



## ISVA Service Agreement

ISVA support is intended to help you cope with the aftermath of sexual assault including supporting you through the criminal justice process (CJP) such as liaising with the police and where appropriate court.

This agreement sets out what you can expect from me as your ISVA and how we can work together to ensure you receive the best support through this challenging time.

- The ISVA will make an assessment of your needs and any risk that you feel you are facing and will work with you to develop a support plan to address needs and risks.
- The ISVA will explain the CJP and support you in making contact with relevant agencies, including the police and Crown Prosecution Service (CPS), should you choose to disclose the incident/s to them.
- The ISVA will also support you to access any health provisions required.
- The ISVA will work with you to ensure appropriate referrals are made to other agencies where required, for example housing, education or counselling services.

There are limitations to what support we can offer and it is important that we are clear about these:

- The ISVA service is NOT an emergency service. Core hours are 8am till 5:00pm Monday to Friday. If you are concerned about your own, or someone else's safety or wellbeing contact the police by dialling 999 for emergencies and 101 in a non emergency.
- The service is not a befriending, counselling, or therapy service; though we will help you access these services if needed.
- We cannot discuss details of the incident/s if the case is still under police investigation. This is to ensure that the evidence remains uncompromised.

### Confidentiality

Although our sessions are confidential, there may be times when it is necessary to breach confidentiality in order to protect your own or someone else's safety.

If you tell an ISVA something that indicates there is a risk or threat to your safety or wellbeing, or to anyone else's, then we have a responsibility to report that information to the Police, emergency services, and/or local safeguarding authorities. However, before doing this we would try to discuss with you.

There may also be times when information is disclosed by you that is relevant to the police investigation or court proceedings and that may influence the criminal justice outcomes. In these circumstances, we will encourage you to share this information with the police or CPS. However, we are obliged by law to pass this information to the police or CPS if you do not.

### **Sessions/Visits**

We have agreed that we will meet by arrangement at an agreed time and venue (usually between 8:30am and 5pm but can be seen outside of these times by prior arrangement). If a meeting has to be rearranged I will let you know as soon as possible, and request that you will do the same if you are unable to attend a meeting or no longer require support.

ISVA support will not be withdrawn if you miss sessions but if 3 sessions are missed, then I will contact you to confirm that you still wish to receive ISVA support. Further missed appointments may result in you being discharged from the service.

### **Attendance**

If you attend under the influence of any non-prescribed drugs or alcohol, we reserve the right to cancel the session. The safety of staff and clients is paramount and any actions which may compromise this will not be tolerated.

### **Contact between Session/Visits**

Contact between arranged sessions/visits is allowed. I will provide you with a mobile number for this purpose. If I do not answer your call I will ring you back as soon as I am able. Out of hours (8am - 5pm) text or messages will be responded to the next working day, unless this is agreed in the contact plan.

### **Holidays and Bank Holiday Entitlement**

I will provide you details of my holiday and other days where I may be attending training or events along with contact details of my colleague who will support you during these times.

### **Ending ISVA Support**

You have the right to terminate ISVA support at any time and do not have to state your reasons for this.

As we are constantly striving to improve our service it would be helpful if you completed a feedback form at the end of support (reports available at [drasacs.org/aboutus](https://drasacs.org/aboutus)) ,

however we welcome feedback at any time via e-mail [admin@drasacs.org.uk](mailto:admin@drasacs.org.uk) for the attention of 'ISVA Manager'. The complaints process is outlined below should it be needed.

The safety of staff and clients is paramount and any actions which may compromise this will not be tolerated.

### Notes

The ISVA will make brief, factual notes of our contact. These are stored securely in our computerised database as per data protection regulations and files in a locked cabinet in our office. Access to notes is generally restricted to Doncaster Rape & Sexual Abuse Counselling Service (DRASACS) staff as required. However, the police or CPS may request to have sight of the notes or they may be called as evidence (subpoena) by the courts. We will discuss this with you if such a request is received.

### Privacy Policy, Subject Access Request and Data Protection

Available at [www.drasacs.org.uk/dataprotection](http://www.drasacs.org.uk/dataprotection)

### Taking care of your ISVA

Our ISVA workers have regular line management, clinical supervision and continued professional development to ensure they are skilled and supported to deliver the best for clients.

### Safeguarding

All DRASACS staff have DBS clearance (Adult & Child) & ISVA's have Level 2 Police vetting clearance. Level 1 safeguarding is refreshed each year by all members of staff.

### Complaints

Available at [www.drasacs.org.uk/how-can-i-complain](http://www.drasacs.org.uk/how-can-i-complain)

### Confirmation

I confirm that I have read and agreed with the above.

Signed (Client) \_\_\_\_\_ Date \_\_\_\_\_

Signed on behalf of DRASACS

*K Hill*

K Hill (CEO)