



Department  
for Work &  
Pensions

## National & Northamptonshire Free Local Services



**2019**

**UC Universal  
Credit**  
More information about  
Universal Credit inside

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- [Age UK - Vital Direct Services To People In Later Life](#)
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- [Tax Help - Tax Help for Older People](#)
- [Age UK “Call in Time” - Telephone Befriending Service](#)
- [The Silver Line - Confidential Helpline](#)
- [Fire Kills - Home Fire Safety Check](#)
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### Across Northamptonshire

#### Wellingborough

- [Serve – Disability Care Service](#)

## Supporting Ex-Offenders – National & Northampton

- [Sova – Giving stability + confidence to steer clear of crime](#)
- [Clinks – Transforming th lives of offenders and families](#)
- [C2C Social Action - support for ex-offenders](#)
- [The Good Load – Social business providing employment opportunities](#)
- [Goodwill Solutions – Training ex-offenders in the logistics sector](#)
- [Unlock – Websites + helpline overcoming stigma of convictions](#)
- [The Prisoner Funder Directory – Information on funding for prisoners](#)
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- [Clean Sheet – Supporting prisoners + ex-offenders into work](#)
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## Video Gaming and Gambling Services – National & Northampton

- [Aware.co.uk – Understanding and recognising problem gambling](#)
- [Gamcare – Free support and counselling for problem gambling](#)
- [Video Game Addiction - Helping People With Video Game Addiction](#)

## Drug and Alcohol Support – National & Northampton

- [Alcoholics Anonymous – Support to anyone who needs it](#)
- [CGL - Drug, Alcohol Support](#)
- [Addaction - National Drug and Alcohol Support](#)
- [Aquarius - Family Support and Advice](#)
- [Bridge Overview - Substance Misuse Programme](#)
- [NHS - Drug & Alcohol Support and Advice](#)
- [Alcohol Concern – Help and Advice with your drinking](#)
- [Marijuana Anonymous UK - Helpline for Marijuana Addiction](#)

### Across Northamptonshire

#### Corby

- [Addiction Helpline – Anyone suffering with addiction problems](#)

### Bereavement Support & Funeral Cost – National & Northampton

- [NHS PALS Bereavement Service – Sympathetic information and advice](#)
- [Cruse Bereavement Care - Grief Support](#)
- [GOV - Help with Funeral Costs](#)
- [Child Bereavement - Support for anyone affected by the death of a loved](#)
- [Winstons Wish - Support for anyone who is concerned about a bereaved child](#)

### Family, Health and Wellbeing – National & Northampton

- [Alzheimer's Society – For anyone affected by dementia](#)
- [Alzheimer's Society – Peer support group](#)
- [Hope Centre – For people who are homeless or becoming homeless and vulnerable people](#)
- [Diabetes uk – find your local support group](#)
- [Shelter - Housing and Homeless Charity](#)
- [Northamptonshire Domestic Abuse Service - Open to woman and children suffering domestic violence](#)
- [Gallop – Domestic Violence Support](#)
- [Lesbian Line – For woman who are questioning their sexuality](#)
- [Employers Direct - Free Employers Advice](#)
- [ACAS - Advice on Harrassment in the workplace](#)
- [How to help your child cope with bullying](#)
- [National Bullying Helpline](#)
- [National Autistic Society](#)
- [Autism Concern](#)
- [Carer Information Programme](#)
- [Carers UK – Making life better for carers](#)

## Family, Health and Wellbeing – National & Northampton (continued)

- [Northamptonshire Carer's – Providing support to those who are looking after or supporting someone with a disability](#)
- [Contact – For families with disabled children](#)
- [Parkinsons UK - Friendship, Support and Advice for those suffering with Parkinson's](#)
- [Epilepsy Action – For anyone affected by Epilepsy](#)
- [Mens Advice - Support for men experiencing domestic violence](#)
- [Man Kind – Support for male victims of domestic abuse and domestic violence](#)
- [EVE - Domestic Violence Programmes](#)
- [Survivors UK – Men aged +18 who have been sexually violated](#)
- [Voice - For Victims and Witnessess](#)
- [Voice for Road Harm - Practical & Emotional Support of Victims of Road Harm](#)
- [Child Brain Injury - Support for anyone affect by childhood acquired brain injury](#)
- [Sexual Health Services](#)
- [Pearls of Peace - Help and Support for Muslim Women](#)
- [FFT – Friends, Families and Travellers](#)
- [Netmums – A local site for information](#)
- [HOOP - Advice for anyone struggling with weight management](#)
- [Mend - Family Fit Programmes](#)
- [Change for life - Advice on Diet, Lifestyle habits and excercise](#)
- [NHS Choices - Self Management](#)
- [NHS Choices - Self Care courses for Long Term Health Conditions](#)
- [Smoke Free - Advice to help stop smoking](#)
- [Stroke association - Support for Stroke Survivors and Caregivers](#)
- [Arthritis Care - Support for people living with Arthritis](#)
- [Family Mediation - Helping Families in conflict, divorcing or separating](#)
- [Robin Hood Energy - Households who would like to reduce fuel bills and struggling with fuel poverty.](#)
- [Warm Home Discount Scheme – one off discount on your electricity bill.](#)
- [Rape Crisis - Support for people who have experienced sexual violence](#)

### Across Northamptonshire

#### Corby

- [ICT Touching Health – Anyone who has been diagnosed with Cancer or who is in remission Aged 18 & over](#)

## Support for Mental Health – National & Northampton

- [Stalking Helpline – Anyone who is a victim of Stalking](#)
- [Bromford - Intermediate Mental Health Service](#)
- [Changing Minds Centre - Mental Health Clinics](#)
- [Young Minds - Supporting Adults Worried about the Mental Health of a Child](#)
- [Papyrus - Prevention of Young Suicide](#)
- [CALM - Suicide Helpline for Men](#)
- [Self Injury Support - Emotional Support, listening & signposting for women affected by self injury](#)
- [Harmless - Support for People who Self Harm](#)
- [Sane - Specialist emotional support and information to anyone affected by Mental Illness](#)
- [OCD - Support for Children and Adults affected by Obsessive-Compulsive Disorder](#)
- [Rethink Mental Illness - Support for people living with severe Mental Health Problems](#)
- [Mood Swings - People Struggling with Mood Swings](#)
- [BEAT - Support and Information for people suffering with Eating Disorders](#)
- [Samaritans – Someone to listen to you](#)
- [Anxiety UK - Support for sufferers of Agrophobia, Anxiety & Stress](#)
- [Miscarriage Assiacion - Support for any individual or couple who has suffered from a pregnancy loss](#)
- [SADA - The Seasonal Affective Disorder Association \(SAD\)](#)
- [Tamba - Support for expectant parents of twins or higher multiples](#)
- [Pandas - Support for families suffering from Pre \(Antenatal\) and Postnatal illnesses](#)
- [Sands - Support for anyone affected by the death of a baby](#)
- [Voice Ability - Support for people who have mental illness](#)
- [Depression Alliance - Support Network for anyone affected by Depression](#)
- [Side by side - Improving Mental Health through Peer Support](#)
- [Mind - Support for anyone suffering with Mental Health Illnesses](#)
- [NHS Crisis Café – Support for anyone suffering with Mental Health issues](#)
- [Learn 2 be – Courses for anyone with Mental Health Issues](#)
- [Well Being Navigation Team – Anyone suffering with mental health problems](#)

## Money and Debt Advice – National & Northampton

- [Child Maintenance Options - Parents who have seperated](#)
- [The Money Advice Service – Anyone in need of money / debt advice](#)
- [CAP - Free Debt Counselling](#)
- [Northampton Borough council - Debt and Money Management](#)



## Money and Debt Advice – National & Northampton (continued)

- [Debt Advice Foundation](#)
- [Harvest Money - Savings, Budgets and Loans](#)
- [Step Change - Debt Charity](#)
- [Turn2Us - Anyone suffering financial hardship](#)
- [British Gas - Helping individuals and families living in fuel poverty](#)

### Across Northamptonshire

#### Daventry

- [Citizens Advice Bureau](#)

## Learning and Mentoring – National & Northampton

- [Library Plus e-Fridays – Free use of computers on Fridays](#)
- [Innolearn - Free CSCS Course, Test and Card](#)
- [Innolearn - Free Introduction to Office Skills Diploma](#)
- [Future Learn - Free Online Courses from top Universities](#)
- [Business & Intellectual Property Centre Northamptonshire - Help with starting up your own business](#)
- [Christ Church Work Club - Information on Job Clubs](#)
- [First for Wellbeing – Adult Learning](#)
- [DBC Training](#)

### Across Northamptonshire

#### Corby

- [Library Plus – job clubs](#)
- [Tresham College – Courses where English is not the first Language](#)
- [Evolve Your Future – Careers support and advice](#)
- [Learn Direct](#)

#### Daventry

- [Chatty Crafty Club – activities for adults during termtime & over 7's during school holidays](#)
- [Northampton College – Literacy and numeracy](#)
- [Northampton College – careers support](#)

#### East Northants

- [Bedford College](#)
- [Evolve Your Future – Careers support and advice](#)

**Across Northamptonshire  
(continued)**

**Kettering**

- [Evolve Your Future – Careers support and advice](#)
- [EYS - courses](#)
- [Kettering Training Services – study programmes and apprenticeships](#)

**Wellingborough**

- [The Mallows Company – Careers support and advice](#)

**Recruitment Agencies & Websites**

- [A – Z of Local Recruitment Agencies](#)

**Universal Credit**

- [Universal Credit Information](#)

**National Helplines A – Z**

- [National Helplines](#)



**Location:**

A list of various locations around Northampton will be given once a voucher has been issued.

