



Department
for Work &
Pensions

Free Local Services



Third Quarter 2016

**UC Universal
Credit**
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Corby Foodbank

Providing food aid to those in need

Location

Corby food Bank
Hope Centre
8 Princewood Road
Corby
NN17 4AP

Eligibility

Anyone wishing to access the foodbank needs to have been issued with a Red foodbank voucher. These vouchers are held by many local organizations.

Provision Details

Foodbank clients bring their voucher to a food bank center where it can be redeemed for three days emergency food. Volunteers meet clients over a cup of tea or free hot meal and are able to signpost people to agencies able to solve the longer-term problem

Hours & Duration

The foodbank office is open Monday to Friday 9.00am - 5.00pm

Please note that the foodbank is not open over the weekend or on bank holidays.

Referral Process

If you require a voucher to access the foodbank you can obtain one from the One Stop Shop in the Corby Cube or from Corby Citizens Advice Bureau.

Otherwise care professionals such as doctors, health visitors, social workers, CAB and police identify people in crisis and issue them with a foodbank voucher.

Tel: 01536 737588

General enquiries email: info@corby.foodbank.org.uk
<http://corby.foodbank.org.uk/>



**Location**

Corby, Daventry District, East Northamptonshire, Kettering, Northampton Borough, South Northamptonshire, Wellingborough

Eligibility

Residents of Northamptonshire who are looking to reduce their energy bills.

Provision Details

The Northamptonshire Energy Saving Service (N.E.S.S.) provides advice on managing your energy bills and improving the energy efficiency of your home. It also offers a full benefit check and independent advice on claiming additional income. N.E.S.S. can provide:

- Help to check your energy bill tariffs
- Energy efficiency advice
- Free energy saving devices
- Advice on financial entitlements including grants and regular income

Hours & Duration

Tailored to individual.

Referral Process

For energy saving advice: 01604 623708

Depending where you are located, please click on the link below to find out which area is more relevant for you.

[Contact us - Northants Warm Homes](#)

Website:

<http://www.northantswarmhomes.com/about/>



Phoenix Furniture - Kettering
Redistributing unneeded furniture to those who need it most

Location

Phoenix Furniture (Kettering) Ltd.
Alexandra Street
(behind the Alexandra Arms)
Kettering
Northants
NN16 0SX

Eligibility

Proof of benefits or low income

Provision Details

We collect and redistribute unwanted furniture and household goods in Kettering and the surrounding area.

We have an ever changing stock of used furniture and household goods. These are sold at low, nominal, prices to needy families and individuals. Goods are generally delivered to the purchaser's home free of charge.

By providing affordable homemaking, at not for profit prices, to people on benefits and low income, we enable families to make their house into a home.

Hours & Duration

Opening Hours:

Monday - Thursday 9:30am -2:00pm

Friday - closed

Appointments can be made outside these hours.

Referral Process

Tel: 01536 310477

Email: dizzybirdsatphoenix@hotmail.co.uk

Website: <http://phoenixfurniture.org.uk/>





Community Law Service Northampton & County
Free Legal Advice

Location

49 – 53 Hazelwood Road
Northampton
NN1 1LG
01604 621038

Eligibility

Open to all.

Provision Details

Community Law Service (Northampton and County) provides comprehensive advice and representation in welfare benefits, debt, housing and immigration.

Housing Advice - Advice, Casework and Representation in relation to repossession and Eviction.

Debt Advice – Advice, Casework and Representation.

Welfare Benefit Advice - Advice and Casework.

Immigration advice – Advise and Casework.

Energy Advice - Energy efficiency and Income maximisation advice funded by Northamptonshire County Council.

Hours & Duration

Monday - Thursday: 9:30am – 3pm

Friday: 9:30am – 2pm

Referral Process

Phone:

Northampton: 01604 621038

Rushden: 01933 313020

Wellingborough: 01933 278248

Email: enquiries@communitylawservice.org.uk

Website: <http://www.communitylawservice.org.uk/>

FREE Legal Advice* - Northamptonshire Charity - Debt Advice welfare Benefits
Housing - Community Law Service Northampton Rushden Wellingborough

**Location:**

Countywide

Eligibility:

Anyone can register.

Provision Details:

The Telephone Preference Service (TPS) is a free service. It is the official central opt out register on which you can record your preference not to receive unsolicited sales or marketing calls. It is a legal requirement that all organisations (including charities, voluntary organisations and political parties) do not make such calls to numbers registered on the TPS unless they have your consent to do so.

The TPS can accept the registration of mobile telephone numbers, however it is important to note that this will prevent the receipt of marketing voice calls but not SMS (text) messages. If you wish to stop receiving SMS marketing messages, please send an 'opt-out' request to the company involved.

Contact Numbers:

Registration Line: 0345 070 0707

Preference Service Helpline: 0845 703 4599

Email: tps@dma.org.uk

Website: www.tpsonline.org.uk



Northamptonshire Rights and Equality Council

Supporting victims of discrimination

Location

C/o Azuka, Places for People
67 Elsdon Road,
Wellingborough
Northamptonshire
NN8 1QD

Our Wellingborough Office is a satellite office in Azuka House on Elsdon Road. It is next door the Pravasi Mandal, Asian Elders Day Centre.

Eligibility

Open to all.

Provision Details

The Northamptonshire Rights and Equality Council campaigns for social justice in Northamptonshire in the context of the wider agenda for equalities and human rights, undertaking this work regardless of race, colour, religion, disability, age, sexuality, transgender status or gender. To do this we:

- Support and represent individual victims of discrimination
- Support victims of hate incidents and monitor hate incidents
- Raise awareness of the rights of individuals not to experience discrimination and to have their human rights upheld

Hours & Duration

Tailored to individual.

Referral Process

Tel: 0193322981

<http://northantsrec.org/>



Charity Link



tackling poverty - changing lives

Location:

C/o Charity Link
20a Millstone Lane
Leicester
LE1 5JN

Eligibility:

Individuals and families in Northamptonshire experiencing poverty, hardship or crisis. Examples of the people we can help include those who are not able to get support through Northamptonshire County Council's Sustaining Independent Living Scheme (or those who do receive this help but still require additional help), the homeless, elderly or vulnerable, and people of all ages facing demonstrable financial hardship.

Provision details:

Charity Link is a registered charity (no 1078271) which supports those affected by poverty, hardship or crisis. We do this by supplying household items and other goods to help improve quality of life. These include beds and bedding, cookers, fridges, clothing and mobility equipment.

How to refer:

Clients are referred to us by agencies such as charities, housing support services, debt advisors, probation services, social service and many others. We are also working with five Northamptonshire libraries who can apply on behalf of those who are not in contact with another service. The referrer completes an application form on the client's behalf. Once received, we act fast to ascertain the need and source support for clients from local, occupational and benevolent funds. Items are delivered directly to the client's home, and fitted and installed where necessary.

Contact details:

For more information and to access our application form visit
www.charity-link.org/northamptonshire

Telephone: 0116 222 2200



**Location**

C2C Social Action
First Floor
1 Overstone Road
Northampton
NN1 3JL

Contact Details:

01604 824080
info@c2csocialaction.com

Provision Details:

C2C support any individual at any stage of the Criminal Justice System by inspiring and motivating them to take personal responsibility for their behaviour, in order to reduce re-offending.

Our services are based in Northamptonshire and are accessible to young people, men and women at any stage in the criminal justice system.

We have a number of projects providing specific services, with staff and volunteers working together in all projects:

- Mentoring & befriending
- Community orders
- Prison work
- Youth work
- Appropriate adult work
- School watch
- The good loaf bakery

C2C provide a service to people regardless of faith, or none, and regardless of their crimes, age and ethnic or cultural background, gender, sexuality or disability.

Referral Process

Contact 01604 824080

<http://www.c2csocialaction.com/>





Citizens Advice Services Corby & Kettering

Location

Corby Office:

The Corby Cube, Parklands Gateway, Corby, Northants NN17 1QG

Kettering Office:

Kettering Borough Council Offices, Bowling Green Road, Kettering, Northants NN15 7QG

Eligibility

Our services are available to everyone for Free, Confidential, Impartial and Independent Advice.

Provision Details

We offer a range of ways in which you can seek the help you need. In the first instance you will be offered a 15 minute gateway appointment where, if a need is identified, you will be given a further appointment. Accordingly, for simple problems you may in the first instance like to use:-



Our free, public access website
Available 24/7 and providing information about many of the
'frequently asked questions'.

There is also access to a countywide telephone service available between
10:00am and 3:00pm Monday – Friday on 03444 889629

Our opening hours in both locations are:	
Monday	9.00 – 2.00
Tuesday	9.00 – 2.00
Wednesday	9.00 – 2.00
Thursday	9.00 – 2.00
Friday	9.00 – 2.00



**Location:**

Countywide

Eligibility:

Available to everyone

Provision Details:

The Freecycle Network™ is made up of 5,000+ groups with 7 million members across the globe. It's a grassroots and entirely non-profit movement of people who are giving (and getting) stuff for free in their towns and keeping good stuff out of landfills. Membership is free, and everything posted must be free, legal and appropriate for all ages.

By giving freely with no strings attached, members of The Freecycle Network help instil a sense of generosity of spirit as they strengthen local community ties and promote environmental sustainability and reuse. People from all walks of life have joined together to turn trash into treasure.

Referral process

Self-referral – Membership is free. To sign up, find your community by entering your area in the search box online or by clicking on 'Browse Groups'

Contact Details

Website: <https://www.freecycle.org/>



Learn Something NEW Neighbourhood Learning

IT Online Basics

with laptops and tablets provided

Help towards employment:

IT skills, CVs, email and job searching

Maths and English

Taster Courses – that can extend to a Functional Skills qualification

Volunteer skills

Wellbeing Courses including:

Build your confidence

Cooking on a Budget

Manage your Money Better

Crafts

Free courses in Corby, Kettering, Northampton & Wellingborough

1-6 week courses: Learn in a small group with an accredited tutor

Help you learn something new in a local community venue

Increase your confidence, skills and wellbeing

Take a next step towards employability, volunteering and joining in the community

Contacts for Neighbourhood Learning			
Corby	Jonathan Sheldon jsheldon@northamptonshire.gov.uk	07834	496013
Kettering	Sue Yates syates@northamptonshire.gov.uk	07834	006311
Northampton	Hazel Johnston hjohnston@northamptonshire.gov.uk	07540	669753
Wellingborough	Helen Doel hdoel@northamptonshire.gov.uk	07834	006312
	Sarah King sarahking@northantsadultlearning.org	07734	983035
Team Manager	Anne Wilshin awilshin@northamptonshire.gov.uk	01604	367119

We welcome enquiries from local groups who would like to extend our service to their users.

Neighbourhood Learning is part of Northamptonshire County Council's Adult Learning Service and is funded by the Skills Funding Agency. We work hard to provide a great service, and we are regulated by OFSTED. At our last inspection, we were judged as 'Good'. Northamptonshire County Council, John Dryden House, 8-10 The Lakes, Northampton NN4 7YD 01604 367119



Home Start - Kettering

Supporting families with young children

Location

The Zone
The William Knibb Centre
Montagu Street
Kettering
Northamptonshire
NN16 8AE

Eligibility

Supports families where there is at least one child under the age of five.

Provision Details

Home-Start helps families with young children deal with whatever life throws at them. We support parents as they learn to cope, improve their confidence and build better lives for their children.

Hours & Duration

The telephone information line is open Monday - Friday 8am - 8pm and Saturday 9am - 12 noon.

Referral Process

Anyone can refer a family to Home-Start and families can refer themselves. Families are often referred to us via their Health Visitor, Social Worker or by another organisation such as Women's Aid.

Whether you are a family referring yourself or a professional such as a Health Visitor you will need to telephone the office and speak to Nikki.

Telephone Information Line: 0800 068 63 68

Kettering Office:

Tel: 01536 484318

Email: homestartkettering@btconnect.com

Website: <http://www.homestartkettering.org.uk>





Gingerbread
Single parents, equal families

Location:

National

Eligibility:

Single Parents

Provision Details:

Gingerbread's vision is a society in which single parents are valued and where they (and their children) are treated equally and fairly.

We provide advice and practical support for single parents via our helpline and local Gingerbread support groups. Our website is full of useful information from joining a support group to the training opportunities we offer.

The single parent helpline provides support and expert advice on anything from dealing with a break up, going back to work or sorting out maintenance, benefits or tax credit issues.

Contact Details:

Single Parent Helpline: 0808 802 0925

Monday : 10am – 6pm

Tuesday, Thursday & Friday : 10am – 4pm

Wednesday : 10am – 1pm and 5pm – 7pm

We are Closed on all bank holidays.

www.gingerbread.org.uk



Free Hours Available For 2 year olds

If you are getting certain benefits or are on a low income you could be entitled to a childcare place for 570 hours a year.

Location

Countywide

Eligibility

Parents of 2 year olds on a low income

Details

Benefits of being with a Child-minder

- Offer a flexible service at hours to suit you
- Care for a small number of children and can give your child lots of attention
- Take your child out and about – including visiting the park, shops, library and children's groups
- Help your child have fun learning through a wide range of everyday activities like cooking, gardening, reading and painting
- Share your child's learning and development
- Work closely with your, offering support and advice when needed

Young children and those experiencing childcare for the first time will often cope better in a home environment which is familiar to them.

Contact Details

0845 838 3724

[Email for more information](#)

See if you're eligible

[Promoting quality home based childcare - Northamptonshire Childminding Association](#)



Mum+Business

HELPING MUMS DEVELOP FLEXIBLE CAREERS

Location

Nationwide

Eligibility

Mothers

Provision Details

Mum Plus Business is a company with a social mission – helping parents of all backgrounds and levels of experience develop successful flexible careers.



We cater for both entrepreneurial mothers, looking to set up their own business and mothers looking to return to work on a flexible basis. We offer many services free of charge and are always looking at innovative ways that we can help our audience develop themselves.

Showing mothers that it is possible to develop their career whilst being there for their children by providing:

- A wide range of flexible and part – time jobs
- A supportive network, based on collaboration - encouraging and supporting more mothers to start their own business
- Vital resources to inspire and educate our members on starting a business or returning to work

We believe that any individual is capable of achieving their potential with the right support, resources and mind set. Teaming up with a compatible mother can help in many areas including confidence, diversification of skills, social interaction and reducing childcare costs. Partnering up not only minimises costs and maximises networking power, but also adds team spirit, motivation and above all another perspective. We encourage mothers in our network to team up where complementary skills exist. We also know that setting up a business is not for everyone, which is why we have extended our services to offer flexible employment opportunities and other practical advice and innovative training opportunities. Ultimately, the more options we can provide for busy mothers, the higher the chances of their success.

Contact

020 - 30869822 between 10 am and 2 pm

<http://mumplusbusiness.co.uk/>



**Location**

Nationwide

Eligibility

Young Parent in Need of Advice and Support

Provision

Becoming a parent is hard work, and it can be even harder without family or friends around to support you. You may be worried about how you will cope financially or how you will continue to study or afford childcare while looking after your baby. Family Lives is available free 24/7 if you need someone to talk to call our free and confidential helpline on 0808 800 222

Education

If you're currently studying and wish to continue once your baby arrives, there is a scheme from the government that can help to make this possible. Care to learn is for people under 20 who are already a parent at the start of their course and is designed to help with the cost of childcare while you are studying. To find out if you qualify visit the website. For more information call the Learner Support helpline on 0800 121 8989. For help filling in the form, visit your Connexions Personal Advisor, or ask your school or college for help.

Further Help

- Family Lives is available around the clock. Call our free Helpline on **0808 800 2222** and speak to someone confidentially, talk to other parents on our forums or find information about support in your area.
- [Brook](#) is a national charity who offers sexual health advice to people under 25. Call to talk to someone in confidence: 0808 802 1234.
- Visit [Gov.uk](#) or [Citizens' Advice](#) for information about what benefits you qualify for and details of useful services.
- [Gingerbread](#) works locally and nationally with single parent families to help improve their lives.
- Connexions offers information and advice for people aged 13-19. Talk to someone in confidence through services including phone, email or text. Find your local centre online. .
- Visit [Healthy Start](#) to see if you qualify for vouchers for free milk, fruit, vegetables and vitamins.
- [Advice Guide](#) offers information about your rights, including benefits, housing and employment.
- If you need to talk to someone in confidence about any problem, [Get Connected](#) is a free service for young people under 25. Call 0808 808 4994 to speak to someone.

Website: <http://www.familylives.org.uk/>





Northamptonshire County Council

ADULT LEARNING **Family Learning Courses**

Information for Partners



What is Family Learning?

Courses are run at local schools, children's centres, community centres, libraries and other local venues. If mothers, fathers and carers want to learn with their children, or to further develop their own skills to support their children at school, we will have a course that suits their needs.

What are the benefits?

Family learning builds confidence, skills and interest to go on learning in adults and children and enable families to learn with and from each other. Our courses also promote family relationships, raise the attainment and/or achievement of adults and encourage positive behaviour and attitude changes in children through the promotion of collaborative learning.

Who are the courses for?

Courses are targeted at parents without level 2 qualifications and can improve parents English and Maths skills which in turn increase their confidence to help their children learn. In addition participation on family learning courses enables parents to have more contact with the education system and become more active partners with schools and nurseries.

For more information about how we can work together please contact Tania Sowerby:

Tel: 01604 367119

Email: tsowerby@northamptonshire.gov.uk

Website: [Adult Learning - Northamptonshire County Council](#)

Location

Northamptonshire

Eligibility:

Support to anyone who is currently serving or has ever served in the Royal Navy, British Army or Royal Air Force and their families.

Provision Details:

Serving Forces: We understand that life in the Forces is unique, so occasionally you or your family might need a helping hand. We have a network of trained volunteers on Army, RAF and Naval bases in the UK and around the world. We're here to provide practical and emotional support when you need it most, from a friendly chat to assistance during operational deployment. And because we know that everyone faces different challenges, we've developed our services to meet the needs of today's serving community.

Veterans: SSAFA provides lifelong support for our Forces and their families. That means if you've ever served in the Royal Navy, British Army or Royal Air Force, we're here for you and your family for life. That's for both Regulars and Reserves. Our trained volunteers can provide practical and emotional help if and when you need it. We have a network of local branches, which means that help and advice is always close at hand. When you contact us for support we will put you in touch with one of our experienced advisors in your area

SSAFA offers help and support to **all serving members and former members of all ranks of the Armed Forces** who have received one day's pay in one or more of the following:

- Royal Navy, Royal Marines, Army and Royal Air Force
- Volunteer Reserve Forces, including Royal Navy Reserves, Royal Marine Reserves, Army Reserves and Royal Air Force Reserves
- Nursing services.

The following people are also eligible for our support:

- Wives and former wives
- Husbands and former husbands
- Widows and widowers
- Civil partners and former civil partners
- Partners who are, or were, in an established relationship with a Beneficiary
- Children who are dependent on a beneficiary
- Those who provide, or provided, care for a beneficiary

Contact Details:

Help Line: 0800 731 4880

<https://www.ssafa.org.uk/>



**Location**

Nationwide

Eligibility:

Support to anyone who is currently serving or has ever served in the Royal Navy, British Army or Royal Air Force and their families

Provision Details:

Forcesline is a free and confidential telephone helpline and email service. It is independent of the military chain of command. Our experienced civilian staff provide a supportive listening and signposting service for current and former members of the Armed Forces and their families. You can talk to us about anything, including personal concerns, worries and problems. We will give you factual information or 'signpost' the appropriate ways forward.

Contact Details:

Freephone Numbers

UK: 0800 731 4880

Germany: 0800 1827 395

Cyprus: 800 91065

Falkland Islands: # 6111

Rest of the World: +44 (0)1980 630854

You can write to ForcesLine and they aim to reply within one week.

Forcesline

FREEPOST

PO BOX 1312

Pewsey

Wiltshire

SN9 6NN

Email:

<http://www.ssafa.org.uk/about-us/contact-us/forcesline-email-enquiry/>

Absent without Leave (AWOL) Line – Open Monday – Friday 9:00am – 10:00am. A message can be left outside these times for a call back
01380 738137

<https://www.ssafa.org.uk/>



Location:

National

Eligibility:

Parents and Carers

Provision Details:

Pace works alongside parents and carers of children who are – or are at risk of being – sexually exploited by perpetrators external to the family. We offer guidance and training to professionals on how child exploitation affects the whole family.

Pace understands that just as every child is unique, every family's situation requires an individual response. Therefore we offer one-to-one telephone support for parents whose children are being sexually exploited, or for those who are concerned their child is at risk. Our parent support workers provide independent, non-judgmental and confidential support, which fully recognizes your rights as a parent and your decisions on how to reduce the risk of harm to your child.

Pace offers;

- One to one telephone support to parents
- Facilitating meetings with similarly affected parents for peer support
- Advise how to establish rights as a parent and work with agencies such as police and social workers.

Referral Process:

Pace welcomes referrals from professionals and also self referrals from parents.

Contact: 0113 240 5226 for help and advice
0113 240 3040 office switchboard

www.paceuk.info



Sorting out Separation
Helping you deal with relationship break-down.

Location:

Nationwide

Eligibility:

Separated Families

Provision Details:

Sorting out Separation is a free online service for parents and couples dealing with divorce or separation.

Sorting out Separation will;

- Show you where to find reliable information, easy-to-use tools and specialist services on a range of topics such as Children & Parenting, Money & Finances, Housing, Relationships & Conflict
- Help you focus on and deal with the most important issues
- Create a personalised list of support services and tools for your circumstances

Sorting out Separation is part of the Government's Help and Support for Separated Families initiative. This initiative aims to encourage parents to seek support, and develop and co-ordinate the support that is available.

Referral Process:

Self-referral, please visit the website

Contact details:

<http://www.sortingoutseparation.org.uk/en/home>



For those who have lost contact with a grandchild.

Location

Nationwide

Eligibility

Details below:

Provision Details

The Grandparents' Association works with government, local authorities and campaigns with key charities to raise awareness of the needs of grandparents.

The Grandparents' Association has been working for and with grandparents for many years. It is the views and concerns of grandparents that have shaped and developed our unique and confidential services. Many of these services are run by volunteers – most of whom are grandparents.

Grandparent contact helpline: for those who've lost contact with a grandchild. We can help.

Our helpline operates five days a week. If you call at busy times or after hours you can leave your details and we will contact you. Confidential support is offered by fully trained staff and volunteers but there is also a range of information and downloadable factsheet on this site – see the 'information' section below.

Contact Details

•phone on: 0300 033 7015* **Monday - Friday 10am - 3pm**

•email on: advice@grandparents-association.org.uk

[Grandparents' Association](#)

*Calls to our helpline cost the same as calls to any geographical (01 or 02) phone number, whether you are calling from a landline or a mobile. If you have an inclusive calling plan your free calls will include calls to this number.





Catch 22

A range of services to help you turn your life around

Location

Youth Justice Services
Catch22
52/53 Billing Road
Northampton
NN1 5DB

Youth Contract
Catch22
SATRA Innovation Park
Rockingham Road
Kettering
NN16 9JH

Eligibility

Youth Justice Services: 10-17 years offenders/alleged offenders.

Youth Contract: 16-17 years without GCSEs at grade C or above.

Provision Details

Our Services in Northamptonshire:

Youth Justice Services:

Working with young people aged ten to seventeen-years-old who are offenders or alleged offenders in Northamptonshire.

Youth Contract:

Supporting 16 and 17-year-olds in Northamptonshire without GCSEs at grade C or above into education, training or employment.

Hours & Duration

Tailored to individual.

Referral Process

Youth Justice Services: Tel: 01604 602 400

Youth Contract: Tel: 07540 673 816

Youth Contract: Email: lhayward@northamptonshire.gov.uk

Head Office: Tel: 0207 336 4800

An enquiry form can be found here: <http://catch-22.org.uk/Contact-us>





The Enterprise Programme in the East Midlands

If you're aged 18-30, unemployed or working fewer than 16 hours a week, the Enterprise programme can help you decide whether self-employment is right for you.

What help could I get?

- The first stage is the information session, where you can find out what the Enterprise programme can do for you
- We run free four day *Explore Enterprise* workshops, which will help you with ideas and tips on how to start your own business. There is no commitment to start a business – the course is just for you to see what's involved, and decide if it's for you. If you choose not to go ahead – no problem.
- We can also offer loans, averaging £2,500
- We can give you access to a range of discounted and free support offers for three years
- We offer specialist mentors, if you would like one
- We provided one-to-one business planning support to help you develop a business plan

If you're interested in the Enterprise Programme please complete an [online form](#) or call 0800 842 842 or text "call me" to 07983 385418

Website: www.princes-trust.org.uk





Supporting Children, Young People, Adults and Families

The Opal Project

Location:

Countywide web-based support service.

Further Contact Details:

Service Six
Head office
26 Rock Street
Wellingborough
Northants
NN8 4LW

Telephone:

01933 277520

Eligibility:

Anyone

Provision Details:

The aims and objectives of Opal is to help young people deal with self-harm, to help others handle difficult situations with self-harm and try to make young people's lives better so they do not feel the need to self-harm. Opal is supporting young people to become strong, understand their feelings and live a better life without the need to inflict damage on themselves. Opal currently offers the following services for free: web-based Information and guidance as well as self-help resources such as the Spectrum Journal and the information Pack as well as useful links.

Website; www.theopalproject.com

Email; help@theopalproject.com

Initial Contact:

Assistant Chief Executive; Claudia Slabon 07740 038190

email: claudiaslabon@servicesix.co.uk

Website: <http://www.servicesix.co.uk/>





Supporting Children, Young People, Adults and Families

Professional Play Therapy, Counselling, Family Therapy & Support services available for countywide children, young people and families through our NHFT Post Sexual Abuse Pathway Contract;

Location:

In a wide range of community settings across Northamptonshire

Further Contact Details:

Service Six
Head office
26 Rock Street
Wellingborough
Northants
NN8 4LW

Telephone:

01933 277520

Eligibility:

Children, Young People, parents/carers and families affected by sexual abuse

Provision Details:

Service Six offers a free range of professional therapeutic and support services for Northamptonshire children, young people, parents / carers and families affected by sexual abuse who are referred to us by SERENITY (Sexual Assault Referral Centre – SARC)

Referral Process:

Via SERENITY - Sexual Assault Referral Centre – SARC

Initial Contact:

Counselling Service Manager; Catherine Sharp 07789 887546

Email: catherinesharp@servicesix.co.uk

Website: <http://www.servicesix.co.uk/>





Location

Nationwide

Eligibility

Open to Children, Young People, their families, carers and professionals

Provision Details

Coram Children's Legal Centre, part of the Coram group of charities, specialises in law and policy affecting children and young people. Coram Children's Legal Centre offers specialist legal advice over the telephone to children, their families and carers.

Part of the Coram group, Coram Children's Legal Centre is the UK's leading children's legal charity. We are committed to promoting children's rights in the UK and worldwide. We provide free legal information, advice and representation to children, young people, their families, carers and professionals, as well as training and consultancy on child law and children's rights.

- To improve access to justice through legal advice, information and representation for children, young people and adults working on their behalf.
- To publish a range of legal guides and information on child law, policy and practice.

Contact:

0808 802 0008

Got a Question?



Ask Lisa your Legal

Question:



mailto:http://www.childrenslegalcentre.com/index.php?page=virtual_assistant





Babble

Share • Chat • Support

An online community for young carers under 18

www.babble.carers.org



Location

Nationwide

Eligibility

Young Carers

Provision Details

Together with our Network Partners, we provide access to desperately-needed breaks, information and advice, education, training and employment opportunities. Our Network Partners benefit from the provision of grants, advice documents and reports to improve carers' services. We give carers and young carers avenues to speak to someone and make their voices heard, offline via our carers' services and young carers' schemes and online via our interactive websites, you can get 24-hour support, everyday of the year, from our online services for carers. Carers trust online services are open to all carers, wherever you live in the UK and what ever your age.

Young carers aged under 18 can join Babble (Babble.carers.org) to chat to other young carers, share experiences and get information or advice in a fun and safe environment. Babble is run by a friendly team of qualified support workers who can answer your questions and offer help and advice via email or one-to-one webchats. Ask our team a question via: youngcarers@carers.org.

If you are ages between 16 -25, visit Matter (matter.carers.org) to connect with other young adult carers in an online community where you'll be able to express your thoughts and experiences in a safe online space and find or give support. Matter is run by a friendly team of qualified support workers who are on hand to provide confidential support, by messaging or email.

Email support contact: matter@carers.org.

Website: [About us](#) | [Babble](#)



Location:
National

Eligibility:
Teenagers

Provision Details:

Talking about sex doesn't have to be as difficult as you think. Whether it is knowing about your contraceptive choices, explaining STIs, coping with emotions or understanding your body, you'll find straightforward information and advice to make it easier to discuss everything to do with sexual health, right here.

Sex. Worth talking about.

Contraception

Find out about different contraception options, how they work, and where to get advice. [Contraceptives explained](#)

Chlamydia testing

Read more about chlamydia and why it's important to get tested. [How to get tested](#)

STIs

Find out more about sexually transmitted infections, how to protect yourself, and where to get tested. [Protect yourself and get tested](#)

Teen talk

What to consider if you're thinking of having sex, dealing with peer pressure, where to go for contraception, and more. [Get the answers you need](#) [Talking about sex](#)

Why it's important to talk about sex, what you need to know, and how to talk about sex to your partner, teenager or children. [Make it easier to talk about sex](#)

Website: www.nhs.uk/worhtalkingabout

Contact: Worth Talking about Helpline (run by Sexwise)

0300 123 2930 Monday – Friday 2pm – 8pm

Saturday and Sunday 2pm – 4pm

Free confidential helpline for under 19's



Earn while you Learn

Eligibility

Day one unemployment

Provision Details

Apprenticeships offer the opportunity to work for a real employer, earn a real salary and gain a real qualification whilst gaining valuable workplace skills and experience.

