Support services
Support services

Here you can find out about services that can support you to talk to the police:

- Community Learning Disability Team Herts
- Advocacy Services
- College
- Citizens Advice Bureau
- Doctor/Nurse
- Victim Support/Witness Service
- Solicitors
- Landlord
- Transport

College Citizens Advice Bureau
If you want help or advice you can talk to someone who supports you or you can ask for the councils’ Adult Care Services to help.

You can phone the call centre to talk to someone from the Community Learning Disability Team. You can visit or phone your social worker.

When you phone the call centre you will be asked for your name and telephone number.

Use your Keeping Safe Card

Someone will talk with you and ask if you need support and help with anything.

They will listen to what you say and try to help.
Sometimes they can help straight away.

Sometimes they will arrange for you to see a social worker or community nurse.

**Tell them:**

If someone is doing things to upset you or make you afraid.

If someone shouts at you, calls you names, hurts or hits you.

If you are not happy and you want to complain.

If you need help to do things for yourself and be independent.

If you want help to get your rights.

What you say is confidential

You may have to pay for some services but you do not pay to see a social worker.
Support services

Advocacy

Giving power to your voice. POhWER is the advocacy service in Hertfordshire.

You can use an advocacy service when:

- You are not being listened to.
- You are not getting your rights.
- You want to find out about your rights.
- You want help to sort out a problem.
- You want to use a service.
- You want to make a complaint.
- You are being verbally abused.
- You are feeling scared or worried.
- You are being bullied.
- You don’t know who to talk to.

An advocacy service will listen to you and find an advocate to support you if you want one.

Go to Find Out More
Support services

What is an advocate?

An advocate is someone who will listen to what you want to say.

An advocate will find out information for you, so that you can have choices and decide what you want to do.

An advocate can support you to talk to other people if you want, like the police or your social worker or a solicitor.

An advocate can support you to make a complaint or report a crime.

An advocate can meet with you at your home or a place of your choice.

An advocate will only do what you want them to do and will only talk to other people if you ask them to.

What you say is confidential

You do not have to pay to use this service.
Support services

An advocacy service can tell you where your local self-advocacy groups are.

What is Self-advocacy?
Self-advocacy is about speaking up and saying what you want to say. This is your right.

A self advocacy group is where people with learning difficulties get together and support each other to speak up.

A self advocacy group might talk about things like rights, verbal abuse, transport and how to tell services what they want.

You can contact National People First to find a self-advocacy group near to where you live or work.

Go to Find Out More
If something bad happens at college or at your day services, staff will support you.

You can:

Talk to your personal tutor or support worker and tell them what has happened.

Talk to any tutor or member of staff.

Talk to the student counsellor or student union.

They will support you to get your rights.

If you are discriminated against, you can report it. It is your right to make the discrimination stop and to have support to do that.
You can get advice and information at the Citizens Advice Bureau.

Someone who works at the CAB is called an adviser, they will talk with you and try to help you sort things out. They can tell you about your rights and the law.

They will find out what you want to know and help you to make choices.

The CAB adviser can tell you what they think is the best thing for you to do but it is up to you to decide what you want to do.
The Citizens Advice Bureau can help with problems about:

Where you live
Your money
Things you buy from shops
The law

A CAB adviser can help you to fill in forms for things like your Benefits or Housing.

If an adviser cannot give you all the information you want they will help you to find someone who can. If you need to know more about the law they can help you to find a solicitor.

What you say is confidential

You do not have to pay to use this service.
Tell your doctor or nurse:

If you are feeling scared or worried, this can make you ill.
If someone hurts or abuses you always go to your doctor.

The doctor will look at any injuries you may have and write it down in your notes. If you want to tell the police this record will help you.

You can fill in the **Bullying and Harassment Reporting Form**.

You can ask someone to help you.

What you say is confidential

You do not have to pay to use this service.

Go to **Find Out More**
When something bad has happened to you or you are the victim of a crime like a burglary or assault, you can talk to someone at Victim Support. If you want, the police can contact them for you.

Someone at Victim Support will listen to what has happened to you and help you to talk about it.

They can:
- Help to make you feel safe.
- Support you to write letters.
- Support you if you have to go to court.
- Support you to talk to the police.

What you say is confidential

You do not have to pay to use this service

Go to Find Out More
Solicitors

A solicitor is someone who knows a lot about the law.

They are a bit like advocates because they can support you and make sure you get your rights in law.

Solicitors often help people when they are buying a house or when they want to make a will.

If you have been assaulted or someone is always calling you names and verbally abusing you, a solicitor can give you advice and tell you how the law can help you.

What you say is confidential

You usually have to pay for a Solicitor.
Support services

Solicitors also help people in court or people who have been arrested by the police. When someone is arrested by the police they can speak to a solicitor when they get to the police station.

If this happens to you
Use your Keeping Safe Card

The Custody Officer will call an Appropriate Adult to help you. This is someone who can support you so you that you know what is happening.

The Custody Officer will also ask:

Do you know a solicitor to call?
Do you want to pick a solicitor from a list?
Do you want the duty solicitor? This is the solicitor that can help you at the time.

What you say is confidential

You do not have to pay for a Solicitor at a police station.
The Community Legal Service wants to make sure everyone can get access to justice and good legal advice.

If you can’t pay a solicitor they can apply for a CLS funding certificate.

This means the government will pay the solicitor for you.
Support services

To use this service you may need to tell the adviser about your money, what benefits or income you get and what savings you have. You may need to give your National Insurance number.

What you say is confidential

You do not have to pay to use this service

How do I get a solicitor?

The C.A.B can help you to find a solicitor, or you can choose one from the Yellow Pages. This is a telephone book.

You can ask a friend or someone who supports you if they have used a solicitor recently who gave a good service.

Go to Find Out More
Your landlord is the person you pay your rent to.

If your neighbour is annoying or harassing you or someone is damaging your house, you can ask your landlord to contact the Community Housing Officer. They are at your local Council Offices.

They will try to help sort things out and work with the police to help you.
They can ask the person to sign a contract, which says they must stop doing things to you. This is called an Acceptable Behaviour Contract (ABC).

They can also ask the court to order the person to stop. This is called an Anti-social Behaviour Order (ASBO).

You can fill in the Bullying and Harassment Reporting Form. You can ask someone to help you.

What you say is confidential

You do not have to pay to use this service.
Support services

Transport

If someone makes you feel afraid when you are on a bus tell the driver or someone else on the bus.

Use your Keeping Safe Card

If you are bullied on the bus you can tell the police. They will ask you:

Who was there?
What happened?
Where did it happen?
When did it happen?
How did it happen?

The Police will also ask you:

What was the bus drivers’ name?
What was the route number of the bus?

Keep your bus ticket, if you have one, as it has all the information on it or ask the driver.

You can fill in the Bullying and Harassment Reporting Form.

You can ask someone to help you.
If you are not happy with the service, for example if the bus driver does not stop for you at the bus stop, you can tell the bus company or the council.

Ask them what they will do about it.

If you are not happy with a taxi driver and you want to make a complaint, you can tell the police or the council.

You will need to tell them the name of the taxi company and the driver’s identity number. This is on a badge that the driver wears, sometimes it is on the dashboard.

If you have a problem on a train tell the station staff when you get off the train and report it to the police.

Only in an emergency can you pull the emergency handle on a train. This will let the driver know there is a problem.