**Eligibility:**

Open to people who are struggling to pay for food / waiting for a benefit decision to be made.

**Provision Details:**

The Food Bank Northampton is working to alleviate poverty and feed people in crisis. The Food Bank is designed to help individuals and families in crisis with free emergency food until the appropriate agencies are in a position to assist.

**Referral process:**

We work with the following Agencies in Northampton, who can offer you a food bank voucher alongside other help and support:

**The Advice Shop** St Giles Street, Northampton

**Blackthorn Good Neighbours and Children's Centre**, Longmead Court  
Blackthorn

**Broadmead Baptist Church**, Broadmead Avenue, Abington

**Cathedral of Our Lady & St Thomas**, Barrack Road, Northampton

**Citizens Advice Bureau**, Mercers Row, Northampton

**Emmanuel Church**, Weston Favell Centre, Northampton

**Jesus Centre**, Abington Square, Northampton

**Kingsthorpe Children's Centre**, St David's Road, Northampton

**Spring Lane Children's Centre**, The Annex, Spring Lane, and Northampton

**Contact Number:**

01604 716323

**Open for deliveries:**

Tuesdays; 9:30am – 11am and 1pm – 2:30pm

Wednesday; 9:30am – 2:30pm

Thursday; 9:30am – 2:30pm

Please note we are not open on Mondays, Fridays, Saturdays and Sundays.

Some of our featured projects are listed below:

- Soup Run
- The Allotment
- CAP Money

[www.northamptonfoodbank.org.uk](http://www.northamptonfoodbank.org.uk)





**RE:STORE**  
**NORTHAMPTON**  
DO JUSTICE·LOVE MERCY·WALK HUMBL

**Offers hot food and drinks to people on the streets of Northampton on a weekly basis**

**Location:**

Central Vineyard Hub  
Unit G3 Nene Enterprise Centre  
Freehold Street  
Northampton  
NN2 6EF

**Eligibility:**

Support for the Homeless in Northampton

**Provision Details**

We offer hot food and drinks to people on the streets of Northampton on a weekly basis. We work closely with charities providing support for the homeless.

We work closely with charities providing support for the homeless and individuals living at No Fixed Abode (NFA). Regular volunteers work on a rota, providing support to those out in Northampton between 8pm-10pm every Thursday night.

They have the opportunity to listen to people's personal experiences, offer hospitality and give practical help, such as clothing and sleeping bags. Advice and signposting is also offered where relevant, as is spiritual and emotional support when the need arises.

**Hours available**

8pm -10pm every Thursday night in Northampton

**Contact:**

Tel: 01604 716323

Email: [admin@restorenothampton.org.uk](mailto:admin@restorenothampton.org.uk)  
<http://www.restorenorthampton.org.uk/streets.html>





## **NORTHAMPTON**

### **Location:**

Abington Street (Outside the 99p store)  
Northampton

### **Eligibility:**

Anyone who is homeless or vulnerable

### **Provision Details:**

A mobile Sikh free kitchen (Langar) serves free hot meals to Homeless people each Sunday night between 6pm – 7pm.

### Types of food on offer

- Curry and rice
- Chips
- Coffee
- Tea
- Biscuits
- Cakes
- Fruit



### **All food served is vegetarian**

They also give out free clothing, hats, scarfs and gloves (depending on donations)

Our aim at Midland Langar Seva Society is help the homeless and provide food / hunger relief to those that really need it. Langar is the term used in the Sikh religion or in Punjab for general or common kitchen / canteen where food is served for free. Midland Langar Seva society is run by volunteers who help prepare meals and then distribute them to the homeless and needy across various locations ,we encourage family's to work together to prepare meals and then help Serve the meals directly to homeless along with our regular volunteers.

### **Contact Details:**

Email: [northamptonvikhs@gmail.com](mailto:northamptonvikhs@gmail.com) Website:  
<http://midlandlangarseva.com/northampton>



**Location:**

Hope Enterprises CIC  
Oasis House  
35 -37 Campbell Street  
Northampton  
NN1 3DS

**Eligibility:**

Anyone affected by Homelessness

**Provision Details:**

Hope Enterprises is a social enterprise set up by Northampton's Hope Centre, formerly Northampton Soup Kitchen, with more than 30 years' experience working with the town's homeless.

Workshops enable our homeless clients to develop necessary skills to build their self-esteem as well as generate much needed funds to support our charitable work.

Hope Enterprises have launched three new initiatives: -

- Hope Tools – Refurbished second-hand garden tools, enabling people we support to develop the necessary skills to refurbish second-hand garden tools and in doing so build their self-esteem.
- Hope Catering – buffets for business meetings, parties and events
- Hope PAT Testing – routine safety checking for all electrical appliances, homeless people will be given training, by a qualified workshop manager, education and if successful, employment.

**Contact details:**

0845 519 9371

**Email:**

[office@hopeenterprises.org.uk](mailto:office@hopeenterprises.org.uk)

**Website:** <http://www.hopeenterprises.org.uk/>



**Registered Charity 1070072**

**Location:**

Gladstone Close  
Northampton

**Eligibility:**

Open to everyone in need of furniture

**Provision Details:**

Spencer Contact seeks to relieve poverty and hardship in and around Northampton by supplying free second-hand furniture. Regardless of the cause of their hardship, and without discrimination, families and individuals are helped by the provision of basic necessities, which brings a degree of comfort to their homes.

**Referral details:**

**Telephone:** 01604 587589

Phone lines are open Monday to Friday (excluding Bank Holidays) between 9:30 and 4:30. If we are unable to take your call please leave a message and they will return the client's call as soon as possible

Or

**Email:** [mail@spencercontact.com](mailto:mail@spencercontact.com)

Please include a contact telephone number, as we are unable to make appointments via email, but are happy to ring the client back during office hours.

Villages are served also, please check website for further details  
[www.spencercontact.com](http://www.spencercontact.com)

**Community Support - National & Northampton**

**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/>



**Community Law Service Northampton & County**

**Free Legal Advice**

**Location**

<p><b>Northampton</b> 49–53 Hazelwood Road <b>Northampton</b> NN1 1LG 01604 621038</p>	<p><b>Rushden</b> 32 High Street <b>Rushden</b> NN10 0PW 01933 313020</p>	<p><b>Wellingborough</b> 2a Cambridge Street <b>Wellingborough</b> NN8 1DJ 01933 278248</p>
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**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**

<p><b><u>Northampton</u></b></p> <p><b>Monday - Thursday:</b> 10am-2pm <b>Friday:</b> 10am – 1pm</p>	<p><b><u>Rushden</u></b></p> <p><b>Monday - Thursday:</b> 10am –2pm <b>Friday:</b> 9:30am – 1pm</p>	<p><b><u>Wellingborough</u></b></p> <p><b>Monday – Wednesday</b> 10am – 4pm <b>Thursday–Friday</b> 10am – 1pm</p>
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**Please see below website for Drop In times**

**Referral Process**

**Phone:**

**Northampton:** 01604 621038

**Rushden:** 01933 313020

**Wellingborough:** 01933 278248

**Email:** [enquiries@communitylawservice.org.uk](mailto: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 Wellingborou

**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
- 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](mailto:info@c2csocialaction.com)

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





## Rock n Roll Tea Dance

### Location:

The Picturedrome  
222 Kettering Road  
Northampton  
NN1 4BN

**Telephone:** 01604 230777

### Eligibility:

Open to every one of all ages.

### Provision Details:

The Rock and Roll Tea Dance weekly event in Northampton is gaining in popularity.

Earlier in the year a group of retired musicians got together with a 10 piece rock n' roll band to stage this social event at The Picturedrome in Northampton in the hope that it would attract an audience of retired people,

In fact the tea dance is now supported by a mix of ages and has become an important get-together for a cross section of the community and improving quality of life for many. Of course people don't have to dance, you are welcome to go along to enjoy some good music and good company, however, we all recognise that dancing is an enjoyable way to keep fit and offers an excellent chance to socialise with people of all ages.

Customers have a fine selection of home cooked food and popular beverages available to them including tea and cake, with easy parking on The Racecourse opposite.

### Hours and Duration:

**Monday to Thursday from:** 11:30 am – 11:00 pm

Friday and Saturday from: 11:30 am – midnight

Sunday from: 11:30 am – 10:30 pm

### Referral Process:

Free Admission & car park available

**Website:** [Rock n' Roll Tea Dance » Picturedrome](#)





## **Blocking unwanted calls.**

### **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](mailto:tps@dma.org.uk)

**Website:** [www.tpsonline.org.uk](http://www.tpsonline.org.uk)



## **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

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



**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:

<http://www.charity-link.org/>

Telephone: 0116 222 2200





**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 instill 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

<b>Corby</b>	<b>Jonathan Sheldon</b> 07834 496013 <a href="mailto:jsheldon@northamptonshire.gov.uk">jsheldon@northamptonshire.gov.uk</a>
<b>Kettering</b>	<b>Sue Yates</b> 07834 006311 <a href="mailto:syates@northamptonshire.gov.uk">syates@northamptonshire.gov.uk</a>
<b>Northampton</b>	<b>Hazel Johnston</b> 07540 669753 <a href="mailto:hjohnston@northamptonshire.gov.uk">hjohnston@northamptonshire.gov.uk</a>
<b>Wellingborough</b>	<b>Helen Doel</b> 07834 006312 <a href="mailto:hdoel@northamptonshire.gov.uk">hdoel@northamptonshire.gov.uk</a>
	<b>Sarah King</b> 07734 983035 <a href="mailto:sarahking@northantsadultlearning.org">sarahking@northantsadultlearning.org</a>
<b>Acting Team Manager</b>	<b>Helen Doel</b> 07834 006312 <a href="mailto:hdoel@northamptonshire.gov.uk">hdoel@northamptonshire.gov.uk</a>

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

**Community Support - National & Northampton**





## Central and East Northamptonshire Citizens Advice Bureau

**Locations:** 7/8 Mercers Row Northampton NN1 2QL  
2b High Street Wellingborough Northants NN8 4HR

### Eligibility

Open to Everyone for Free, Confidential and Independent Advice.

