

# The Commission's Independent Emotional Support Service



The Commission recognises that many people who request an investigation will have gone through traumatic experiences and that engaging with the Commission can be stressful. For some people, engaging with the Commission will bring memories back that disturb everyday life. For this reason, your Case Support Worker will accompany you throughout the process. They are aware that, at times, you may experience difficult emotions and are trained to help you re-connect with your own emotional strength. They will work to ensure you feel safe, listened to, and understood throughout your contact with us.

However, sometimes, the emotions you experience may be so intense that they make it difficult for you to stay with the investigation process and that is where our independent emotional support service may be able to help. There is no charge for their support.

## What the service offers:

- A video or telephone call with an independent emotional support worker, who will help you understand the feelings you are experiencing; identify which aspects of the investigation process you experience as challenging; clarify what adjustments you might ask the Commission to make to help you stay with the investigation; and help you to communicate these desired adjustments to your Case Support Worker.

Your conversations about your personal feelings with the independent emotional support worker will be kept confidential. However, if you discuss information relevant to a case that the Commission is investigating then, in rare circumstances, the independent emotional support worker may be legally obliged to share this information with the Commission.

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- If you think it will help, you can have up to two additional conversations, three in total, with the independent emotional support worker. If you need more contact with the independent emotional support worker, please discuss this with your Case Support Worker.

Your Case Support Worker will guide you on how best to engage with the NHS or another counselling service provider for this process.

We understand that different issues may arise in the future, and you may feel that further emotional support would be helpful. Your Case Support Worker can offer you another referral, although we cannot guarantee this will be with the same independent emotional support worker.

On occasion it can happen that the journey of an investigation brings to the surface more significant or enduring emotional challenges arising from your experiences. Should this happen, it may indicate that you are ready to engage on a therapeutic or counselling journey to address these issues.