Anyone living in England, over 16 years old and not in full-time education can apply to be an apprentice.

Earn while you learn.

All apprentices must receive the appropriate national minimum wage (£2.68 for under 19s and first year apprentices, £5.03 for 18 and 20 year olds and £6.31 for those aged 21 and over).

A real job.

Over 150,000 employers are offering Apprenticeships in more than 200,000 locations. Apprenticeships are available at Intermediate, Advanced and Higher (degree) level, covering more than 170 industries and 1500 job roles, from advertising to youth work via environmental engineering and nuclear decommissioning

Hours / Duration

All apprentices should work for at least 30 hours a week, apart from in exceptional circumstances

Contact Details

National Careers Service

Tel: 0800 100900.

Website: <https://www.gov.uk/topic/further-education-skills/apprenticeships>



**Location:**

Kings park Conference Centre
Kings Park Road
Northampton
NN3 6LL

Eligibility

Anyone working with young people in Northamptonshire

Provision Details:

Northamptonshire Association of Youth Clubs (NAYC) offers help, training and advice to those working with young people in Northamptonshire. This Includes:

- Starting new groups
- Supporting existing groups
- Facilitating inter-group work
- Linking young people to groups in their area

Affiliated groups receive free training, access to a minibus, subsidised use of activity centres, DBS checks, events, regular group visits and much more.

Opening Times:

Phone lines are open Monday to Friday 9:30am – 4:30pm, excluding Bank Holidays.

Contact Details:

01604 499699

Email and Website:

Email: yd@nayc.org

Website: www.nayc.org includes group finder using postcode search facility.



**Location:**

3 Kingswell Street (off Gold Street, behind Yorkshire Bank) Look for the big **red** door!
Northampton
NN1 1PP

Eligibility:

Children and young adults aged 12 – 25

Provision Details:

We provide Counselling, information support, LGBTQ Youth Group, Sexual health service (including contraceptive nurse) which is tailored to the individuals needs. We always respect and understand it can be difficult to ask for help and offer a friendly, young people focused approach, enabling young people to gain the support they need.

Opening Hours and Duration:

Monday 12pm-3pm then 4pm-7pm
Tuesday 4pm-7pm
Wednesday 12pm-3pm then 4pm-7pm
Thursday 4pm-7pm
Friday 4pm-7pm
Saturday 10am-4pm
Sunday and Bank Holidays – Closed

Contact Details: 01604 634385

Helpline: 01604 622223

For LGBTQ contact:

Telephone: 07585737482

Email and Website:

info@thelowdown.info

<http://thelowdown.info/>



**Location:**

Nationwide

Eligibility:

Young people under 25

Provision Details:

Brook is the UK's largest young people's sexual health charity. For 50 years, we have been providing sexual health services, support and advice to young people under the age of 25.

Ask Brook (text and webchat)

Ask Brook is a service giving sexual health information, support and signposting for anyone under 25, anywhere in the UK.

Ask Brook is made up of three things

1. A webchat service run by advisors
2. A text chat service run by advisors
3. The [Ask Brook 24/7 tool](#)

Webchat and text are available 9am to 3pm, Monday to Friday (except Bank Holidays). You can access the Ask Brook 24/7 tool anytime. You can contact and advisor by text on 07717 989 023. For webchat [Brooks webchat](#).

Ask Brook is confidential, that means we won't tell anyone you've contacted us unless we think you are in really serious danger.

Contact Details:

07717 989 023

Email: admin@brook.org.uk

Website: <http://www.brook.org.uk/>



Location:

National

Eligibility:

Child or young person up to 25

Provision Details:

NYAS is a UK charity providing socio-legal services for young people and vulnerable adults through a network of dedicated paid workers and volunteers throughout England and Wales. Through these services NYAS provides a safety net for children and young vulnerable adults who have nowhere else to turn. We work within communities across England and Wales with professionals, carers and local authorities.

We provide services such as;

- Advocacy services
- Family contact contact CENTRE@nyas.net
- Specialist family legal services
- Signposting to other appropriate available services
- Separated parents information programme
- Advocacy for adult carers
- Training
- Helpline

Referral Process:

Self referral

Contact: Helpline 0800 61 61 61 9am-8pm weekdays, 10am-4pm weekends

Email: help@nyas.net

Website: www.nyas.net



“Call in Time” Telephone Befriending Service

Location:

Nationwide

Eligibility:

Primarily for the over 60's but open to anyone who would benefit from the service.

Provision details:

Age UK “Call in Time” service comprises “Friendship Calls” and “Good Day Calls”

- A Friendship Call is a weekly phone call (lasting normally around 20 minutes) from a trained and supported corporate volunteer.
- A Good Day call is a short call several times a week, at a time that suits you best, for an initial period of 8 weeks. This can provide a little reassurance when people most need it – for example, if an older person has experienced a recent bereavement or just come out of hospital.

Call in Time would benefit those who need additional support, a telephone friendship could provide.

These people could be

- Living alone
- Living away from family and friends
- Socially isolated or lonely
- Recently bereaved
- Caring for someone
- Isolated from their immediate community due to physical disability or health problems
- Recently out of hospital or experiencing significant change to their daily living arrangements.

Hours and Duration: All “Call in Time” calls are delivered Monday to Friday between 9:00am and 5:00pm

Referral Process: Contact Age UK on 0844 2250320

Contact: 01604 611200

For information and advice: 0800 169 2081

Website: www.ageuk.org.uk



**Age UK**

Help for older people

Location

Northamptonshire

Eligibility

Open to all.

Provision Details

We believe that your later years can be fulfilling years. Whether you want to live well into old age or you're going through tough times, we're here to help.

Services include:

- A little help – we may be able to assist you in ways that allow you to remain independent at home and even reduce the need for hospital or residential care admissions.
- Home Care – Offering help with domestic tasks
- Hospital Aftercare – Providing practical and emotional support to older people who have been discharged from hospital, to re-adjust and return to independence.
- Carers Service – Supporting people who care for others
- Shopping – designed to help older people who find it difficult or impossible to do their own shopping and have nobody else that could do it for them.
- Handyperson – Assisting with a range of minor household repairs
- Lifetime centres – offering a range of activities to people who want to maintain a good quality of life.
- Extra help at the End of Life – providing care for people in the last weeks of their life, which enables them to remain at home with their loved ones, referral from your GP surgery or hospital staff.

Hours & Duration

Tailored to individual.

Referral Process

Age UK Northamptonshire:

Tel: 01604 611 200

Email: northamptonshire@acnorthants.org.uk

www.ageuk.org.uk





Care & Repair

Practical services for vulnerable people

Location

Care & Repair (Northampton) Ltd
25 Tenter Road
Moulton Park
Northampton
NN3 6AX

Eligibility

Elderly or disabled Countywide

Provision Details

We provide a range of practical services designed to support older, disabled and vulnerable people and enable them to continue to live safe, warm and secure within their own homes.

Our Services:

- Handyperson – Low cost repairs for older and disabled people
- Home Security – A wide range of security solutions tailored to your needs
- Support My Life – Purchase a wide range of day to day living aids
- Home Affordable Warmth – Free energy saving solutions
- Project Management – Home improvement management solutions

Hours & Duration

Tailored to individual.

Referral Process

Tel: 01604 782250

Email: office@care-and-repair.org.uk

[Care & Repair](#)



Free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Location

Nationwide

Eligibility

Anyone aged +65

The Silver Line is the confidential, free helpline for older people across the UK, open every day and night of the year. Our specially trained helpline staff:

- Offer information, friendship and advice
- Link callers to local groups and services
- Offer regular befriending calls
- Protect and support those who are suffering abuse and neglect

The Silver Line is a helpline for older people – the Silver Generation. We have no strict age limits but most people we speak to are over 65. So, **if you think it's for you, it's for you**. The Silver Line is a confidential helpline and callers are free to express their feelings and describe their lives honestly, and can trust us to respect their privacy.

In cases of abuse or neglect, with the callers' permission, we will involve specialist safeguarding organisations such as Action on Elder Abuse or Social Services.

Silver Line Forums

For those who want to connect online with others who have similar experiences, there are [forums](#) on a wide range of subjects that you can contribute to.

The Silver Line Helpline is free to callers.

Contact No. Landlines: 0800 4 70 80 90

Contact No. Mobiles: 0300 4 70 80 90.

General enquiries: info@thesilverline.org.uk

Website: <https://www.thesilverline.org.uk/>





Location:

Pineapple Business Park
Dorset
DT6 5DB

Eligibility: For people over 60 or people caring for someone over 60.

Provision Details:

Tax Help for Older People is a charity service from Tax Volunteers that provides free, independent and expert advice and help for older people on lower incomes (£20,000 gross per annum or less).

Our volunteer tax advisers are spread right across the United Kingdom. Most of them currently practicing or retired tax professionals, including retired HM Revenue and Customs staff. These volunteers give their time and expertise free of charge because they recognize how difficult the tax system can be for older people who can't afford professional advice and they want to use their skills to benefit the community. We answer simple questions over the telephone. For other problems, we'll arrange a face-to-face meeting with a volunteer adviser. For anyone unable to travel because of disability, we'll arrange a home visit.

Our advice is free, independent and confidential. Advice can be give on any personal tax matter, large or small. If you are worried about tax, we are here to help.

We're available from 9.00AM to 5.00PM Monday to Friday

Contact Numbers: 0845 6013321

01308 488066

Email: taxvol@taxvol.org.uk

Website: <http://www.taxvol.org.uk/>



**Location**

Nationwide

Eligibility

Aged +65 on a low income

Provision Details

Improving the quality of life for older people on low incomes, by offering a select range of practical services we actively encourage independent living in old age and help to combat loneliness.

Free 5 day Break-Aways In order to qualify for a Free 5 day Break-Away, you need to be over 65, on a low income, not have had a holiday for three years or more, and to be mobile enough to get on and off a coach.



Free TENS Machine For some older people a TENS Pain Relief Machine can be the difference between being alive and living a life. A TENS Machine is an electronic pain relief system, which can provide long-term pain relief for chronic conditions, such as arthritis. Painkillers are often not strong enough to dull the pain sufficiently but the TENS Machine, (which delivers small electrical pulses through electrodes attached to the skin by a small pad), can all but remove the pain entirely.



Free 'Check & Go' Telephone Alarm Systems If you're concerned about nobody being made aware if you fall ill or have an accident or emergency, then the Check & Go system is an ideal solution. The telephone has a 'check-in' button which you simply have to press within your designated times to let the Response Centre know that everything is ok.

Once you are a pensioner, there are a range of entitlements and services that you may be able to receive. By visiting our website you will find some of the main services and entitlements available to you. Benefits and services for carers are also included. For any further information or help please contact:-

Contact Details

Telephone: 020 7828 0200

Fax: 020 7828 0400

<http://www.nbfa.org.uk>



**Location**

Nationwide

Eligibility

Open to all Elderly people

Provision

Free and impartial advice for older people, their families and carer on home care, care homes, NHS services, housing and other issues. We offer expertise on social care, benefits, befriending and other social support through our advice service and range of guides and publications.

Telephone Buddies. Our network of caring, trained volunteers provide face-to-face and telephone befriending to help alleviate loneliness and isolation. As you get older, especially if you live on your own, it can be difficult to stay in touch with family or friends. We know that for many - especially if they've gone through a difficult patch - a regular chat with someone who is understanding and has similar interests, can be reassuring and welcoming. Our 'telephone buddies' can offer you regular phone support to get you through a crisis or change in your life - like a period of poor health - all from the comfort of your own home. Calls can be weekly or monthly - whatever suits you. And as your phone friend calls you, there's no cost.

Volunteer Visitors can offer you friendship and support, safe in the knowledge that you're not alone and there for you when you need them. You get to decide with your volunteer how regularly they visit. Signing up for a volunteer visitor will also give you easy access to the other services and support. Our expert advisers provide advice and information on a wide range of subjects, including social care, local services and benefits.

All our volunteers are trained and have had all the checks you would expect.

Open Hours

Monday to Friday from 9am - 4pm

Contact Details

0800 319 6789

<http://www.independentage.org>





Location

Northamptonshire

Eligibility

Everyone

Details

Every day in Northamptonshire people are prone to falling victim to doorstep crime. Most of the victims are elderly or vulnerable. Whether you are caring for a family member, working as a professional in the community care or community safety field, or just keeping an eye out for a neighbour, you may be the only person that has regular contact with the person(s) you care for and can play a vital role in preventing them from becoming a victim.

Doorstep crime takes two forms:

Distraction Burglary Tactics

Distraction Burglars or 'bogus' callers will call at a house with the intention of tricking their way inside to steal money and/or other valuables. The caller may be a man, a woman or even a child and they will use any story they can to try and gain access to the property.

Rogue Doorstep Traders' Tactics

Rogue Doorstep Traders will use a trade as a means to extract large sums of money from people. They could offer services such as driveway re-surfacing, block paving, roofing, fascia's, gardening or selling goods such as furniture, alarms or mobility aids. They often give a very low quote that will increase when work begins.

What can you do to protect the person you care for?

- Make the person aware that they are never required to open their door to unexpected callers and that it is not rude to send someone away
- Reinforce the message **'IF YOU'RE NOT SURE DON'T OPEN THE DOOR'**

To apply for a **No Cold Calling** sticker:

Telephone: 08454 04 05 06

Email: tradedtd@northamptonshire.gov.uk



Contact the Door step Crime hotline on :

0345 23 07 702

If a crime is in progress, dial 999

If you need advice about your consumer rights contact Trading Standards by calling 08454 04 05 06.





Location

Northamptonshire

Eligibility

Anyone aged +50

Details

Do you care about the quality of your life, your community and the services you receive? Do you have issues or concerns, suggestions and ideas? Do you know where to take them? With our partners we want to change the way we plan, develop and deliver services for older people in this county, creating a better Northamptonshire for older people. By joining the network, you can have your say at local meetings, start your own group, get your ideas heard by those who can make things happen, meet new people, learn new things and help take action.

We aim to enable over 50's to:

- Have a voice and be listened to through consultation and engagement opportunities.
- Influence statutory organisations, public bodies and voluntary sector organisations on how their services are developed and delivered and be engaged in creating opportunities for change.
- Participate in local, county, regional, national and international initiatives for older people.
- To share information both within the organisation and within the community.
- Encourage the development of new activities in areas where activities are not provided.
- Promote and encourage participation in activities.
- To challenge age discrimination.

Contact our 50+ Network Secretary

Sandra Frampton

Tel: 01604 718098

Email: secretary@northantsfiftyplus.co.uk

Contact our 50+ Events Managers

For Northampton: Sandra Frampton

Tel: 01604 718098

Email: events@northantsfiftyplus.co.uk

For Wellingborough: Sally Mackrell

Tel: 07710 292 893

Email: events@northantsfiftyplus.co.uk

Web site: <http://www.northantsfiftyplus.co.uk/index.php>





The Cinnamon Trust

Location:

Nationwide

Eligibility:

Supporting the terminally ill and their pets

**Provision Details:**

It is widely acknowledged that pets can positively benefit the well-being of elderly owners. For many elderly people living on their own, their pets are their reason for living. Cinnamon Trust is the only specialist national charity which seeks to relieve the anxieties, problems, and sometimes injustices, faced by elderly and terminally ill people and their pets, thereby saving a great deal of human sadness and animal suffering.

A national fostering service is provided for pets whose owners face a spell in hospital - volunteers take pets into their own homes and supply love and care in abundance until owner and pet can be reunited. The Cinnamon Trust also provides long term care for pets whose owners have died or moved to residential accommodation which will not accept pets. Arrangements are made between owners and the Trust well in advance, so owners do have peace of mind in the knowledge that their beloved companion will have a safe and happy future.

Opening Hours: General Enquiries

Monday - Friday 9am - 5pm

Emergency Calls available 24hrs

Contact Number:

01736 757 900

[The Cinnamon Trust - The National Charity for the elderly, the terminally ill and their pets. About the Cinnamon Trust.](#)

**Location**

Nationwide

Eligibility

Families raising disabled children on a low income

Provision Details

Family Fund is the UK's largest grant-giving charity for families raising disabled or seriously ill children. We believe that all families raising disabled and seriously ill children should have the same opportunities as others. Beginning with the most vulnerable, those on low incomes, and considering all conditions against our disability criteria, we aim to make a difference to outcomes for children with disabilities or serious illnesses and the lives of the families raising them across the UK.

We provide grants for a wide range of items, such as washing machines, sensory toys, family breaks, bedding, tablets, furniture, outdoor play equipment, clothing and computers. It can be a struggle financially, emotionally and physically for families raising disabled or seriously ill child, and these grants help break down many of the barriers families face, improving their quality of life and easing the additional daily pressures.

Contact Details

There are many ways to get in touch with us to ask a question or share your views. You can send us a message or contact us by email, telephone, textphone, fax or by post.

Email info@familyfund.org.uk

Tel: 01904 621115

Textphone: 01904 658085

Fax: 01904 652625

If you need an interpreter, we will use Language Line. Please contact us, telling us the language you use.

<http://www.familyfund.org.uk/about-us/contact-us>



Northamptonshire Centre for Independent Living

Supporting Disabled People, Carers and Family Members

Location

Northamptonshire – Covering the towns and villages served by Corby, Daventry, East Northants, Kettering, Northampton, South Northants and Wellingborough Councils

Eligibility

Any person with a disability, their family members and carers.

Provision Details

Information service committed to finding the broadest range of opportunities available to suit individual needs, giving freedom of choice. Support can be provided to resolve everyday issues such as accessible venues, home services, hobbies, transport and everything in between.

Help with all disability benefits, from benefit checks to help form filling.

Equipment Service

The retail area has a wide selection of small items for sale including blue badge holders, kitchen aids, pill organisers, reachers, walking sticks and bathroom aids. We also sell RADAR keys and offer NHS hearing aid battery exchange (P13, P312, P675)

Second Hand Equipment Services

Second hand equipment register - enabling people to sell and buy second hand disability equipment. This service is free of charge and if you are interested in purchasing any of the items on the register then we put you in touch with the seller direct as we do not hold any of the items at the centre. The register is updated every month and we can add you to our mailing list to receive a copy monthly either through the post or via email.

Open for telephone enquiries

9am - 5pm (4:30pm on Fridays)

10am - 4pm for appointments and drop-ins

Tel: 01604 588501

Fax: 01604 591276

Textphone: 07880 406610

Email: information@northamptonshirecil.org.uk

Website: www.northamptonshirecil.org.uk



Northamptonshire Action for the Blind

Location

Northamptonshire Association for the Blind,
37 Harborough Road,
Kingsthorpe,
Northampton,
NN2 7BB.

Provision Details

We are the leading provider of specialist advice, support and information for anyone suffering with sight loss in Northamptonshire. We provide advice and support for anyone suffering with sight loss. Whether you or a loved one have lost or are losing your sight, we understand the effects this can have on all your lives. Our ranges of responsive services have been developed to help you at a time when you need it most.

Join in one of our social groups and enjoy - good company, entertainment and refreshment, a contact point for support and information or simply a welcome break from the house- our social groups for visually impaired people offer any or all of these things! Our groups enable people with sight loss to come together and build friendships, share information and tips but most of all- enjoy themselves.

Our Social Group Helpers currently organise monthly meetings in:

- **Corby:** Swan Gardens, School Place off Gainsborough Road.
- **Long Buckby:** Greenhill Court, Park Road (includes Lunch).
- **Northampton:** St Alban's Church Rooms, Broadmead Avenue.
- **Northampton:** The Trumpet Public House, Wellingborough Road.
- **Wellingborough:** Knights Court, Gold Street.

As part of an exclusive partnership with Tollers Solicitors, Northamptonshire Association for the Blind is offering you the option to have your Will written free of charge, no matter what age you are and whether you are visually impaired or sighted.

Contact: 01604 719193

Email us: admin@nab.org.uk

Website: www.nab.org.uk



Deafconnect

“Supporting and empowering all Deaf and hearing impaired people to achieve their full potential and become fully included members of the community. Providing services for Deaf, Deafened, hard of hearing and Deafblind people their families, friends, carers and other professionals.”

Location:

Spencer Dallington Community Centre,
Tintern Avenue
Northampton
NN5 7BZ

Information and Advice:

About interpreters, equipment, benefits, health, crime prevention, work, education, social and leisure activities for all ages.

Support:

Help filling in forms, understanding leaflets, reading and understanding letters, making phone calls on your behalf and any issues with education services, Self help groups and children's activities

Advocacy:

We will make sure that your voice is 'heard'. We will work with you to ensure that your opinions are taken into account. We will make sure that you have the information necessary to make informed choices about your life and make sure you have the confidence to represent yourself well in all situations. We can work and advocate for both adults and children.

Interpreting Service:

- British Sign Language (BSL)
- Sign Supported English
- Lip – Speakers
- Note – takers
- Deafblind

Contact:

Tel 01604 589011

Text 07817 006817

Fax 01604 754529

Email general@deafconnect.org.uk



**Location:**

Nationwide

Eligibility

To remove the barriers to the achievement of deaf children

Provision Details

We believe that with the right support, deaf children can do anything other children can do. We empower deaf children, young people and their families to make informed choices and influence decisions affecting them.

We aim to support all deaf children and young people, but put particular focus on those who most need our support. This includes deaf children from families in poverty, those with additional complex needs and those from a black and minority ethnic background.

Our guide to understanding the different types of deafness, hearing tests, audiograms, and communication and language is a great starting point for everyone.

Call us for information and support for deaf children and families. We can provide advice and support on a range of issues including benefits, education, technology, health, social care, discrimination and communication. We provide advice and information for professionals working with deaf children as well.

Our opening hours are from Monday to Thursday between 9.30am-9.30pm and on Friday between 9.30am-5pm.

The Helpline is closed on all Bank Holidays observed in England.

Contact us: 0808 800 8880

We have a **live chat** service - [click here now](#)

**Further Support**

Where needed we can provide specialist support including home visits from our UK wide team of Children and Families Support Officers. This is a free service to support children and families.

Email us helpline@ndcs.org.uk

<http://www.ndcs.org.uk/>





Location:

Wycombe Road
Buckinghamshire
HP27 9NS

Eligibility: For Hard of hearing/deaf people.

Provision Details:

We train hearing dogs to alert deaf children and adults to important household sounds and danger signals such as the alarm clock, doorbell, telephone and smoke alarm - providing independence, confidence and valuable companionship. Our aim is to train a hearing dog to alert to sounds which are specific to the requirements of a deaf person.

Contact numbers: 01844 348100
01844 348101

Email: info@hearingdogs.org.uk

Website: www.hearingdogs.org.uk





Confidential and emotional support by telephone

Location:

Nationwide

Eligibility:

Any individual in need of support on any issue

Provision Details:

Support Line provides a confidential telephone helpline offering emotional support to any individual on any issue. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse. Support Line is a member of the Helplines Partnership. Support Line also provides support by email and post. We offer confidential emotional support to children, young adults and adults by telephone, email and post. We work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self esteem to encourage healing, recovery and moving forward with life. We also keep details of counsellors, agencies and support groups.

Referral Process:

Self-referral

Contact Details:

01708 765200

Email: info@supportline.org.uk

Website: <http://www.supportline.org.uk/contact.php>





FREE HOME EYE TEST

Location:

Nationwide

Eligibility:

Details below:-

Provision Details: Specsavers offer a free home eye test to those who are not able to get to the opticians due to physical or mental disability. To get a free home eye test you will need to fall into any of the following categories:

- Aged 60 or over
- Registered blind or partially sighted
- Diagnosed with diabetes or glaucoma
- Considered to be at risk of glaucoma, as advised by an optician
- Aged 40 or over and your mother, father, brother, sister, son or daughter has been diagnosed with glaucoma
- Receiving benefit (Income Support, Income-based Jobseeker's Allowance / Employment and Support Allowance or Pension Credit Guarantee Credit)
- Entitled to, or named on, a valid NHS tax credit exemption certificate
- On a low income and named on a valid HC2 (full help) or HC3 (partial help) certificate
- Eligible for an NHS Complex Lens Voucher (their optician will advise on the entitlement)

Free glasses: Specsavers also offer free or cheaper glasses depending on the price. To get this you will need to fall into any of the categories which can be found at <http://www.specsavers.co.uk/home-eye-tests/eligibility-for-nhs-support>

Contact

0800 198 1132.

<http://www.specsavers.co.uk/home-eye-tests>





Location

Nationwide

Eligibility

Technology support for Disabled People

Provision Details

AbilityNet exists to change the lives of disabled people by helping them to use digital technology at work, at home or in education. Our free helpline helps any disabled person who wants advice about technology. You don't need to be a student - just give us a call and we will do what we can to solve your questions about hardware, software or specialist equipment.

AbilityNet has been a leading authority on accessibility and assistive technologies for 20 years and we continue to provide a range of free services for disabled people, their family and friends, their employers and other people who care for them.

- [Free Factsheets covering a range of tips and advice](#) about how computers can be adapted to help disabled people. [Dyslexia and Computers](#) and [Autism and Computers](#), but we also cover things like [Voice Recognition](#) and [Tablet Computers](#).
- Call our **free Helpline** on 0800 269 545 to ask anything about how computers can be adapted to meet the needs of disabled people.
- Our **free online tools**, including [My Computer My Way](#) and an [online assessment tool](#), help disabled people tailor their IT to meet their needs.
- Our network of [IT Can Help volunteers can visit disabled people in their home](#) to help with everyday IT needs.

Contact:

0800 269 545

Email:

enquiries@abilitynet.org.uk



[Ability Net](#)



Location

Countywide

Eligibility

Anyone can have a Keep Safe card if they have a learning disability, sensory impairment, mental health issue, Dementia, Alzheimer's or any other condition that would make you feel vulnerable when out and about.

Provision Details

The keep safe card is designed to make the holder more aware of their personal safety, to encourage reporting of crime –especially hate crime- and to help- them seek help if they need it. The keep safe card will also help those providing assistance, such as librarians and the police, to access support for the user of the card and understand how to make them feel better.

There are lots of places in Northamptonshire that are Keep Safe places. You will know if they are a Keep Safe place as they will have the above sticker on their window or door. This means staffs that work there have had training so they know more about the Keep Safe scheme and ways they can help people with learning disabilities.

This is what the card looks like:-

If you would like to apply for a keep safe card you need to contact the Disability Access Services team by:

Writing to:

Disability Access Services
Northants Police
Wootton Hall
Northampton
NN4 0JQ

Email: das@northants.org.uk

Telephone: 01604 888963

Or you can download an application form, from the Keep Safe website: www.keepsafenorthants.org



Providing independence and choice

Location

Nationwide

Eligibility

Open to all

Provision Details

Detailed access information to thousands of venues across the UK. Established over 13 years ago, our mission is to maximise independence and choice for disabled people in accessing their local area and the places we all want to visit.

Developed by disabled people for disabled people - DisabledGo is unique among national access information providers because only we:

- visit and survey every venue on our website in person
- use a survey method that over 800 groups of disabled people have fed into
- have a national network of steering groups that guide our work and support the continuous development of our service
- offer a standardised service – from Aberdeen to Portsmouth our trained surveyors use the same high standards and pan-disability survey template to ensure that all our guides are accurate, reliable and presented in a user-friendly format.



DisabledGo gives you more 'independence and choice'.

Contact Details

Phone: 0845 2704627

Email address: enquiries@disabledgo.com

Website: <http://www.disabledgo.com>



Location:

Nationwide

Eligibility: Anyone with a Disability

Provision Details:

A website dedicated to helping Disabled People access venues around the country with the help of reviews by other Disabled People.

Euan's Guide was founded by Euan MacDonald who is diagnosed with Motor Neurone Disease, below is an extract from the website by Euan

Despite being in a wheelchair due to Motor Neurone Disease, I still want to go out to bars, restaurants, hotels, cinemas, music festivals, sports grounds etc. I'm always looking for new places to go out but can only find out if access is suitable through a process of trial and error.

Following years of investigating, my family and I have built up something akin to a local directory on disabled access that we were keen to share with others with accessibility needs. We thought that there must be thousands of people who have the same issues that we do so we decided to take this a step further and create a website to help others.

Euan's Guide aims to be a friendly, honest & empowering alternative to hours of web searching and phone calls and most importantly remove the 'fear of the unknown' when visiting a venue for the first time.



We've made a start, but we need your help to achieve this. Please help us by reviewing your favourite places, listing your venue or simply telling people about us.

Referral Process: Visit the website <http://www.euansguide.com/>

Contact Details:

Email: hello@euansguide.com

Phone: 0131 510 5106

Address: Euan's Guide, 10 Constitution Street, Edinburgh, EH6 7BT



**Location:**

Nationwide

Eligibility:

Available to anyone

Provision Details:

Scope exists to make this country a place where disabled people have the same opportunities as everyone else. Until then, they will be here. Scope provide support, information and advice to more that a quarter of a million disabled people and their families every year. We raise awareness of the issues that matter. And with your support, Scope will keep driving change across society until the country is great for everyone.

- Scope Supports: Disabled People, Parents, Carers and Professionals
- You can get information on: About disability, Benefits and Grants
- You can find: Services and Support or Charity Shops neat you.

Referral Process:

Open to anyone

Contact Details:

For emotional support and disability advice – free helpline 0808 800 3333

Email: helpline@scope.org.uk

Website: <http://www.scope.org.uk/>

For phone and postal enquiries please contact the main switchboard on 020 7619 7100

Scope

6 Market Road

London

N7 9PW





To give individuals, the stability and confidence to steer clear of crime; to make better choices and to live healthier lives.

Sova is a charity that works in the heart of communities in England and Wales to help people steer clear of crime and to live healthier lives. We do this by making sure that when people find themselves in difficult situations they have someone on their side to help them make better choices so they can stay out of trouble and build better lives. And it's something we've done for more than 40 years.

Our experience has shown us that for people to see new possibilities for themselves, they need to believe they can make good decisions. They need the support of someone from their community. They need financial stability and the chance to work or contribute to society. They need a home. Quite simply, they need a chance. Whether it's about finding a job or a course, understanding how to manage money or discovering new interests or developing relationships, we help people improve their lives for the better.