### Provision Details

We offer a range of ways in which you can seek the help you need. Please remember however, that we are a charity and unable to offer direct help to everyone who needs it, as our service is considerably oversubscribed. Accordingly, for simple problems you may in the first instance like to use advice guide -our free, public access website - available 24/7 and providing information about many of the "frequently asked questions".



### Get advice

Access to advice is vitally important and key to our service as a bureau. People must be able to get in touch in a way that is convenient to them, even when we are busy – often oversubscribed. Once you have made contact, our aim is to make sure you have the information or assistance you need to help resolve your problem. And if you need to contact us again, we make it quick and easy to do so.

Telephone		Face to Face	
<b>Monday</b>	10:00 – 4:00	<b>Monday</b>	9:30 – 3:00
<b>Tuesday</b>	10:00 – 4:00	<b>Tuesday</b>	9:30 – 12:00
<b>Wednesday</b>	10:00 – 4:00	<b>Wednesday</b>	9:30 – 3:00
<b>Thursday</b>	10:00 – 4:00	<b>Thursday</b>	9:30 – 3:00
<b>Friday</b>	10:00 – 4:00	<b>Friday</b>	9:30 – 12:00



[Connect 2 Citizens Advice - Northants](#)

03444 889 629

7/8 Mercers Row  
Northampton NN1 2QL

Town Centre House  
7/8 Mercers Row  
Northampton NN1 2QL, 2b High Street





PEOPLE  
POTENTIAL  
POSSIBILITIES



Improving lives and communities by delivering services for socially excluded and vulnerable people to unlock their potential and open up new possibilities.

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We're a charity and social enterprise, made up of passionate people, who care about people. We run a variety of services all across the UK aiming to give everyone the chance to be part of the community they live in and feel connected to society. We think that everyone is unique, and with support and confidence can unlock their inner potential, opening up a world of possibilities

We run a variety of services all over the UK helping us to give the chance to everyone to become a part of the community they live in and to feel connected to society.

Click on the link below to show services near to you:

[Get Help - P3](#)

**Community Support - National & Northampton**

**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.

**Drop-in:**

You can drop-in on Wednesdays between 10am and 1.30pm to speak to an advisor about volunteering opportunities.

**Appointments:**

If you would prefer, you can book an appointment with an advisor in advance.

Hours for appointments are:

Wednesday: 11am - 1pm

Friday: 10.30 am – 12.30 pm

**Tel:** 01604 637522

**Website:** [www.voluntaryimpact.org.uk](http://www.voluntaryimpact.org.uk)





## **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](mailto:info@corby.foodbank.org.uk)

Web: [corby.foodbank.org.uk/](http://corby.foodbank.org.uk/)





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**

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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



**Community Support – Corby**



## **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.

Visit our Website: <http://www.corbyvcs.org.uk/>



**Location:**

Towcester Youth Coffee House  
Bransons Lane  
Towcester  
NN12 6AX

**Telephone:**

Foodbank: 07724 832043  
Paul Knight: 01327 354173

**Eligibility:**

Open to those who are in need of food parcels.

**Provision Details:**

Foodbanks are run by the community for the community: non-perishable food is donated by local people– schools, businesses, churches and individuals. Volunteers of all backgrounds help run foodbanks by packing, sorting and distributing the food. Every client is referred to the foodbank by a frontline care professional such as a doctor or social worker. Foodbanks are an emergency food service: to prevent dependency on foodbanks our clients are entitled to up to three consecutive food bank vouchers. To help clients break out of poverty, we signpost clients to organisations able to resolve the underlying problem.

Food parcels have been designed by dieticians to provide recipients with nutritionally balanced food for three days. Rural foodbanks often operate delivery services to reach those unable to get to a foodbank

**Referral Process:** Care professionals such as doctors, health visitors, social workers, CAB and police identify people in crisis and issue them with a foodbank voucher.

**Opening Times:**

Monday 12:00pm – 2:00pm  
Thursday 12:00pm – 2:00pm

Please contact the food bank for any further information.

<http://towcester.foodbank.org.uk/>





**Location:**

**Vineyard Community Church**

Vineyard Centre  
23 High March Close  
Daventry  
Northants  
NN11 4EZ  
Tel: 01327 577850

**Provision Details:**

Vineyard provides free internet access and free IT training at the above location in their IT suite of 10 computers.

**Referral Process**

You do not have to book in advance but may be helpful to contact the number above to check spaces.

**Website:** <http://www.vineyardcommunity.org.uk/>





## **Vineyard Community Church – Food Bank Daventry**

Providing food aid to those in need

### **Location**

Vineyard Centre  
18a Benbow Close  
Daventry  
NN11 4JP

### **Eligibility**

Any individual in need of emergency food support will need to be referred to the Food Bank by one of the agencies listed below.

### **Provision Details**

The Daventry Food Bank was started with a view to provide emergency/essential food supplies until other parts of the social care infrastructure come in to play.

Though the Food Bank in Daventry has only been in operation in its current form since the beginning of 2010, we have already been called on to assist scores of families and individuals who have found themselves at a place where they simply have nothing to feed themselves or their children.

### **Hours & Duration**

Open hours are Monday, Wednesday & Friday 10.30am to 12.30pm (Vineyard Centre) 07576 663968

Tuesday 10:00am – 12:30pm Daventry Methodist Church, Golding Close 07536 590033

### **Referral Process**

Any individual in need of emergency food support will need to be referred to the foodbank by one of the following agencies:

Age UK Northamptonshire, Bromford Support, Citizens' Advice, Daventry & District Housing, DACT, Mayday Trust, Home-Start, NHS Well Being Team,

Northamptonshire Domestic Abuse Service, Connexions, Northants County Council, Time2Talk.

**Tel:** 01327 577850

**E-mail:** [office@vineyardcommunity.org.uk](mailto:office@vineyardcommunity.org.uk)

**Website:** <http://www.vineyardcommunity.org.uk/foodbank.htm>



## **DAVENTRY CONTACT**

Redistributing unneeded furniture to those who need it most

### **Location**

Daventry Contact Units 1 & 2 South March Long March Industrial Estate  
Daventry  
Northants  
NN11 4PH

### **Eligibility**

Please note though that our priority is to help those on benefit, but we help folks on low income too especially those in part-time jobs on the national minimum wage.

### **Provision Details**

Daventry contact is the effective link between those with unwanted items, and desperate folks in genuine need of the same items.

Daventry Contact has regular meetings and dialogue with all the agencies and organizations that make referrals including local Housing Associations, voluntary sector reference groups and NCC Thematic Partnership. This includes contact with Citizens Advice, Social Services, Education and Disability Service and Health Visitors.

Consequently we manage to re-use approx. 50+ tons of goods and products that would otherwise go to landfill and which we renovate to a good standard for recipients.

### **Hours & Duration**

Deliveries and Collections vary by location, for a detailed schedule please visit:  
<http://daventrycontact.org/schedule.html>

### **Referral Process**

**Tel:** 01327 310711

**Email:** [charity@daventrycontact.org](mailto:charity@daventrycontact.org)

**Website:** <http://www.daventrycontact.org/>



Daventry Volunteer Centre promotes all aspects of volunteering. The main office is located in the Daventry library and is the first port of call for anyone interested in becoming a volunteer. The office is an information point holding a wide range of information about services in the local voluntary sector

### **Daventry Volunteer Centre**

DDWF Building  
13 New Street  
DAVENTRY  
Northants  
NN114BT  
Tel: 01327 300614

Anyone thinking about Volunteering or wanting information about Voluntary opportunities can drop in to see Carella or Mal during our opening hours:

***(All drop-ins are done on a one-to-one basis and are treated in the strictest of confidence)***

Mon Tues Thurs Fri: 9.30am - 1pm Wednesday & all other times by appointment

If you wish to make an appointment to talk to us at any other time or have any queries then please call on: 01327 300614

**Email:** [info@daventryvolunteers.org.uk](mailto:info@daventryvolunteers.org.uk)

**Website:** <http://www.daventryvolunteers.org.uk/>



**Community Support – Daventry & South Northants**



**Location:**

The Library  
North Street  
Daventry  
Northamptonshire  
NN11 4GH

**Eligibility:**

Everyone in the Daventry District who wants to share their skills with others in their community

**Provision Details:**

Time Bank is a way for people to share their skills with others in their community and be rewarded for it – in time. For every hour of time you give providing a service for another volunteer, you receive one time credit. All skills are treated equally and are as diverse as the community members themselves e.g. gardening/dog walking/shopping/book keeping/IT skills/befriending/DIY/Yoga etc

You can exchange your time credits when you need a service from someone else, or you can donate them to someone who needs them in your local community, or a member of your family who needs some help, or you might decide to save them for the future.

