

We are deeply committed to ensuring that the diverse needs of the population we serve are met in the work we do. We will try to ensure that your individual needs are taken into account. We aim to ensure that our work is of the highest quality and that everyone is treated fairly and equally.

We can provide help and assistance

If you feel that you have been discriminated against or treated unfairly by the probation service, please ask for a copy of our complaints leaflet. Your supervising officer will be happy to provide you with any other support you may need to complete your order or licence successfully.

For further information, you can contact your local probation office:

If you need this information in another language or format, please ask your supervising officer.

Equality & Diversity

Services available to you

Services for you from probation

Below are a range of services you can get asking your supervising officer:

- **Disability**
If you have a disability which would prevent you from gaining equal access to services, please speak to your supervising officer or the court probation staff who can tailor services to suit your needs.
- **Housing**
If you are having problems with accommodation, please speak to your supervising officer who can tell you about which agencies can help you.
- **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, you must talk to your supervising officer.
- **Interpreters**
If English is not your first language, please inform probation staff who will be happy to arrange the right services to help you.
- **Substance Use**
If you have problems with drugs or alcohol, please speak to your supervising officer who can tell you who to contact to get help in reducing your intake.
- **Mental Health**
At court you can ask to see a Community Psychiatric Nurse, or you can discuss your concerns with your supervising officer or the court probation staff who will seek out suitable support and advice.
- **Childcare**
We may be able to assist with the cost of childcare where appropriate. Please let your supervising officer or Community Payback officer know if you need this facility.
- **Literacy and Numeracy**
During your order you will be assessed for literacy and numeracy. Help can be given to improve your skills and qualifications.
- **LGBT**
We recognise that Lesbian, Gay, Bisexual and Transgendered people have particular needs and experience discrimination. Your supervising officer can help identify an appropriate support network.