By supporting individuals and families to deal with the challenges that are holding them back in life – Sova helps to create a safer, stronger, fairer society.

For projects in the Midlands and national projects:

Sova Midlands

3rd Floor, Scala House
36 Holloway Circus
Queensway, Birmingham B1 1EQ

T: 0121 392 7329

[Email us](#)



supporting voluntary organisations
that work with offenders and their families

Location

Nationwide

Eligibility

Voluntary organisations
supporting offenders



Provision Details

Support for the sector - Clinks aims to ensure the sector and all those with whom they work, are informed and engaged in order to transform the lives of offenders. This section outlines the different ways in which Clinks is able to offer support.

Legal support and advice - Clinks is providing support to the voluntary sector to engage with Transforming Rehabilitation (TR). Voluntary sector organisations and social enterprises can access information about the contracting process for TR, including legal information and bespoke legal advice sessions.

Information for umbrella organisations - Clinks is able to offer specific support and information for umbrella organisations, through our local support team, our criminal justice expertise and our range of publications and resources.

Contact

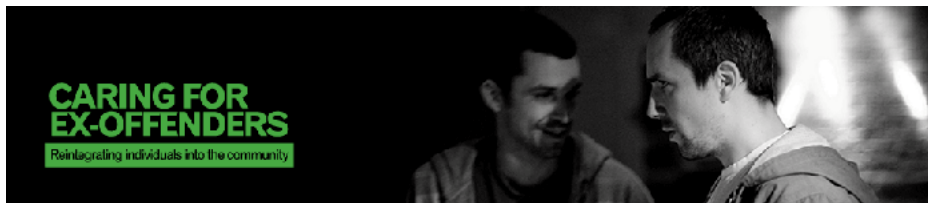
Tavis House, 1-6 Tavistock Square, London WC1H 9NA

Tel: 020 7383 0966

Email: info@clinks.org

[Click here to submit an enquiry](#)



**Location:**

Jesus Army Charitable Trust
Jesus Fellowship Central Offices
Nether Heyford
Northampton
NN7 3LB, UK

Eligibility: Prisoners due for release from prison and Ex-Offenders

Provision Details:

Caring for Ex-Offenders (CFEO) aim is to equip churches, through training and advice, to enable them to support ex-offenders live transformed lives. Caring for Ex-Offenders delivers Coach nationwide to support offenders on release.

Caring for Ex-Offenders coordinates a link between someone coming out of prison and their local church community in order to better assist the individual's successful resettlement into society.

The Coach establishes a relationship with the individual whilst they are still in prison, visits them if possible, meets them at the gate on release, helps them attend initial appointments and obtain basic needs. Integrating into a community after time spent in prison can be a daunting challenge.

The Caring for Ex-Offenders team signposts ex-offenders to the resources that can help them achieve housing, employment, education, recovery from addictions, family relationships, healthcare, and debt and benefits advice.

Contact: 01228 808 818 Lorraine - Coach Network (general enquiries)

0845 166 8202 Stevo Scott – Jesus Centre Northampton

Email: info@northamptonjesuscentre.org.uk

Website: www.jesuscentre.org.uk

**Location**

C2C Social Action
First Floor
1 Overstone Road
Northampton
NN1 3JL

Provision Details:

C2C support any individual at any stage of the Criminal Justice System by inspiring and motivating them to take personal responsibility for their behaviour, in order to reduce re-offending.

Our services are based in Northamptonshire and are accessible to young people, men and women at any stage in the criminal justice system.

We have a number of projects providing specific services, with staff and volunteers working together in all projects:

- Mentoring & befriending
- Community orders
- Prison work
- Youth work
- Appropriate adult work
- School watch
- The good loaf bakery

C2C provide a service to people regardless of faith, or none, and regardless of their crimes, age, and ethnic or cultural background, gender, sexuality or disability.

Referral Process**Contact Details:**

Telephone: 01604 824080

Email: info@c2csocialaction.com

Website: <http://www.c2csocialaction.com/>





LOOK for the
LOAF MARK 



Location:
Northampton

Our breads are entirely hand-crafted, baked daily at sunrise and we source our flours from local mills. We make bread slowly, with care and dedication to every loaf, just as it has been made for hundreds of years.

Good bread is only half our story. As a social business we aim to provide real employment opportunities for vulnerable local women so that we can break the cycle of poverty, unemployment and offending.

By working through our structured work placements participants will gain practical skills and experience in a real work environment.

Our team is made up of paid staff, volunteers and women on work placements and we all work together, united in our passion to produce the finest bread and baked products in Northamptonshire and we are committed to improving the lives of those who have not had an easy time.

Each work program is 12 weeks long. Each week participants will be required to attend 10 hours and on successful completion each person will acquire a Level 1 AIM Award in Hospitality and Catering, a Level 1 AIM Award in Volunteering and a Level 2 Certificate in Food Safety.

If you would like to find out more please contact us:

First Floor
1-9 Overstone Road
Northampton
NN1 3JL

Tel: 01604 824 084

Email: info@thegoodloaf.co.uk



Location

Goodwill Solutions
Unit 1056 Moulton Park
Deer Park Road
Northampton
NN3 6RX

Eligibility

Vulnerable Adults

Provision Details

Goodwill Solutions is a Community Interest Company (CIC) the business aims to help the local community by running projects such as the **Back to Work** programme, training ex-offenders, the homeless and disadvantaged youths for employment in the logistics sector in Northamptonshire to help them back into work and the community.

We also supply low cost, high quality furniture to local people and charities.

Contact Us

01604 643185

enquiries@goodwillsolutions.co.uk

Follow Us





Location
Nationwide

Eligibility
Ex-offenders under 25



Provision

If you've been released after serving a term in prison, or are close to someone who is, you might be having a tough time. If you're having problems with relationships, family or finding housing and work, help is out there. The following organisations provide advice and support to ex-offenders, their family and friends and may be able to help. Alternatively, you can contact us by phone, email or web chat, and we can support you and go through your options

Under 25? We're here for you, 365 days a year, for absolutely anything you're going through. You can contact us however you'd prefer – by phone, email or web chat.

We're free, we're friendly, we won't judge and we won't tell.

We want to make sure that you feel as comfortable as possible when you contact us. Whichever way you get in touch, you'll be put in touch with one of our trained Helpline Volunteers who can support you with whatever is going on.

Contact Us

Freephone 0808 808 4994



Counselling



Email



Webchat



**Location:**

Nationwide

Eligibility:

Anyone with a criminal conviction

Provision Details:

We support people with convictions by providing information, advice and support through our websites and helpline to overcome the stigma of their previous convictions.

The approach of our information, advice and support:

- It's independent
- It's run by people with convictions
- We have an ear to the ground, and a voice at the top
- We don't do things for or to people
- Working alongside others

Our services are not intended to replicate existing services. Where services exist elsewhere which are funded through government contracts and other mainstream funding sources, we will support the practitioners of those services.

Our self-help information online support has the most comprehensive source of practical information for people with convictions in the country. Thousands of people are assisted personally by phone, email and letter through our helpline.

Thousands of people receive our electronic news and information updates.

Tens of thousands of people use our online [Disclosure Calculator](#) tool to check out their duty to disclose under current law.

Referral Process:

Self-refer to the website www.unlock.org.uk



THE PRISONER FUNDER **Directory**

Welcome to The Hardman Directory



Supplementary funding is often needed to support individual prisoners and ex-offenders' efforts to become productive, purposeful members of the community both during their prison sentence and importantly post release, as they try to gain a foothold in the community outside.

We have collected all the information we have on funding for individual prisoners and ex-offenders in The Hardman Directory and this can be accessed free of charge by clicking on the link below.

Please note:

As a small charity we are not able to offer funding advice to individual enquirers.

Access to Directory

View the entire current edition free online, search for a specific funder, or filter the directory below to only view the funders that can assist you.





Support for ex-offenders

Besides our prison mentoring, we also have connections with a number of organisations which support ex-offenders.

Apex Charitable Trust seeks to help people with criminal records to obtain appropriate jobs or self-employment by providing them with the skills they need in the labour market and by working with employers to break down the barriers to their employment. 0870 608 4567

Nacro has a dedicated Resettlement Plus Helpline which offers information and advice to ex-offenders, serving prisoners, their families and friends and to organisations working with them. 0207 840 6464

St Giles Trust runs a range of services designed to help ex-offenders; employment, support, community based training, and housing/emergency accommodation. 0207 703 7000

SOVA is a voluntary mentoring organisation in England and Wales working in the Criminal Justice Sector and young people on youth offending orders as well as care leavers, long-term unemployed and refugee and asylum seekers. 0207 793 0404

Trailblazers is a national charity that reduces re-offending among young people through providing volunteer mentors. Established in 1998, they have grown to become one of England's best established charities providing support both inside Youth Offending Institutions and on release into the community. At Trailblazers they believe that each young person has the potential to lead a life free from crime and be a positive member of society. They reduce re-offending in young people by helping them change their attitude, thinking and behavior through intensive mentoring, advice, advocacy and targeted specialist support. 01296 444 105

Unlock is the National Association of Ex-Offenders. Founded in 1999, they exist to campaign for better facilities for serving prisoners to plan for a life after release, and to support ex-offenders in rebuilding their lives. 01634 247 350 (press option 1 - open Tuesdays and Thursdays 9am to 5pm)

Women in Prison is a women-centred, women-run organisation that provides specialist services to women affected by the criminal justice system both in prison and in the community throughout England. 0800 953 0125

Working Chance is a charity which helps women offenders make the transition into employment, helping them find paid work and offering voluntary placements.

Working Links runs programmes throughout the country to fully support ex-offenders with regaining employment. 0800 917 9262

YMCA work in partnership with prisons and probation services to support young offenders with citizenship



Clean Sheet is a Christian charity – empowering local churches and employers to support prisoner and ex -offenders into the world of work by offering a unique 3 Step Pathway from prison to employment.

❖ **Ways to Work**

Held in Prison before release, this session recognises achievement, encourages aspiration and kindles hope for a different and better future.

❖ **Membership Module**

Available at a partner Job Club our membership module addresses the realities of working life, employers' expectations and an honest commitment to employment.

❖ **Employers Directory**

Our employers are committed to actively considering people with convictions whenever they have a job vacancy, training place or volunteering opportunity.

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Working within Resettlement departments and led by trained volunteers from local churches, Ways to Work© is interactive and fast-moving.

If you would like to offer Clean Sheet in your prison, please get in touch by completing the enquiry form [here](#) or sending us an Email to: **info@cleansheet.org.uk**

Phone: 0300 123 3045

Martin Howe MSc MCIPD

Chief Executive

E: martin@cleansheet.org.uk

Members Liaison – members@cleansheet.org.uk

Employer Liaison – employers@cleansheet.org.uk

Job Club Liaison – jobclubs@cleansheet.org.uk

Church Partner Liaison – partners@cleansheet.org.uk



Location
Countrywide

Eligibility
Ex-offenders seeking employment



Provision Details

Are you an ex-offender looking for a job? We offer 6-months of full-time, paid employment on a range of contracts.

Blue Sky is a social enterprise with a difference – we only employ ex-offenders. Offering a proper job with a proper company, we aim to break the cycle of re-offending and challenge perceptions about ex-offenders, achieving real and long-term benefits for society

“The simplicity of their model, the focus on using employment as the central theme to engage those at risk of re-offending, and their ability to address wider issues and root causes through mentoring, housing support and other personal support makes Blue Sky stand out” **Iain Duncan-Smith, Former Secretary of State for Work & Pensions**

Contact

Timber Wharf | 42-50 Worsley Street | Castlefield | Manchester | M15 4LD

Tel: 01613 306 877

Email: venetia.knight@groundwork.org.uk

[Contact Us - Blue Sky](#)

**Location**

National

Eligibility

Ex-offenders seeking employment

**Provision Details**

Conviction disclosure information service for jobseekers in the UK

disclose.me.uk is a simple, straight-forward website for both those with convictions committed to looking for work, and careers advisors, committed to finding out how best to help these job seekers. Straight-forward advice for those with convictions looking for work, and National Careers Service Advisors

There are many UK employers who not only employ ex-offenders, but actively recruit them via both workshops in prisons and direct applications. Your conviction is not the barrier you might think it is,

Advice and tips from our partners

From help with your CV to tips on the interview, and organisations who can hook you up with some experience.

disclose.me.uk - [Looking for work with a criminal record](#)



The following are some well-known ‘friendly’ employers that are known to recruit people with convictions from the community.

Alliance Boots initially recruited 10 people with convictions into warehouse roles but have since recruited people with convictions across all areas of their work. They were one of the founder members of the ‘Ban the Box’ campaign.

Carillion is one of the UK’s largest support services companies, a major construction contractor, one of the top three suppliers of mechanical and electrical engineering and the largest independent energy services company. They are the largest employer of young apprentices in the UK construction sector, many of whom have criminal convictions.

Compass Group have involvement in food services, healthcare, education and sport and leisure. They offer opportunities for people with convictions and were part of a group of organisations who wrote an open letter to the Financial Times setting out their positive experiences of recruiting individuals with convictions.

Cook Food Ltd cook and sell frozen ready meals. Job opportunities vary from working in their network of shops, working in their kitchens, delivering food or working as part of their central team keeping everything running.

Co-op are a food retailer, insurance provider, funeral services provider and a growing legal services provider. They offer employment opportunities to people with convictions, provide financial education within prisons and help those about to be released from prison set up bank accounts.

Costain Group work within the energy, water and transportation industry. Applicants would usually be expected to meet the entry standard for any specific vacancy. However, Costain work with a number of organisations, including the Princes Trust to ensure that opportunities are open to people who may have difficulty in demonstrating that they meet the standards, including people with convictions.

Enterprise work within the field of car rental and leasing. They have won many recruitment awards, especially around the recruitment of disadvantaged groups and have solid links with organisations such as Business in the Community and Stonewall.

ESH Group launched a major recruitment drive at the end of 2014 as demand for its construction services grew in the North East, Cumbria and Yorkshire with a commitment to recruit anybody (including people with convictions) who were prepared to ‘buckle down and hit the ground running’.

Home Group provide housing for people with low to medium support needs. They positively encourage applications from people with convictions as a way of demonstrating their commitment to enable people to gain independence and lead a stable life.

Iceland are another retailer who signed an open letter to the Financial Times supporting the recruitment of people with convictions and are a member of the ‘Ban the Box’ campaign.

Interserve are a multi-national support service and construction company. They employ more than 2500 people with convictions in their UK work force and were a founder member of the ‘Ban the Box’ campaign.

Kingfisher is Europe's largest home improvement retailer and operate under the names B&Q and Screwfix in the UK. They have an excellent reputation for the recruitment of people with convictions and promote this to their customer base.

Lend Lease employees set up a dedicated not-for-profit company called BeOnsite in 2007. They provide people from excluded groups with industry relevant training and sustained employment within the property industry.

Marks and Spencer have a positive attitude to the recruitment of people with convictions and have publicly stated that 'the morale and motivation of their existing staff without a criminal record increased following amendments to their recruitment policies to include people with convictions'.

Mitie Group work in conjunction with Mosaic, a mentoring charity, to provide workshops and training which ultimately lead to work placements and paid employment with Mitie.

Pets At Home are another retailer who signed an open letter to the Financial Times supporting the recruitment of people with convictions and actively support the 'Ban the Box' campaign.

Poundland have been supported by the Shaw Trust to provide employment opportunities for people with convictions.

Ringway set itself a challenge in 2007 to recruit a more diverse workforce and find young people who wanted to enter the transport infrastructure industry. The recruitment of people with convictions started following a visit to HMP Rochester but now extends to recruitment from the community.

Sainsbury's state that 'diversity and inclusion are an integral part of their heritage' and have for many years had links with the prison service providing opportunities to people in custody and also people with convictions living in the community.

Tesco has a fully inclusive recruitment policy which includes working with the prison service to provide opportunities for people in custody and extends to people living in the community with convictions.

Trafford Housing Trust has worked in partnership for many years with social enterprise, Clean Start but has more recently outlined its commitment to provide opportunities to people with convictions in the community.

Virgin Group actively encourage the recruitment of people with convictions in the community and those who are still in custody, or working towards release.

Wates Group set up its own independent Community Interest Company, Changing Paths, a scheme helping people with convictions in local communities get back into the workplace.



Companies with Links to Prisons

There are some employers that have established direct links with prisons. This might first involve offering training or work experience opportunities.

Amaryllis Group Holdings works within the facilities management, environmental and manufacturing sector. They provide a programme in prisons offering training in the 'green' economy. The programme provides a progression into work opportunities upon release.

Cisco Systems has a programme in place mentoring individuals in HMP Wandsworth and HMP Spring Hill who are studying for the Cisco networking qualification.

DHL work in prisons themselves, allowing prisoners to gain work experience as well as a qualification. Upon release, many gain full time employment with DHL.

Gelder Group work in partnership with Milton Keynes College to provide construction related training courses in HMP Lincoln. Completing training through the Gelder Training Academy provides genuine opportunities for employment upon release.

Greggs deliver training courses for people with convictions setting them up with a placement in a shop with a view to being offered a full time position at the end of the training period.

Halfords work in partnership with HMP Onley to provide training and employment opportunities for people in custody. Upon release, employees can go onto complete a three year technician programme leading to the Institute of Motor Industry NVQ3 and Diploma.

National Grid operate a Young Offender Programme throughout 22 prisons and provide training and employment upon release. They also act in an agency capacity to meet the recruitment needs of 80 other companies they have links with.

Pret a Manger run an apprenticeship scheme which offers up to 70 places a year to people with convictions and/or the homeless to enable them to access a three month work placement within Pret. Apprenticeships can often lead to a full time job.

Skanska UK offer training placements for people in custody who are in the last 12 months of their sentence. The training leads to certificates in minimum gas industry standards and individuals are guaranteed employment upon successful completion of the training.

Sue Ryder have been offering volunteering placements in their shops and central offices since 2006 to people with convictions. Many of these individuals go on to secure paid work with the charity.

Timpson employs more prison leavers than any other company in the UK. They provide training workshops in prisons which can train up to 35 apprentices at any one time. Successful applicants will often go on to work in a Timpson shop whilst still in custody and would usually expect to be kept on after release. Timpsons assist other retailers to employ people with convictions.

More information:

<http://hub.unlock.org.uk/knowledgebase/looking-for-friendly-employers/>



Ban the Box employers

In February 2016, the Prime Minister announced his support for Ban the Box. The Civil Service has now joined **62** other Ban the Box employers in creating fair opportunities for people with criminal convictions to compete for jobs.



Sector: Accountants and Management Consultants
Ban the Box Employer since: October 2014



Sector: Food and drink

Ban the Box Employer since: January 2015

How and when do they ask? Adnams has banned the box for all roles including those regulated by the Financial Conduct Authority. Where required, and in particular for regulated roles, Adnams would ask candidates about their criminal convictions once an offer of employment has been made.

“At Adnams we believe in giving all applicants a fair chance and simply want to employ the best person to do the job. We embrace diversity within our business and accept that any of us can make poor choices at some point in life. The effects of doing so shouldn’t stay with you for ever. If an applicant has the skills and experience, or the ability and the aptitude to learn them then why wouldn’t we want them working in our business.”

Sadie Lofthouse, Head of Human Resources



Sector: Industrials and Engineering

Ban the Box Employer since: June 2015

How and when do they ask? Aldermans does not ask about convictions until candidates have been shortlisted. They offer the opportunity for disclosure at the final interview stage.

“We believe that all candidates should be treated fairly and be given every opportunity to succeed and impress. Our experiences have shown that employee engagement and commitment are key to driving success and candidates from all walks of life should be given this chance.”

Karen Friendship, Managing Director



Sector: Support services

How and when do they ask? Amey does not ask about criminal convictions at any stage in their recruitment process for the majority of roles. Amey conduct criminal record checks for regulated roles where there is a legal requirement to do so, and they also may undertake basic disclosure checks on employees when it is stipulated as part of a new contract.

“As a responsible business, we have a duty to ensure that we’re employing the best people to deliver our services across the UK. For us, that means operating a fair recruitment process that offers equal opportunities to all as well as providing the right training and development for people to succeed.”

Ian Deninson, Group HR & Communications Director

back on track >

changing lives through learning

Sector: Not for Profit

Ban the Box employer since: February 2016

How and when do they ask? Back on Track only ask about criminal convictions if an applicant is shortlisted for interview. They are asked to bring a sealed letter of disclosure if they have an unspent criminal conviction, which is only opened if Back on Track decide to offer the candidate the job. Any criminal convictions are reviewed at this point, and Back on Track will speak to the candidate's Offender Manager or Police Liaison Office to ascertain suitability for the role.

“The aim of our work is to enable ex-offenders and others to move on from the past to a better future. We understand all too well that people can feel the system is stacked against them. Back on Track is committed to Ban the Box because we want to attract the best candidates to work or volunteer with us and be sure that recruitment is fair and inclusive, putting the focus on current skills and abilities not past mistakes. We want to inspire other employers to do the same and remove the barriers that stop people succeeding in life.”

Siobhan Pollitt, Chief Executive

BAIN & COMPANY 

Ban the Box Employer since: May 2014

How and when do they ask? Bain & Company discuss relevant information with candidates and, before employment contracts are signed, undertake criminal convictions checks alongside other background screening such as credit checks.

“It is critical for a premier professional services business to attract and retain the best talent. Whilst we expect our employees to disclose all relevant information during our interview process, we believe that this can be best considered during these discussions rather than missing out on a talented individual due to a box on an application form.”

Julian Critchlow, Director, Bain & Company



Sector: Food and drugs

Ban the Box Employer since: October 2013

How and when do they ask? Boots UK was the first company to sign up to support Ban the Box as part of the BITC campaign and positioned themselves right behind the campaign, talking with the press and encouraging their supply chain to Ban the Box. They now do not ask about criminal convictions at any stage in the recruitment process. Boots UK convened a Taskforce of supply chain companies in early 2012 to level the playing field for ex-offenders to get into work.

“This is not a simple issue. People end up offending for a variety of complex reasons and as employers the most powerful thing we can do is to help create a second chance for offenders so that it is possible for people with criminal convictions to enter employment and get back on track.”

Marco Pagni, Group Legal Counsel and Chief Administrative Officer
Walgreen Boots Alliance



Sector: Financial Services

Ban the Box Employer since: January 2015

How and when do they ask? Barclays does not ask candidates about their criminal convictions at application stage for any roles within the Personal and Corporate Banking division. Checks are conducted within the candidate screening process, when applicants are asked to disclose unspent criminal convictions. The Bank also recruits for regulated roles, for which further checks would be conducted and information about both spent and unspent convictions is requested.

“Ban the Box is a common sense way to ensure that businesses don’t make assumptions about prospective employees before learning the facts, whilst still ensuring that appropriate questions are asked through the process. We wouldn’t have found some of our best apprentices if we hadn’t made this change ourselves. That is why Barclays is backing this important programme in partnership with Business in the Community.”

Matt Hammerstein,
Head of Client and Customer Experience



Sector: Facilities Management

Ban the Box employer since: January 2015

How and when do they ask? The Building Futures group does not ask about criminal convictions until a job offer is made.

“The Building Futures Group’s purpose is to open the doors of opportunity in the FM and cleaning sectors across the UK. We are pleased to be supporting the Ban the Box campaign. By doing so we hope to encourage our members to Ban the Box in their recruitment practices too, and help them recruit hardworking people who have much to offer as employees”

Harvey Atkinson, Head of Membership and Corporate Affairs



Sector: Third sector

Ban the Box employer since: October 2013

How and when do they ask? Business in the Community does not ask about criminal convictions during the recruitment process unless it is for a regulated role. In this instance, BITC only asks about criminal convictions and conducts criminal records checks once an offer has been made.

“Screening based on a tick box is not a way of excluding inappropriate applicants - we can’t assume that everybody with a criminal conviction poses a risk. A successful organisation needs to take a long-term view, looking for the potential offered by candidates from a variety of walks of life, rather than recruiting in your own image.”

Francoise Seacroft, HR Director



Sector: Media, Marketing and PR

Ban the Box employer since: February 2016

How and when do they ask? Cambridge University Press do not ask about criminal convictions until interview stage, when applicants are given form to disclose any convictions.

“Our purpose at Cambridge University Press is to unlock people’s potential with the best learning and research solutions. We have a diverse workforce of 2,400 people working in 50 countries. We are committed to promoting equality of opportunity in an inclusive environment. We recognise colleagues whose work demonstrates our values of innovation, collaboration, teamwork, customer service and delivery. We want to attract the best talent to help us deliver our mission, by giving all applicants a fair chance and by employing the best person to do the job.”

Cathy Armor, Director for People



Sector: Construction

Ban the Box employer since: September 2014

How and when do they ask? Carillion only asks about criminal convictions for roles where it is necessary to undertake specific checking, for example when safeguarding regulations apply. Carillion does not ask on the application form. Where required, Carillion discusses convictions with individuals at interview stage before following up with the appropriate criminal record check.

“It is so important to maintain a steady flow of skilled, engaged people into our workforce and promote opportunities within our business to a wider pool of talent. Not having a criminal record tick box is one of the ways we meet this aim. Of course we want to monitor and manage the recruitment of people with criminal convictions, but we also want to show through our recruitment process that we give opportunities to different groups of people that bring alternative views and perspectives into the workplace. We’re proud to be one of the pioneering companies to adopt Ban the Box.”

Janet Dawson, Group HR Director

Sector: Support Services

Ban the Box employer since: November 2014

How and when do they ask? Census Data includes questions about criminal convictions as part of the interview process.

“At Census Data, some of our very best people are currently employed whilst serving the remaining term of their prison sentence. We believe our team members, and other offenders, should be given the opportunity to fulfil their potential upon release; being part of Ban the Box helps to achieve this. Our Mission, Vision and Values all support the principles of giving people a second chance and we are committed to ensuring that our team is comprised of people from all different backgrounds. Once an individual’s sentence is complete, they should be given equal opportunity to fully rehabilitate. Without removing the ‘box’ this is a very difficult feat to achieve.”

Kelly Coombs, CEO



Sector: Not for Profit

Ban the Box employer since: October 2015

How and when do they ask? Chwarae Teg do not ask about criminal convictions at any stage of the recruitment process.

“We’re very proud to support this campaign and help re-build lives - employment reduces offending by up to 50%, so it’s in every community’s interest to reduce the barriers to work for people with criminal convictions!”

Gemma Hughes, HR Partner



Sector: Public

Ban the Box employer since: February 2016

How and when do they ask? On 8 February 2016 David Cameron announced his support for Ban the Box, stating that the Civil Service would be banning the box across all departments. Business in the Community is working with the Civil Service to help to implement this change.

“They’ve done it in America – it’s called ‘ban the box’- and I want to work with businesses, including the many who’ve already signed up to the Business in the Community campaign, to see if we can do this here. And because I believe in leading by example, I can announce today that every part of the Civil Service will be ‘banning the box’ in these initial recruitment stages.”

The Rt Hon David Cameron MP, Prime Minister



Sector: Voluntary services

Ban the Box employer since: April 2014

How and when do they ask? CRI only ask about convictions if they consider it to be relevant to the role. If this is considered to be the case, candidates will be informed that any job offer will be conditional to a disclosure. In some cases CRI consider it necessary to ask at interview stage, however candidates will be informed if this is the case and will be given ample time and opportunity to discuss convictions in a confidential manner.

Are there any roles that are exempt from these processes? Many of CRI's roles involve working with children or vulnerable adults. These roles require DBS checks; however CRI treats every conviction individually and assesses risk through a defensible decision process.

"CRI is pleased to publicly state our position on the recruitment of individuals who have previously committed offences. We believe passionately in people's ability to change and that individuals should therefore be judged upon their abilities, merits and strengths rather than on mistakes made or offences committed in their past. Employment is a key factor in people's social connectivity and ability to live independent and purposeful lives. We believe that our organisation is stronger for the breadth of talent we have within our ranks – drawn from a range of professional disciplines as well as those who are experts through their personal experiences of recovery and rehabilitation."

Mike Pattinson, Executive Director



Sector: Media, Marketing and PR

Ban the Box employer since: March 2016

How and when do they ask? Cubiquity asks about criminal convictions on a form sent to applicants after a job offer has been made. The conviction is then taken into account along with satisfactory references.

"Our commitment to positive recruitment activity is underpinned by our company's Equality Policy and we encourage all applicants who can be assured of an open, transparent and positive experience with applying for roles with our business."

Alison Deymond, HR Director

Sector: Management Consultants



Sector: Management Consultants

Ban the Box employer since: April 2014

How and when do they ask? Destria Partners does not ask about criminal convictions in the first stage of their application process. At the point of making an offer of employment, the company will ask the applicant to disclose unspent criminal convictions.

"Destria Partners activates ideas for good; and a good idea is not to have any unnecessary barriers to recruiting talent and for ex-offenders trying to re-enter the workforce. Our team has been and always will be recruited on abilities and fitness for the role, and any conversations about convictions will be had much later in the recruitment process."

John O'Brien, Co-Founder

Sector: Legal

Ban the Box employer since: October 2014

How and when do they ask? Eversheds will only request information about unspent convictions once a job offer has been made.

“Eversheds believes innovation comes from diversity and people – the two go hand in hand. A fair, equal recruitment process is bigger than just the application stage, but barriers must be removed to ensure talented people have access to the opportunities available. Only by removing barriers like the tick box will organisations progress on the journey of becoming diverse and inclusive employers. We’re proud this is a step we’ve taken and we have great people working with us because initiatives like this have made it possible.”

Moira Slape, HR Director



Sector: Not for Profit

Ban the Box employer since: March 2016

How and when do they ask? Fair train asks about criminal convictions at interview stage, giving the opportunity for explanation.

