

ISVA FEEDBACK FORM - ADULTS



Safeline would like to offer you the opportunity to give feedback on your experience of the Independent Sexual Violence Advocate (ISVA) service.

There are no right or wrong answers. Everyone's experience is different and unique to them. Please only answer the questions you feel comfortable with. To help change how the criminal justice system works with victims, we may share your anonymous feedback with the police and/or our funders as appropriate.

What is your gender? (E.g. Male, female, non-binary) _____

What is your age? _____

1. Please tick 1 box per row with how you feel about the below statements:

How do you feel about:	Great	Good	Okay	Not good	Poor
How welcoming and comfortable you found our offices					
How helpful the information was you received from us					
How quickly we contacted you when you were initially referred to us					
How you were given a choice of gender for your ISVA					
How your ISVA explained their role and what to expect					
How your ISVA agreed a support plan with you					
How you were involved in making decisions about your support plan					
How your ISVA supported you through the Criminal Justice Process					
How your ISVA listened to your needs					

How do you feel about:	Great	Good	Okay	Not good	Poor
How easy and quick it was to contact your ISVA for support					
How often you were able to contact your ISVA for support					
How your ISVA changed your support when you needed them to					
How involved you felt in how and when your support ended					
How your ISVA worked with other professionals involved in your care					
Your overall experience with your ISVA					

2. What did you like or what could be improved about the ISVA service?

3. Do you feel better able to cope and move forward with your life due to support from the ISVA service?

Yes absolutely	Yes I think so	Maybe	No I don't think so	No absolutely not

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY!

Safeline was able to support you thanks to the kindness of our donors. If you can, a donation to Safeline will help us assist more people like you to cope with and recover from their experiences, empowering them to move forward in their lives.

To donate and help support other people affected by sexual abuse and rape:
<https://bit.ly/safelinesupport>



If you would like to give us further ideas and feedback for improvement based on your experience, then you could become a member of our user involvement panel. If you are interested, please get in touch with us at Safeline: call 01926 402 498 or email office@safeline.org.uk.