SERVICE SPECIFICIATION:

- ISVA Service will be provided as part of an integrated service to all victims and survivors of sexual violence
- Access to services are in line with client's expectations
- Delivery of services is in accordance with good practice and is regularly audited
- Client's access appropriate support irrespective of their background and are actively supported by the provision of individually tailored packages of support
- All clients are involved in, and have access to, their own support plan
- Robust continuity of care arrangements are in place to support clients when ISVA support is complete
- Client views and feedback are regularly obtained and their comments reflected in continuous service improvement

AIMS AND OBJECTIVES OF THE SERVICE:

ISVA Service will:

- Provide support for all victims of rape and sexual violence
- Provide and develop team of specialist practitioners to provide sufficient and appropr8ate support to the expected volume and specific needs of referred clients
- Meet best practice standards for the delivery of its services
- Work with partner agencies to ensure they are aware of the services provided and how to make referrals and how those clients will be supported
- Ensure that referrals can be responded to within 2 working days and, if possible, within 24 hours
- Ensure that all clients have initial expert risk and needs assessment
- Ensure that the level and nature of support is appropriate for individual situations and is provided consistently for victims and survivors wherever they live in the county
- Have a sound understanding of the Criminal Justice process and the need to secure best evidence
- Identify other partner agencies that currently support clients and their families and seek to co-ordinate activity to improve client safety, health and wellbeing including relevant and timely information sharing
- Ensure effective referral and handover of clients to specialist community based support services
- Comply with requirements under the General Data Protection Act when dealing with personal and sensitive data and have a clear and transparent Complaints Policy

SERVICE DESCRIPTION:

ISVA Service will primarily consist of Independent Sexual Violence Advisors. The support provided by an ISVA will vary from case to case, depending on the needs of the victim or survivor and their particular circumstances. ISVA Service will support ALL victims and survivors and will provide a skill mix of professionalism and competency that is flexible and can respond to the needs of children, young people and adults. However, the main role of an ISVA includes making sure that victims and survivors have the best advice on:

- What counselling and other services are available to them
- The process involved in reporting a crime to the Police
- Taking their case through the Criminal Justice System should they wish to do so

Main duties of the ISVA Service are:

- To contact all clients referred by partner agencies if possible within 24-48 hours and subsequently as required until support is concluded, or at the client's request
- To develop individual safety and support plans to address risk and support needs of the client
- To help clients access services to which they are entitled – e.g.: making local referrals to appropriate partner agencies
- To explain criminal, civil remedies and housing options to clients
- To provide information and support in relation to Criminal Injuries Compensation
- To keep, where relevant, other agencies informed about important changes to client's situation
- To liaise with Police and Crown Prosecution Service on behalf of the client – with the client's consent and adhering to confidentiality policy in relation to release of information
- To keep victims and survivors informed about case progress on behalf of police in line with requirements of Victim's Code of Practice
- To understand the need for some clients to access special measures

ACCESS TO SERVICES:
ISVA Service will:

- Clearly and regularly communicate information about the service to partner agencies including how it can help victims and survivors and how to make referrals
- Be present at the local Sexual Assault Referral Centre on a daily basis and be available to victims attending
- Promote access to the service for those not reporting to the police working pro-actively to ensure that a non-discriminatory is accessible to all victims and survivors overcoming barriers for vulnerable and under-represented groups
- Monitor and report on referral routes and profiles, unmet needs and victim/survivor non-engagement

NATURE OF SUPPORT:
ISVA Service will:

- Use a best practice, evidence-based risk identification checklist for all clients on initial referral to prioritise responses according to risk
- Co-ordinate with the client a pro-active package of responses that reflects the client's individual risk and needs ensuring they are aware of the full range of options and services available to them
- Ensure that the full range of client's needs can be addressed by the ISVA within the service or provided by priority referrals to partner agencies
- Mobilise step-down or recovery support to help client's improve their health, wellbeing and resilience by providing this support within the service or by priority referrals to partner agencies

CASE MANAGEMENT AND SUPERVISION: ISVA Service will:

- Have a robust case management and supervision process in place to ensure effective practice by staff qualified to work with victims of sexual violence
- Allocate appropriately to provide seamless support from initial referral to agreed onward referral/case closure
- Manage caseloads to deliver outcomes with consideration to the complexity of caseloads and the needs of clients going through the Criminal Justice System

- Have clear protocols for a time-limited intervention, case closure and exit from the service which includes regular case supervision and review processes
- Maintain comprehensive case files for clients

STRATEGIC DIRECTION:

ISVA Service has been funded by the Office of Police and Crime Commissioner (OPCC) for Bedfordshire since October 2020. Our current contract expires October 2023, however, this has been extended for a further 12 months to October 2024. The current level of funding provided for 3.5 ISVAs from ISVA Core funding, in addition to specific funding for 1 x LGBTQ+ ISVA until 2025. We have recently filled all ISVA positions and are currently working at full capacity and foresee the current team continuing in this way. ISVA administrator position is currently vacant and out to recruitment. We are confident that the OPCC will continue to fund the ISVA Service beyond the end of our current contract, however, should this not be the case the current team will be TUPE'd across to the new organisation. We regularly meet with commissioners to ensure we comply with the contract requirements and to identify any required changes or development opportunities. We also regularly meet with the current team and feel confident that they will remain working for ISVA Service for the foreseeable future. We have a robust recruitment process that ensures we employ strong candidates and work closely with local partnerships to develop and strengthen opportunities across Bedfordshire.

POPULATION COVERED:

ISVA Service is open access for any client who has been a victim of sexual violence and/or abuse.

DAYS AND HOURS OF OPERATION:

ISVA Service is responsive to the needs of the client and offer flexible appointments which may be outside normal operating hours.