“Fair Train has recently started working with prisons to improve the quality of their work experience provision, through the national Work Experience Quality Standard accreditation. Providing prisoners with high quality training and work experience helps them to access employment opportunities on release, improve their life chances and reduce re-offending. Central to this process is employers seeing the potential in ex-offenders and giving them a second chance. That’s why Fair Train is leading from the front and supporting Ban the Box.”

Beth Gardner, CEO



Freshfields Bruckhaus Deringer

Sector: Legal

Ban the Box employer since: January 2014

How and when do they ask? Freshfields only request information about unspent convictions once a job offer has been made, and convictions that are later disclosed will be assessed on a case-by-case basis. They have implemented a robust policy and process to consider the risk and relevance of any disclosed convictions to the firm. This process is handled by the HR team at the same time as pre-employment checks, and is the same for their regulated and unregulated roles.

“The success of working with ex-offenders that was demonstrated through the Ready for Work programme gained support at senior level for the Ban the Box campaign, allowing us to integrate our commitment to corporate responsibility with our mainstream recruitment practises. By banning the box, we are ensuring that the same candidates that accessed support and opportunities via the Ready for Work programme are now able to compete on a level playing field through the firm’s mainstream recruitment processes.”

Philip Richards, Partner

Sector: Housing and Homelessness

Ban the Box employer since: October 2015

How and when do they ask? Gentoo do not ask about criminal convictions until a job offer has been made.

"At Gentoo we truly believe that our staff are the biggest factor in our business success. We are interested in the talent and passion of our employees and want each applicant to feel confident knowing their job success will be based on their ability. Joining the Ban the Box campaign means that all of our future employees will have access to a non-discriminatory application process that reflects our inclusive work ethic. Lifting barriers such as these will hopefully encourage more people to fulfil their career aspirations therefore improving their Art of Living and helping to tackle employment issues.."

John Craggs, Acting Chief Executive



Sector: Technology/Environmental

Ban the Box employer since: November 2015

How and when do they ask? Genuine Solutions does not ask about criminal convictions at application stage, but asks candidates to discuss any gaps in their CV at a later stage in the recruitment process.

"At Genuine Solutions, we believe very much in second chances and that people should not be judged on their past mistakes providing they are genuine in wanting to turn their lives around. We realise that people may go down the wrong path for reasons open to them at the time and are keen to open up the choices to prove that there is a different way of achieving success for themselves. Very much like our business where we give technology waste a new lease of life, we believe we can do the same with people. If the applicant is keen to learn from past mistakes, has the ability and desire to change, there is no reason why they should not be part of our team."

Paul Crossman, UK Managing Director



Sector: Facilities Management

Ban the Box employer since: February 2016

How and when do they ask? Hortech do not ask about criminal convictions at the first stage of recruitment, but instead ask at interview stage, when candidates are advised that they may need to undergo a DBS check.

"The business case is that we accept that individuals may have made mistakes, however they should be entitled to a period of rehabilitation and should not be discriminated against because of this. We also acknowledge that we could be missing out on good qualified and experienced individuals who could do well within our business."

Duncan Jones, Director

Sector: Facilities Management

Ban the Box employer since: December 2013

How and when do they ask? Interserve does not ask about criminal convictions in the first stage of their application process for any roles. Only where it is a legal or contractual requirement do they ask at a later stage. They announced their support for BITC's Ban the Box campaign via a company-wide 'Good News Friday' newsletter on Friday 31st January and their Business Support Services Newsletter for February. This reaches a wide and diverse audience, encouraging their peers and employees to find out about the Ban the Box campaign.

"Interserve is proud of our equality and diversity credentials with people joining us from many diverse backgrounds. Ban the Box supports this culture and allows people to be assessed on their skills and abilities rather than pre-judged on their criminal convictions."

Scott Hill, HR Director, Interserve Support Services



Sector: Facilities Services

Ban the Box employer since: March 2014

How and when do they ask? ISS UK Ltd does not ask about criminal convictions in the first stage of their application process for any roles. In certain circumstances, or if it is required by a client, ISS UK Ltd will conduct checks of unspent criminal convictions once an offer of employment has been made.

"Removing barriers which discriminate against talent of any type or background is good for the individual and good for business. Ban the Box is a great initiative that demonstrates business has a real role to play in reducing re-offending rates by judging people first on their skills and potential. Ban the Box helps promotes a positive personal spiral based on improving self-esteem and a solid job. I would encourage all businesses to grasp the challenge and Ban the Box."

Richard Sykes, Chief Executive Officer



Sector: Construction

Ban the Box employer since: March 2014

How and when do they ask? J.M. Scully Ltd will not ask about criminal convictions through their application forms or formal recruitment process.

"J.M. Scully is an Equal Opportunities Employer and it is our policy that all persons have equal opportunity for employment and advancement on the basis of their ability, qualifications and suitability to do a job. The aim of the policy is to ensure that no job applicant or employee receives less favourable treatment. We believe that by banning the box this will allow us to recruit from a wider pool and all applicants will be judged on a level playing field."

Shirley Scully, Managing Director, J.M. Scully



Sector: Construction

Ban the Box employer since: August 2015

How and when do they ask? J P Concrete will not ask about criminal convictions through their application forms or formal recruitment process.

“JP Concrete are proud to be associated with ban the box. As a company we have an ongoing relationship with HMP Onley assisting with the rehabilitation and training of prisoners. We believe ex-prisoners should be given a fair chance when re-entering society and ban the box is an important step towards this.”

Philip White, Director, J P Concrete



Sector: Food and Beverage

Ban the Box employer since: November 2014

How and when do they ask? Kinnerton Confectionery asks about criminal convictions once an offer of employment has been made. A form to declare unspent criminal convictions is sent out to new starters with the offer letter and contract of employment.

“At Kinnerton we believe in employing people based on their skills and experience and that everyone deserves a chance. We understand that people may have made mistakes, therefore should a conviction be declared by a candidate after the offer of employment, we can be confident that the conviction is considered without prejudicing the interview/job offer.”

Lisa Martin, HR Operations Manager



Sector: Insurance

Ban the Box employer since: December 2014

How and when do they ask? Lancashire Group does not ask about criminal convictions in the first stage of their application process. After an offer of employment has been made, Lancashire Group carries out a criminal record check as part of general background screening. Senior positions within the company are regulated by the FCA and the same process for recruitment applies in these instances.

“Recruiting the right people for Lancashire is a high priority for the business and we promote the value of having a diverse workforce. We base all recruitment decisions on the ability of our prospective employees to do the job, without consideration to race, age, gender, sexual orientation, disability, beliefs, or background. Ban the Box aligns with our commitment to being an equal opportunities employer. The campaign further aligns with our corporate social responsibility efforts, in particular, our partnership with St Giles Trust, a charity which supports ex-offenders and prepares them for training and employment opportunities.”

Charles Mathias, Group Chief Risk Office

Sector: Real Estate

Ban the Box employer since: December 2013

How and when do they ask about criminal convictions? Land Securities does not ask about criminal convictions at the first stage of their recruitment process. The majority of Land Securities' employment is through their supply chain and supporting disadvantaged groups who are furthest from the job market is a key priority in Land Securities' CSR strategy, particularly in

London through the company's London Employment Strategy.

"Land Securities seeks the most talented people as team members, who are representative of the communities in which we work. As such we seek to recruit from as diverse a pool as possible. Ruling anyone out from the beginning would not give us the wide range of applicants we are looking for."

Diana Breeze, Group HR Director



Sector: Communications.

Ban the Box employer since: October 2014

How and when do they ask? Leo Burnett does not ask about criminal convictions at any stage of their application process, and worked with Business in the Community to create an awareness campaign called 'second chance'.

"Leo Burnett have always supported attracting and nurturing the very best talent wherever it comes from. We very much value our employees as it is their creativity and ideas that help make our creative product great and make our agency culture unique. As a result of this we want to ensure we don't cut off any potential talent sources, and we therefore fully support Ban the Box and do not include or ask about criminal convictions on our application forms. We believe everyone should be judged on merit and their potential, rather than what may have happened in their past. Everyone deserves a second chance."

Rob Varcoe, Group HR Director and Sarah Bowmann, Group Talent Strategy Director

Linklaters

Sector: Legal

Ban the Box employer since: September 2015

How and when do they ask? Linklaters have banned the box from all application forms, and do not ask about criminal convictions at any stage in the recruitment process. Checks for regulated roles are carried out by the Solicitors Licensing Authority before applicants apply for a role.

"Our goal is to foster a working environment in which individual differences are respected and valued, and everyone has the opportunity to excel. An important dimension of this approach is our support for Ban the Box, ensuring that every candidate is seen for what they offer now and not for moments in their past. We are working hard to overcome barriers to employment, whether they are absolute or perceived and Ban the Box is a visible and clear statement that we are delighted to endorse and employ."

Felix Hebblethwaite, Global Head of Recruitment and Resourcing



Sector: Government Administration

Ban the Box employer since: September 2014

How and when do they ask? Liverpool Vision does not ask about criminal convictions in the first stage of their application process. At the point of making an offer of employment, the company will ask the applicant to disclose unspent criminal convictions.

Sector: Construction **Ban the Box employer since:** October 2014

How and when do they ask? Macs Plasterboard Systems will not ask about criminal convictions through their application forms or formal recruitment process.

“Our business believes that every person deserves a second chance in life. We have living proof this can happen and assist candidates into a better life.”

Tom McLoughlin, CEO



Sector: Product Design and Procurement

Ban the Box employer since: April 2014

How and when do they ask? Matrix APA Ltd does not ask about criminal convictions at any stage of their application process.

“After a ‘Seeing is Believing’ visit to HMP Brixton, it was clearly evident that getting offenders back into work was a top priority if we want to see national crime rates fall. Banning the box is the first step in creating opportunities for ex-offenders and will make the critical difference to the employment prospects for many thousands of people leaving prison. Our own culture focuses heavily on fairness and the opportunity for a second chance; we all make mistakes in life, some bigger than others, but we believe those who fall hardest need the greatest amount of help. Being part of Ban the Box helps in a big way to achieve this.”

Charlie Bradshaw, Managing Director



Sector: Product Design and Procurement

Ban the Box employer since: April 2014

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Charlie Bradshaw, Managing Director



Sector: Technology

Ban the Box employer since: October 15

How and when do they ask? MVF does not ask about criminal convictions at any stage of their application process.

“MVF has never included a box for convictions on our application form, but we are now taking the positive step of joining the ban the box movement and making this part of our company policy. We believe candidates should be considered for roles based on their talent and skills alone and everyone should have the opportunity to apply. We feel it is the responsibility of business to lead by example and be a force for good in the community, and this movement is something we are proud to be part of.”

Titus Sharpe, CEO



Sector: Voluntary Services

Ban the Box employer since: February 2014

How and when do they ask? Nacro does not ask about criminal convictions in the first stage of their application process. At the interview stage, once a shortlist of candidates has been created Nacro asks them to fill out a criminal record declaration form. This contains sufficient room for applicants to provide a written disclosure statement, which they can take along to the interview and hand to the panel.

“Nacro believes that this campaign will help employers to consider applicants first and foremost on their merits; this should enable people who have put their criminal past behind them to get into work so they can become productive, financially independent members of society.”

Lucy Anderson, Director of HR and Organisation Development



Sector: Support Services

Ban the Box employer since: December 2013

How and when do they ask? NBC Bird and Pest Solutions does not ask about criminal convictions at the first stage of their application process. At the point of interview, the company will ask the applicant to disclose any unspent criminal convictions.

“NBC decided to ban the box for several reasons, we didn’t feel the question was relevant to our decision making process when looking for a new team member. We assess them on many criteria with a focus on their ability now and so long as we felt that there was nothing that would prevent them from meeting our expectations as an employer now their past had little or no relevance.”

John Dickson, Managing Director



Sector: Not for Profit

Ban the Box employer since: May 2015

How and when do they ask? Only Connect have removed the tick box on all online and paper applications forms. Instead, they ask candidates to disclose unspent criminal convictions at interview stage, where they explore a candidate's knowledge of the criminal justice system.

"Steady employment after prison makes a significant difference to reoffending rates. In today's day and age there is no room for discrimination. Some of our most valuable employees have been through the criminal justice system, and companies that discriminate are missing out on some of the most diverse talent out there."

Beth Murray, Public Engagement Director



Sector: Education

Ban the Box employer since: April 2015

How and when do they ask? Community Interest Company On Course South West does not use application forms but instead accept video applications. In most cases they do not ask about convictions, but where a DBS check is required this is clearly advertised and only sought following an offer of employment.

"Adult learning is about working in partnership with individuals to maximise opportunities and look forwards to the future. We recognise that every person brings a different dimension to the organisation and that to exclude individual talents on the basis of past actions will stop our organisation from fully representing our community. In order to reflect society and engage those who feel marginalised, individuals who can provide authentic representation of the transformative power of learning are a powerful resource. Safeguarding our learners is of course essential, however our recruitment process ensures that attitude and commitment have a chance to shine and that potential is not lost due to arbitrary judgements."

Heather Morris, Curriculum Manager and HR Director



Sector: Logistics

Ban the Box employer since: October 2013

How and when do they ask? PRO-Driver does not ask about criminal convictions at any stage of their application process.

"Everyone deserves a chance to rebuild their life."

Joss Ronchetti, Managing Director

Sector: PR and Communications

Ban the Box employer since: October 2014

How and when do they ask about criminal convictions? ProjectSimply will not ask about criminal convictions at any stage of their application process.

“We believe that people should have an opportunity based on desire, skill and a good fit with a current position, not on historical blemishes. Inclusion and rehabilitation is an ongoing process brought about by acceptance, purpose and pride.”

Christian Hill, CEO



Sector: IT

Ban the Box employer since: October 2014

How and when do they ask? UK does not ask about criminal convictions in the first stage of their application process. At the point of making an offer of employment, the company will ask the applicant to disclose unspent criminal convictions.

Are there any roles that are exempt from these processes? For regulated roles such as in field service operations, Ricoh UK will require spent and unspent convictions to be disclosed and request the appropriate DBS check prior to employment.

“Ricoh UK pride themselves on being an employer of choice and have robust policies ensuring fairness and equality around employment: when we were asked to support the ‘Ban the Box’ campaign we put in place actions to remove the box from our recruitment process, Every time I support a ban the box event I feel inspired at the drive and desire of the individuals involved to take any second chance offered and prove they can move on and be successful. By removing the declaration of convictions box from applications, Ricoh UK are able to judge individuals on their skills and abilities and not their past.”

Phil Keoghan, CEO, Ricoh UK



Sector: Hospitality

Ban the Box employer since: August 2014

How and when do they ask about criminal convictions? Roast Restaurants Ltd does not ask about criminal convictions at any stage of their application process.

“We see no need to highlight people’s pasts and have a long-established commitment to working with ex-offenders. We have successfully recruited people with criminal convictions over many years and look to what role their future plays in ours.”

Iqbal Wahhab, Founder, Roast Restaurants Ltd

Sector: Utilities

Ban the Box employer since: November 2015

How and when do they ask? Safety Access Solutions do not ask about criminal convictions, recognising that most of their employees have gone through the necessary checks to work on a prison site.



Sector: Charity / Voluntary Services

Ban the Box employer since: July 2014

How and when do they ask? 2nd Chance Project does not ask about criminal convictions in the first stage of their application process, and only asks at a later stage for regulated roles. For regulated roles where applicants will be working directly with children and vulnerable adults, 2nd Chance Project will ask candidates about their criminal convictions and carry out enhanced DBS checks before an employment offer is finalised.

"We are passionate about inspiring change and achievement. In order to do so we are proud to promote an end-to-end solution. This means the clients we engage have the potential to progress through 2nd Chance and potentially volunteer or work for our organisation as we believe they can be the most effective solution and help us to become a market leader."

James Mapstone, Managing Director



Sector: Voluntary Services

Ban the Box employer since: September 2014

How and when do they ask? Serenity Services does not ask about criminal convictions in the first stage of their application process. At the point of making an offer of employment, the organisation will ask the applicant to disclose unspent criminal convictions.

For regulated roles, where applicants will be working directly with children and vulnerable adults, Serenity Services will ask candidates about their criminal convictions and carry out enhanced DBS checks before an employment offer is finalised. If an applicant's conviction means they are unsuitable for the particular role applied, Serenity Services will retain their details for any future suitable positions.

"The act of discrimination from a perspective employer will break the confidence, a high probability of ex-offender re-offending. Our aim is not only to improve an ex-offender's reading, writing, spelling and employability skills but to employ some ex-offenders for suitable positions within the organisation."

Andrius Remeikis, Trustee and Director

Sector: Voluntary Services

Ban the Box employer since: October 2014

How and when do they ask? Shekinah Mission does not ask about criminal convictions in the first stage of their application process. At the point of interview, the organisation will ask the applicant to disclose unspent criminal convictions. This information will only be shared with the organisation's HR team and not the recruitment panel.

For regulated roles, Shekinah Mission will follow the same process but at the point of interview will ask about spent and unspent criminal convictions, requesting the appropriate DBS check.

"We want to recruit staff who can make a real difference to people's lives. People with 'lived experiences' can make a significant contribution to that but are often put off by barriers. Disclosure of convictions should be part of the conversation, but not the starting point."

John Hamblin, CEO



Sector: Digital Marketing

Ban the Box employer since: May 2014

How and when do they ask? SiteVisibility Marketing Ltd does not ask about criminal convictions in the first stage of their application process. At the point of final interview, the company will ask the applicant to disclose any unspent criminal convictions.

"To give people a second chance."

Jason Woodford, Chief Executive Officer



Sector: Recruitment

Ban the Box employer since: May 2015

How and when do they ask? Society does not ask about criminal convictions at any stage of their recruitment process.

"We're strongly supportive of Business in the Community's Ban the Box campaign. Far too many people are being effectively excluded from the workforce by antiquated recruitment practices that screen them out before there's been a chance for the Hiring Manager to get to know them as a human being, to understand their journey, or to put their past into its full context. A small tweak to the way organisations select people for interview can remove this enormous yet invisible barrier, and will benefit both companies, employees and society at large."

Simon Lucas, Managing Director, Society

Sector: Support services

Ban the Box employer since: May 2015

How and when do they ask? Sodexo do not ask about criminal convictions at any stage in the recruitment process, with the exception of their Ministry of Justice roles which require that they ask at application stage, and their regulated rolls where a DBS check is carried out only if the candidate is successful.

“Sodexo is proud to Ban the Box. As a services company working to improve quality of life across a variety of industries our most valuable asset is our people. We want to attract the best people and recognize that the tick box may have been keeping us from a very valuable pool of talent. In addition, as a company responsible for both prison and probation contracts, we understand how important employment is to rehabilitation. Ban the Box gives ex-offenders the opportunity to compete on a level playing field for employment.”

Angela Williams, HR Director, UK and Ireland

SOUTHBANK CENTRE

Sector: Arts

Ban the Box employer since: June 2014

How and when do they ask? At the point of making an offer of employment, the company will ask the applicant to disclose unspent criminal convictions. Southbank Centre hire for some roles working with children or vulnerable adults. These roles require DBS checks; however Southbank Centre will not ask about convictions or initiate DBS checks until after an offer is made, aligning with their commitment to assess applicants' skills first.

“Southbank Centre changes people's lives every day through encounters with art and culture. We are determined to make these encounters available to all regardless of background. By offering a fair employment opportunity to ex-offenders, we will increase the vibrancy and diversity of Southbank Centre. This will help us welcome the world to our much-loved site. We are proud to support Ban the Box.”

Richard Buxton, Human Resources Director



Sector: Voluntary services

Ban the Box employer since: April 2015

How and when do they ask about criminal convictions? Sova highlights that it welcomes applications from ex-offenders, and explains that the regulated nature of many of its roles means a criminal record check may be necessary. Sova therefore discreetly offers applicants the

opportunity to confidentially discuss convictions before applying.

“Sova believes that everyone has the capacity to change their life for the better. We also believe that to make those changes you often need someone on your side – someone who understands you and what you are going through.”

Sophie Wilson, COO, Sova

Sector: Architects

Ban the Box employer since: February 2015

How and when do they ask? Styles & Wood has removed the question about criminal conviction from job application stage and potential employees are only required to disclose convictions at a later stage where it is deemed a requirement by the client.

“Finding stable employment is widely recognised as a contributing factor to the successful rehabilitation of ex-offenders, so industry must step up and accept their role in the process. Around 42% of construction companies struggle to recruit employees with the right skills and with a well-publicised skills gap, we can’t simply exclude 17% of the UK population from the recruitment process on the basis that they have a criminal record. The box is much more than a tick on a page; it’s a permanent reminder and for many, a challenging hurdle to overcome. We need to ban the box then employers can focus on an individual’s skills and experience as opposed to a tick on page.”

Karen Morley, HR Director, Styles & Wood



Sector: Housing

Ban the Box employer since: August 2015

How and when do they ask? Trafford Housing Trust was the first housing association to sign up to the campaign. They do not ask about criminal convictions at the first stage of the recruitment process. Candidates will be asked to disclose criminal record information at the point at which they are shortlisted.

“People will have a fair chance to get to an interview based on their competency for a vacancy, rather than being excluded automatically because of a conviction unrelated to their ability to perform the role in question.”

Matthew Gardiner, Chief Executive, Trafford Housing Trust

TRUE STORY

Sector: Media, Marketing and PR

Ban the Box employer since: October 2013

How and when do they ask about criminal convictions? True Story does not ask about convictions at application stage, but does address gaps in employment history at interview and have in place a full induction process and probation period. They feel that this is more relevant to manage the inherent risk of the recruitment process.

“We don’t believe there is any merit in having a ‘tick box’ to screen out ex-offenders because we want to put the emphasis on skills, abilities and best fit for our company. We invest time in the recruitment, induction and probation process to give us the best chance of making this work. We’re a relatively small company with around 80 employees but businesses like ours have a big role to play in ensuring people have the opportunity to compete.”

Jayne Mayled, CEO, True Story

Sector: Voluntary services

Ban the Box employer since: February 2014

How and when do they ask? Unlock does not ask about criminal convictions until they have held interviews and identified their preferred candidate. At this stage, they ask applicants to complete a self-disclosure form. They may then arrange a discussion with the candidate, if felt necessary. The rationale for this process is to ensure that the organisation only considers the convictions of the person they want to offer a position to. It also means that applicants who do not reach the final stage of the process do not have to disclose sensitive personal information unnecessarily. They have a clear policy on their website which sets out this process, so that applicants can have confidence in knowing how the recruitment process works.

“We believe that, by banning the box, employers are better able to consider convictions at a more appropriate stage in the recruitment process, and at the same time are able to give people with convictions a better opportunity to compete for jobs.”

Christopher Stacey, Director (Services)



Sector: Utilities

Ban the Box employer since: December 2014

How and when do they ask? Veolia does not ask about criminal convictions formally during the recruitment process for most roles. If a candidate chooses to disclose a conviction, hiring managers are equipped to understand and manage positive disclosure. The Resourcing Team provides training and supporting documents for hiring and contract managers, which explains their accountability for the company's commitment to Ban the Box, as well as providing advice on how to manage disclosure when it arises.

The only exceptions to this process are the small number of roles within the business for which enhanced DBS checks are required. In these instances, the Resourcing Team requires disclosure of criminal convictions at the first stage of the process and deals with each applicant on a case-by-case basis.

“Anybody can make a mistake but if people have learnt from their mistakes and want to change, we should choose to enable that. I have seen people with convictions come into the business and witnessed them grow and develop; they are so grateful for the opportunity. Any recruitment is a risk, we have to calculate that risk on a case-by-case basis.”

Samantha Bradford, Resourcing Manager, Veolia



Sector: Utilities

Ban the Box employer since: February 2016

How and when do they ask? Virgin Trains does not ask about criminal convictions until an initial job offer has been made.

“We already work with people with convictions so banning the box seemed a logical step to take given our current work. We do not want to put people off applying for roles with us and would like to make our decisions based on where the candidate is now and what they can add to our business.”

Kathryn Wildman, Lead Recruiter, Virgin Trains

Sector: Utilities

Ban the Box employer since: November 2015

How and when do they ask about criminal convictions? Viridor does not ask about criminal convictions at any stage in their recruitment process, to reflect a desire to build on strengths and not weaknesses.

“Viridor’s objective is to be the UK’s leader in renewable energy and resource management, with the customer and the heart of everything we do. We can only achieve this by having a first-class, talented, motivated and skilled workforce. We are not so interested in what you’ve done in the past but what you can achieve in the future. By building on your positive attributes and experiences, not those you regret. We have the opportunity to help each other to do things right, not do things wrong.”

Simon Catford, HR & Regulatory Director



Sector: Voluntary Services

Ban the Box employer since: September 2014

How and when do they ask? At the point of interview, Walking with the Wounded will ask the applicant to disclose unspent criminal convictions. Where it is a legal requirement, Walking With The Wounded will inform the applicant at interview that they will be undertaking a DBS check.

“Walking With The Wounded supports the Ban the Box campaign because it is absolutely right. A past criminal conviction has no bearing on an individual’s ability to do a good job today. It will reduce reoffending, give individuals a second chance and increase our access to the talent pool in the wider community. We as a collective workforce are proud to wholeheartedly adopt this policy.”

Fergus Williams, Director of Operations PR



Sector: Waste management

Ban the Box employer since: November 2015

How and when do they ask? 007 Pest Control will only ask about criminal convictions when a DBS check is required, and only after the initial applications stage.

“Sometimes in life people make simple mistakes whether it be to put food on the table to having a drug addiction or to simply being in the wrong place at the wrong time. Almost half of all adult offenders released from custody re-offend within a year. But evidence shows that having a job has been proven to reduce re-offending by 25-33%. We want to help that 25-33%.”

Myles Butler, Director, 007 Pest Control



Access to a 12 Step Programme Helping Problem Drinkers Recover from Alcoholism

Location

Nationwide

Eligibility

Alcoholics Anonymous support is available to anyone who needs it.

Provision Details

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

- The only requirement for membership is a desire to stop drinking
- There are no dues or fees for membership
- The primary purpose is to stay sober and help other alcoholics to achieve sobriety
- The aim is to inform people about their 12-Step programme which can help problem drinkers recover from alcoholism
- AA in Great Britain has over 60 years of experience involving tens of thousands of alcoholics.

Further information can be obtained from the [Newcomers](#) ^{web} page on the Alcoholics Anonymous website.

AA Meetings are held at various locations across Great Britain. To find out where click here - [AA Meetings](#) in Great Britain.

Contact Details:

In addition to the website Alcoholics Anonymous host a National Telephone Number: **0800 9177 650**. This number is free to everyone whatever their call plan.

www.alcoholics-anonymous.org.uk ^{web}



Addiction Helpline

A free guide to addiction treatment in the UK

Eligibility: Anyone suffering with addiction problems

Corby

Addiction is a serious problem in the UK and like everywhere else Corby has a large number of people dealing with addiction who feel that the current help offered by Corby doctors is limited and very difficult to access.

Addiction Helpline is a UK based non-profit addiction treatment health care provider offering free 24 hour access to fully trained addiction treatment counsellors who will help you cut through the red tape and get immediate professional help in Corby

Addiction helpline's Corby support line is open to anyone, family, friends, employers and colleagues who are concerned with the way in which addiction is affecting someone they care about. Calls are confidential, we will not share information you provide with anyone else.

Our Corby addiction help team are fully qualified to deal with all types of addiction including drug addiction, alcohol addiction, eating disorders and many addictions which are not as commonly known about including shopping and sex addiction.

By calling our free Corby addiction helpline on 0808 163 9632 we can offer

- Immediate access to rehab in Corby (24 Hours)
- At home detox plans (Outpatient)
- Residential detox plans (Inpatient)
- At home counselling services
- Advice on local Corby based services

Make today the day you change life for yourself or someone you care about. You're only one call away from success.

Website: www.addiction.org.uk

Email: info@addiction.org.uk



Alcohol / Drug Treatment

Location

Springhouse 39 Billing Road Northampton NN1 5BA

Eligibility

Alcohol / Drug problem

Provision Details

This opportunity should only be used where a claimant has satisfied the following:

- Must be identified as a user of alcohol/drugs
- Declared they are not undergoing any form of drug treatment
- Agreed voluntarily to attend the appointment
- Given consent for JCP to record sensitive personal info on LMS by completing DPA1
- Agreed to JCP sharing their personal details with the treatment provider on form TPR1

Hours & Duration

TBA with claimant

Referral Process

Telephone: 01604 211304.

After referral claimant will have a discussion with treatment provider CRI will decide the most appropriate treatment for claimant who will then move into a treatment programme.

Website: [CRI | Safer communities, healthier lives](#)

Email: <http://www.cri.org.uk/contact-us>





Bridge Overview

Bridge Substance Misuse Programme

63c Gold Street
Northampton
NN1 1RA

Bridge Substance Misuse Programme Ltd is a social Enterprise company. The registered number is 06221493, registered office is 63c Gold Street, Northampton, NN1 1RA.

Eligibility

Clients must be at least 18 years of age and have, or have had, a problem with alcohol or drugs. They must be committed to addressing and resolving their issues.

Provision Details

For its mentoring programme, Bridge recruits, trains and supervises volunteers who have had drug or alcohol problems themselves, or close contact with people who have. They act as mentors or support workers to clients with drug or alcohol problems.

The aim is to help them deal with their substance misuse by providing practical support in relation to social aspects which impact negatively on their lives.

Bridge also offers clients the chance to take part in sporting and other activities as well as offering assistance with education, training and/or employment.

Premises also have a gym and café.

Opening Hours

Northampton: 9:30am – 4:00pm (Mon, Tues, Thurs, Fri) and 11:30am – 3:30pm (Sun).

Wellingborough: 10:00am – 2:00pm (Mon, Tues, Thurs, Fri).

Corby: 10:00am – 2:00pm (Mon, Tues, Thurs, Fri).

Referral Process

Visit www.bridge-northants.org.uk/contact.php and click on Self-Referral icon or Referral icon (agency referral).

