault happened or if the person chooses to report the matter to the Police or not.

Talking to clients about their abuse

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

What we cannot offer

- ISVA's do not provide therapeutic intervention or therapy to their clients.
- ISVA's are not mental health professionals, however, they work closely with specialist providers to ensure their clients have the relevant support in place.

Reporting to the Police

At the Harbour Centre, we understand that reporting what's happened to them to the Police is a personal choice.

Our role is to discuss the options they have available to them and to support them with the choices they make. It is important for the person to feel fully in control when deciding which path they wish to take.

If they do choose to report their ISVA will support them throughout the investigation.

Confidentiality

We are an independent service that is confidential and free to access.

We have a duty of care towards our clients and will always share any safeguarding concerns we have with the relevant agencies.

We work alongside a range of different services to provide the best possible outcomes for our clients. We will always gain our clients consent before sharing information.