**Contact Details:**

01327 300614

Email: [info@daventryvolunteers.org.uk](mailto:info@daventryvolunteers.org.uk)

Website: [www.daventryvolunteers.org.uk/index.html](http://www.daventryvolunteers.org.uk/index.html)





## **Food Bank**

### **Location:**

Full Gospel Church,  
60 High Street South,  
Rushden,  
Northamptonshire  
NN10 0QX

**Telephone:** 01933 353 946

**Eligibility:** Access to East Northants Foodbank is available to those in the area who are in food poverty, who can demonstrate appropriate need and who lack general access to food products.

### **Provision Details:**

Our aim is to meet the basic 3 day5 food needs of people in crisis across Rushden & East Northants. Once we have identified people in crisis we will work hard to improve their quality of life. We will work closely with local organisations and agencies to reach out and help feed:-

- The hidden working poor.
- People on low incomes.
- People with social difficulties.
- People with mental health issues.
- The elderly.

We provide equal opportunities to all and we will not turn anyone in real need away. Anyone who needs food is in our remit

### **Opening times:**

Please contact the Full Gospel Church for details of opening times on 01933 353 946

### **Referral Process:**

People can self refer on 01933 353 946 but will be required to complete a needs assessment interview before a food parcel can be given out.

**Website:** <http://www.enfg.org.uk/rushdenfoodsupply-foodbank.htm>

**Email:** [enfaithgroup@aol.com](mailto:enfaithgroup@aol.com)



**Location**

Praise Community Church  
 Alexander Street  
 Kettering  
 NN16 0SX

**Eligibility:**

Access to Kettering foodbank will be available to those in the Kettering area who are in food poverty, who can demonstrate appropriate need and who lack general access to food products.

**Provision Details:**

Our aim is to meet the basic 3 days food needs of people in crisis across Kettering and the surrounding areas. Once we have identified people in crisis we will work hard to improve their quality of life. We will work closely with local organisations and agencies to reach out and help feed :-

- The hidden working poor.
- People on low incomes.
- People with social difficulties.
- People with mental health issues.
- The elderly.

We provide equal opportunities to all and we will not turn anyone in real need away. Anyone who needs food is in our remit.

**Hours and Duration:**

Praise Community Church,  
 Tuesday & Wednesday mornings 9.30am till 12.30pm  
 Thursday 7.30pm till 9pm.

**Referral Process:**

Access will be via one of the authorised agency referrals as listed below.

Sure Start, Highfield Road, Kettering	Rothwell Sure Start Centre. School Lane, Rothwell.	Montagu Street Sure Start, Montagu Street, Kettering.	Desborough SureStart.
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Irthlingborough Sure Start Centre. Scarborough Street, Irthlingborough	Thornton Northamptonshire Carers.	Kettering Borough Council. Tenancy Support/Housing Options
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- Phone: 07951 529387
- Email: [Ketteringfoodbank@gmail.com](mailto:Ketteringfoodbank@gmail.com)



## Kettering & District Foodbank

### Location

5 Gold Street  
Kettering  
NN16 8JB  
Tel: 01536 481989

### 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

We work with: Northants County Council, Trussell Trust, Tesco, Asda, Waitrose, Teamwork Trust, Phoenix Resources, local Churches, Sealed Air, Rothenberger and many other partners to provide Foodbank services to those in food poverty.

The organisations listed below are authorised and trained through the Trussell Trust to issue food parcels to those identified as in need.

These organisations also provide support and advice on how to deal with the core problems that have caused people to be in food poverty.

All our food parcels contain the best food we have available and the contents comply with the Trussell Trust guidelines on volumes and nutritional values.

### If you require food support, please contact one of our Partners below

[Accommodation Concern](#)

[Citizens Advice Bureau](#)

[Home Start](#)

[Kettering Borough Council](#)

[Kettering Police](#)

[Salvation Army](#)

[Teamwork](#)

[Kettering General Hospital](#)

[Montague St Childrens Centre](#)

Burton Latimer Churches – Ruth

Groome 07974560535





## *Phoenix Furniture (Kettering)*

### **Location:**

#### **Phoenix Furniture (Kettering) Ltd.**

Alexandra Street (behind the Alexandra Arms)  
Kettering  
Northants  
NN16 0SX

**Telephone:** (01536) 310477

### **Eligibility:**

Those who are on a low income or claiming benefits.

### **Provision Details:**

We are a registered charity (company limited by guarantee) based in Kettering, Northamptonshire. 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**.

### **Referral Process**

Please contact the office on 01536 310 477 and at [dizzybirdsatphoenix@hotmail.co.uk](mailto:dizzybirdsatphoenix@hotmail.co.uk) .

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







**YOUR TIME FOR FREE BUT NOT FOR NOTHING**

**Location:**

The Business Exchange  
Rockingham Road  
Kettering  
NN16 8JX

**Eligibility:** Open to anyone interested in volunteering

**Provision Details:**

Kettering Voluntary Network is a project of Groundwork Northamptonshire, supporting voluntary and community groups in Kettering.

Kettering Voluntary Network recruit potential volunteers for all sectors of the community and signposts them to local organisations or groups who need volunteers to help them with their work. Kettering Voluntary Network aims to support organisations in the voluntary, community and not for profit sector.

Kettering Voluntary Network provides a range of direct services to third sector organisations and works with them to support their activities through co-ordination, liaison, representation, advice and information.

Kettering Voluntary Network facilitates the Kettering Voluntary and Community Sector forum. Kettering Voluntary Network works in partnership with Corby Voluntary and Community Services to support the third sector in both boroughs including the outlying towns and villages.

**Hours and Duration:**

Depending on volunteering work carried out

**Referral Process:**

Contact us through the Do-it Website (below) or contact 01536 526422  
[www.do-it.org](http://www.do-it.org) and [www.kvn.org.uk](http://www.kvn.org.uk)



## **Food Bank**

### **Location:**

Queens Hall  
8 High Street  
Wellingborough  
Northamptonshire  
NN8 4HP

**Eligibility:** Access to the food banks is available to those in Wellingborough who are in food poverty, who can demonstrate appropriate need and who lack the general access to food products.

**Provision Details:** The decision as to whether a client is eligible for a food parcel is a matter for the Foodbank coordinator, or volunteers assisting the coordinator. A person in need will usually go to one of the organisations that we call our 'referral agencies'. These agencies all apply the same checks or criteria. If the agency agrees that the criteria is met, one of our vouchers is completed for the person to bring to the Foodbank. If you have questions about being eligible, please contact us directly. The key points are:

- The client should be known to, or registered with, the agency, so that their support workers have direct knowledge about the situation.
- The client has made a request for support and is in genuine need of a food parcel.
- The client lives in the Wellingborough District.

**Foodbank may ask for evidence and I.D. We may need to call the benefit office/outside agency to gain extra information.**

**Food Bank Opening Times:** 2pm to 4pm Monday to Friday at Queens Hall

**Daylight Centre Opening Times:** 10:30 – 1:30 Monday to Friday

**Referral Process:** To be referred by any of the following agencies:

Support Wellingborough, Social Services, Wellingborough Homes, Citizens Advice Bureau, Delos, Highfield Nursery, Bromford Support, Targeted Prevention Team, Rugby Mayday Trust, Health visitors at all local surgeries and health centres, Housing Options Team, Reliable Team.

Contact the centre by their website at [www.daylightcf.org/](http://www.daylightcf.org/) by telephone on 01933 446 490. The centre can also be found on Facebook and Twitter by clicking on the logos below.



# SOFA WISE WELLINGBOROUGH

Furniture turnaround scheme serving the needs of the people of Wellingborough since 2003



**Location:**

51 Gordon Road  
Wellingborough  
NN8 1EP

**Telephone:** 01933 270623

**Eligibility:** Open to those in receipt of benefits in need of furniture.

**Provision details:**

Sofa Wise is furniture recycling charity set up to benefit people in the borough of Wellingborough.

Sofa Wise is a non-profitable organization and volunteers are essential to ensure that the project operates successfully.

The principal aim of Sofa Wise is to recycle good quality furniture that is no longer needed, and make it available at an affordable cost to those in receipt of benefit.

**Opening Times:**

Monday 9am to 5pm  
Tuesday 9am to 5pm  
Wednesday 9am to 5pm  
Thursday 9am to 5pm  
Friday 9am to 12pm  
(Subject to Staff availability)

**Referral Process:**

Please contact the company by telephone on 01933 270623, by email [sofawise@btconnect.co](mailto:sofawise@btconnect.co) by post to the address under the title "Location" and by their website at [www.sofawise.org.uk](http://www.sofawise.org.uk)  
You will need to provide proof of benefit.

Sofa Wise can also be found on Facebook by clicking on the logo below.



# Shire Community Services

## Shire Community Services – Wellibus

A transport service for people to overcome isolation or lack of public transport



### Location

(Town Centre Office)  
Shire Community Services  
1-3 Orient Way  
Wellingborough  
NN8 1AF

### Eligibility

The Wellibus is available to everyone, but we are very experienced in dealing with the elderly and people with disabilities.

### Provision Details

Our Dial-a-Ride service is available to anyone in the community. It is a free to join member-only service. You will be able to travel free of charge, after 9.30am if you hold a Concessionary Bus Pass.

Our Maxi-Service, a door to door service, is designed to help those with mobility difficulties get on and off the bus. In addition we assist with loading shopping onto the bus and will carry any bags to the door.

### Hours & Duration

To book either of these services please call 01933 223636 between 8:30am and 1:00pm daily.

For a list of where and when the wellibus operates, please visit:

[www.shirecommunityservices.org.uk/services/wellibus](http://www.shirecommunityservices.org.uk/services/wellibus)

### Referral Process

To join either service phone 01933 223636 and ask for a form or call into our Town Centre Office to collect.