Website: www.bridge-northants.org.uk

Email: enquiries@bridge-northants.org.uk

Telephone: 01604 621259

**Location**

Nationwide

Eligibility:

Anyone who is struggling with Drug and/or Alcohol abuse

Provision Details:

Across the UK, we help thousands of people to overcome their problems with drugs and alcohol – supporting them to go on and lead fulfilling and healthy lives, free of dependency and other issues.

This support doesn't mean that you have to stay in a 'residential rehab' centre (although we can offer that too). Instead, you can get all the support and advice you need while remaining part of your local community. We can also help you with other issues you may be struggling with – such as employment, housing, debt or family relationships.

The help we give you will depend on whether it is alcohol or drugs you are struggling with (and of course, what kind of drug) but the basis of all of Addaction's work is to build a strong relationships between you and on tof our workers. They will be able to use a number of approaches – from cognitive therapy to prescribing medication (should you need it), to give you the support you both need and deserve.

Our aim is for you to be able to stop using the substance that is causing you problems altogether. But we fully understand that this can be a complicated process. We wont judge you and will work at a pace you are comfortable with, helping you to reduce your using finding a way to stop altogether.

Telephone: 020 7251 5860

Email: info@addaction.org.uk

Website: www.addaction.org.uk

**Location:**

Northampton

Phone: 0300 456 4292

Address: 36 - 38 Abington Square, Northampton, NN1 4AA

Eligibility

For people with drug, alcohol and gambling issues

Provision Details:

At Aquarius we strive to help people overcome the harms caused by alcohol, drugs and gambling. We work closely individual, families and friends to lessen the impact caused by the behaviour of a loved one. Overcoming an addiction can be a difficult process but you can be sure that our staff will be dedicated to giving you and your family the attention and support that you need. We will be there to help you with each step of your journey along the way to recovery and help you look forward to the future with the confidence that change is possible.

What we do

- Offer a free and confidential service
- Provide alcohol advice and information
- Offer one to one support or group sessions
- Refer to detox and/or rehabilitation service if necessary
- Provide support for affected family members
- Provide information on other services which can help you

We meet you at our premises, in our clinic at a hospital or at a suitable community venue. Together we can draw up an agreed support plan to help with your alcohol issues and other needs and with your permission we can also work with others concerned with your care.

Opening times:

Mon; 9am – 5pm

Tues; 9am – 5pm

Wed: 9am - 5pm

Thurs; 9am – 5pm

Fri; 9am – 4:30pm

Sat & Sun: Closed

Email: <http://aquarius.org.uk/>

Website: <http://aquarius.org.uk/>



Northamptonshire Drug and Alcohol Services (NDAS) Northampton

Location

Spring House
39 Billing Road
Northampton
NN1 5BA

Huxlow House
St Mary's Hospital
London Road
Kettering
NN15 7PW

Provision Details

We can help you with a range of treatment and support services for drug and alcohol problems and will also work with you to look at lifestyle factors that may be contributing to your problems.

Our team of experts includes doctors, specialist addiction nurses, complex needs workers and drug support workers who will work together for your care. They can work with you on a one-to-one basis and also in group sessions to identify your needs and put in place plans to tackle those needs. Facilities available include counseling groups, group rooms and inpatient treatment beds.

Contact

Phone number - North of the county: 01536 493 059

Phone number – South of the county: 01604 233 227

Email: PALS@ngh.nhs.uk

Website: <http://www.northamptongeneral.nhs.uk>



Location

Nationwide

Eligibility

Help and advice with your drinking

Provision Details

We are a small independent charity that is committed to reducing harm from alcohol-related problems. We work throughout England to help people understand the dangers of drinking too much and to fight for varied and effective treatment services for the people who need it. We also campaign at a national level to try and make a difference to the lives of people who have been affected by alcohol.

It's not always obvious when you're drinking too much. However, your alcohol consumption could be affecting you in a number of different ways that you didn't even realise. Weight gain, lack of sleep and trouble concentrating can all be caused by excess drinking.

We have a range of tools that you can use to work out exactly how much alcohol you're drinking and the likely impact it's having on your body. We have also busted some myths about drinking, so you can make an informed decision about the amount of alcohol you consume in the future.

Many people are reluctant to admit they have a problem with alcohol. But every year hundreds of people in England and Wales turn their lives around and take control of their drinking. There are many excellent services in Wales that can help with this. [Look up your local service here.](#)

Hours

Mon – Fri: 9am – 8pm

Weekends 11am – 4pm

Contact

02075669800

Email: contact@alcoholconcern.org.uk

Website: <http://www.alcoholconcern.org.uk/>





Marijuana Anonymous UK

Marijuana Anonymous UK

Locations:

Call the helpline for information on local meetings.

Eligibility:

The only requirement for membership is a desire to stop using marijuana. There are no dues or fees for membership. We are self-supporting through our own contributions.

Provision Details:

Our primary purpose is to **stay free of marijuana** and to **help the marijuana addict who still suffers** achieve the same freedom. We can do this by practicing our suggested twelve steps of recovery and by being guided as a group by our twelve traditions.

Marijuana Anonymous uses the basic 12 Steps of Recovery founded by Alcoholics Anonymous, because it has been proven that the 12 Step Recovery program works.

Referral Process:

Contact the Helpline Number: 07940 503 438 (8pm – 12 midnight)

0300 124 0373

Email: helpline@marijuana-anonymous.org.uk

Website: www.marijuana-anonymous.co.uk



Cruse Bereavement Care

Free confidential grief support

Location

Nationwide

Eligibility

Available to all.

Provision Details

Cruse Bereavement Care is here to support you after the death of someone close. For those who need specialist help, Cruse offers free confidential support for adults and children, and this can be by telephone, email or face-to-face.

Cruse offers the following bereavement services:

- [Telephone support](#)
- [Email support](#)
- [Face-to-face support](#)
- [Support for children and young people](#)
- [Early intervention project](#)
- [Publications](#)
- [Bereavement Care Journal](#)

Hours & Duration

National telephone helpline is open Monday-Friday 9:30-5:00pm with extended hours on Tuesday, Wednesday and Thursday evenings, when we're open until 8pm.

Referral Process

National Helplines:

Tel: 0844 477 9400

Email: helpline@cruse.org.uk

Northamptonshire Helplines:

Tel: 07772 428532

Email: northamptonshire@cruse.org.uk

Website: <http://www.cruse.org.uk/>



Bereavement Service

Location:

The Evelyn Centre (Area R) at Northampton General Hospital

Telephone: 01604 523489 or 523454

Eligibility: Anyone who has been bereaved

Provision Details:

Support and Assistance

The PALS Bereavement Service provides sympathetic information, advice and support to bereaved relatives and carers by helping them through the practical arrangements that follow the death of an adult patient at the hospital.

The team can help you deal with issues such as:

Registering the Death

Funeral Director

The Coroner and Coroner's Office

Children's & Young People's Bereavement Services

Telephone: 01604 545131

The Children and Young Person's Bereavement Service offers one-to-one counselling and age appropriate bereavement groups. The service has a number of counsellors and volunteers and takes referrals from parents, schools, health professionals and, if the child is over 16, from the child themselves.

The service also provides training for anyone requesting help in dealing with bereaved children.

Referral Process: Contact number above

Website: <http://www.northamptongeneral.nhs.uk>





Help with funeral costs

Location

Countrywide

Eligibility

To get a Funeral Payment you must be responsible for the funeral and:

- Claim in time
- Get certain benefits or tax credits
- Meet the rules on your relationship with the deceased

You must apply within 3 months of the funeral. You can make a claim even if you're waiting for a decision on a qualifying benefit.

You must be one of the following:

- The partner of the deceased when they died
- A close relative or close friend of the deceased
- The parent of the still-born baby
- The parent of the deceased child, if they were under 16 (or under 20 and not in full-time education)

You (or your partner) must get one of the following:

- Income support
- Income-based jobseeker's allowance
- Income-related employment and support allowance
- Pension credit
- Housing benefit
- The disability or severe disability element of working tax credit
- One of the extra elements of child tax credit
- Universal credit

You can claim the Funeral Payment:

By post - send form SF200 to your [local Jobcentre plus](#)

By phone:

Bereavement Service helpline

Telephone: 0845 606 0265

Welsh language: 0845 606 0275

Website: www.gov.uk

**Location:**

Nationwide

Eligibility:

We work with any child or young person up to the age of 25 who have been bereaved of someone special as well as parents who have been bereaved of a child or baby at any age.

Provision Details:

Child Bereavement UK believes that all families should have access to the support and information they need when a child grieves or when a child dies. Through understanding their grieving process and receiving the help in dealing with bereavement from appropriately trained professionals, families can learn to live with their grief and being rebuilding their lives.

Professionally trained bereavement support workers are available to take calls Monday – Friday 9am – 5pm, there is also email support.

Opening Hours:

Monday – Friday 9:00am – 5:00pm

Contact Details:

08000288840

Email and Website:

support@childbereavementuk.org

www.childbereavementuk.org



**Location;**

Nationwide

Eligibility:

Anyone who is concerned about a bereaved child

Provision Details:

The death of a parent or sibling is one of the most fundamental losses a child will ever face. Winston's Wish can offer a range of practical support to children, families, professionals and anyone concerned about a bereaved child.

The Winston's Wish helpline is a UK-wide national helpline offering support, information and guidance to all those caring for a child or young person who has been bereaved. It is staffed by people with extensive experience, who have up-to-date knowledge of supporting bereaved children and their families. People call to discuss a huge range of concerns and questions from: 'Why does my daughter keep asking where daddy is when he died two months ago?' and 'He wants to attend the funeral but his dad says he's too young. What do you think?' to 'I'm concerned about a child I'm working with. What is the best way to offer support?'

We take the time to listen carefully to your worries and questions and help you to work out how best to support the bereaved young person. We won't tell you what to do or what not to do. However, we will share our knowledge of bereavement and our experience of working with bereaved children. We will give you ideas to think about and maybe try. You may find that you just ring the Helpline once, or you may find you ring it from time to time, as and when you need to. Either way is good – we are here to help you with what is worrying you on the day that you ring us.

What else can the Helpline offer?

The Helpline can give you contact details for other organisations which offer help after a bereavement, including local contacts where these exist. Please note that our helpline is available Monday – Friday 9am to 5pm and Wednesday evening 7pm to 9:30pm.

Contact Number:

08452 03 04 05

Website:

<http://www.winstonswish.org.uk/>



Shelter

The housing and homeless charity

Location

Countrywide

Eligibility

Open to all.

Provision Details

Shelter offers free, expert housing advice to anyone – no matter what their situation. Our free helpline is open 365 days a year and we have face-to-face advice centres up and down the country, as well as specialist legal and support services for those who need more in-depth housing help. Our expert advisers will listen to and support clients, and can help them take action or negotiate on their behalf.

Our team of solicitors offer expert legal advice, help fight repossession and eviction, and can attend court to defend people who are at risk of losing their home. They can challenge local authority homelessness decisions, and step in when councils aren't doing enough to support those in housing need. They also defend tenants by helping to pursue claims against landlords where disrepair is causing serious risk or harm or in cases of unlawful eviction.

Our specialist support services are there for families who need more in-depth help to keep their home, or to settle into a new one after being homeless. Our teams work with families like these over time, giving the full, practical support they need to get back on their feet.

Hours & Duration

Tailored to individual.

Referral Process

0808 800 4444

The helpline is open Monday to Friday 8am – 8pm and Saturday and Sunday 8am – 5pm.





Location

Countrywide

Eligibility

Discussion forum for anyone affected by dementia

Provision Details

Talking Point - Alzheimer's Society's online discussion forum is for anyone affected by dementia. It's a place to ask for advice, share information, join in discussions and feel supported.

Online forums are a great way to share your experiences in caring for someone with dementia, as well as reading what others are going through. If there's a particular issue you are struggling with, the chances are, someone else has also experienced it. [Talking Point](#) is the Alzheimer's Society's forum. It has people with dementia sharing their information and advice, and supporting each other.

If you would like to join a discussion on the forum or start a new one, you will need to either register or log-in (you can log-in by clicking on the box at the top right of the main forum screen). If you need help using Talking Point, please take a look at the [Help videos](#) or main [Help](#) section.

Contact Details

Website: <http://forum.alzheimers.org.uk>





Information Programme

Location:

The Doddridge Centre
109 St James Road
Northampton
NN5 5LD

Eligibility:

Carers of people with Dementia only

Provision Details:

The Carer Information and Support Programme 1 is a series of sessions for carers, family and friends of people recently diagnosed with dementia. Topics include: understanding dementia, legal and money matters, support and care, and coping with dementia day to day. Please contact the number below for dates and times.

Contact Numbers: 01604 879000 (Monday - Friday 9am – 5pm).

Email: Northamptonshire@alzheimers.org.uk





Peer Support Group

Location:

Fred Sansum Room
Abington Community Centre
Wheatfield Road South
Northampton
NN3 2HH

Eligibility:

Carers of people with Dementia only and anyone who lives in Northamptonshire who cares for someone living with Dementia, whether they live with them or not.

Provision Details:

The peer support group gives people the opportunity to meet with others who understand some of what they are going through. Run by a facilitator, the sessions offer a chance to ask questions, get information and share experiences in a safe and supportive environment.

Please contact the local office, number below, for details of opening times.

Contact details:

01604 879000 (Monday – Friday 9am – 5pm).

Email address:

Northamptonshire@alzheimers.org.uk

Website:

<http://www.alzheimers.org.uk>

**Location:**

London Road
Kettering
NN15 7QX

Eligibility: People of all ages with dementia and their carers.

Provision Details:

A chance to spend a few hours in a friendly and supportive relaxed social setting. An opportunity for support and an exchange of information and experiences. Talks on a wide range of topics. 1st Tuesday of every month at 10.00am - 12.00pm. For more information contact a Dementia Café Co-ordinator.

Hours and durations:

1st Tuesday of every month 10.00am – 12.00pm

Contact Numbers: 07803 115351
01832 736674



**Location:**

Community Hall
13 High Street
Old Village
Corby
NN17 1UX

Eligibility:

Anyone who has been diagnosed with cancer or who is in remission aged 18 and over

Provision Details:

Our charity is open for Drop-In every Tuesday 9.30am-4.30pm at the Community Hall, 13 High Street, Old Village, Corby, NN17 1UX.

We offer FREE complementary therapies for anyone touched by cancer, as well as being somewhere to go for a chat. We are open to anyone who has been diagnosed with cancer or who is in remission. We also welcome friends, family & carers of anyone with cancer. Our therapies include Massage, Therapeutic Touch, Reflexology, Acupuncture and Relaxation techniques. We are also pleased to be able to offer counselling. Please call us on 0800 316 6772.

"We deny our vulnerability in pretence of strength, instead of discovering our strength in the acceptance of vulnerability".

Contact Details:

Telephone: 0800 316 6772

Website: www.integratedcancertherapies.org.uk

Email: info@integratedcancertherapies.org.uk

Referral:

Self-referral, Doctor, nurse, oncology. Hospital etc





Location:
Countywide

Eligibility:
Carers of all ages

Provision Details:

Northamptonshire Carers provide support to those who are looking after or supporting a friend or relative with a disability or long-term illness. Our services include a Carers Support Line, Support Groups, short breaks and Carers Assessments on behalf of Northamptonshire County Council. We support both Carers of a child with a disability as well as those looking after an adult of any age. We also have a Young Carers Team who provides support to Carers who are under 18.



Contact details

Northamptonshire Carers
123 Midland Road
Wellingborough
Northamptonshire
NN8 1LU

General Enquires: 01933 677837

Carers Support Line: 01933 677907 (lines open Mon-Fri 9am-5pm)

Email: carers@northamptonshire-carers.org

Web: www.northamptonshire-carers.org

Northamptonshire Carers Registered Charity No. 1061417 is supported by localgiving.com. To see how you can support us, please click on the link below. Thank you.

www.localgiving.com/northamptonshire-carers





Location:
Countywide

Telephone: 0808 2000247

Eligibility: Open to women and children suffering with domestic abuse

Provision Details:

Women's Aid provides safe and secure emergency accommodation to women and children within Northamptonshire and throughout the country. For further information contact: Wellingborough & East Northants Women's Aid. Safe, clean accommodation available in and around the area.

Domestic Abuse can be very distressing and destroy self confidence and self esteem. It may help to talk to someone about what is happening to you or what has happened to you in the past. This may be at a local office or agreed safe meeting place.

Referral Process: 0808 2000247

Website: <http://www.wenwomensaid.co.uk/>

Email: info@wenwomensaid.co.uk

If you are in immediate danger, call 999

**Location:**

13 Hazelwood Road
Northampton

Eligibility:

Open to women and children suffering with domestic abuse

Provision Details:

Interpersonal violence is the term used to describe violence between individuals within a family. Domestic abuse, honour based violence (including female genital mutilation and force marriage), sexual violence and rape, stalking and harassment, trafficking and adult sexual exploitation are all forms of interpersonal violence.

Domestic abuse takes place within an intimate relationship and forms a pattern of bullying and controlling behaviour. Domestic violence tends to get more severe and happen more often over time.

Our staff are trained and here to listen and identify ways of helping you – this can include:

- Providing you with emotional support
- Giving you time to talk through your experience
- Providing you with relevant information and practical advice
- Signposting you to other specialist services

Our drop in service is open between 9am – 4:30pm (you may need to book an appointment if there are no advice workers immediately available)

Women's Aid currently provide refuge services in Northampton, Daventry, Corby and Kettering and access to these services can be made through contacting the advice centre on 0845 123 2311

Referral Process: 0845 123 2311 – 24hr helpline

Website: <http://www.northamptonwomensaid.org.uk/>

Email: helpine@womensaid.org.uk

If you are in immediate danger, call 999 or 101

**Location:**

Countrywide

Telephone: 0800 999 5428

Eligibility:

For anyone, LGBT, experiencing domestic violence

Provision Details:

Our national lesbian, gay, bisexual and trans (LGBT) Domestic violence helpline provides confidential support to all members of the LGBT communities, their family, friends, and agencies supporting them. The helpline is run by trained LGBT people and provides a space where you can talk through what is going on, and explore your options. We can:

- Provide confidential information, advice and support
- Help you create your safety plan
- Explore options around housing, legal advice, counselling and local support groups
- Tell you about your local LGBT friendly services
- Discuss the possibility of reporting to the police

Opening times:

10am – 8pm Monday & Thursday

10am – 5pm Tuesday, Wednesday & Friday

1pm – 5pm Tuesday is a Trans specific service

<http://www.brokenrainbow.org.uk/help/helpline>



If you are in immediate danger, call 999

**Location**

Northampton

Eligibility: LGBT Community

Provision Details

FAN is an innovation as much as it is an aspiration.

We want to get people together, build common interests and develop accessible networks. We aim to do this in ways that maximizes the potential for social capital and innovation within the community, by the community and for the community.

FAN is improving lives. It's identifying and positively addressing a recognised local issue within a community, strengthening those community ties and identity. We're building on learning lessons from collaboration, cohesion, equality and community principles. FAN is completely volunteer run, and relies on the community to help develop its ideas and plan and deliver its activities. The group formed in August 2011. At the time, there seemed to be a lack of activities that would not only help bring the LGBT community together, but also show that we are vibrant and active members of the wider community as well.

Contact Details:

Please visit the website and click on contact to send a direct e-mail

Website: <http://www.fannorthants.com/>



Location

Women's Aid
13-15 Hazelwood Road
Northampton
NN1 1LD

Eligibility: Women who are questioning their sexuality and who seek a safe and confidential environment to access support.

Provision Details:

Lesbian Line has been going around 20 years, in various guises. We are not part of any other group and act independently. A collective of volunteers run the Wednesday night telephone help-line and drop-in.

We pride ourselves in our confidentiality – it is understood that anything that is said at the line is totally confidential. First name only policy applies.

Contact Details:

07849 188067 or you can drop-in and speak to someone one Wednesday evenings. Alternatively visit the website, click on contact and send an email.

Meetings are held on the 1st and 3rd Wednesday of each month.

<http://www.lesbianline.co.uk/index.php>

Location

Nationwide

Eligibility

Employers

Provision Details

At Employers Direct, we offer free Employment Law advice based on the ACAS Code of Practice, exclusively for employers. This way, you receive dedicated Employment Law advice designed to help you deal with key issues affecting your business.

Whether its dealing with discipline or grievance in the workplace our Employment Law experts take the weight off your shoulders and allow you to get on with running your business.

Contact:

Employers Direct: 0808 271 9454

Or call our free phone : 0808 163 4981

Website: [Free Advice Based On The Acas Code Of Practice | Employers Direct](#)



Bullying and Harassment at Work

Location

Nationwide

Eligibility

Available to anyone requiring free advice on bullying in the workplace

Provision Details:

Learn ways to tackle bullying and harassment in the work and raise employee motivation, attendance and productivity.

Harassment:

- Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual

Bullying:

- Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient

Where you can get help

Advice can be obtained through the Acas

Helpline:- 0300 123 1100

Website: www.acas.org.uk

Advice can also be obtained from your trade union (if you are a member of one) legal, advisers, Citizens Advice Bureaux or the Equality and Human Rights Commission (EHRC) at www.equalityhumanrights.com

Website: [Acas - Home](#)



**Location**

National

Eligibility

Anyone suffering bullying in the workplace

Provision Details

Workplace bullying and anti-social behaviour is unfortunately a fact of life for too many workers in the UK. Unlike their playground equivalents work place bullies and their supporters tend not to use physical abuse. Instead they resort to long term psychological intimidation which can be just as devastating for the person on the receiving end. Fortunately for those being bullied help is at hand, for one of the most distressing parts of being bullied is the feeling that no one seems to care and there is nowhere to go for help.

1 in 4 people allege they are being bullied at work today

We commit to provide FREE and practical advice and guidance, on a confidential basis, relating to any concern or dispute in the workplace. Our advisers are CIPD trained and have specialist skills in conflict resolution.

Contact

Call: 0845 22 55 787 for **FREE** advice

Monday – Sunday 9am – 5pm

Our Helpline is run by Volunteers.

Email: admin@nationalbullyinghelpline.co.uk

This Website is run by Volunteers.



How to help your Child Cope with Bullying

What is Bullying?

Behaviour by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally through threats or superior force. When persistent and threatening behaviour is directed towards a child who is unable to stand up for him/her self, then bullying becomes a major problem. Being a bully, or being bullied, can happen to anyone and can have long term effects.

Do not accept that calling names and teasing is not bullying. If your child is upset – it is bullying. Your child's school has to have an Anti-bullying Policy by law. You are entitled to ask for a copy to look at. The policy should tell you what the school will do if bullying is reported and also what the school is doing to stop it happening in the first place.

Step 1

Ask to see the Class Teacher/Form Tutor and explain your worries; ask if they have noticed anything and what would be the best way of sorting it out.

Step 2

Keep a diary of events. Write a letter to the year head explaining that the problem has not been sorted and that you would like your letter put into your child's file together with notes of the actions they have taken.

Step 3

Write a letter to the Chair of Governors, send a copy to your local councillor and ask for a meeting.

If you are still unhappy contact the Education Welfare Officer. If the bullying is very serious the police may need to be involved.

National Contacts:

Family Lives: 0808 800 2222 (24 hrs)

<http://familylives.org.uk/>



Kidscape: 08451 205 204 Helpline for parents (Mon – Fri 10am – 4pm)

www.kidscape.org.uk



Anti-bullying Alliance

www.anti-bullyingalliance.org.uk



**Location:**

Autism Concern
Suite 39 – 42 Burlington House
369 Wellingborough Road
Northampton
NN1 4EU

REGISTERED CHARITY NUMBER: 1062611

Eligibility:

For anyone in Northamptonshire needing help relating to Autism

Provision Details:

Free advice and support for families, parents, professionals and people on the autistic spectrum. Autism Concern has been established for over 20 years so has strong links with other organisations, enabling them to support the autism community with a holistic and tailored approach. It is not necessary to have a diagnosis to access their services which include:

- Emotional support
- Behavioural advice
- Signposting to community services
- Understanding autism spectrum conditions
- Support with filling in benefits forms and applications

In addition Autism Concern run Youth Groups, social clubs and activities for children and young people aged 5 -18 on the autistic spectrum.

There are also training and awareness courses, conferences and talks for parents, carers and professionals working in the field – for more information relating to this please contact Autism Concern directly.

ADHD

The ADHD support team at Autism Concern provide information, advice and guidance and support a befriending network amongst parents, promoting self-help and empowerment through support groups.

Contact

Free Support Line: 0808 808 9090

Email: iaq@autismconcern.org

Website: <http://www.autismconcern.net/>



**Autism Helpline**

Provides impartial, confidential information and advice for people with autism spectrum disorders, their families and carers.

Location:

Nationwide

Provision Details:

The Helpline can:

- Answer general questions about autism and Asperger syndrome - for example, we can talk through what the condition is, how it might affect someone, and suggest strategies to help.
- Talk through options available to people with autism and Asperger syndrome.
- Talk through support options available to family members.
- Tell you about local services.
- Refer you on to other organisations that may be able to help you.
- Send you information in the post or by email about all of these things.

Most frequently asked questions:

- How to get a diagnosis for a child or adult
- How to help with a child's behaviour
- How to access respite
- How to get extra help at school
- How to get help with employment?

Hours Available

Lines are open 10am-4pm,
Monday to Friday ([free from landlines and most mobiles](#))

Contact Number:

Call: 0808 800 4104

Website: <http://www.autism.org.uk/helpline>



We help families in conflict, especially those divorcing or separating

Location

Nationwide

Eligibility

Those in need of Mediation

Provision Details

Family mediation is quicker and more cost-effective than heading to court. It reduces conflict, and your family stays in control of arrangements over children, property and finance.

Divorcing

If you have decided to separate or divorce, family mediation can help you make arrangements for joint property, finance and children

Separating

If you are separating you need to make a number of vital decisions about the future. Family mediation can help you.

Parents

Family mediation can help you maintain a civil relationship with your ex, and communicate well with your children to meet their needs

Children and Teens

If your parents are splitting up you'll want to know how it will affect you, and what you can do about it. Meeting with a family mediator is an option.

Friends and Family

If you want to support a friend or relative whose family is going through separation, family mediation is a good place to start.

Grandparents

Family mediation can help Grandparents who are worried that a break-up means their relationship with their Grandchildren can't continue.

[To make an appointment please complete our Referral Form](#)

Contact: Mon – Fri 09:00 – 17:00

0300 4000 636

[FREE MEDIATION](#)





Location:
Nationwide

Eligibility:
Gypsies, Travellers & Roma



Provision Details:

We are a charity who seek to end racism and discrimination against Gypsies, Travellers and Roma, whatever their ethnicity, culture or background, whether settled or mobile, and to protect the right to pursue a nomadic way of life. We work on campaigning, case work, and capacity building to help Gypsy and Traveller groups help themselves and mainstream organisations to work better with Gypsies and Travellers.

- Take care of yourself and your family at home and at school. Find advice on accessing health care, having a baby, jabs and keeping healthy, getting a place at school and what to do if your child is being bullied
- Get informed about the laws and regulations that affect your work. Here you will find information on how to get a horse passport or scrap metal license, transport animals safely or start your own business.
- Know what your rights are if you are evicted, experience hate crime or need to access benefits or legal aid. Find links to other organisations that can support you to make sure your rights are respected and learn how to make a complaint about racist media reports.

Contact Details:

Tel: 01273 234 777
Fax: 01273 234 778

Email: fft@gypsy-traveller.org

Website: [home - Friends, Families and Travellers](http://home-friends-families-and-travellers.org)



Location

National

Eligibility

Open to all Carers

**Provision**

Caring can be extremely complicated. The maze of rights and entitlements can be complicated. We're here to make sure that no matter how complicated your query or your experience, you don't have to care alone. Our expert telephone advice and support service is here if you want to talk about caring. If you're looking for answers, our online information and support is the best place to start.

Grants

Throughout the UK there are thousands of awards and grant schemes designed to help people in need. Many are run by charities or trusts.

TV Licence

If you live with someone over the age of 75 or someone who is blind or severely sight impaired you may be entitled to a free or discounted TV licence. There are also payment schemes available to help you spread the cost.

Council tax / Rate Relief

Help for people on low incomes is provided in England through various local Council Tax Reduction schemes run by councils

Fuel costs

You or the person you are looking after may be entitled to certain payments and grants to help with fuel bills or making your home warmer and more energy efficient.

We provide information and advice on:

- benefits and tax credits
- carers employment rights
- carers' assessments
- the services available for carers
- how to complain effectively and challenge decisions.

Open Hours

Monday to Friday, 10am to 4pm.

Note: listening service available Mondays and Tuesdays, from 9am to 7pm.

Contact Number

0808 808 7777

Website: www.carersuk.org

Email: advice@carersuk.org

**ALSO IN HELP & ADVICE**

Financial support

Practical support

Health

Work & career

Your relationships

Equipment & technology

Get support

**Location:**

Nationwide

Eligibility:

Families with disabled children

**Provision Details:**

We support families, whatever the child's disability or health condition, with a wide range of life-changing help and class-leading services.

- Contact a Family Helpline – our Freephone helpline advises thousands of parents each year on all aspects of caring for a disabled child
- Medical information – we provide up-to-date and validated information on hundreds of disabilities and conditions, their symptoms, treatment and the support available.
- Website and parent resources – our website has information on issues such as education, benefits and family life, and our parent resources cover a range of topics including health and social care services.
- Workshops and information sessions – we run workshops and information sessions for parents across the UK
- SENDirect – we are on the partners of SENDirect, an online resource for families looking for activities, support, services and equipment in the local area.
- Parent support groups – we support local and national groups in their work bringing parents carers together for practical and emotional support
- Makingcontact.org – our special linking website connects families going through similar experiences or whose child has the same condition or disability.
- Contact a family in your area – our offices across the UK organise family fun days and outing so parents can make new friends and socialise.

