

---

### What does ISVA mean?

It stands for  
Independent Sexual Violence Advisor.

---

### Does the ISVA work for the police?

No, the ISVA works independently of the  
police and courts.  
They work to support you

---

### Does the ISVA provide legal services?

No, ISVA's provide emotional and practical  
support for your long and short term  
needs and impartial information.

---

### How long will my appointments be?

Appointment times are flexible  
to suit your needs.

---

### Does the ISVA offer a stand alone or drop in services?

No, due to the different locations and  
duties of the ISVA, only pre-arranged  
appointments can be made.  
ISVA will just work with those accessing  
RASASC NW counselling service.

---

### Does the ISVA provide out of hours services?

No, the working hours of ISVA are  
Monday to Friday, 8:00-16:00

---

### If I don't want to report, can I still access the ISVA services?

Yes, ISVA services can be requested at  
any time during your counselling journey  
to help you make decisions about your  
experience.

---



01248 670628



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



11 Ash Court,  
Ffordd y Llyn, Parc Menai,  
Bangor, LL57 4DF

ISVA service is part of RASAC NW  
counselling services and can not  
be accessed independently as a  
stand alone service separate from  
the counselling service

# ISVA

## INDEPENDENT SEXUAL VIOLENCE ADVISOR

Free, confidential  
advice and support for  
survivors of sexual violence  
in North Wales



Rape and Sexual Abuse Support Centre  
Canolfan Gefnogi Trais a Cham-drin Rhywiol  
Gogledd Cymru

## What is an ISVA?

An ISVA is an Independent Sexual Violence Advisor; a trained specialist who offers nonjudgemental, practical and emotional support to survivors of sexual abuse.

It is the ISVA's role to work with survivors and help them access other support services and address long and short term needs.

## What we do

- We listen, we believe and we support
- Together assess your needs, develop a plan for your safety and well being
- Provide you with impartial information to enable you to make choices
- Explain the police process, the Criminal Justice Process and what to expect if you choose to report.
- Refer and can liaise closely with other agencies involved
- Accompany you to important appointments
- Support your next steps after the legal process
- Ensure you are supported throughout the criminal justice process

## What Next

### How to Access?

If you are a survivor of recent or non recent sexual violence or are a family member/carer/ significant other that is already accessing RASASC NW counselling call or email the service or speak to your counsellor.

Your ISVA will usually contact you by your preferred method of communication to introduce themselves and arrange your first appointment in a neutral location. In this appointment they will talk you through the service and answer any questions you might have.

### Can I only have an ISVA if I choose to report to the Police?

No, you can still have an ISVA even if you choose not to report. If you do decide to go ahead they can ensure that you will have support through this process.

### Confidentiality

This service is confidential, what you tell your ISVA will remain between the two of you.

Confidentiality is only limited in respect of policies pertaining to safeguarding, further details will be discussed at your first meeting.

Every effort is made to promote your privacy and dignity

## Contact Information

### Opening Hours:

Monday: 8:00 - 16:00

Tuesday: 8:00 - 16:00

Wednesday: 8:00 - 16:00

Thursday: 8:00 - 16:00

Friday: 8:00 - 16:00

Office: **01248 670628**

Helpline: **0808 80 10 800**

Email: **[referral@rasacymru.org.uk](mailto:referral@rasacymru.org.uk)**

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

Gogledd Cymru

**rasasc**

North Wales