For further queries email: [info@shirecommunityservices.org.uk](mailto:info@shirecommunityservices.org.uk)

Website: [www.shirecommunityservices.org.uk/volunteering/volunteer-car-drivers/](http://www.shirecommunityservices.org.uk/volunteering/volunteer-car-drivers/)

# Nene Valley Community Action

## **Nene Valley Community Action - 3steps2work** **Benefits check, training, support and volunteer opportunities**

### **Location**

Wellingborough

### **Eligibility**

The programme is available to people living within the Borough of Wellingborough.

### **Provision Details**

What the programme offers you:

- **Benefits check** - Benefits and tax credits calculation will help you to decide if the job is right for you.
- **Training, support, CV and skills audit** - Helping you to write a good CV promoting your skills to make sure you have the best chance of gaining employment.
- **Volunteering opportunities** - If you are unable to find a job immediately, volunteering is a good option to keep your CV up to date and learn new skills.

### **Hours & Duration**

Varies for individual

### **Referral Process**

For a benefits advice appointment: Tel: 01933 313526/01933 396382

**Email:** [3Einfo@nvca.org.uk](mailto:3Einfo@nvca.org.uk)

For support, volunteering or to book a training session: Tel: 01933 396382

**Website:** [www.nvca.org.uk](http://www.nvca.org.uk)





## **Support Northamptonshire**

Supporting vulnerable people in the community

### **Location**

Beeswing House  
2<sup>nd</sup> Floor, 31 Sheep Street  
Wellingborough  
NN8 1BZ

### **Eligibility**

Must live in Wellingborough

### **Provision Details**

The Support Wellingborough consortium is a group of over 30 local organisations committed to working together for the benefit of Wellingborough residents and communities.

It includes housing, care and support providers, plus general and specialist agencies, which work closely with voluntary sector organisations and local communities to provide a wide range of support services to make sure customers get the best and most suitable support to help them and their families.

### **Hours & Duration**

Tailored to individual.

### **Referral Process**

A referral form can be downloaded from: [support northamptonshire](http://supportnorthamptonshire.co.uk)

**Tel: 01933 449377**

**Email: [info@supportnorthamptonshire.co.uk](mailto:info@supportnorthamptonshire.co.uk)**

Alternatively, you may be referred to us by another agency, such as a GP, hospital, community organisation or advice centre, or one of our consortium members may contact us to refer you.



**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 and Duration**

Tailored to individual

**Referral Process**

Tel: 01604 400 808

Email: [info@northamptonshirerec.org.uk](mailto:info@northamptonshirerec.org.uk)

Website: <https://northantsrec.org/>





# Kingsthorpe Children's Centre

## A Sure Start Children's Centre



### **Location:**

Kingsthorpe  
St. David's Road  
Kingsthorpe  
NORTHAMPTON  
NN2 7QJ

**Telephone:** 01604 791537

### **Eligibility:**

Open to Mum's and Dad's of all ages with children under 5 years of age.

### **Provision Details:**

Kingsthorpe Children's centre offer a wide range of services whether you're a new parent or have little ones already running around there is something for every one, here are a few of the services they offer

- Young Parents Group for 16 – 24 yr olds
- Adult Literacy and numeracy classes
- Messy Play
- ESOL
- Well Being Clinic
- Family Support
- Health Visitor Drop in

**Referral Process:** The centre is open between 9am and 5pm Monday – Friday  
Please call in advance if you would like to book on a course or find out more information.

**Website:** <http://www3.northamptonshire.gov.uk/councilservices/children-families-education/SEND/local-offer/childrens-centres/72-kingsthorpe-childrens-centre>



# 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



<https://www.netmums.com/islington/local/view/classes-for-you/education-and-language/free-event-to-help-mums-to-code-mobile-apps>

**Supporting Families - National & Northampton**



# **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](http://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: [info@childmindingnorthants.org.uk](mailto:info@childmindingnorthants.org.uk)

### See if you're eligible

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



**Location:**

National – see website for local group

**Eligibility:** Families must have at least one child under 5

**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. The benefits of our support include improved health and well being and better family relationships.

Here are just some of the support services on offer

- A volunteer with parenting experience who offers tailor made one-to-one home visiting support regularly – usually on a weekly basis
- Emotional support to help parents find ways to manage and resolve problems
- Direct support to children, including playing, listening, having fun, establishing feed routines, encouraging development and providing opportunities for outings and treats
- Practical help, perhaps with budgeting, nutrition and meal planning, cooking and making the home safe
- Access to parenting advice and parenting skills training
- Outreach and family group work so parents can get out and meet others and become more involved in their own community
- Attendance at meetings and moral support, especially in relation to dealing with case conferences and dealing with solicitors and court cases.

**Contact Details:**

0800 068 6368

Website: [www.home-start.org.uk](http://www.home-start.org.uk)

or for your nearest group

[www.home-start.org.uk/find-your-nearest-home-start](http://www.home-start.org.uk/find-your-nearest-home-start)

**Referral:**

Contact the above telephone number for an informal chat



## **Toddle about Northamptonshire**

### **Location**

Northampton, Daventry, Towcester and Brackley

### **Eligibility**

Children aged bump to 5 in areas.

### **Provision**

What's on for little ones in Northamptonshire. Whether you are looking for Mums and Tots Groups in Northampton, Baby Swimming Classes in Towcester or Children's Shops in Daventry, you will find them in Toddle About.

We've also listed all the baby and toddler events and great family days out in Northamptonshire for you - they are in chronological order, but you can also search by location.

Subscribe to the Toddle About magazine (it's free!) and you will get all this delivered to your door every quarter:

- 100s of baby groups and toddler classes in and around Northampton, Towcester, Daventry & Brackley (inc. the free ones!)
- Ideas for family days out in Northamptonshire.
- A handy, searchable directory of local businesses useful to families with babies & toddlers.
- Fun & interesting articles and features for parents.
- Discount vouchers, special offers and competitions

Use the shortcuts below to find the offers that are of greatest interest to you, or use the search function in our offers section.

**Phone:** 01327830171

**Address:** Toddle About  
Unit 3  
Yorks Farm Business Centre  
Watling Street  
NN12 8EU

**General Enquiries:** [info@toddleabout.co.uk](mailto:info@toddleabout.co.uk)

**Other advertising enquiries:** [advertise@toddleabout.co.uk](mailto:advertise@toddleabout.co.uk)



**The Grandparents'  
Association**

Reg. Charity No. 1105977



**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](mailto: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.



**Supporting Families - National & Northampton**

**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](http://www.paceuk.info)

**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:**

Forces line is a free and confidential telephone helpline and email service. It is independent of the military chain of command. Our experienced civilian staff provides 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 Number: 0800 731 4880

**Email:**

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

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





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

**Location:**

Nationwide

**Eligibility:**

Separated Families

**Provision Details:**

Sorting out Separation is a FREE online resource for people who are 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.
- Help you focus on and deal with the most important issues.
- Create a personalised list of support services and tools for your circumstances.

Visitors can also use the 'find help near you' section of the website to find both local and national services which help parents to work together to resolve disputes and help them focus on the interests of their children.

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>



## Daventry Torch Group



Daventry Torch Fellowship is a Christian support group for blind and partially sighted people and their carers/friends. We meet once a month (apart from January and February) at 2.30pm, usually on the third Saturday of the month. We meet in the worship area for a service and to listen to our guest speaker - and later go into the hall for tea and chat! About 25 people attend and it is a friendly and supportive group who enjoy each other's company.

All members can also receive literature from Torch Group Head-quarters in Market Harborough in Braille, large print or CD - delivered to their door by the Torch library service. Torch is a nation-wide organisation and also supports successful and vibrant groups in Malawi.



To find out more about groups for children and young people that take place at Daventry Methodist Church please click on the links below:

[Young Church](#)  
[Creche](#)  
[Girls Brigade](#)  
[Messy Church](#)  
[Toddler Time](#)

### Contact:

Daventry Methodist Church,  
Golding Close, Daventry,  
Northamptonshire,  
NN11 4FB

**Tel:** 01327 702343

Please ring: 01327 871755 for more details and for dates of meetings

**Free transport is available.**



**Supporting Families – Daventry & South Northants**

**Location**

Rushden Childrens Centre  
Rushden Community College  
Hayway  
Rushden  
NN10 6AG

Higham Ferrers Children's Centre  
Higham Ferrers Library  
Midland Road  
Higham Ferrers  
NN10 8DN

**Eligibility:** Families with children under 5

**Provision details:**

Children's centres are a key resource in communities, they give us the opportunity to work with children and families in the context of a local community and ensure we support all families regardless of background or situation.

Spurgeons work with local partners to ensure a comprehensive service response is offered, tailored to local need.

Focusing on high levels of poverty, Spurgeons work with families to the pre-natal stage, through birth and up to the age of 5.

Services typically range

- Young Parents groups
- Supporting parent and child relationships, family therapy and nurturing
- Baby clinics
- Stay and play sessions
- Father support groups
- Helping parents return to work

**Hours & duration**

Tailored to individuals

**Referral Process:**

Please ring 01933 412412

**Email:** [info@spurgeons.org](mailto:info@spurgeons.org)

**Website:** <http://www.spurgeons.org/>



## Wellingborough Cluster of Children's Centres



### Location

Penrith Drive Children's Centre  
Penrith Drive  
Wellingborough  
NN8 3XL

### Eligibility

Varies by service

### Provision Details

This cluster of children's centres provides access to a wide range of local resources through one point of contact including:

- Antenatal care
- Looking for childcare
- New parents
- Early Learning
- Special Educational Needs (SEN)
- Parenting programmes
- Family support
- Support for fathers
- Finance and Budgeting
- Benefit advice
- Getting back to work / training

### Hours & Duration

Mon – Thurs 9am – 5pm  
Fri 8:30am – 4pm

### Referral Process

Tel: 01933 671 700 or 01933 222 902

Email: [surestart.wellingborough@actionforchildren.org.uk](mailto:surestart.wellingborough@actionforchildren.org.uk)

Website: <http://services.actionforchildren.org.uk/wellingborough-area-childrens-centres/>





**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](mailto: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](mailto:help@nyas.net)

**Website:** [www.nyas.net](http://www.nyas.net)



Child Protection Project



**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.

Tel: 01206 714 650 (*for general queries only, we cannot give legal advice or a referral through this number*)

Email: [info@coramclc.org.uk](mailto:info@coramclc.org.uk).