Contact Details:

Freephone number; 0808 808 3555 (9:30am – 5pm Monday – Friday)

helpline@cafamily.org.uk

Website:

<http://www.cafamily.org.uk/>



PARKINSON'S^{UK}

CHANGE ATTITUDES. FIND A CURE. JOIN US.

Location:

Vauxhall Bridge Road
London
SW1V 1EJ

Eligibility: For those suffering from Parkinson's, their Carers and their families.

Provision Details:

We offer friendship, support and the opportunity to meet other people affected via our network of local groups across the UK. Local groups are there for everyone living with Parkinson's, their families and carers. There are some groups specifically for younger people with Parkinson's and our discussion forum offers the opportunity to share experiences with other people online.

Contact Numbers: 0808 800 0303

Email: hello@parkinsons.org.uk

Website: [Parkinson's UK - Contact us](#)

Contact us via social media





service delivered by victim support

Location

Voice
Victim Support
Riverside House
Bedford Road
Northampton
NN1 5NX

Provision Details

The Northamptonshire Police and Crime Commissioner established Voice as a new service for victims and witnesses of crime on 1 October 2014. The staff and volunteers delivering Voice previously worked for Victim Support and the witness care unit.

Voice's professional and tailored service is available to all victims and witnesses in Northamptonshire, regardless of crime type or whether your crime has been reported to the police.

As well as providing emotional and practical support to victims of crime, Voice will support witnesses who have given a statement to the police and may need to give evidence in court through the criminal justice system.

Voice also offers specialist support to:

- Victims of antisocial behaviour who are persistently targeted or recognised as vulnerable
- Victims and their families affected by serious and fatal road traffic collisions
- Victims of interpersonal violence (this includes rape, domestic abuse, sexual violence, forced marriage, female genital mutilation, stalking, harassment, slavery, sexual exploitation, trafficking and sex-working)

Contact details:

0300 303 1965 lines are open:

Monday - Friday 8am – 8pm

Saturday 9am – 5pm

[Victim Support](#)





Advice and support for men experiencing Domestic Violence and Abuse

Location

Nationwide

Eligibility

Men who suffer Domestic Abuse or Violence

Provision Details

Men's Advice Line: confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). We help by: giving you time to tell your story; offering emotional support; providing practical advice; signposting you to other services for specialist help.

Domestic violence includes a range of behaviours: physical, psychological, sexual or financial abuse. It happens within intimate relationships as well as between family members. It forms a pattern of bullying and controlling behaviours. It is rarely a one-off event and it tends to get worse over time. Abusers can be very manipulative in the way they use their power and control over you and may blame you and other factors for their abusive behaviours.

If you are forced to change the way you behave because you are frightened of your partner's reaction, it is likely you are being abused. If you feel afraid, walking on eggshells, intimidated by your partner, it is likely you are being abused. If there is conflict in your relationship and your partner hurts you (physically, emotionally etc.) it is likely you are being abused.

Opening hours

Monday - Friday 9am-5pm on freephone 0808 801 0327

(Free from landlines and from mobiles using the O2, Orange, T Mobile, Three (3), and EE, Virgin, and Vodafone networks)

Email: info@mensadvice.org.uk

http://www.mensadvice.org.uk/mens_advice.php.html

If you are in immediate danger, call 999



Support for Male Victims of Domestic Abuse and Domestic Violence

Location

Nationwide

Eligibility

Men who suffer Domestic Abuse or Violence

Our confidential helpline is available for all men across the UK suffering from domestic violence or domestic abuse by their current or former wife or partner (including same-sex partner).

This can range from actual violence or object throwing to mental abuse such as constant bullying or constant insults.

We provide both emotional support and practical information.

We receive calls from male victims across all age ranges and professions:

- From dustmen and doctors to bankers and builders,
- From men in their 20s to men in their 80s,
- From men across England, Northern Ireland, Scotland and Wales.

We welcome calls from mothers, sisters and friends of male victims seeking information.

We also receive calls from support organisations, charities and statutory agencies such as local authorities and police forces.

National Helpline - 01823 334244

Hours: Monday to Friday 10am - 4pm and 7pm - 9pm.

Helpline services for the Deaf are provided through Text Relay.

Visit www.textrelay.org for details.

Normal BT rates apply

<http://www.mankind.org.uk/>

If you are in immediate danger, call 999



Northampton Sanctuary Scheme

Location:

Countywide

Telephone:

The Sunflower Centre: 01604 233 684

Eligibility: The scheme is available to all victims of domestic abuse living in Northamptonshire, irrespective of gender, sexual orientation or family circumstances.

Provision Details:

Many people who experience domestic abuse do not wish to move home as they may live near to their children's schools, friends, family or other support networks.

The Northampton Sanctuary Scheme helps victims of domestic abuse who wish to stay in their homes by improving security with professionally installed security measures. This may include new locks, stronger doors, grilles and communications systems.

Every person's situation is different, so every "sanctuary" is different, with each one tailored to meet the needs of the individual person and property.

Referral Process:

Referrals to the scheme can come from Northampton Borough & County Council, Northamptonshire Police, The Sunflower Centre, Northampton Women's Aid, Nene Valley Christian Centre, the Northampton Bangladeshi Association and Victim Support.

Duration:

Once it has been established that the client is happy to remain in their home and if it can be made safer, an inspection of the property is made and the work needed to make the property as secure as possible is identified.

Once this work has been agreed with the client and, if required, the landlord, the work to install the security measures will be carried out. A final inspection will then be made to make sure the work is up to standard and complies with health and safety regulations

Website: <http://www.nordaf.co.uk/>

If you are in immediate danger, call 999



Location:
Northamptonshire

Eligibility

Anyone who is going through or has been through Domestic Abuse/Violence

Provision Details:

eve (formerly known as Nene Valley Christian Family Refuge) has worked with women and their families who have survived domestic abuse for over 30 years. In this time we have developed and delivered a range of services for women and children. At the heart of our work is a passion to see victims become victors; for women and children to find healing and restoration in order to reach their full potential and become confident and active members of their communities. Our team of highly skilled and friendly staff are fully trained and experienced in all aspects of working with survivors of domestic abuse.

- **Refuges:** Our refuge can accommodate 13 families/single women in well maintained and appropriate accommodation, providing an equal service to all victims regardless of ethnicity, religion, sexual orientation or disability. There is a separate access ground floor flat for those with disability needs.
- **The Restored Programme:** Restored is a structured programme for survivors of domestic abuse who are looking for change. It is delivered to both residential and community clients and mitigates risk and meets the needs of survivors of domestic abuse, to help them to break on-going cycles of abusive relationships and offer them the individual support they need to rebuild their lives.
- **Group Work:** We pioneered group work specifically designed to assist in changing thinking and behaviours that enables women and children to move out of the victim status and develop confidence and wellbeing.
- **Children's Services:** Our experienced Children's Services team understand the impact of domestic violence and abuse on children and support them in dealing with their own trauma. The Children and Young People's workers are child focussed, making close links with families, offering parenting support and therapeutic sessions. They liaise with other agency staff including schools, nurseries and health visitors and are able to access additional support as required.

Date & Times:

Dependant on each individual

Contact Details:

01604230311

<http://www.eveda.org.uk/>

**Location:**

184 -186 Billing Road
Wantage Gate
Northampton
Northamptonshire
NN1 5RU

Telephone: 01604 250721

Eligibility:

Anyone who has been sexually abused

Provision details:

At the Lighthouse Centre (NRICC) we offer counselling and support for anybody who has been sexually abused whether it was two weeks ago or 40 years ago. Sexual abuse and incest is sometimes hidden for many years due to a variety of reasons; the complex nature of emotions surrounding the abuse, shock, shame, embarrassment, disbelief, threats, humiliation, low self-esteem, guilt are just some amongst many of these reasons.

A person who has been sexually abused may be living in denial for many years or may even have blocked out the events, which is a protective response of the mind when incidents occur that it cannot deal with. The memories may only come back later in life due to a 'trigger' event.

We are also able to extend our support and counselling to the families and close friends of those who have suffered sexual abuse because it has a 'knock-on' effect to those closest to them.

Referral Process: You can self refer using the number above or through your GP.

Helpline: 0300 222 5930

Website: www.nricc.co.uk



The Salvation Army

Help for everyone

Location

Nationwide

Eligibility

Open to all.

Provision Details

The Salvation Army extends a helping hand to those who are homeless, friendless and in need. We passionately believe that no one is beyond hope, however great their problems. That disadvantaged people should be given respect and access to the practical, social and spiritual support they need to realise their potential and recover their personal dignity.

The Salvation Army has a long history of working with people who are vulnerable and marginalised across the world and offer practical help, unconditional assistance and support regardless of race, religion, gender or sexual orientation. Local Salvation Army churches, or 'corps' as we call them - and community centres offer a range of activities and services within local communities.

Hours & Duration

Tailored to the individual.

Referral Process

Tel: (020) 7367 4500

Email: info@salvationarmy.org.uk

Mail: The Salvation Army United Kingdom Territory
Territorial Headquarters
101 Newington Causeway
London
SE1 6BN

Website: <http://www.salvationarmy.org.uk/>





Location

Northamptonshire

Eligibility

Everyone

Home fire safety check

We encourage all residents to undertake a home fire safety check and ensure they have working smoke alarms. Whether you're at home, at work or outside, we want to help you keep safe from fire. Prevention is better than cure.

If you are experiencing any problems with an existing smoke alarm fitted by the fire service - visit the [smoke alarm guidance page](#) for assistance.

You may be able to request a home fire safety check. Please complete our online form:



[Request a Home Fire Safety Check](#)

We can give you advice on:

- how to make your home safer
- what to do in the event of a fire
- what to do if you are trapped by a fire

Who will carry out your home fire safety check?

- We will always inform you of who will be attending your home for a pre-booked appointment.
- If you are approached as a result of 'direct engagement' in your area please be assured that all our staff will wear a valid service ID card. These can be checked with the service by [contacting us](#).
- We are working in partnership with the British Red Cross and Age Concern. They may contact you to carry out your home fire safety check on our behalf.

Contact Number: 0300 126 1000

Contact us via social media





Anglian Water Assistance Fund

Location

Northamptonshire

Eligibility

Anyone suffering financial hardship and struggling to pay their water bill

The Anglian Water Assistance Fund (AWAF) has been set up to support customers in financial hardship by administering a grants programme aimed at reducing water and sewerage debt for customers experiencing poverty and hardship throughout the region.

- To make awards that will help people recover from the burden of debt and become financially more stable.
- To make a long term positive difference to applicant's financial situations.

How can the Fund help?

The fund can consider helping you if you are in debt with your water and/or sewerage charges to Anglian or Hartlepool Water and you are a current domestic account holder of Anglian or Hartlepool Water.

The fund may be able to help you to clear arrears of domestic water and sewerage charges by offering a number of solutions.

How to apply for help

If you would like to apply for help you can download, print and complete an application form. Alternatively you can call us on **01733 421060** to request an application form. You will also need to send us proof of the amount of income you have and where it comes from e.g. wages, benefits, etc.

Please [click here](#) for an application form.

You can now apply online.

The quickest way of applying is by completing and submitting the online application form by [clicking here](#).

Sending in your application.

Once you have completed and signed your application, you should send the form and the necessary information about your income, medical condition, etc. to: **PO Box 42 Peterborough PE3 8XH**

Email: www.anglianwater.co.ukHouseholdYouaccounProblemspaying





Driven by a social motive to offer low tariffs helping tackle fuel poverty

Location

Nationwide

Eligibility

Households who would like to reduce fuel bills and struggling with fuel poverty

Provision Details

Launched by Nottingham City Council, our mission is to provide low cost energy to all households. No private shareholders. No director bonuses. Just low and competitive energy tariffs. Because we know that no-one wants to overpay for their gas and electricity we work hard to keep our prices low and competitive to help our customers save money on their energy bills.

As the UK's first local authority owned energy supply company, we set ourselves apart from the 'Big Six' and many other private sector energy companies.

We make it easy to switch to Robin Hood Energy, we keep customers on a low price when they renew with us and don't apply exit fees if they decide to leave their account early. Our entire switching process is designed to help residential and commercial customer's nationwide save on their energy bills.

Proud to be different from other energy companies.

As a not for profit company, we like to do energy differently.

Contact Details

Call us free today 0800 030 4567

[About us - RobinHoodenergy](#)



Warm Home Discount Scheme



Location

Nationwide

Eligibility

See details below

About this Scheme

For winter 2015 to 2016, you could get £140 off your electricity bill through the Warm Home Discount Scheme.

You qualify for the discount if on 12 July 2015 all of the following apply:

- your electricity supplier was part of the scheme
- your name (or your partner's) was on the bill
- you were getting the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well)

If you don't qualify

You may be able to apply directly to your electricity supplier for help if you don't get the Guarantee Credit element of Pension Credit but:

- you're on a low income
- you get certain means-tested benefits
-

The money isn't paid to you - it's a one-off discount on your electricity bill, usually between September and March.

The discount won't affect your Cold Weather Payment or Winter Fuel Payment.

Not everyone gets the discount - [check if you qualify.](#)

Check with your supplier to see if you're eligible and how to apply



[Warm Home Discount Scheme - GOV.UK](#)

**Location:**

Nationwide

Eligibility:

Anyone who is affected by childhood acquired brain injury, this includes the child or young person themselves, their families and any professionals who support them.

Provision Details:

Regional Child and Family Support Co-ordinators provide children, young people and families with the support they need in order to live their lives to the full within their local community. Staff within the projects understands acquired brain injury. They have excellent knowledge of local services that families might need.

Helpline:

The Child Brain Injury Trust National Helpline provides support for anyone affected by childhood acquired brain injury. The helpline can be contacted via telephone on: 0303 303 2248. The helpline is staffed 9am to 5pm five days a week. The service is supported by an answer machine at all other times so please leave a message and we will call you back as soon as we can. The staff will be able to give information on a wide variety of issues associated with childhood acquired brain injury.

Grants:

The Child Brain Injury Trust has developed a small grant programme to help support children who are missing out due to financial hardship. The purpose of the grant is to provide a relatively small amount (max of £100) to the child with an acquired brain injury and their brother(s)/sister(s) enabling them to take part in social activities.

To apply for the grant go to <http://childbraininjurytrust.org.uk/how-we-help/parent-and-professionals/grants/> and click on "GRANT APPLICATION FORM". There is another grant called the Mary Radnoti-Dwyer Education Assessment Grant. This is a grant programme which can give up to £350 towards an education assessment or appeal.

Contact Number:

0186 934 1075

Email at info@cbituk.org

<http://childbraininjurytrust.org.uk/>





If you have worries or concerns about HIV, the following advice lines are available to help. Alternatively you may want to make an appointment at your local GUM (Genitourinary Medicine) clinic for advice and/or a test.

Click [here](#) to find your nearest GUM clinic.

NATIONAL SEXUAL HEALTH LINE

Freephone 0800 567123 (24 hours)

[minicom 0800 521 361]

The National Sexual Health Line is UK-wide and provides confidential advice and information on all aspects of HIV, AIDS and sexual health. The Helpline can also provide UK wide referrals to specialist services. Open 24 hours a day, seven days a week. All calls are taken by trained and paid staff. It is not a counseling service, but gives you details of local helplines & services if needed.

TERRENCE HIGGINS TRUST DIRECT HELPLINE

0845 12 21 200

Worried about HIV? Would you like to talk to someone about it?

TERRENCE HIGGINS TRUST DIRECT HELPLINE can give you HIV information, advice and support over the phone. We might not have all the answers straight away, but we'll know someone who has. Why not call now for peace of mind? It's open 10am - 10pm Monday - Friday, and 12 noon - 6pm on Saturday and Sunday.

AFRICAN AIDS HELPLINE

0800 0967 500

Provides information and advice on HIV, the risks and taking an HIV test. All calls are free and confidential. The African AIDS Helpline is a service provided by the Black Health Agency

Hepatitis C Advice Line

If you have worries or concerns about Hepatitis C, the following advice line is available to help.

HEP C TRUST HELPLINE

0845 223 4424

**Location:**

Nationwide / Local

Eligibility:

Parents to children of any ages

Provision Details:

Netmums is a family of local sites that cover the UK, each site is offering information to mothers on everything from where to find playgroups and how to eat healthily to where to meet other mothers. The local sites are backed by a wealth of parenting articles that start with pregnancy and follow through each stage of childhood helping mums to enjoy a happy and healthy family life.

The mission is:

- To help families have fun with and enjoy their children
- To bring people together to make the local communities more lively and friendly
- To make it unnecessary for any mum to feel lonely or isolated
- To make sure every parent has access to all of the local support and advice available – from other mothers and professionals
- To give mothers a voice, locally and nationally, on issues of importance to them

Website:

www.netmums.com The local site covers Northampton, Towcester and Daventry and is listed as South Northamptonshire.

**Location:**

National

Eligibility:

Anyone struggling with weight problems

Provision Details:

HOOP UK aims to be the 'go to' organisation in the UK for support for those struggling with the issues surrounding weight management and obesity

With the help of professionals, the public and private sector, individuals who have experienced weight management issues and a band of willing volunteers, HOOP UK is creating a hub of knowledge, resources and support to be able to bring awareness and understanding to the public at large of how obesity affects lives.

Also, to provide guidance and support to parents who feel challenged by their child's or their own weight. This will be achieved through providing a range of useful information and resources, expert guidance, web information, parent forums, 'expert patient' programmes and signposting to relevant sources of support.

Contact Details:

Website: www.hoopuk.org.uk



**Location:**

National (locations available by request)

Eligibility:

Children and Adults who want to get healthier

Provision Details:**MEND - Mind, Exercise, Nutrition, Do-it!**

Mend's aim is to empower children (and adults) to become fitter, healthier and happier and to reach or maintain a healthy weight.

- We design programs and services offering long term solutions that help people improve their health, fitness and self esteem.
- We provide the information and support people need to choose healthier foods and spend more time being active.
- GP and health professional referrals for children who will benefit from joining one of our programs

Children and young people can attend our family programs for different age groups, MEND 2-4, MEND 5-7, MEND 7-13 and now MEND Teens, with their parents or carers

Referral Process:

Self or GP referral: contact 0800 2300 263 (to be directed to a local Programme Manager)

Email: info@mytimemend.co.uk

change 4 life

**Location:**

National

Eligibility:

Available to anyone

Provision Details:

The Change 4 Life is a campaign to equip families in the UK with ideas on how to change their diet, lifestyle habits and outlook on exercise.

There are links for local support groups, recipes and ideas on how to get your family up and moving about (a lot being free or inexpensive).

Change 4 Life provides tools such as;

- **Change 4 Life drinks checker** – This enables you to keep a watch on alcohol consumption and the hidden dangers.
- **The Smart step o-meter** – A clever app available to download to check your daily amount of steps, targets to beat and your progress.
- **The 10 Minute Shake Up Zone** – Lots of energetic activities inspired by your children's favourite Disney characters
- **The Smart Recipe App** – Filled with lots of ideas for swapping to a healthier version of your favourite foods

Change 4 Life offers a host of information in their easy to access online guide where there are sections on healthy recipes for the whole family, how to reduce your daily calorie ,sugar and salt intake with both shopping and meal ideas.

Contact: 0300 123 4567 to speak with one of Change 4 Life team

Website: www.nhs.uk/change4life



Location: Nationwide / Countywide

Eligibility: People with Long Term Health Conditions

Provision Details:

On a self-management Programme, you learn how to cope with day-to-day life when you have a long-term condition. The course teaches you skills to boost your confidence and help you become more independent.

It can give you advice and other information on:

- dealing with [pain](#) and [tiredness](#)
- eating well
- how to arrange an appointment with a doctor or other healthcare worker
- [how to cope with stress](#)

By the end of the course, most people feel much more positive about living with their condition, and are more confident about getting on with life afterwards. They also go on to teach others by sharing their experiences.

There are many self-management courses available, depending on where you live. Some are for a variety of long-term conditions, while others are for a specific condition, such as [diabetes](#).

The Expert Patients Programme (EPP)

This is a six-week course run by tutors who also have a long-term health condition. The purpose of the course is to enable you to take more control of managing your own health by:

sharing and learning from other people's experiences

teaching you ways to manage your symptoms

finding new ways of doing things that you want or need to do

finding ways to cope when you're feeling low

So far, more than 100,000 people have attended an EPP course. All places on the course are free and they are held in many parts of England. Many people feel better afterwards, and are more confident and less anxious. They also visit their GP less, take less time off work, have less pain and need to take fewer medicines.

The EPP course is open to anyone with a long-term condition. You don't need to be sent by your GP or hospital doctor, although it is helpful to let them know you're going on the course. [Your doctor](#) or local NHS organization can help you find suitable courses in your area.

Read about [Angie's experience of a patient-led EPP course](#) and how it changed her life for the better.

Location: Nationwide / Countywide

Eligibility: People with Long Term Health Conditions

Provision Details:

Courses for specific long-term conditions

Self care courses for people with a specific health problem can be shorter – sometimes just a couple of hours – and may consist of talks given by a doctor, nurse or other healthcare worker, or other patients. Examples include:

DAFNE (Dose Adjustment for Normal Eating) and DESMOND (Diabetes Education and Self Management for Ongoing and Newly Diagnosed) – self care courses for people with diabetes

Challenging Arthritis – courses run by Arthritis Care for people with [fibromyalgia](#) or [arthritis](#)

Be in Control – materials from Asthma UK that help people with [asthma](#) take better control of their condition

You could ask your GP or another healthcare worker about getting on to a local course.

Self-help groups for long-term conditions

If you're not ready for a structured course such as the one listed above, try a local self-help group. They're less formal and are often a stepping stone to a disease-specific course or an Expert Patients Programme. For more information, read our page on [finding out more about your condition](#).

**Location**

Nationwide

Eligibility

Stroke Survivors and Caregivers

**Provision Details**

If you've been affected by stroke in any way, we're here for you.

Whether you're a stroke survivor yourself, a member of your family or a friend has had a stroke, you work with people affected by stroke, or you want to know how to prevent a stroke, please get in touch.



You may want to know more about stroke and its effects, what happens after a stroke or what help and support is available. You may have many questions, be looking for some information and practical guidance, or simply want someone to talk to. That's where we can help.

Your Local Support Group:-

Corby Library

the Corby Cube, Parkland Gateway

George Street

CORBY,

NN17 1QG

Meets second Friday of each month from 10.30am - 12.30pm

Corby Stroke Group welcomes new members. The group offers a range of activities including social support, speakers, communication support, outings and meals and exercise. In addition, there is a poetry, book and community news and integration group. There will also be a befriending scheme operating from the group. For more information, please get in touch.

Contact: Laura Merrett, Stroke Association

01158 713 945

Email: corbystrokeassociationgroup@outlook.com

NEED TO TALK: 0303 3033 100

TALK STROKE: <http://www.stroke.org.uk/talkstroke>

STROKE ASSOCIATION



Get free quitting support



Location

Nationwide

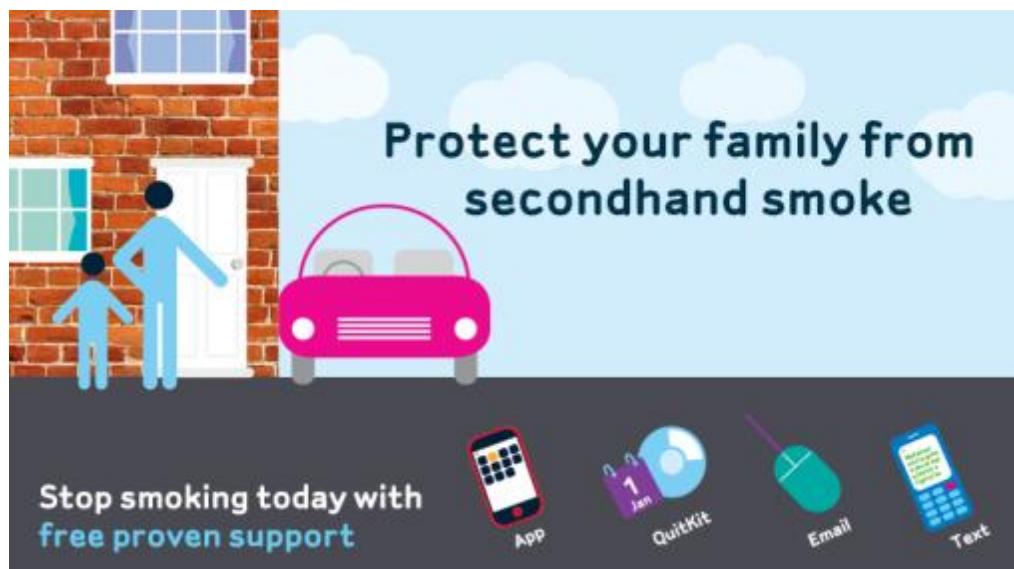
Eligibility

Smokers who want to quit

Provision Details

Many smokers want to quit but aren't sure about the best way to go about it. There's lots of free support on offer and by using the support that's right for you, you'll be boosting your chance of quitting.

The NHS offers stop smoking medicines free on prescription to help you quit.



Children are vulnerable to second-hand smoke. The best way to protect you and your family is to make your home and car smoke free.

You're never far from expert advice and it can be as simple as dropping into your local pharmacy.

[QUIT NOW - Contact Us](#)

[NHS SMOKEFREE](#)



Look after someone? Who looks after you?



Location

Northamptonshire

Eligibility

Carers in Northamptonshire

1 in 10 people in Northamptonshire regularly care for someone, are you one of them?

You may not describe yourself as a carer; it's just what you do as a husband, wife, partner, relative or friend. You may be providing physical, emotional or practical support or helping someone to get out and about. You can be of any age and come from any background or community.

If you care on a regular basis for a parent, child, friend, neighbour or other relative who may be physically or mentally ill, has a disability, is elderly or has problems with drugs or alcohol, then you are a carer.

Take our [Carers Assessment](#) and find out the support you can receive.

Local Support:

Caring Northants Online Directory

<http://www.caringnorthants.org.uk>

Northamptonshire Carers

<http://www.northamptonshire-carers.org/>

Northamptonshire County Council (NCC) <http://www.northamptonshire.gov.uk/carers>

National Support:

Carers Direct

<http://www.nhs.uk/carersdirect>

The Princess Royal Trust for Carers

<http://www.carers.org>

<http://www.youngcarers.net>

Carers UK

<http://www.carersuk.org>

Direct Gov

<http://www.direct.gov.uk/en/CaringForSomeone/index.htm>

Contact Us:

Telephone: 01933 677 907

Mon – Fri 10-4, answerphone 24 hours

Email: [Northamptonshire Carers](#)

[Who looks after you?](#)



Northamptonshire County Council work in partnership with NHS Nene Clinical Commissioning Group, NHS Corby Clinical Commissioning Group and Carers Partnership to deliver support and services for carers



Location

Nationwide

Eligibility

Everyone affected by Epilepsy

Provision Details

Epilepsy Action is the UK's leading epilepsy organisation and exists to improve the lives of everyone affected by the condition. As a [member](#)-led association, we are led by and represent people with epilepsy, their friends, families and healthcare professionals.

Epilepsy can affect anyone at any age and from any walk of life, and globally over 50 million people have the condition. Epilepsy Action is here to support people every step of the way through living with the condition.

**Free online community for people with epilepsy
And carers of people with epilepsy. Click here**



What can I do on forum4e?

- **Read** other people's ideas and thoughts.
- **Post** This means asking questions, responding to other messages, or offering general thoughts.
- **Chat** This means you can go into the Chat room and chat with other members. This is very regularly used and a great way of feeling part of the community.
- **Blog** This is like a personal diary. It's a great place to let off steam.
- **Private message** if you want to contact someone privately.

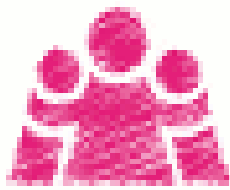
Contact for Confidential Personal Advise

Free Epilepsy Helpline 0808 800 5050

Email: press@epilepsy.org.uk

Website: <http://www.epilepsy.org.uk/>





ARTHRITIS CARE

Location

Nationwide

Eligibility

People Living with Arthritis

Provision Details

There are around 10 million people with arthritis in the UK. That's 10 million individuals, plus their families, each affected in a unique way.

From high quality information and support to empower you to take control of your arthritis. Campaigning for change...Arthritis Care is here for you

Our helpline is a free, confidential service, which is open to anyone affected by arthritis. We provide emotional and practical support and information by phone by letter and email. Please note the helpline is closed on the last Friday of each month



Arthritis Care Helpline is open from 10am - 4pm weekdays. Please note the helpline is closed on the last Friday of every month. Ring freephone 0808 800 4050 for a chat or email Helplines@arthritiscare.org.uk



Working with Arthritis. Our booklet has been revised. Order your free copy by calling the helpline 0808 800 4050 or by emailing Helplines@arthritiscare.org.uk

Contact:

Phone: 0808 800 4050

Email: The helpline

Web: <http://www.arthritiscare.org.uk/Home>



**Location**

Nationwide

Eligibility: Anyone affected by Depression

Provision Details:

At Depression Alliance we bring people together to end the loneliness and isolation that so often comes with depression.

Our support network is safe, friendly and an easy way to share understanding, information and friendship through depression and recovery. Whether you're currently going through depression or you're exploring recovery, we can put you in touch with others who understand, through our self help groups or through Friends in Need. We can help you meet and chat to others in your local area, join a self help group, and learn more about depression, treatment and recovery.

Depression Alliance has almost 40 years experience in working closely with healthcare professions and government agencies, to improve local services and to ensure a healthier, happier life for the millions affected by depression.

Friends in Need – please register at www.friendsinneed.co.uk

Contact Details:

Email: info@depressionalliance.org

Voicemail Service: 0845 123 2320

To find groups, advice and information please visit the website

[DEPRESSION ALLIANCE](http://www.depressionalliance.org)



**Location:**

Anchor House
6-7 Regent Square
Northampton
NN1 2NQ

Eligibility: Anyone suffering with Mental Health Illnesses

Provision Details:

Our Local Mind Service includes;

- Advice and Information
- Anxiety management
- Community Care
- Complementary and alternative therapies
- Day services
- Depression management
- Drop in
- Education and Training
- IT facilities and groups
- Leisure and recreation
- Support groups
- Volunteer opportunities
- Women's groups and services
- Young people's services

Each Local Mind is an independent charity run by local people, for local people. Each is responsible for its own funding and the services it provides, but all are affiliated to Mind.

