



Gofal Cymdeithasol **Cymru**  
Social Care **Wales**

# Help and advice if you're a witness

Where to get help or advice if you're a witness in an investigation.

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Go to <https://socialcare.wales/dealing-with-concerns/help-and-advice/help-and-advice-if-youre-a-witness-or-youve-raised-a-concern-with-us> for the latest version.

## Help and advice if you're a witness

Usually, a witness involved in our cases would be someone who uses care and support, a colleague of the person being investigated, or a family member of someone who uses care and support.

You may have been asked by one of our case officers to be a witness for us to help with our case evidence. Sometimes we ask people who've given us a witness statement to attend a fitness to practise hearing. We understand that being a witness can be stressful. You might be worried about what you'll say in your witness interview, whether you'll be able to answer the questions, or how being a witness may affect your personal or work relationships.

We want to help make it easier for you to understand the process and what you'll need to do.

The case officer will explain the process to you, but you may feel you want some additional support.

## Where to get help

Victim Support

We understand if you're going through a difficult time and might be feeling unsure about the process.

You can call [Victim Support](#) to get help. They're an **independent service** which can give you **confidential emotional support, or practical help and advice**. The advice comes from a specially trained team.

Phone: 0808 196 8638 (available 8am to 6pm, Monday to Friday)

Email: [SocialCareWales@victimsupport.org.uk](mailto:SocialCareWales@victimsupport.org.uk) (available 8am to 6pm, Monday to Friday)

Calls to this number are **free** of charge. If you'd like help in another language during your contact with Victim Support, they'll arrange and pay for an interpreter to help.

You can call at any point in the process about anything that's bothering you about the investigation. You can ask for **help and advice** or just **talk about your feelings**. When the investigation is over, Victim Support can help you to move forward.

They won't know anything about your witness statement, or the person being investigated unless you tell them. You don't have to give your name or any personal information if you don't want to. They won't share your information unless you ask them to.

## **Victim Support**

Call Victim Support on 0808 196 8638

[Find out more about where to get support if you've been asked to be a witness.](#)