**Got a Question?**



Ask Lisa your Legal

Question:



[mailto:http://www.childrenslegalcentre.com/index.php?page=virtual\\_assistant](mailto:http://www.childrenslegalcentre.com/index.php?page=virtual_assistant)





**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](mailto:catherinesharp@servicesix.co.uk)

**Website:** [www.servicesix.co.uk](http://www.servicesix.co.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 to 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](http://www.theopalproject.com)

Email; [help@theopalproject.com](mailto:help@theopalproject.com)

### **Initial Contact:**

Assistant Chief Executive; Claudia Slabon 07740 038190

Email: [claudiaslabon@servicesix.co.uk](mailto:claudiaslabon@servicesix.co.uk)





Service Six

## Supporting Children, Young People, Adults and Families

### **NHS Youth Counselling Contracts**

#### **Location:**

In a wide range of communities within Wellingborough, East Northants, Northampton, Daventry & South Northants

#### **Further Contact Details:**

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

**Telephone:** 01933 277520

#### **Eligibility:**

Children & Young People aged 10 – 18 years

#### **Provision Details:**

The therapeutic counselling service is provided by professional therapists who are; fully qualified, experienced, quality assured and professionally clinically supervised in accordance with the British Association for Counselling & Psychotherapy (BACP). Most of our therapists also have post graduate specialist qualifications and are BACP Accredited. Service Six' therapeutic counselling services received Organisational Accreditation via BACP.

As this service is free, professional and quality assured, demand is understandably high. Service Six takes all available measures to ensure a prompt response to referrals and service delivery. Despite our demand management, we still hold waiting lists for the initial assessment process and therapy. To support the needs of the county's most vulnerable young people we prioritise stated referrals from TPT, CAMHS and Social Services.

#### **Referral Process:**

- any professional in the county need to submit a referral form to the Referral Management Centre. The integrated referral form can be downloaded via [www.nhft.nhs.uk/cyprmc](http://www.nhft.nhs.uk/cyprmc)
- The Referral Management Centre is the central point of contact for referrals and queries regarding emotional wellbeing and mental health services for children and young people. Main RMC telephone line is open Monday – Friday 9am – 5pm 0300 1111 022
- Self-referrals from young people or their family and friends are still accepted.

**Initial Contact: Assistant Chief Executive; Claudia Slabon 07740 038190,**

**Email: [claudiaslabon@servicesix.co.uk](mailto:claudiaslabon@servicesix.co.uk)**

**Website: [www.servicesix.co.uk](http://www.servicesix.co.uk)**



**Young People Services - National & Northampton**



**Supporting Children, Young People, Adults and Families**

**Big Lottery Fund – ‘Youth Starz’ for young people**

**Location:**

In a wide range of communities within the Kettering, Northampton and Wellingborough area

**Further Contact Details:**

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

**Telephone:**

01933 277520

**Eligibility:**

Children & Young People aged 5-24 years, predominantly aged 13-19 years

**Provision Details:**

The Youth Starz project aims to improve young people's well-being, to build their confidence and self-esteem and to raise future aspiration through transferable life skills and provides a wide range of:

- positive activities, such as football, dance and boxing
- life skills programmes, such as cookery, managing money and parenting
- Accredited youth volunteering opportunities for disadvantaged children and young people predominantly aged 10-19 to improve their well-being, to build their confidence and self-esteem and to raise future aspiration. The project is currently delivered in the following areas: Spring Boroughs, Semilong, The Mounts, Queensway in Wellingborough and The Grange in Kettering

**Referral Process:**

Self-referral, referral by family / friends and or through our wide strategic partnership and networks across the county.

**Initial Contact:**

Youth Starz Project Manager; Hayley Brown 07923904334

[hayleybrown@servicesix.co.uk](mailto:hayleybrown@servicesix.co.uk)

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

**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:** [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)

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





## **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 (£3.70 for under 19s and first year apprentices, £5.90 for 18 and 20 year olds and £7.38 for those aged 21-24 £7.83 25 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>





## **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](mailto:derby@dbc-training.co.uk)

**Website:** <http://www.dbc-training.co.uk/>





## 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 our 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](http://www.princes-trust.org.uk)

**Location:**

Kings park Headquarters  
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](mailto:yd@nayc.org)

**Website:** [www.nayc.org](http://www.nayc.org) includes group finder using postcode search facility.







# Babble

Share • Chat • Support

An online community for young carers under 18

[www.babble.carers.org](http://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](http://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](mailto:youngcarers@carers.org).

If you are ages between 16 -25, visit Matter ([matter.carers.org](http://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](mailto:matter@carers.org).

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



**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](mailto: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](#).

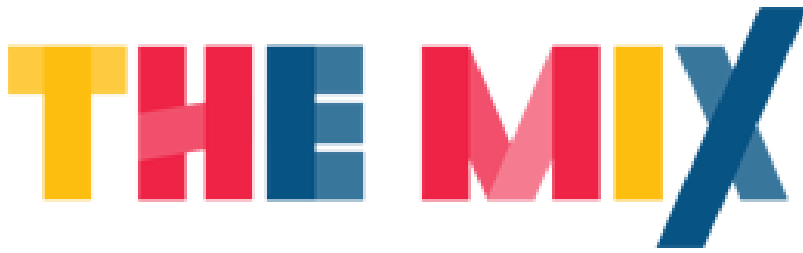
Ask Brook is confidential, that means we won't tell anyone you've contacted us unless we think you are in really serious danger.

Contact Details:

07717 989 023

Email: [admin@brook.org.uk](mailto:admin@brook.org.uk)

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



Essential support for under 25's

### **Location**

Nationwide

### **Eligibility**

Under 25's

### **Provision**

The mix is the UK's leading support service for young people. We are here to help you take on any challenge you are facing – from Mental Health to Money, from Homelessness to finding a job, from break-ups to drugs.

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 via our website 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

Website: [www.themix.org.uk/](http://www.themix.org.uk/)

Counselling: [get-support/speak-to-our-advisors](#)

Webchat: [get-support/group-chat](#)





**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](http://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

**CONFIDENTIAL · HELP · ADVICE · TIME**

**C  
H  
A  
T**

The Courthouse, Mill Road  
Oundle, PE8 4BW  
01832 274422  
[info@chatyouthcounseling.org.uk](mailto:info@chatyouthcounseling.org.uk)

**C  
H  
A  
T**

**CHAT Youth Counselling**

Services for children and young people in Northamptonshire (aged 0-25) with special educational needs and disabilities.

### Forums And Support Networks

CHAT Youth Counselling Services provide professional, 1-2-1, Confidential Youth Counselling and Therapeutic Mentoring for young people aged from 9-25 years in NE Northants. The service is supported by fully qualified counsellors and mentors who provide their services free of charge to young people.

**"MY FAMILY & FRIENDS DO CARE"**  
AGE:  
15

"I was frightened to tell mum or dad but now I have got things straight I can include them" Age 22



"I didn't know what was wrong - now I understand that I have been missing my dad" Age 11

**"THANKS SO MUCH, YOU HELPED REDIRECT MY LIFE"**  
AGE:  
17

Telephone number: 01832 274422

Email address: <mailto:info@chatyouthcounseling.org.uk>

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



### **Location**

The Abbey  
Market Square  
Daventry  
NN11 4XG

**Eligibility:** Young people aged between 13 – 19 and up to 25 in some circumstances.

### **Provision Details:**

Time2Talk provide counselling for young people which is strictly by appointment. The young person must wish to access counselling not be told they have to access it.

The primary aim of this service is to help maintain positive mental outlooks for young people and to help prevent the need for more clinical interventions.

Young people can drop in during our opening times for free condoms, pregnancy testing and Chlamydia screen and can also access clinical sexual health services via a referral form from us and we also act as a referral point for our local food bank. We maintain a range of up to date information resources covering subjects such as drugs and alcohol, bullying, STI's etc.

Time2Talk can also help with financial capability issues and can offer a one to one workshop with individual young people or in small groups by appointment and subject to availability.

### **Times and duration:**

Saturday 10:00am – 12:00pm, for the phone line Drop in times are Monday to Thursday 10:00am – 2.00pm and then 3.30pm – 5.30pm.

Alongside the drop in times Time2Talk also work in numerous schools and colleges again via a referral from the school or college in Daventry District and South Northants, they also run a Monday afternoon drop in at The Chantry House in Towcester between 2.30pm – 5.00pm

At all times services offered can be liable to change so do please check first by contact 01327 706706 for further details.

Website: <http://www.time2talk.org.uk/>

**Young People Services – Daventry & South Northants**



**Location:**

Talent Match Northamptonshire currently runs in Kettering (Avondale, St. Andrews, St. Marys and Warkton) and Wellingborough (Hemmingwell and Queensway).

**Eligibility:**

People aged 18 – 24 and out of work for 1 year or more.