Contact details:

Karen Buckby 01604 634310

Email:

mindadmin@btconnect.com

Opening Hours

Monday – Friday 9am – 5pm

Website: <http://www.mind.org.uk/>





Location

Danetre Hospital, Daventry – 01327 708109

Adelaide Street, Northampton – 01604 609960

Willow brook Health Centre, Corby - 01536 400600

Clinics run across all GP surgeries and other community venues in Northamptonshire

Eligibility

People aged 16 and over who experience Common Mental Health Problems such as depression and anxiety, which impact on their capacity to self manage, who score 10+ on the PHQ9 and/or 9+ for the GAD, who are not at risk of suicide, are suitable for referral.

People with PTSD symptoms, OCD, Health Anxiety, Specific Phobias and Dysthymia may score under the PHQ9/GAD7 threshold, but still experience significant psychological distress. These people are eligible for referral to the service.

Provision Details

At Step 2 - Guided self-help CBT, relaxation, motivational interviewing, signposting, solution focused therapy

At Step 3 – Cognitive Behavioural Therapy, EMDR (trauma focused therapy), Counselling and Mindfulness

Hours & Duration

Monday, Tuesday, Thursday, Friday 9.00am – 5.00pm

Patients are seen for an initial assessment of up to one hour, with the option of having a further four to six follow up sessions depending on individuals need.

Referra Process

Referral via your General Practitioner, Health Visitor, Midwife or other Primary Care Health Professional

Website: <http://www.changingmindscentre.co.uk/v/index>



Supporting Adults Worried about the Mental Health of a Child

Location

Nationwide

Provision Details

The YoungMinds Parents' Helpline offer confidential support to any adult worried about the well being of a child or young person

Who contacts YoungMinds?

Parents, carers, grandparents, anyone close to a child who is worried about their mental health. We also advise professionals including counsellors and teachers.

What do parents ask about?

Any concerns they have about their child's emotions or behaviour, including:

- [Anxiety](#)
- [Autism](#)
- [Bereavement](#)
- [Eating problems](#)
- [Family relationships](#)
- [School problems](#)
- [Self-harm](#)

Open Hours:

Monday – Friday 9.30am - 4pm

Contact Details

Free on: 0808 802 5544

Email: parents@youngminds.org.uk



**Location**

Nationwide

Eligibility

Anyone concerned that a young person may be suicidal

Provision

Young people who attempt to commit suicide are often trying to get away from a life situation that seems impossible to deal with. Many who make a suicide attempt are seeking relief from:

- Feeling ashamed, guilty, or like a burden to others
- Feeling like a victim
- Feelings of rejection, loss, or loneliness

Thousands of young people get into hospital each year having tried to self-harm themselves and many attempt to take their own lives, but nobody ever gets to know about it. The good news is that most recover and never try again. A smaller number, however, do go on to kill themselves – in the UK about 1,600 people under the age of 35 each year die because of suicide.

This is why feeling suicidal can be dangerous and needs to be talked about.

HOPElineUK is staffed by professionally qualified advisers who can give support, practical advice and information to anyone who is concerned that a young person they know may be suicidal.

Who can call HOPEline UK?

- Young people (35 and under)
- Family and concerned friends
- Medics and mental health professionals
- Schools, Colleges and Universities
- Others who work with young people

Hours:

Monday – Friday from 10am – 5pm and 7pm – 10pm

Weekends from 2pm – 5pm

Contact:

0800 068 41 41



**Location**

Nationwide

Eligibility

Suicide helpline for Men

Provision

Calls are confidential, anonymous and taken by trained and skilled helpline workers who provide support, information and signposting. CALM's helpline workers are there to listen, not to judge, have links with other helpful organizations and could offer you the support you need to stop feeling suicidal. Although CALM is targeted at men, we offer help, information and support to anyone calling within the UK, regardless of age, gender or geographic location; no one is turned away.

Most suicidal people don't actually want to die, they just want to remove themselves from an unbearable situation, and for the pain to stop. CALM's helpline workers are there to listen, not to judge, have links with other helpful organizations and could offer you the support you need to stop feeling suicidal.

Although CALM is targeted at men, we offer help, information and support to anyone calling within the UK, regardless of age, gender or geographic location; no one is turned away.

Hours:

The helpline is open 5pm – midnight, every day of the year.

Contact:

0800 58 58 58 **Calls are free from landlines, payphones and most mobile networks**

A webchat service is also available from our website (www.thecalmzone.net) and is open the same hours as the helpline, (run by the same community interest group).



Location

Nationwide

Eligibility

Men aged +18 who have been sexually violated

Provision Details

SurvivorsUK define male sexual violation as any unwanted or non-consensual sexual act performed against a man or boy at any time in his life. The long term consequences of sexual violation are well documented and comprise a wide range of psychological, emotional, physical, and social effects. These include anxiety, depression, low self-esteem, drug and alcohol addiction, borderline personality disorder, sleep disorders, eating disorders, schizophrenia, psychosis, grief, post-traumatic reactions, poor self perception, sexual dysfunction, social dysfunction, dysfunction of relationships (including parenting), poor education and employment records, and a range of physical symptoms. The symptoms in an individual may be specific or general, episodic or chronic.

The helpline (web chat and telephone helpline) is for adult men (18 and over) who have experienced childhood sexual abuse or adult sexual assault / rape, as well as their close friends and family. You can also make a self-referral for counselling or group therapy via the helpline, our website or by calling our office number during office hours. Our helplines are experienced in supporting you to share things at your own pace, when you are ready.

Hours

Main office Monday: Friday 9.30 – 5pm

Helpline Webchat: Monday & Tuesday 6-9pm
Wednesday 12-2:30pm & 6-9pm
Thursday 12-2:30pm

Contact

By phone: 0203 5983898

Email: info@survivorsuk.org

Website: <http://www.survivorsuk.org>





Emotional support, listening & signposting
For women affected by self injury

Location

Nationwide

Eligibility

Available to women and girls affected by self injury

About Self Injury

It is where someone causes deliberate injuries or pain to their own body and it can be done in many different ways. People often hide the fact that they self-injure. The most common form is probably cutting, but people choose other ways like burning, overdosing, scratching, biting, hair pulling and breaking bones. Sometimes people think they are the only ones doing it but research shows it is very common. In the UK at least one in every fifteen young people has experience of self-injury which is two in every classroom.

Provision Details

Our helpline is run by women for women and we will support anyone who identifies as a woman who wants to talk about self-harm and/or self-injury. All volunteers are female and have received specialist training. We are an independent, confidential and anonymous service. We can't see your number and our number won't show up on phone bills

Our UK-wide Women's Self Injury Helpline is now open on Wednesdays from 7-9pm and Thursdays from 3-5pm. You can call us for confidential, non-judgmental emotional support around self injury.

Contact

Wednesday 7 - 9pm & Thursday 3 - 5pm

Helpline Mon – Fri 7pm – 10pm and TESS Sun – Fri 7pm – 9pm

0808 800 8088

Free from mobiles on 3 EE 02 Orange T-Mobile Virgin Vodafone

Free from landlines

Website: <http://www.selfinjurysupport.org.uk/>



Popular culture would have you believe that young girls predominantly self harm but the research suggests otherwise. Findings suggest that in fact for the age range of mid 30s, men represent the majority of people attending Accident and Emergency for the treatment of self harm.



What causes people to self harm?

There are many things that can cause distress in someone that can in turn lead them to harm themselves. Such issues that may trigger the onset or a period of self harm might be bullying, trauma, abuse, school or work pressures, bereavement and difficult relationships but no experience can be disregarded. There doesn't always need to be a triggering event in someone's life that makes them turn to self harm, sometimes individuals just experience a period of decreased self esteem or increased distress that leads them to harm themselves.

Self harm is NOT

- attention seeking or manipulative; self harm is neither of these things
- a mental illness; it is a symptom of internal stress or distress
- just a young person's problem
- a suicide attempt, but is about staying alive
- the problem but would suggest that the person is struggling with something else, it is a symptom of emotional distress
- a problem that cannot be solved, people can learn to manage their emotions in a different way
- a behaviour that is risky to others

Contact

Email: info@harmless.org.uk

Website: [Contact Us - Harmless](#)



Location

National

Eligibility

Specialist emotional support and information to anyone affected by mental illness, including family, friends and carers.

Provision Details

SANE is a UK-wide charity working to improve quality of life for people affected by mental illness. SANE has three main objectives linked to our aims and outcomes:

1. to raise awareness and combat stigma about mental illness, educating and campaigning to improve mental health services
2. to provide care and emotional support for people with mental health problems, their families and carers as well as information for other organisations and the public.
3. To initiate research into the causes and treatments of serious mental illness such as schizophrenia and depression and the psychological and social impact of mental illness.

SANE offers emotional support and information to anyone affected by mental health problems through our helpline and email services and our online support forum where people share their feelings and experiences.

Opening Times

Every day of the year 6pm – 11pm

Contact

Helpline: 0845 767 8000

Website: <http://www.sane.org.uk/>



**Location**

Nationwide

Eligibility

Children and adults affected by Obsessive-Compulsive Disorder

Provision Details

OCD-UK facilitates a safe environment for people affected by OCD to communicate with each other and provide mutual understanding and support. We want to empower people to take control over their OCD, to enable them to live fuller lives, a life where OCD does not place restrictions on them.

Obsessive-Compulsive Disorder (OCD) can be an extremely isolating, upsetting and distressing illness. But while it can be chronic, it is also a very treatable medical condition, and seeking early intervention and appropriate treatment is the key to long term recovery.

However, for many people with OCD they are unsure how to access treatment, or sometimes when they do reach out for help, they are faced with a system where the most appropriate and efficient treatment is not always made available. In this guide we aim to help you understand what treatment you should expect and how to access it through various stages of the treatment process.

Hours

You can contact us by email, telephone or by post. We will endeavour to respond to all emails and messages within 24-72 hours. However sometimes it may take us a little longer so please be patient. We do respond to every single email and telephone message as soon as we possibly can.

Contact

By phone: 0845 120 3778.

Email: support@ocduk.org

Website: <http://www.ocduk.org>



**Location**

Helplines - Nationwide

Local Support Group - Daventry

Eligibility

Support for people living with conditions like schizophrenia, bipolar disorder, personality disorders and more to recover a better quality of life.

Provision Details

The national Rethink Mental Illness Advice Service fills a major gap in the information and help available to people with mental illness and their carers. We also provide 24/7 helplines covering particular areas or for particular groups of service users and carers, some of which are directly linked to crisis accommodation, working in partnership with local Crisis Resolution and Home Treatment Teams.

Helplines

Rethink Mental Illness provides a number of helplines across England. Staffed by highly trained professionals, they provide practical and emotional support and signposting to those experiencing severe mental illness, their carers and relatives and specific solution-based guidance and offer information and advice.

Hours Available

0121 522 7007 Supporter care (general enquiries) open 9am to 5.00pm Mon to Fri

0300 5000 927 Advice Service open 10am to 2pm Mon to Fri (local rate call)

Contact

Peter Edge North Street Day Service
North Street
Daventry, Northamptonshire
NN11 4GH

(M) 07850 541825



**Location**

Nationwide

Eligibility

People struggling with life's up and downs

Provision Details

Moodswings is an award winning Manchester based Charity founded in 1999 to help people recover from mood problems and the severe emotional distress they can cause.

Mood problems can range from periods of severe anxiety or depression to episodes of high and low mood. The effects on education, employment, relationships and family life can be devastating.

The work of the Charity is based on a belief that people can recover from severe mood problems and move on to lead happier and fuller lives. From its centre in Manchester, Moodswings reaches out with a message of real hope and optimism for individuals and their families and friends. Our evidence-based, down to earth approach is reflected in the range of innovative services we provide.

Hours

Our helpline is staffed from 10 am to 4pm Monday to Friday.

Contact

By Phone: 0161 832 37 36

Or on info@moodswings.org.uk

support@moodswings.org.uk

CLICK HERE FOR OUR NEW LIVE CHAT SERVICE.





Location
Nationwide

Eligibility

Support and information relating to an eating disorder, including sufferers, carers and professionals.

Provision Details

Problems with food can begin when it is used to cope with those times when someone is bored, anxious, angry, lonely, ashamed or sad. Food becomes a problem when it is used to help people to cope with painful situations or feelings, or to relieve stress perhaps without them even realising it.

Most often, when people talk about eating disorders, they think of Anorexia and Bulimia. There is now growing awareness that some people suffer a mix of eating disorder behaviours or may be affected by some symptoms of Anorexia or Bulimia but not others. Everyone experiences their eating disorder in their own way. Whatever form it takes, an eating disorder can be beaten. Understanding an eating disorder and having the information about where you can go to find out more is a good first step towards beating an eating disorder.

Beat provides helplines, online support and a network of UK-wide self-help groups to help adults and young people in the UK beat their eating disorders

Open times

Monday to Friday 1:30pm to 4:30pm

Monday and Wednesday evenings 5.30pm to 8.30pm.

Contact

Helpline: 0845 634 1414

Youthline: 0845 634 7650

You can also text the Youthline on 07786 20 18 20 - send us a message and we will get back to you within 24 hours. There is also a Youthline email service at:

Email: fyp@b-eat.co.uk

Website: <http://www.b-eat.co.uk/>





0808 802 0300

Location

Nationwide

Eligibility

Any victim of Stalking

Provision Details

The National Stalking Helpline is a telephone service. You will get through to a Helpline operator who will ask you for details about what has been happening to you so that they can provide guidance and information. Among other things, the Helpline operator will probably ask you if you have been to the police and how you are currently feeling. If we ask a question that is too personal then you do not need to answer it. The Helpline operator will then give you information and advice that you may or may not decide to follow. If you have mentioned an issue which we do not feel we can accurately give information on we may give you the details of another service to contact

Who Can Contact The National Stalking Helpline?

- Are you or someone you know being made to feel harassed or intimidated by the behaviour of another person?
- Are you unsure what can be done about this person's behaviour?
- Do you feel that you, your friend or family member are at risk of emotional or Physical harm?

How Can The National Stalking Helpline Help You?

We aim to help you by giving you information and guidance on:

- The law in relation to stalking and harassment in the United Kingdom
- Reporting stalking or harassment
- Effective gathering of evidence
- Ensuring your personal safety and that of your friends and family
- Practical steps to reduce the risk

Contact Details

Our phone number is: 0808 802 0300

Monday to Friday 9:30am – 4pm (except Wednesdays where we open at 1pm).

Email: advice@stalkinghelpline.org



PROTECTION AGAINST STALKING





SAMARITANS OFFERS A SAFE PLACE TO TALK AND BE LISTENED TO.

Location

Nationwide

Eligibility

If something's troubling you, then get in touch.



Provision Details

We know a lot about what can help you through tough times.

We provide the same support to people with mental health issues as we do for anyone else.

How does focusing on feelings help?

You'll be able to see things more clearly. You'll be able to think much more clearly about what your options are.

Sometimes people need to cry or show how angry they are at life, or go over their thoughts and feelings several times to make sense of them, and that's fine. We're there for as long as you need us. We won't tell you what you should do. We won't make decisions for you, and we'll support the decisions you make.

We can help you explore your options, understand your problems better, or just be there to listen.

Talk to us any time you like, in your own way, and off the record – about whatever's getting to you. You don't have to be suicidal. Please don't suffer alone.

Hours

We're here 24 hours a day, 365 days a year.

Contact Details

Phone: 08457 90 90 90

Write to us: Freepost RSRB-KKBY-CYJK, Chris, PO Box 90 90, Stirling, FK8 2SA



Well-Being Navigation Team



Location:
Northamptonshire

Eligibility: Anyone suffering with Mental Health problems.

Provision Details:

We are a group of Northamptonshire-based not-for-profit (charitable) organisations who provide a diverse range of professional services across the county; services that are tailored to meet the needs to support each individual's emotional well-being, progression, development and recovery.

What does a Well-Being Navigator do?

Using motivational interviewing, the Well-Being Navigator will:

- Meet individuals in a public venue of their choosing
- Actively listen to what the individual wants to do, to make positive changes to improve their well-being
- Help the individual assess whether they are ready to make those changes
- Support the individual in planning a pathway for the changes
- Motivate the individual to make the changes that they have identified
- Give information of appropriate support agencies that the individual may wish to use

Referral Process:

Referrals can be made by support agencies, GP or you can Self-Refer by either post or email to:

Di Morris
Well-Being Navigation Co-ordinator
Campbell House
Campbell Square
Northampton
NN1 3EB
Email: well-being.primarycare@nhs.net



Formerly The National Phobics Society

Location

Nationwide

Eligibility

Suffers of Agoraphobia, Anxiety Disorders & Stress

Provision Details

Anxiety can make a person imagine that things in their life are worse than they really are, and prevent them from confronting their fears. Often they will think they are going mad, or that some psychological imbalance is at the heart of their woes. What is important is the recognition that anxiety is normal and exists due to a set of bodily functions that have existed in us from our cave-man days. Anxiety UK is a national registered charity (Number 1113403) formed 40 years ago by a sufferer agoraphobia for those affected by anxiety disorders.

Today we are still a user-led organisation, run by sufferers and ex-sufferers of anxiety disorders, supported by a high-profile medical advisory panel

Access to our Helpline (available Monday-Friday, 9:30 am – 5:30 pm) staffed by volunteers with Personal experience of anxiety disorders.

Tel: 08444 775 774

Live Help Chat Available



If you are a friend or family member of someone with anxiety, click [here](#) for advice on how you can help to manage anxiety, or if you are looking for information specific to the management of anxiety in young people please click [here](#).

If your query relates to a problem that you/someone else has with anxiety, please use our email support service by clicking [here](#) or emailing support@anxietyuk.org.uk where we offer a quick turnaround time (usually within 24 hours). All emails received through this service are answered by our trained advisors who have specialist knowledge of anxiety disorders.

Contact:

Tel: 08444 775 774 (Support Line)

Tel: 0161 226 7727 Admin/office line

Email: support@anxietyuk.org.uk

Website: <https://www.anxietyuk.org.uk/>





Improving mental health through peer support

Location:

Countywide

Eligibility:

People struggling with depression or anxiety

Provision Details:

Side by Side has been set up by Mind in partnership with Bipolar UK and Depression Alliance to run meet-ups and self-help groups, to help improve mental health through Peer Support.

- Do you struggle with depression or anxiety, or know someone who does?
- Are you looking for simple practical help to stay well?
- Would you like to meet new people for social activities and support?

If **YES** and you live in Northamptonshire, come and join us, we would love to hear from you:

We're meeting up all over the county from Corby to Towcester!

Join our on and offline community, find groups in your local area and connect with others.

Contact:

Louise Jones
Side by Side Coordinator
Depression Alliance
louise@depressionalliance.org
07964 401 636



**Location**

Nationwide

Eligibility

Any individual or couple who has suffered from a pregnancy loss

Provision Details

Miscarriage can be a very unhappy and frightening and lonely experience. If you have been affected by miscarriage, ectopic pregnancy or molar pregnancy, we hope you will find here the information and support that you need to help you.

- [Feelings after pregnancy loss](#)
- [Special circumstances](#)
- [Other people's reactions](#)
- [Marking your loss](#)
- [Trying again](#)
- [How we can help](#)

Our online forum is a safe space for people to share thoughts, feelings and experiences about miscarriage, ectopic pregnancy and molar pregnancy.

[Register for our forum](#)

Contact Details

Helpline 01924 200 799

Monday – Friday 9am – 4pm

Email: info@miscarriageassociation.org.uk

Website: <http://www.miscarriageassociation.org.uk/>





The Seasonal Affective Disorder Association

Location:

National

Provision Details:

SADA's primary purpose is to offer support and help dealing with the affects of seasonal affective disorder.

Our information is based on years of accumulated scientific research.

Useful information and blogs are available on the Member's page along with an archive of newsletters, documents and help sheets which can all be emailed instantly.

Contact Details:

Email: contact@sada.org.uk

Postal: SADA, Po Box 332, Wallingford OX10 1EP

Website: www.sada.org.uk

**Location:**

National

Eligibility:

Expectant Parents of twins or higher multiples

Provision Details:

Finding out you are expecting twins or higher multiples can be a daunting prospect. At Tamba we're here to help. If you have recently found out you are expecting twins, triplets or more we've put together a huge range resources for you.

- Twinline – our free helpline staffed by trained mothers of multiples
- Pregnancy through to school age advice for parents
- Local support groups (including special needs, one parent families and bereavement)
- Helping Hands – a trained volunteer service for help with a multiple birth (to be referred by a Health Visitor, GP or other agency)
- Breastfeeding support and advice

Referral Process: Self or Agency referral

Contact Twinline: 0800 138 0509 10am – 1pm and 7pm – 10pm every day

Email: asktwinline@tamba.org.uk

Website: www.tamba.org.uk

PANDAS

Pre and Postnatal Depression Advice and Support

Location

Nationwide

Eligibility

Support for families suffering from Pre (Antenatal) and postnatal illnesses.

Provision Details

PANDAS vision is to support every individual, family and carer suffering with perinatal mental health illnesses. We campaign to raise awareness and remove the stigma.

- Pre / Antenatal Depression
- Baby Blues
- Postnatal Depression
- Postnatal Psychosis
- Dads and Depression
- Anxiety
- OCD
- Panic Attacks
- Birth Trauma



We provide high quality, up to date information for pre and postnatal depression sufferers, their families and carers. All of our information is written and reviewed by specialists.

No one suffering any form of mental illness should feel they are on their own.

Contact Details

Telephone Number: 0843 28 98 401

Monday – Sunday 9am - 8pm

Email: <http://www.pandasfoundation.org.uk>

Website: <http://www.pandasfoundation.org.uk/index.html>



**Location**

Nationwide

Eligibility

Anyone affected by the death of a baby

Provision Details

We know that everyone grieves differently and there is no right or wrong way to grieve. Each person needs different types of support and this can change over time. Some people may be happy to talk, others might take comfort from quietly reading about others experiences, while some may prefer to meet face to face and share their experience.

Our confidential telephone helpline provides a safe place for anyone affected by the death of a baby to talk about their feelings. Our experienced helpline team is there to listen and give information if you need it.

Many parents feel that only other parents who have experienced the death of a baby can offer real understanding. Our local support groups are run by bereaved parents and often offer regular meetings and can be contacted by telephone and/or email.

We have a network of over 104 groups across the country. For more information including how to find your nearest Sands Group, please visit the *Groups* section of our site.

We know it is not always easy to talk and that some people prefer to contact us by email. Your emails will be answered with warmth, and in confidence.

Contact Details

Telephone: 020 7436 5881

The helpline is open:

Monday to Friday: 9.30am – 5.30pm

Tuesday and Thursday evenings: 6pm – 10pm

Email: helpline@uk-sands.org

Website: SANDS





Total Voice Northamptonshire

Location

Victory House
400 Pavillion Drive
Northampton Business Park
Northampton
NN4 7PA

Eligibility

Supporting people who have mental health issues

Provision Details

Providing Advocacy to people to help them speak for themselves. Supporting people who have mental health issues, young people who are receiving mental health services, people with learning disabilities, physical or sensory impairments, older people and carers

VoiceAbility offer services across the advocacy and involvement spectrum. We work in many local authorities, offering statutory and informal advocacy, as well as nationwide for our consultancy, training and easyread services. VoiceAbility Northamptonshire offers both statutory and community advocacy across the whole of Northamptonshire. We also work in several residential homes and secure wards, working with residents to raise their voice and understand their rights.

To find out more, in confidence please contact:

Telephone Number: 02033 558 846

Email: totalvoicenorthamptonshire@speakingup.org

Website: <http://www.totalvoicenorthamptonshire.org>



Location:
Nationwide

Eligibility:
Anyone in need of Money / Debt Advice

Provision Details:

The Money Advice Service helps people manage their money. We do this directly through our own free and impartial advice service. We also work in partnership with other organisations to help people make the most of their money.

Here is a list of some of the topics advice is given:

- Debt and borrowing
- Budgeting and managing money
- Saving and investing
- Work, pensions and retirement
- Benefits
- Births, deaths and family
- Insurance
- Homes and mortgages
- Care and disability
- Cars and travel

Support comes in person, over the phone or online. There are tools and calculators to help you keep track and plan ahead.

Contact details:
0300 500 5000
Lines are open Monday – Friday 8am to 6pm and Saturday 9am to 1pm
Or go online for a web chat at www.moneyadviceservice.org.uk



Debt and Money Management

Location

Northamptonshire

Eligibility

Anyone currently struggling with their finances and/or debt

Service Details

Our specialist Money and Debt advisors can help you manage your money effectively, help you budget and give you practical help if things are spiralling out of control.

We can help with:

- Information on opening a bank account
- Making your home more energy efficient
- Borrowing money from a responsible lender
- Negotiating with priority debts
- Advice on secondary debts
- Budgeting advice
- Benefit entitlement
- Support for mortgage interest
- Utility advice
- Advice on TV licensing
- Advice on dealing with Enforcement Agents (Bailiffs)
- Advice on Hire Purchase Agreements
- Loan shark advice

The Money Advice team runs a drop in service every Tuesday in the One Stop Shop from 10am until 12pm. If you would prefer an appointment please call the team directly on 01604 838578

Referral Process

Contact: 01604 838578

Email: Moneyadvice@northampton.gov.uk

Website: <http://www.northampton.gov.uk>



A specialist debt charity offering free, confidential advice on any aspect of debt.

Registered Debt Charity - 1148498

Location

National

Eligibility

Open to everyone



Provision Details

Debt Advice Foundation is a registered national debt advice and education charity offering free, confidential support and advice to anyone worried about loans, credit and debt. Because we're a debt charity, you can be sure that the advice we provide is impartial and based solely on what is best for you.

If you have a debt problem, Debt Advice Foundation can help you understand which options are available to you and will recommend the debt solution that is right for your situation. Our aim is to help you regain control of your finances by:

- Reducing monthly repayments to a realistic and affordable level
- Stopping creditors taking enforcement action against you
- Protecting important assets such as your home

If you are struggling to keep up with credit card, loan or debt consolidation repayments, have arrears or are facing legal action from lenders as a result of being unable to repay your unsecured or secured debts, our debt helpline advisors are standing by waiting to help.

We advise on the full range of debt solutions including Bankruptcy, Debt Relief Orders, Free Debt Management Plans, IVAs, Trust Deeds, LILAs, Debt Arrangement Scheme, Administration Orders and Debt Consolidation.

Contact Details

If you need to talk to someone in confidence about your options, there's no need to wait or book an appointment, our free debt advice helpline is open Monday to Friday 8am to 8pm and Saturday 9am to 5pm on **0800 043 40 50**.

[Debt Advice Foundation | A Leading Debt Charity](#)



HOW WE CAN HELP

Find out more about what we do and what you can expect when you call our helpline

GET ADVICE NOW

Speak to one of the charity's specialist debt advisors in confidence now

**Location**

Nationwide

Eligibility

Anyone suffering Financial Hardship

Provision Details

Turn2us helps people in financial need gain access to welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations

We believe that no one should have to live in financial hardship. So if you're struggling financially or you're worried about money, we're here for you.

**Working to help you directly**

Explore our website to use a number of easy-to-use tools and information pages. They're designed so you can quickly work out where you might get help.

Use our Benefits Calculator to find out what welfare benefits, tax credits and other support you may be entitled to, based on your situation.

Use our Grant Search to find out if you may be eligible for financial help or support from a charitable fund. We've over 3,000 of these funds listed on our database and the tool will make it easy to find the right one for you

Charitable Grants

Use our Grants Search, which will allow you to look through 3,000 charitable funds across the country, to find out if you might be eligible for support. We also give direct help through a range of funds administered directly by the charity including the Elizabeth Finn Fund and the Edinburgh Trust.

Contact

Free Helpline: 0808 802 2000

9 am - 8 pm, Monday – Friday.

Our team can help you access all the support found on our website. Calls are free from landlines and major mobile network providers. Please check with your provider before calling. We are a member of The Helplines Partnership.

<https://www.turn2us.org.uk/>



**Location:**

Municipal Offices
Bowling Green Road
Kettering
Northamptonshire
NN15 7QX

Eligibility: Open to anyone in need of welfare, work or legal advice.

Provision Details:

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Our advice is available to everyone regardless of race, gender, sexuality, age, nationality, disability or religion.

Hours & Duration:

The CAB is open between 9.00am and 2.00pm, Monday - Friday

Referral process:

Contact: 01536 482281 to book an appointment

<http://www.citizensadvice.org.uk/>





Location

4th Floor, Town Centre House
Northampton
Northamptonshire
NN1 2QL
United Kingdom
01604 250016

Eligibility

The credit union is open to anyone either living or working in Northamptonshire or the districts of Bedford, central Bedfordshire, Milton Keynes, Cherwell, City of Oxford, Vale of White Horse and South Oxfordshire.

Provision Details

Providing safe savings, affordable loans and simple banking facilities.

Hours & Duration

The credit unions central service point is at the northampton guildhall and operates between 10am and 3pm, Monday to Friday. other services points are located throughout the various communities that we cover. Full details of these are available on our website at www.northamptonshirecu.co.uk. Each of the services operates on a 'drop in' basis, with no appointment necessary.

Referral Process

Contact the Head Office on 01604 250016 or drop in to one of our community service points.
e-mail mike@northamptoncu.co.uk

<http://www.northamptonshirecu.co.uk/index.asp?fl=no>



Step Change Debt Charity

The UK's largest provider of free independent debt advice and managed debt solutions.

Location

Countrywide

Eligibility

Available to anyone struggling with debt.

