

# How can we help you

The Independent Sexual Violence Advisor (ISVA) Service provides confidential, independent support to individuals who have experienced recent or historic sexual abuse or sexual violence and have reported the incident to the police.

- The ISVA Service is independent from the police and other agencies.
- It offers one-to-one practical and emotional support, but it is not a counselling service.

Your ISVA will liaise on your behalf with agencies across the criminal justice system and the wider community to develop a tailored support plan based on your individual needs and circumstances. This may include signposting or referring you to services within First Light, Barnardo's, or other community organisations.

We also support individuals who have not reported an incident but are considering their options. Our ISVAs will talk through your choices and help you understand how they may apply to your situation.

Support is available for all survivors, including those who have experienced non-contact sexual offences such as online abuse, indecent exposure, or voyeurism.

**Whatever your experience, our ISVAs are here to listen, support, and guide you.**

**Our ISVA service is open to everyone.**

We are a partnership between First Light and Barnardo's, working together to ensure that anyone affected by sexual abuse or violence can access the support they need.

**Our service is here for all:**

children, adults, and people of all genders and ethnicities.

**You will be believed, heard, and supported.**

## Contact us

**Call: 01452 222 352**

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

**www.FirstLight.org.uk**



**SCAN TO MAKE  
ONLINE REFERRAL**

## First Light

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

More information can be found at [firstlight.org.uk](http://firstlight.org.uk)



Barnardo's protect and support the UK's most vulnerable children and young people.

More information can be found at [barnardos.org.uk](http://barnardos.org.uk)

### 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

# Gloucestershire Independent Sexual Violence Advisor (ISVA) Service

**01452 222 352**



**HELP & SUPPORT FOR  
ANYONE AFFECTED BY  
SEXUAL ABUSE**

**First Light** 

# 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 (excluding weekends and bank holidays). 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 Monday – Friday, between 09.00 – 17.00.

## 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-to-face support, throughout the criminal justice process and accompany you to court if needed.

## Trauma Stabilisation Programme.

The Trauma Stabilisation Programme offers 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 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

### Hope House

**Gloucestershire Sexual Assault Referral Centre (SARC)**

**0300 421 8400**

(Open 24 hours, 7 days a week)

**NAPAC Support for people abused in childhood**

**0808 801 0331**

**NHS Sexual Health**

**0300 123 7123 Under 18s: 0300 123 2930**

**Victim Support**

**0808 1689 111**

**GRASAC & Gloucestershire Counselling Service**

**Specialist Emotional Support**

**01452 305421**

**Barnardo's Phoenix Project Gloucestershire**

**Therapeutic support to children under 9**

**01823 270938**

## Additional Support

**National Sexual Health (24 hr Helpline)**

**0300 123 7123**

**Samaritans (24hr Helpline)**

**116 123**

**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

**Gloucestershire Domestic Abuse Support Service**

**(GDASS)**

**01452 726 570**

**National Domestic Abuse Helpline (24 hours)**

**0800 2000 247**