**Provision Details:**

Talent Match Northamptonshire is a Big Lottery Funded project that supports young people in the Kettering and Wellingborough Area to find employment. The project has been running for approx. 18+ months and have supported young people 12 months + unemployed move into employment through offering 1-2-1 mentoring support with our Talent Match Champions, sourcing bespoke work related experiences to build confidence and skills. The project also helps the young person to explore their reasons for being long term unemployed, which may include health, confidence, social skills etc. and address them with partnership support of other organisations.

The Talent Match Northamptonshire providers can help you through:

- A long term programme of support that meets your individual needs
- A named support worker who offers you one-to-one support throughout your journey
- Staff who challenge and support you to be the best that you can be
- A Talent Plan for you to record your career aspirations, goals and journey through the programme
- Opportunities, jobs and training based on your career goals and aspirations
- Offering training in enterprise, like how to start your own business
- Meeting your needs as a young parent or carer, or as a young person with a disability

**Contact Details:**

Telephone; 01933 275924

Email: [info@talentmatchnorthants.org](mailto:info@talentmatchnorthants.org)

Website: <http://www.talentmatchnorthants.org/>



**Young People Services – Kettering/Wellingborough**



**Connexions Northamptonshire delivered by Horizons**  
**Careers advice for young people**

**Location**

<b>Wellingborough          Borough Council          Tithe Barn Offices          Tithe Barn Road          NN8 1BN</b>	<b>Key Training          Arndale House          12 Sheep Street          Wellingborough          NN81BL</b>	<b>EYS Wellingborough          Granville Chambers          1-3 Midland Road          NN8 1NF</b>	<b>Wellingborough Job Centre          Lothersdale House          West Villa Road          Wellingborough          NN8 4NE</b>
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**Eligibility**

16 -19 year olds not in education, employment or training.

**Provision Details**

Connexion Choices Advisors work in the community and will be available at the job clubs listed above

Job clubs are there to help you with your CV and application forms, job searching and careers advice.

**Hours & Duration**

- Job Clubs – Drop in times
- Wellingborough Borough Council – Every Tuesday 11:00am – 1:00pm
- Key Training – Every other Wednesday 11:30am – 12:30pm
- EYS Wellingborough - Alternate Thursdays 12:00pm – 2:00pm
- Wellingborough Job Centre – Every Friday 9:30am – 12.30pm

**Referral Process**

Telephone:

- Young people can contact us on 0800 731 3219 (option 1)
- Parents, School, College or Employer please contact Head Office on 01604 630033

Email:

- General enquiries: [info@horizonsnfp.co.uk](mailto:info@horizonsnfp.co.uk) [advisors@connexionsnorthants.org.uk](mailto:advisors@connexionsnorthants.org.uk)
- Jobs/Apprenticeships: [jobenquiries@4you2.org.uk](mailto:jobenquiries@4you2.org.uk)

Website: [www.connexionsnorthants.org.uk](http://www.connexionsnorthants.org.uk)





## **Key Training Apprenticeships & Advanced Apprenticeships**

### **Location**

Key Training Ltd  
5th Floor 12 Sheep Street  
Wellingborough  
Northants  
NN8 1BL

### **Eligibility**

Apprenticeships are open to anyone from the age of 16.

### **Provision Details**

Established in Wellingborough town centre for over 20 years we work closely with local schools, large and small companies and Connexions services.

We currently offer Apprenticeships in:

- Business & Administration
- Customer Service
- Information Technology
- Team Leading
- Warehousing & Distribution and Management

To help school leavers prepare for the workplace we also offer an extensive Foundation Learning Programme.

### **Hours & Duration**

Dependent on the Learner's commitment, the occupational area and the level of support at the workplace.

### **Referral Process**

Tel: 01933 279 790

Email: [charlotte.husbands@keytraining.co.uk](mailto:charlotte.husbands@keytraining.co.uk)

Website: [www.keytraining.co.uk/pages/home.asp](http://www.keytraining.co.uk/pages/home.asp)





**MARCH & OCTOBER**

## **Free Wills Month**

Free Wills Month brings together a group of well respected charities to offer members of the public aged 55 and over the opportunity to have their simple Wills written or updated free of charge by using participating solicitors in selected locations around England.

An up to date Will written by a solicitor ensures your wishes are respected. It also avoids difficult decisions and legal complications for your loved ones. Free Wills Month allows you to provide for family and friends and leave a gift to your chosen charities too.

From 1<sup>st</sup> March & October you can visit this website to find details of your closest participating solicitors and view information about the charities which are supporting the campaign.



**Download Free Will Guide**

While you're waiting for the campaign to commence it might be a good time to begin planning your Will. We've prepared a helpful guide that leads you through the decision process one step at a time. Once you've completed the planner hold on to it safe as it will be useful during the campaign. [Download the free Will guide.](#)

If you have an questions about the campaign please don't hesitate to [send us a message](#) .

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



**Services for Mature & Vulnerable People - National & Northampton**



## **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@ageuknorthants.org.uk](mailto:northamptonshire@ageuknorthants.org.uk)

**Website:** [www.ageuk.org.uk](http://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
- 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](mailto:office@care-and-repair.org.uk)

**Webiste:** [Care & Repair](#)



**Services for Mature & Vulnerable People - National & Northampton**



### **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

**Website:** <http://www.independentage.org>





**Location:**

Unit 10, Pineapple Business Park  
Salway Ash  
Bridport  
Dorset  
DT6 5DB

**Eligibility:**

For people over 60 or for 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](mailto:taxvol@taxvol.org.uk)

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





“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 08456 772220

**Contact:** 01604 611200

**For information and advice:** 0800 169 2081

**Website:** [www.ageuk.org.uk](http://www.ageuk.org.uk)







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](mailto:info@thesilverline.org.uk)

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





Northamptonshire  
County Council

## Location

Northamptonshire

## Eligibility

People who are vulnerable

We offer and prioritise home fire safety checks for people who are unable to help themselves or who need specialist advice. During these visits we can give tailor made advice about the following;

- Preventing common fires
- What to do if a fire start and the best escape plan
- Smoke alarms and smoke alarm testing

In some circumstances we may be able to install a smoke detector for you.

If you would like to request a home fire safety check please complete one of the following online forms:



[Request a Home Fire Safety Check for yourself or a family member](#)

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.

## Electrical Safety - Are you overloading your sockets and putting your home at risk of fire?

This is a common cause of fire. Most people have extension leads in their homes, using 4-way bar adaptors. Although there is space to plug in four appliances, this does not mean it is always safe to do so. Different electrical appliances use different amounts of power. Use the Electrical Safety Council's [online calculator](#) so you can plug in some typical household appliances to see the effect on the load, and to get useful tips on how to avoid overloading your sockets. Further electrical safety advice is available on the [Electrical Safety First](#) website.

**Contact Number:** 0300 126 1000

Telephone: 01604 797000

**Email:** [enquiries@northantsfire.gov.uk](mailto:enquiries@northantsfire.gov.uk)

Services for Mature & Vulnerable People - National & Northampton



## 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. To administer 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 position difference to applicants financial situation.

### 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 <http://www.anglianwater.co.uk/assets/media/11172-AN.PDF> [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**

Alternatively you can call Charis Grants on **01733 421060**

**Website:** [Anglian Water Assistance Fund](#) | [Problems paying](#) | [Billing and payments](#) | [Your account](#) | [Your home](#) | [Anglian Water](#)





## 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 and in many cases, which is often unnecessary, is completed to a very poor standard.

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: **03454 04 05 06**

Email: [tradestd@northamptonshire.gov.uk](mailto:tradestd@northamptonshire.gov.uk)



Contact the Doorstep Crime hotline on :

**0345 23 07 702 – Northamptonshire Police**

**If a crime is in progress, dial 999**

If you need advice about your consumer rights contact Trading Standards by calling **03454 04 05 06**.





## **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 (Hours vary so ring for details)

**Email:** [info@supportline.org.uk](mailto:info@supportline.org.uk)

**Website:** <http://www.supportline.org.uk/contact.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

Website: [www.cinnamon.org.uk](http://www.cinnamon.org.uk)

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



## Care & Repair

Practical services for vulnerable people

### Location

Daventry District Council  
Lodge Road  
Daventry  
NN11 4FP

### Eligibility

Elderly or disabled

### Provision Details

Care and Repair Daventry is a service for disabled or elderly people who need help to repair or adapt their homes.

Our staff offer practical advice and guidance to people who need repairs or adaptations, so they can carry on living in comfort and security in their own homes

Care and Repair can:

- Visit you in your own home to discuss your requirements.
- Advise you on any repairs or improvements.
- Help you find reliable contractors to complete the work.
- Advise you on welfare benefits and any grants that may be available.
- Advise you on further ways to fund the work.
- Help with minor works and repairs to your property.

### Hours & Duration

Tailored to individual.

### Referral Process

Telephone: 01327 871100

Email: [careandrepair@daventrydc.gov.uk](mailto:careandrepair@daventrydc.gov.uk)

Website: [www.daventrydc.gov.uk/careandrepair](http://www.daventrydc.gov.uk/careandrepair)



**Location:**

Daventry/South Northamptonshire

**Eligibility:** Older rurally isolated residents

**Provision Details:**

Happy at Home is a five year Big Lottery Funded project. It's aim is to help older, rurally isolated residents to access available local services, and as a result, feel happier about living in their own homes for longer.

The Happy at Home Partnership will help elderly and vulnerable people to;

- Become less isolated
- Enjoy a stronger sense of community
- Find it easier to access information, services and support
- Enjoy healthier lifestyles through leisure or social activities
- Increase feelings of safety and well-being in their own homes
- Experience an enhanced quality of life around the issues of warmth, safety, security and energy efficiency in their own homes.

