

Contact us

Phone

0300 3732715

First Light ISVA Service,
The Gables Road
Shrivenham Road
South Marston
Swindon
Wiltshire
SN3 4RB

The location of your ISVA will depend on where you live

Specialist Support

Our ISVA Service is available for all people. All of our team can support you, however, we also have the roles below within First Light that your ISVA can access

LGBTQ+ ISVA
Neurodiverse ISVA

Along with providing specific Male ISVAs and Children and Young People's ISVAs for you to access.

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

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

If you would like to support First Light by making a donation, volunteering or fundraising, please go to firstlight.org.uk/get-involved or email hello@firstlight.org.uk.

First Light is the trading name of First Light South West Ltd.
Company number: 3440794 Charity registration number: 1090457
Registered address: The Business Centre, 2 Cattedown Road, Plymouth PL4 0EG

Useful contacts

Samaritans 24hr Helpline
116 123 or email jo@samaritans.org

Victim Support
0808 1689 111

Sexual Health Clinics
Swindon: 01793 604 038 Wiltshire: 01722 425 120

NHS Sexual Health
0300 123 7123 Under 18s: 0300 123 2930

Survivors UK: Male rape and sexual abuse
020 3598 3898

Mankind
01823 334 244

Emergency Adult and Child Social Care
Swindon: 01793 463 555 Wiltshire: 0300 456 0100

Avon and Wiltshire NHS Mental Health Partnership Trust
01380 731 335

Lift Psychology
01793 836 836

The Swindon Mental Health Intensive Team (with the ability to signpost to other areas)
01793 836 820

Women's Aid
01793 610 610

Turning Point
0345 603 6993

Non-emergency NHS
111

Nelson's Trust Sexworker Outreach Project
01793 495 812

LGBT Switchboard
0300 330 0630

FEEDBACK

We welcome your feedback. There are several ways to feed back:

Cope and Recovery Forms – your ISVA will ask you to complete these forms at significant stages of your engagement with us.

They help you view your progress and contain a section where you can comment on the service.

If First Light clients can provide feedback using the swspoc@firstlight.org.uk email.

This email account is reviewed daily and comments are passed to the service manager. All comments are treated seriously and confidentially.

To contact the ISVA Manager direct you can ask your ISVA for the details or email through swspoc@firstlight.org.uk

Or, call 0300 3732715 and ask for the ISVA Manager.



**FIRST
LIGHT**

Domestic Abuse and Sexual
Violence Support for All

Independent Sexual
Violence Advisors
(ISVA) Service

0300 3732715

“ My ISVA was so reassuring and understanding - I felt supported.”



Independent help and support for people who have been affected by rape or sexual assault.

What does an ISVA do?

The Independent Sexual Violence Advisors (ISVA) service provide independent support for people who have experienced a recent or historic rape or sexual assault and have reported to the police.

We also provide support to those who have not reported but are considering what they should do. Our ISVAs will meet with you to look at options and how these might be best applied to your individual situation.

Your ISVA will liaise on your behalf with all agencies within the criminal justice system and community in order to develop a support plan based on your individual circumstances and needs. This may require your ISVA to signpost or refer you to services either within First Light or the wider community.

ISVAs...

offer support



Non judgemental



Someone to listen



Support at court



Confidential service



Support and advice

give practical help



Needs assessment



Signposting



Referrals



Assistance with reporting

What to expect

What will happen at my first appointment?

Your ISVA will explain their role and the length of time that they may be supporting you. They will also assess your area of need and support and will discuss with you a plan of action. They will also agree the level of support you require and the frequency of that support. If required, your ISVA will liaise on your behalf with the police to get updates on the investigation. This will be explained to you so that you are kept well informed about your case.

Do I have to report to the Police?

If you are over 18 and you are undecided about reporting an incident to the police, your ISVA can meet with you and discuss the options available to you.

If you decide to report, your ISVA will guide you through the reporting process. If you decide not to report, your ISVA will look at your needs with you and either signpost or refer you to appropriate agencies.

What happens next if I do report to the police?

For those who have reported to the police, a formal investigation will be conducted into your complaint. On completion of the investigation, your case will be reviewed to determine if it can go to court. If the suspect in your case is charged and the case presented for trial, your ISVA can plan for you to attend a pre-trial court visit. Your ISVA can address any relevant concerns which you may have about attending court and will support you on the day.

Jess's story

Jess first reported her sexual abuse when she was just 15. Unfortunately, no further action was taken at that time by Police.

Our Adviser began working with Jess when her case was reopened by Police 18 years later. Jess was in supported housing, in a domestic violent relationship, and dependant on alcohol and prescription medication. Unfortunately, Jess couldn't sufficiently care for her children and they had been placed into care.

As Jess moved between supported living facilities, our Adviser worked closely with key workers to maintain emotional and practical support. We worked with Together, helping Jess remain engaged within drug and alcohol services. Jess has made huge progress and is now sober. Jess has also been referred for domestic violence advice to support her decision to continue in her relationship but to help her be safe.

Three-way meetings were established with the Officer In Charge of the criminal case, with our Adviser leading on how to inform Jess of updates, changes in her support plan or to raise concerns she had.

“

I think I've almost made peace with it... I know I've done the right thing...for the law and me personally. Thank you for being here, your messages were a glimmer of sunshine in some of my darkest days.”



We continued to support Jess throughout the court process, including whilst she was cross-examined over two days; an arduous and challenging experience. The defendant received a 27 year custodial sentence.

Jess has now moved to lower level supported living. She says she is working towards finding peace with what happened, and is looking toward the future.

* Names changed to protect client's identity. Photograph is of a model.