Provision Details

Expert free tailored advice is given via a freephone helpline or online via their debt remedy tool. Following a full assessment of a customer's financial situation, the charity will recommend the best options for each customer from the many different solutions available. This can range from a debt management plan- where the charity will liaise with customers creditors on their behalf to come to reasonable repayment options, and then manage the plan for the customer- through to insolvency, where charity will support the customer through the insolvency process.

Hours & Duration

Tailored to individual.

Referral Process

Tel: 08001381111

Website: www.stepchange.org



**Location**

Hope Centre, NN17 4AP

Eligibility: Anyone struggling with debt problems

Provision Details:

Free help and advice is available to anyone in need, irrespective of race, gender or belief, through our debt counselling team. Working closely with local utilities and national finance institutions, we aim to offer a sustainable solution and real hope for the future.

Hours and duration

To be discussed

Phone: 0800 328 0006

Website: <http://capuk.org>





Location:
Countrywide

Eligibility: For people who have difficulties heating their home or paying their Bills.

Provision Details:

The Home Heat Helpline advises people worried about paying their energy bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice. Calls to the helpline are answered by one of our friendly expert advisors at our call centre. They can give you quick, clear information on the grants, benefits and payment schemes that you may be entitled to as well as basic steps that you can take to save money on heating bills by making your home more energy efficient.

Contact Numbers: 0800 33 6699

Email: <http://www.homeheathelpline.org.uk/contact/>





The British Gas Energy Trust

Location

Nationwide

Eligibility

Helping individuals and families living in fuel poverty



Provision Details

The British Gas Energy Trust helps individuals and families living in fuel poverty or other suffering or distress who are struggling with their gas and/or electricity debts by awarding grants to clear those debts. The aim of the Trust is to give vulnerable individuals a fresh start and enable them to keep free of fuel debts going forward.



The Trust provides a significant difference to the lives of those in need by awarding grants to clear energy debts and purchase energy efficient white goods along with help via the Further Assistance Payments who provide grants to clear other priority bills and costs.

The easiest way to apply is via the Trust's online application form. [British](#)

[Gas Energy Trust](#)

Application forms are also available from:

Charis' application request line **01733 421060** www.charisgrants.com.

Alternatively an application can be printed from the website and submitted to:

Freepost RRZJ-XBSY-GYRG,
British Gas Energy Trust, PO Box 42,
Peterborough,
PE3 8XH

**Location:**

Countrywide

Eligibility:

Parents who have separated

Provision Details:

Child Maintenance Options is a free service that provides impartial information and support to help separated parents make decisions about their child maintenance arrangements.

Child maintenance is about providing help with a child's everyday living costs. This includes things like food and clothes, and helping to provide a home for your child or children.

Child maintenance is not the only way a parent can contribute, but it's a very important one. Find out [why child maintenance is important](#)

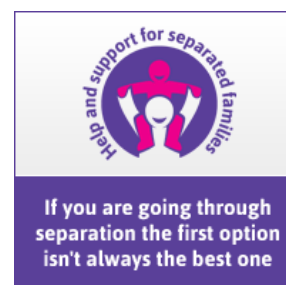
Child maintenance is usually money that the parent without the main day-to-day care of a child pays to the other parent. But, sharing the care of your children and buying things directly for them can also be included in family-based child maintenance arrangements, if both parents agree to it.

Contact Details:

0800 988 0988

Lines are open Monday – Friday 8am to 8pm and Saturday 9am – 4pm or you can go online and complete a contact form.

[Child Maintenance Options Website](#)





Literacy and Numeracy

Location:

EYS
Occupation House
Occupation Road
Corby
Northamptonshire
NN17 1ED

Eligibility: 18+

Provision details

The Adult Literacy and Adult Numeracy qualifications are sometimes referred to as Adult Basic Skills, but can be taken by learners of any age.

They Are Available At

- Entry Levels 1-3
- Levels 1-2

At Levels 1 and 2, the National Tests in Adult Literacy and Adult Numeracy are at the same level as a GCSE.

Referral Process: Please speak to a Jobcentre Plus advisor or contact 01536425877 / 01438 745566 **Website:** <http://www.eyesuk.org.uk/contact/index.htm> **Email:** <mailto:info@eyes.org.uk>



Employability Courses

Location:

EYS
Occupation House
Occupation Road
Corby
Northamptonshire
NN17 1ED

Eligibility: Anyone job ready that requires extra support

Provision details:

We deliver our courses nationwide at our training centres or at local venues close to employers and you

We deliver qualifications which will help you get a job or enter a new career and may lead to an Apprenticeship;

- Security
- Construction
- Auto Sector
- Retail
- Health & Social Care
- Production

EYS will help you look for a job and provide you with employability skills.

EYS courses are free and flexible to meet your needs and are available to any age.

Referral Process:

Courses are free; please ring the centre for more information on 01536425877

Website: <http://www.eyesuk.org.uk/contact/index.htm>

Email: <mailto:info@eyes.org.uk>

**Location:**

Nationwide

Eligibility:

Available to anyone interested in learning

Provision Details:

Enjoy free online courses from top universities and specialist organisations. They offer a diverse selection of courses from leading universities and cultural institutions from around the world. These are delivered one step at a time, and are accessible on mobile, tablet and desktop, so you can fit learning around your life.

Learning should be an enjoyable, social experience, so the courses offer the opportunity to discuss what you're learning with others as you go, helping you make fresh discoveries and form new ideas.

Browse the [course list](#) to find something that you'd like to learn about. Courses come in a diverse range of subjects and new courses are being added often. Most are six to ten weeks long but there are also shorter courses at two to 3 weeks. These are spread out from anywhere from 2 hours a week to 10 hours a week.

Contact details:

To register for free please visit www.futurelearn.com and start learning today.

Website:

www.futurelearn.com





ESOL

Location:

Oakley Road, Corby
Also available in Wellingborough Campus

Eligibility: Where English is not their first language.

Provision details:

You will follow an individualised programme of study. You will develop your listening, speaking, reading, writing, employability and numeracy skills for use in a variety of everyday living, study and work situations.

The course consists of classroom work, use of computers, tutorials and visits to places of interest. Learners will be expected to complete homework tasks. The level at which you start will depend upon your existing language skills.

At the end of the course you will be able to take the City and Guilds ESOL, employability, personal development and maths examinations. A range of excursions to enhance your language skills are organised throughout the course.

Entry Requirements:

There is no formal entry requirement. Entry is subject to an assessment to ensure that you are placed in a class that is appropriate to your level of ability.

Referral Process:

Speak to a Jobcentre Plus advisor

<http://www.tresham.ac.uk/>



**Location**

Evolve Your Future
Volunteer Centre (the old TA building)
Elizabeth Street
Corby
NN17 1PN

Provision Details:

National Careers Service – Available to anyone aged 19+ who would like support with moving into work e.g. C.V, interview skills, careers advice and local market information.

SSU/SSR – Skills support for unemployed and skills support for redundancy. These are for customers aged 19+ who are unemployed or being made redundant who want to train to upskill themselves and gain qualifications alongside intensive job search support to move quickly into their next job.

Families Support Contract – to support people on work related benefits to build on areas of their life which is holding them back so they can progress in their lives to move into work.

Apprenticeships – we are working with employer and young people in the East Midlands area to gain apprenticeship opportunities.

There are courses running every month at each of the centres including a Business start-up course for people wanting to start their own businesses, the CSCS Health & Safety in a Construction Environment Course, employability courses, IT specialist courses and Functional Skills maths and English.

Hours and Duration:

All the above support is offered 9am – 5pm Monday to Friday. Simply drop in to the centre or ring to make an appointment to speak with an advisor.

Contact Details:

01536 260532

Email: enquiries@evolveyourfuture.co.uk

Website: www.evolveyourfuture.co.uk



DBC Training
providing apprenticeships, courses, advice and support

Eligibility

Must be a UK resident, unemployed and live within one of the five counties within the East Midlands (Derbyshire, Nottinghamshire, Leicester, Lincolnshire or Northamptonshire,) and be aged 19 or over.

Locations

Various

Provision Details

DBC Training Offers apprenticeships in:

- Business Administration
- Customer Service

A variety of courses including:

ECDL, Finance, Audio Transcription and Bookkeeping among others.

And DBC Training offers:

- One-to-one impartial advice and guidance
- Skills training to enhance your employability
- Job search support including career advice, assistance with application forms, online application forms, preparing your CV and interview techniques.
- Job specific training
- Support throughout participation in the programme to help you secure a positive future and become more confident in your own abilities
- Support from a dedicated Employment Adviser to help you find a new job

Hours & Duration

Flexible

Referral Process

Tel: 01332 295588

Email: derby@dbc-training.co.uk

Website: <http://www.dbc-training.co.uk/>





CORBY VCS VOLUNTARY AND COMMUNITY SERVICES

Corby VCS
The Old TA Building
Elizabeth Street
Corby
NN17 1PN
Tel: 01536 267873

Corby VCS are the Corby and District local infrastructure organisation, supporting and helping to sustain local voluntary and community based organisations, and assist local vulnerable and excluded people.

Our services include:

- The provision of information, advice and assistance for frontline voluntary and community sector organisations.
- Support and develop the start up of new voluntary and community sector organisations in Corby and District.
- Provide policy support and research to the voluntary and community sector.
- Act as the voluntary and community sector lead body for the Corby Borough area.
- Provision of advocacy and representation of the local voluntary and community sectors on appropriate bodies and public sector organisations.
- Working with partners to develop activities, which will aid and speed the integration of migrant workers, refugees and asylum seekers into the local community?
- Provide a facility for the Voluntary Sector & wider community to access training and education opportunities and skills development.
- Working with partners to inspire pride in our community and develop an interest in the Corby area's local heritage.
- Promotion and development of volunteering in the Corby area.
- Development of partnership building and a brokerage service, for local organisations, which through working together will provide added value to the local community.
- Facilitation of the local voluntary sector forum.
- To manage: a minibus group hire scheme and car pool services in Corby & Kettering; and, a shop mobility and wheelchair hire service.

<http://www.corbyvcs.org.uk/>





Volunteering is simple. It's about giving your time to do something useful, without getting paid (apart from expenses).

In return you get the satisfaction of time and effort well spent. In addition, volunteering can be a great way to: meet new people, learn new skills, gain useful experience. It should also be fun!

The range of opportunities is huge. Whatever skills and experience you have, there is something that you can do. The best way to see what is available is to browse on the do-it database. Use the quick search (right) to get started.

The biggest problem for many people is finding the time to volunteer. It can reduce your choices if you don't have much time to spare, but many busy people do find suitable opportunities. Again, have a look on the database and see what's on offer.

There are no age-limits on volunteering, but there can sometimes be difficulties for people under-16 or over-65, mostly for insurance reasons. If you have any concerns, ask the organisation that you are applying to.

Once you start volunteering you should usually expect:

- payment of out-of pocket expenses (e.g. travel)
- a clear idea of what your role will be
- appropriate training and support.

If you aren't clear about anything, don't be afraid to ask someone.

If you need further assistance try your local Volunteer Centre. You can also find more information about volunteering from Volunteering England.

Millions of people in this country already volunteer, but many more are needed. So use our database and get out there and Do-it!

www.do-it.org





Jobseekers Drop in on free e-Fridays at Corby Library

Location:

Corby Library
the Corby Cube
Parkland Gateway
George Street
Corby
NN17 1QG

Telephone: 0300 126 1000

Provision Details:

The library waives it's fee, normally a cost of £1.00 for 20 minutes, on a Friday to use their computers, charges for printing, scanning remain in place. You can use the computers to job search, access online services to claim benefits.

Library Opening Times:

Monday	8:00am - 6:00pm
Tuesday	8:00am - 6:00pm
Wednesday	8:00am - 6:00pm
Thursday	8:00am - 6:00pm
Friday	8:00am - 6:00pm
Saturday	9:00am - 5:00pm
Sunday	1:00pm - 4:00pm

Email: corlib@northamptonshire.gov.uk



Inspiring people to realise their potential

Adult Skills and Employability Training

Location:

Learn direct,
Wood Street,
Corby NN17 1PT
01536 217080

Provision Details:

Here at learn direct we want to inspire everyone to realize their potential. We can support you to do this through tutor supported learning in IT, Math's, Customer Service and in Employability Skills. Through the guided learning you will gain nationally recognized qualifications. We may be able to do these courses for free through Government funding, if you meet the required criteria and are in receipt of benefits.

We also can support anyone that has just been made aware they may lose their job through redundancy or lost their job for any reason recently. We will help with gaining additional skills and qualifications, writing CV's, job searching techniques and interview skills.

Referral process

For any further information, please contact us either by phone or just drop in.

Opening Times

We are open from 9-5, Monday to Friday.

**Location**

Countywide

Eligibility:

Anyone who is currently experiencing any form of mental health distress

Provision Details:

Learn2b courses are free of charge to anyone who is currently experiencing any form of mental health distress.

Our tutors will help you to build confidence, self-esteem and enable you to have some 'me-time' away from everyday life. Learn2b is a perfect setting to make new friends, learn something new and develop new life skills in a safe welcoming environment.

An example of some of the courses on offer:

- Learn2 Build your Confidence
- Learn2 Sing for Relaxation
- Learn2 Paint and Draw Workshop
- Learn2 Relax Through Yoga For All

If you are a carer/friend/relative that supports anyone with poor mental health/long term medical illness/learning disability etc, then come along to our FREE courses for carer where we will use the time to encourage you to look after your own wellbeing, recognising when you need to take time out for you.

Time and Duration:

Varies

Contact:

To enrol please contact

01604 368 023 and ask for a member of the Learn2b enrolment team

Learn2b@northamptonshire.gov.uk

Or online registration www.northamptonshire.gov.uk/Learn2b



Location

Northampton Volunteering Centre

15 St Giles Street,
NORTHAMPTON,
NN1 1JA

Eligibility

Anyone who is interested in volunteering, there is no specific eligibility criteria.

Provision Details

Voluntary Impact Northamptonshire provides a wide range of support and services to groups, helping those that are starting up, as well as organisations that are already established. We are committed to equal opportunities and to making our services relevant and accessible to smaller, community based groups.

In additions to support groups, we support individuals, particularly volunteers, and offer regular drop-in surgeries at local venues in each district.

Referral Process

Contact 01604 637522

Opening times:

Monday to Friday 10am – 4pm

Opening times:

Monday – Friday 10am – 4pm

As well as drop in on Wednesdays we also have appointment slots. These are generally on

Tuesday mornings from 10am -11:30am

Wednesday over lunch

Thursday afternoons from 2pm – 3:30pm.

No appointment is needed for drop in; however appointment slots have to be booked for all others.





Corby Employment Agencies, Members of REC For information only

Corby:

Active Recruitment Academy	Corby	01536 260045
Army & Navy Careers	Corby	01536 260168
Brooks Recruitment	Corby	01536 560528
Echo Personnel	Corby	01536 266228
Fox Resourcing	Corby	01536 402004
Igloo	Corby	01536 268124
Impact Recruitment	Corby	01536 560490
Jobs 4EU Ltd	Corby	01536 269477
Quest Employment	Corby	01536 408631
Trevaill Employment Group	Corby	01536 408111

Kettering:

Action Technical Services	Kettering	01536 536600
Adecco UK Ltd	Kettering	01536 481120
CDR	Kettering	01536 738386
Consummate Care	Kettering	01536 484142
Driver Hire	Kettering	0844 880 6845
Echo Personnel	Kettering	01536 485555
Fox Resourcing	Kettering	01536 524460
Friendly People Ltd	Kettering	01536 711340
Shepherd Stubbs Recruitment	Kettering	01536 414484
Starting Off	Kettering	01536 417373
Taskforce	Kettering	01536 311977
Tenpin Bowling Jobs	Kettering	01536 311016
247 Staff (Diamond Recruitment)	Kettering	01536 417147
KLR	Kettering	0116 233 4404

Stamford:

Ambitions Personnel	Stamford	01780 757749
County Recruitment	Stamford	01780 758522
CNA Executive Search	Stamford	01780 482750
More People	Stamford	01780 480530
Niche Recruitment	Stamford	01780 435024
Zest Recruitment	Stamford	01780 483999



Employment Websites

General Jobsites:

www.gov.uk/jobsearch
<http://www.reed.co.uk/>
<http://www.totaljobs.com/>
<http://jobs.guardian.co.uk>
<http://www.tes.co.uk/jobsHub.asp>

x

<http://www.monster.co.uk/>
<http://www.everyjobsite.co.uk>
<http://www.jobsite.co.uk/>
<http://www.fish4.co.uk/jobs/>
www.cv-library.co.uk

Recruitment Agency:

www.reedglobal.com
www.michaelpage.co.uk
www.nesglobaltalent.com
www.hays.co.uk
www.agencycentral.co.uk
www.vanillarecruitment.co.uk
www.premierepeople.com
www.prgrecruit.co.uk
www.fox-resourcing.co.uk
www.abacusconsulting.co.uk
www.mem-recruitment.com
www.o2ouk.com

www.wallacehind.com
www.driverrequire.co.uk
www.echopersonnel.co.uk
www.travail.co.uk
www.estateemployment.co.uk
www.driverhire.co.uk
www.simplyeducation.co.uk
www.pytec.co.uk
www.aceappointments.co.uk
www.interactionrecruitment.co.uk
www.macraesolutions.com
www.frs.co.uk

Specialist Jobsites

www.computerpeople.co.uk
www.emrrecruitment.co.uk
www.gcsLtd.com
<https://jobs.telegraph.co.uk/content/executive/>
<http://www.exec-appointments.com/jobs/>
www.careersinconstruction.com
www.justconstruction.net
www.tes.co.uk

www.eteach.com
http://www.jobs.nhs.uk/extsearch?client_id=120812
<http://jobs.goabroad.com/>
http://www.prospects.ac.uk/working_abroad.htm
<http://www.jobsabroadbulletin.co.uk/>
<http://careers.thomascook.com/working-abroad/>



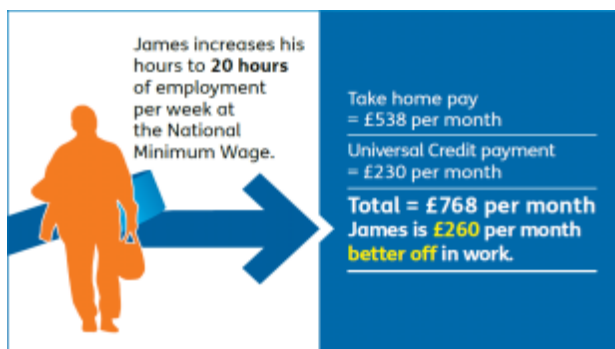
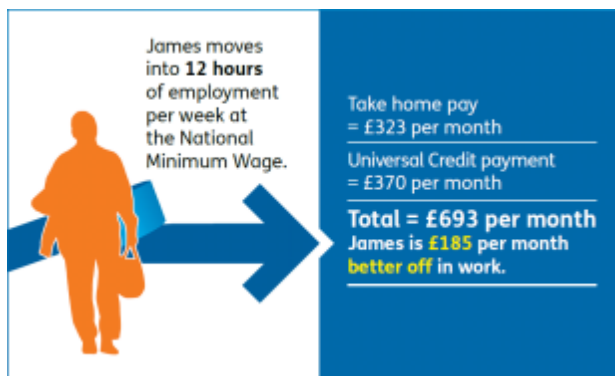
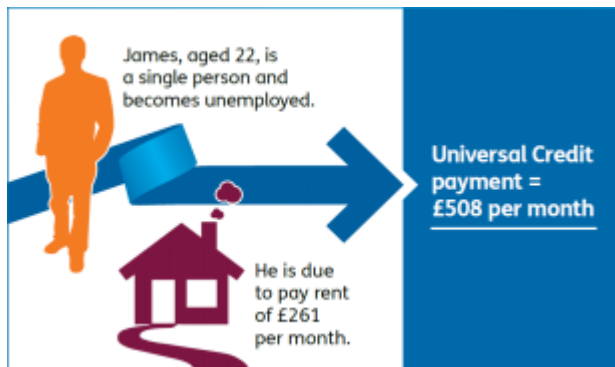
Universal Credit (UC)

Universal Credit is a new benefit for people who are unemployed or on a low income. UC has started to replace the 6 existing benefits with a single monthly payment. UC will help to ensure that people are better off in work, start a new job or work more hours. It combines in work and out of work benefits, making it easier for you to start work and to stay in work. Your personal situation will affect when and if you can receive Universal Credit.

How much will I get?

Your Universal Credit payment will be made up of different amounts depending on your circumstances. In most cases your Universal Credit will be paid monthly into your chosen account. If you are claiming with a partner, a single payment will be made to cover you both.

The illustration below gives some examples of how the amount of Universal Credit you receive will change as your take home pay changes:



If you start work your Universal Credit is likely to go down as your take home pay goes up, but you will be able to earn a certain amount of money before your Universal Credit is affected.

If you are moved onto Universal Credit but your circumstances have not changed, your benefit payments will be protected at their current level. This protection will stay in place until either:

- You would receive more money if you were paid your Universal Credit according to the normal rules for Universal Credit, or
- Your circumstances change, for example you move home or start working more hours.



Will I get less than I do now?

Most households will either receive more under Universal Credit, or the same amount as they receive now, but it depends on your personal circumstances.

If you are moved to Universal Credit but your circumstances have not changed, you will be entitled to transitional protection. This means that you will not receive less than you did under your old benefit or credits.

This amount will be paid until either:

- Your circumstances change, or
- The amount of Universal Credit you have a right to receive matches, or is more than, the amount you were receiving under the old benefit or credits system.

I'm already receiving benefit. Will I have to make a new claim to Universal Credit?

Universal Credit started to be introduced in stages from April 2013. It has already begun in some areas of the country, and we plan to make Universal Credit available in each part of Great Britain during 2016. During this period, you may need to report a change in your current circumstances and you will be told if you now need to claim Universal Credit. If you do, this will require you to make a new claim to Universal Credit, which will close your existing benefits. New claims to existing benefits, which Universal Credit is replacing, will then close down, with the vast majority of claimants moving onto Universal Credit during 2016 and 2017.

How do I make a claim?

You can make a claim for Universal Credit online at www.gov.uk/universalcredit.

All the information that you need to decide if you want to claim Universal Credit is available at

www.gov.uk/universalcredit

You can access information on

Using any of the following new options



- To find out more about Looking Local, visit lookinglocal.gov.uk^{web}
- **Wii Users** - On a mobile, internet enabled games console go to: www.lookinglocal.gov.uk^{web}
- **Smartphones** - Those who use their smartphone to connect to the web, even though they might not have an internet connection in their home, can access the information via the new app, My Council. Download the smartphone app from the App Stores by searching for "My Council"
- **Sky and Virgin** customers who have interactive TV can simply scroll through the menu to the relevant page to view a raft of information, including checking their eligibility for UC and learning how they can make a claim:
 - On Sky go to channel 539 and press the red button
 - On Virgin go to Channel 233 and press the red button, or on the remote control choose; Home, Interactive, Sports, News & Info, Looking Local
- Facebook users – go to www.facebook.com/lookinglocal then click 'Local Services' in the tool bar. Remember staff cannot access Facebook via the DWP system
- Click on picture below for the Universal Credit Helps you into Work Video



Better off under Universal Credit

A lone parent has one school age child and works 15 hours per week at the national minimum wage during term time. They pay £90 per week in rent. They are **£49 better off a week** than they would be under the current system.

Current system

UC *Universal Credit*

Net earnings	£98
Child Tax Credit	£62
Child Benefit	£21
Housing Benefit	£90

Net earnings	£98
Universal Credit award	£201
Child Benefit	£21

Total
£271

Total
£320

That's **£49** a week more for a working parent

UC *Universal Credit*



This is an example only and individual circumstances may vary.

Better off under Universal Credit

A couple has one school age child and one parent works 35 hours per week at the national minimum wage. They pay £90 per week in rent.

They are **£26 better off a week** than they would be under the current system.

Current system

Net earnings	£211
Housing Benefit	£26
Child Benefit	£21
Child Tax Credit	£63
Working Tax Credit	£48

Total
£369

UC *Universal Credit*

Net earnings	£211
Universal Credit award	£163
Child Benefit	£21

Total
£395

That's **£26** a week more for a working family

UC *Universal Credit*

This is an example only and individual circumstances may vary.

Better off under Universal Credit

A couple has one school age child. One parent works 35 hours per week and the other parent works 20 hours per week during school hours, both at the national minimum wage. They pay £120 per week in rent.

They are **£44 better off a week** than they would be under the current system.

Current system

Net earnings	£341
Housing Benefit	£6
Child Benefit	£21
Child Tax Credit	£58

Total
£426

UC *Universal Credit*

Net earnings	£341
Universal Credit award	£108
Child Benefit	£21

Total
£470

That's **£44** a week more for a working family

UC *Universal Credit*

This is an example only and individual circumstances may vary.

Universal Credit is a new benefit for people who are on a low income or out of work. It is paid into your account as a **single monthly household payment** from which you pay all your bills, including rent.

Get ready in **three simple steps**

1



Check what changes you need to make

Use our Personal Planner to get ready for Universal Credit
ucpp.dwp.gov.uk/universal-credit-preparation

2



Make sure you have an account

You'll need a suitable account - such as a bank, building society or credit union account - for your monthly payment

3



Work out your monthly budget

Plan ahead. Ensure your bills are paid promptly. Make your money go further with a monthly budget

Money advice is available

The independent **Money Advice Service** can give help on choosing a suitable account, planning a monthly budget and paying your own rent.

moneyadvice.service.org.uk

Their Money Advice Line is on 0300 500 5000



**the Money
Advice Service**

Your **Jobcentre Plus** work coach can tell you about help in your area. This could include advice from local organisations to open a bank account or put together a monthly budget.

jobcentreplus



You don't need an account to start searching for a job, but if you do have one, you can do a lot more. All we need is your email address to register for an account.

Universal Jobmatch is available to all people looking for work whether they are claiming benefits or in work. There are plenty of benefits for opening an account on Universal Jobmatch.

- The service is open 24 hours a day, 7 days a week so you can complete your jobsearching at a time that suits you.
- As soon as you create an account, Universal Jobmatch will automatically identify job matches based on the information in your profile.
- Universal Jobmatch can match you to companies based on your CV. Use the CV builder to ensure that your CV contains all the information needed for the system to make a match to a vacancy. Remember every job is different and requires different skills and knowledge. Carefully review each job description and make an adjustment to your CV before applying. You can create and save up to 5 CV's, you may choose 1 CV to be public (searchable by employers) at any one time.
- You have the option to create and attach a cover letter with your CV when applying for a job online. A well prepared and presented cover letter alongside your CV will help you stand out from other applicants.
- Save and label job searches to help you keep a record of all your job search activity all in one place.
- Receive email alerts informing you of new jobs.
- Apply for jobs online and work more closely with your Job Centre Plus Work Coach to identify skills gaps.
- Search for Jobs in Europe or internationally.
- If you have any problems when using Universal Jobmatch you can log into your account and use the "Contact Us" facility.

Register on Universal Jobmatch by going to www.gov.uk/jobsearch



National Helplines (A-Z)

ACAS	0845 747 4747
Atos Healthcare	0800 288 8777
Benefit Fraud Hotline	0800 854 440
Benefit Helpline	0345 608 8545
Blue Badge	0300 126 1000
Cabinet Office, Department of Education	020 7276 1234
Carers Allowance	0845 6084321
Chambers Of Commerce	01604 490490
Child Benefit Helpline	0300 200 3100
Child Maintenance	0800 988 0988
Child Support Agency (Case Specific)	0345 713 3133
Careers Service	0808 001 3219
County Council	0300 330 7000
CRI (Drug & Alcohol)	01604 622121
Debt Management	0345 850 0293
DLA Helpline	0345 712 3456
Domestic Abuse Helpline (Men)	0808 801 0327
Domestic Abuse Helpline (Women & Children)	0808 200 0247
DVLA	0300 790 6801
Equality and Human Rights Helpline	0808 800 0082
Families Information Centre	0300 126 1000
Family Fund Helping Disabled Children	01904 621115
G4S Recruitment Line	0870 0108378
HMRC Newly Self Employed Helpline	0300 200 3504
HMRC Income Tax Helpline	0300 200 3300
Home Office	0207 035 4848
Citizenship and nationality enquiries	0300 123 2253
Juvenile Registration (NINO)	0300 200 3502



National Helplines (A-Z)

Maternity Allowance	0845 608 8610
Milk Tokens (D.O.H)	0845 607 6823
Minimum Wage Helpline	0800 917 2368
Modern Apprenticeship Helpline	0800 015 0600
National Insurance Helpline	0300 200 3500
National Insurance Number Allocation	0345 600 0643
National Careers Service	0800 100 900
NHS Customer Enquiry Line (HC1)	0300 330 1343
Pension Credit Helpline (Hard of Hearing)	08001690133
Pension Service	0345 606 0265
Pension Credit Claims	0800 991 234
Post Office Helpline	03457 223344
Prince's Trust Northants	0800 842842
Probation Service	01604 658000
Redundancy Helpline	0845 145 0004
Royal Tracked Helpline	08456 038495
State Pension 1st Claim Enquiry	0800 731 7898
Student Bursary Support	0800 121 8989
Tax Credits Employers Helpline	0845 714 3143
Tax Credits Helpline	0845 300 3900
To Claim Retirement Pension	0800 731 7898
Veterans Agency	08001 692 277
Winter Fuel Payments	0845 915 1515



Department
for Work &
Pensions

IF YOU WERE



born on or after
6th April 1951

OR



born on or after
6th April 1953

THIS APPLIES
TO YOU

Our State Pension is *changing*



Knowing the facts will help you plan for your future

In April 2016 a new State Pension scheme will be introduced. The new scheme is still based on your National Insurance record but will make the State Pension system less complicated in the future.

**For more information about the changes
visit: www.gov.uk/yourstatepension**

For any additional information or changes to be added please email
sarah.holtham@dwp.gsi.gov.uk