

How can BeNCH help you?

BeNCH CRC is committed to ensuring the diverse needs of the communities we serve are met through the work that we do.

We aim to ensure that each individual's needs are taken into account and whenever possible, reasonable and appropriate measures are put in place to address those needs.

All BeNCH CRC staff aim to provide a service that is fair, accessible, respectful and above all enables individuals to use their time with us in a productive and life-changing manner.

To support this, BeNCH CRC offers a range of services to all its service users to ensure your time with us is well spent.

Your supervising officer will be pleased to discuss with you any other support you may need to complete your order or licence successfully.

The services we offer are detailed in this leaflet, please speak to your supervising officer if you require any additional help.

Unhappy with our service?

If you feel you have experienced discrimination or been treated unfairly by BeNCH CRC, please talk to your supervising officer, who will try to help.

Or you can complain in writing to

BeNCH Community Rehabilitation Company
Chief Executive
Argyle House
Argyle Way
Stevenage
Hertfordshire
SG1 2AD

If your complaint cannot be resolved by BeNCH CRC, you can appeal to the Prisons and Probation Ombudsman. The final stage of appeal will be through your local MP, who can ask the Parliamentary Ombudsman to look at how your complaint has been dealt with.

About BeNCH CRC

We are a new Community Rehabilitation Company comprising of staff from four former probation trusts: **Bedfordshire**, **Northamptonshire**, **Cambridgeshire** and **Hertfordshire**. We work to reform adult s assessed as posing a low and medium risk of harm. Our aims are to reduce re-offending and protect the public.

Please visit our website www.benchcrc.org.uk for more information.

The Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire Community Rehabilitation Company Limited; registered as a Company in England and Wales no. 8802546. Registered office: Argyle House, Argyle Way, Stevenage, Herts, SG1 2AD.



Equality and Diversity

Services available to you

If you require this information in another language or format, please ask a member of staff.

Equality and Diversity services for you

Please speak to your supervising officer for help in these areas - or any other needs you may have:

Age

Whether you are a younger or older service user, we can help you to find local services that can support you in your life goals.

Benefits/Welfare/Food

We may be able to help you access benefits/welfare and food banks.

Childcare/caring responsibilities

We may be able to assist with the cost of childcare where appropriate or refer you to agencies that can assist with support and advice.

Disability

Should you face any barriers to accessing BeNCH CRC services, please speak to your supervising officer who can tailor services to suit your needs. For example, do you need help with communication e.g. dyslexia? We can offer communication aids.

Ethnicity, Race, Nationality

If English is not your first language, please inform your supervising officer as soon as possible, we are happy to help with interpreters and translation services where requested.

Gender

If you wish to speak to a supervising officer of the same gender, please inform us as soon as possible. We are happy to provide you with a supervising officer that understands your gender needs. We also provide women-only community based supervision.

Housing

If you are having problems with getting/keeping accommodation, please speak to your supervising officer, they may be able to tell you about agencies that can help.

LGBT

We recognise that Lesbian, Gay, Bisexual and Transgendered people have particular needs and can experience discrimination. Your supervising officer can help you to identify an appropriate support network.

Literacy and Numeracy

Need help with improving your literacy and numeracy skills? We can help you to improve your skills and qualifications, with real choices, opportunities and job guidance.

Mental Health

Do you have concerns about your mental health? You may see a community psychiatric nurse at court or you can discuss your concerns with your supervising officer who can assist with support or advice.

Religion and Belief

If your religious beliefs or practices are likely to have an impact on your ability to complete your court order or licence, please speak to your supervising officer.

Substance Use/ Alcohol Issues

We know substance use and alcohol issues can be a problem for some people. We can offer help, advice or a chance to talk about these issues.