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## Other Services

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An ISVA will work hard to support you as far as possible. However, in some cases, alternative or additional services should be accessed.

In an emergency, police and/or medical emergency services should be contacted. Dial 999.

ISVA support is not a therapeutic service, but your ISVA will work with you to ascertain what your needs are, and support you in accessing relevant counselling, therapy or other services.

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## Client Feedback

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*“You have been so supportive, kind and caring too and I really want to say a big thank you for all that you have done”*

*“Speaking with you yesterday has made me feel so much better and less alone and certainly not so overwhelmed I am so grateful”*

*“Thank you so much. You have no idea how important it was for me to have someone by my side”*

*“Thank you for everything, from the moment I first met you to now you have really helped me through this, I couldn’t do it without you”*

*“Thankyou so much for all your help throughout a very tough time and the time spent together and advice and listening ears you provided were extremely beneficial and for that I truly am thankful”*

*“For me, it made a huge difference to know that I can actually reach to a person who will indeed listen to me, word by word and take the time to explain to me how I am not damaged and how it is not my fault”*

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## Contact Us

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If you would like more information regarding this service, or how to access it, please contact your local Sexual Assault Referral Centre via the telephone number or email address below.

### Herts SARC (Hertfordshire)

**Tel: 0808 178 4448**

**E-mail: [Herts.SARC@nhs.net](mailto:Herts.SARC@nhs.net)**

**Website: [www.hertssarc.org](http://www.hertssarc.org)**

### Emerald Centre SARC (Bedfordshire)

**Tel: 01234 897504 / 897052**

**E-mail: [admin.emeraldcentre@nhs.net](mailto:admin.emeraldcentre@nhs.net)**

**Website: [www.emeraldcentre.org](http://www.emeraldcentre.org)**

ISVAs provide structured and appointment-based support, usually within office hours, but there are other services available if you need to speak to someone when an ISVA is not available.

### Victim Support

08 08 16 89 111

[www.victimsupport.org](http://www.victimsupport.org)

### NAPAC

0808 801 0331

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

### Rape Crisis

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

### Samaritans

116 123

[www.samaritans.org](http://www.samaritans.org)

### Mind

0300 123 3399

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



# Hertfordshire & Bedfordshire Independent Sexual Violence Advisor (ISVA) Services

**Our ISVA services,  
explained to you.**



## Our ISVA Services, explained to you.

An Independent Sexual Violence Advisor (ISVA) can provide you with friendly and professional support, if you have experienced sexual violence or sexual abuse. An ISVA can help you to access additional services you may need at this time.

Following sexual violence or sexual abuse, one of our ISVAs will help you to work towards recovery and healing, by empowering you as an individual.

*“Thank you for everything you have done for me over the years. It’s because of you and your support that I am now the person I was always meant to be and enjoying the life I should of always had”*

## The Hertfordshire ISVA Service

Hertfordshire has ISVAs, who work with adults, and specialist Young Person ISVAs. Our ISVAs support males, females and transgender clients, over the age of 13, who live in Hertfordshire.

## The Bedfordshire ISVA Service

Bedfordshire's ISVAs support males, females and transgender clients, who live in Bedfordshire.

All of our ISVAs are qualified professionals, with many years of experience, who are available to support individuals at every stage of their recovery.

## How you may be feeling?

If you have picked up, or been given this leaflet, the likelihood is that you have experienced sexual violence or sexual abuse, either recently or in your past. You may be feeling scared, anxious and overwhelmed.

You may be speaking out about what has happened to you for the first time and you may feel anxious about what the process will be, whether you will be believed and what will happen.

One of our ISVAs can help you to make sense of all of this, and reassure you by answering any questions you may have. They will support you, whatever you decide to do. It's important for you to feel you have choice and control over your decisions, and our ISVAs will outline your options - without putting you under any pressure.

If you are considering reporting to the police, or have done so already, our ISVAs are specially trained to assist you through the criminal justice process - from making your initial report, right through to court and beyond, if necessary.

## How can an ISVA help?

The support provided by an ISVA is free and confidential\*, and will vary from case to case, depending on your needs, and your particular circumstances. ISVAs are independent client-focussed advocates, who are there to support you.

## The ISVA role includes:

- Helping you to understand what has happened to you, so that you can identify and prioritise your needs, and work towards recovery - by conducting a thorough risk and needs assessment.
- Helping you to access organisations that will aid your recovery, such as counselling, sexual health clinics, etc.
- Offering practical advice and support in relation to your safety, health and wellbeing.
- Providing information on different areas, such as the law, consent, vulnerability and accessibility, protective behaviours and wellbeing.
- Working with other organisations to achieve the best possible outcome for you.
- Advocating on your behalf, such as explaining your feelings and needs to your family and/or professionals, to make sure you feel heard, understood, and that your needs are being met as much as possible.
- Ensuring that you are made aware of all available options, so that you can make informed decisions for yourself, such as deciding if you want to report to the police - if you haven't done so already.
- Ensuring that, if you choose to make a formal report, you are kept informed and supported as your case progresses, updating you regularly and liaising with the police, CPS and any legal representatives on your behalf.
- Arranging pre-trial visits and supporting you at court, if necessary.

\* If your ISVA feels that you, or someone else, is at serious risk of harm, they may have to let someone else know. However, this will be discussed with you first.