This is a partnership project with Daventry Volunteer Centre, more details can be found on [www.daventryvolunteers.org.uk/projects.html](http://www.daventryvolunteers.org.uk/projects.html)

**Contact Details:**

Daventry Volunteer Centre: 01327 300614 / Email: [info@daventryvolunteers.org.uk](mailto:info@daventryvolunteers.org.uk)



snvb : 01327 358264 Web: [www.snvb.org.uk/](http://www.snvb.org.uk/)







## **Support for Adults with Learning Disabilities**

### **Location:**

Brookside Day Centre,  
24 Market Square,  
Northampton NN1 2DF

### **Provision Details**

Brookside Day Centre provides modern day care services for adults with learning disabilities. The Brookside story began in 2009, when a derelict Northampton public house was transformed into an award winning community hub. Brookside day centre has been working on the idea of providing not only day care services but opportunities for individuals to have an active choice in how they spend their time, enabling a sense of purpose and wellbeing. We aim to provide activities that will meet the needs of the individual, moving away from the “one size fits all” approach and wholeheartedly embracing person centred practices.

We cater for adults with a learning disability at our brand new premises in Northampton’s town centre. The design has been very much with our customers in mind, we have a calming and modern environment with areas for activities, quiet reflection along with social spaces for communal times. Our rooftop garden will be used to grow organic fruit and vegetables that will be used to prepare tasty lunches and snacks. This will be tended by those who enjoy gardening. At Brookside we appreciate we are all individuals and want our customers to have a sense of purpose and fulfilment. All of our activities will aim to:

- Build independence
- Create social experiences, develop friendships and positive relationships
- Enable life skills
- Grow confidence
- Support self esteem and awareness
- Increase health & wellbeing
- Enable real work experience

**Email:** info@brook sidedaycentre.com

**Mobile:** 07788457679

**Telephone:** 01604 400400

Website:

[Referral - Brookside Day Centre](#)



**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 children, 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 by email, visit the website or follow us on Facebook or Twitter.

**Email** [info@familyfund.org.uk](mailto:info@familyfund.org.uk)

**Website** [www.familyfund.org.uk](http://www.familyfund.org.uk)

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

[www.familyfund.org.uk/about-us/contact-us](http://www.familyfund.org.uk/about-us/contact-us)





## **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 - 4:30pm on Monday, Tuesday, Thursday and Friday

**Helpline: 0300 303 0203**

**Tel:** 01604 588501

**Fax:** 01604 591276

**Textphone:** 07880 406610

**Website:** [www.drcbeds.org.uk/northamptonshire](http://www.drcbeds.org.uk/northamptonshire)





## 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>



Support for those with a Disability – National & Northampton



## Northamptonshire Association for the Blind

### Location

Northamptonshire Association for the Blind,  
37 Harbourough 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:** [helpline@nab.org.uk](mailto:helpline@nab.org.uk)

**Website:** <https://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. We also offer classes in British Sign Language.

**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
- Lipspeakers
- Notetakers
- Deafblind

**Contact:**

**Tel:** 01604 589011

**Text:** 07817 006817

**Fax:** 01604 754529

**Email:** [general@deafconnect.org.uk](mailto:general@deafconnect.org.uk)

**Website:** [www.deafconnect.org.uk](http://www.deafconnect.org.uk)



**Location:**

The Grange,  
Wycombe Road,  
Saunderton,  
Princes Risborough,  
Buckinghamshire,  
HP27 9NS

**Eligibility:**

For hard of hearing/deaf people.

**Provision Details:**

Hearing dogs for Deaf People is a national charity and centre of excellence in training hearing dogs to alert deaf people to everyday household sounds and danger signals in the home, work place and in public buildings.

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 friendship. Hearing dogs alert their deaf recipients to household sounds by touching them with a paw or nudging with a nose to gain attention. The recipient then asks the dog 'what is it?' by voice and/or hand command and then the hearing dog leads the recipient to the source of the sound. For danger signals such as the smoke alarm, the hearing dog will alert the recipient in the same way, but when asked 'what is it?' the dog will lie down to indicate danger. Five key points about Hearing Dogs for Deaf People:

1. Hearing dogs are provided to deaf people at no charge.
2. The Charity receives no government funding. We rely on the generosity of individuals, groups, companies and other organisations.
3. Each dog is trained to the specific needs of the deaf individual they have been matched to, creating a life-changing partnership.
4. The breeding, training, placement and life-long care of each hearing dog costs around £45,000.
5. It takes 12-14 months for a puppy to complete its socialising training and a further 16-18 weeks for a dog to complete soundwork training.

**General Enquires**

**The Grange, Buckinghamshire**

**Tel:** 01844 348 100 (voice and minicom)

**Fax:** 01844 348101

**Email:** [info@hearingdogs.org.uk](mailto:info@hearingdogs.org.uk)

**The Beatrice Wright Centre, York**

**Tel:** 01759 322299 (voice and minicom)

**Fax:** 01759 322298

**Email:** [bwcinfo@hearingdogs.org.uk](mailto:bwcinfo@hearingdogs.org.uk)

**Website:** [www.hearingdogs.org.uk](http://www.hearingdogs.org.uk)





Adapting Technology • Changing Lives

Our assessors identify the solution that meet your needs



### 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](mailto:enquiries@abilitynet.org.uk)

Website: [www.abilitynet.org.uk](http://www.abilitynet.org.uk)



Support for those with a Disability – National & Northampton





## 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 the staff 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.police.uk](mailto:das@northants.police.uk)

**Telephone:** 01604 888963

Or you can download an application form, from the Keep Safe website: [www.keepsafenorthants.org](http://www.keepsafenorthants.org)

Alternatively, you can contact the Northamptonshire Learning Disability Partnership Board on 01604 361591



Providing independence and choice

### **Location**

Nationwide

### **Eligibility**

Open to all

### **Provision Details**

DisabledGo.com is the UK's most popular Accessibility Checker. It's totally free to use and has loads of detailed information about the accessibility of all kinds of places across the UK, including, parks, leisure centres, restaurants, tourist attractions, shops and more.

So far over 125,000 places have been included and crucially each one has been visited and assessed by a trained surveyor, so you can get all the facts, knowing someone has been and checked it in person.

Every place included on DisabledGo.com has its own Access Guide, which includes details of parking, entrances, toilets, together with measurements and photographs. There really is lots of detail and the information isn't just about physical access, it covers things that people with visual impairments, hearing impairments, autism, dementia, learning disabilities and mental health issues have all said are important.

The website is really easy to use, and completely free! Simply visit [www.disabledgo.com](http://www.disabledgo.com) and use the search boxes to find something specific, or if you want to have a general look around you can use the map on the 'Places to Go' page. Once you get to your list of results you can filter them to match your access requirements by clicking on the symbols relevant to you.

### **Contact Details**

**Phone:** 01438 842 710

**Email address:** [hello@disabledgo.com](mailto:hello@disabledgo.com)

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



Support for those with a Disability – National & Northampton



**Location:**

Nationwide

**Eligibility:** Disabled people, their friends and families

**Provision Details:**

Euan's Guide is the disabled access review website where disabled people, their friends and families can review, share and discover accessible places.

The charity was created in 2013 by Euan MacDonald who is a powerchair user, and his sister Kiki. They were looking to hear from other disabled people about new places to go, and Euan's Guide aims to be a friendly, honest and empowering alternative to hours of web searching and phone calls before visiting somewhere new. The site now has thousands of disabled access reviews and listings for places all over the UK and beyond.

Euan's Guide also powers Disabled Access Day, the award-winning event held in March annually. Disabled Access Day is all about 'you and somewhere new' while celebrating good access around the world.

Below is an extract from the website by Euan:

"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 and 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](mailto:hello@euansguide.com).

**Phone:** 0131 510 5106

**Address:** Euan's Guide, 29 Constitution Street, Edinburgh, EH6 7BS





**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 than 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 near you.

**Referral Process:**

Open to anyone

**Contact Details:**

For emotional support and disability advice – free helpline 0808 800 3333  
Contact us 9am - 5pm weekdays. We're closed on bank holidays.

**Email:** [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

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

Please send any postal enquiries to our Head Office at the following address:

Scope  
6 Market Road  
London  
N7 9PW



**Location:**

Patrick Road Resource Centre  
Patrick Road  
Corby  
Northamptonshire  
NN18 9NT

**Eligibility:**

Individuals (16 years plus) with disabilities or complex health conditions

**Provision Details:**

EADS is the specialist supported employment team within Olympus Care Services Ltd (OCS) and delivers supported employment, currently, across Northamptonshire with dedicated geographical teams covering individual towns.

EADS exists to support people with disabilities and complex barriers to work to gain and sustain paid employment. We aspire to provide the best possible service to every individual we support and we strongly believe that it is our role to promote their independence and respect the decisions they make. Our aim is to do everything we can to make our clients aspirations a reality.

We support our employers to navigate the world of supported employment and work with their staff who have different needs. In addition to this we offer recruitment advice, work placement assessments, bespoke and condition specific training, job coaching, advice and guidance surrounding reasonable adjustments and equipment requirements and... it's all free!

**Time and Duration:**

Our current provision offers the following support;

Work Choice – 6 months tailored support

Specialist Employability Support– 3-9 months support (depending on preferred and agreed provision)

**Referral Process:**

EADS can be contacted directly by potential clients or employers using the information below or via Work Coaches based in Jobcentres

Contact Number: 01604 361033

Email Address: [eads@olympuscareservices.co.uk](mailto:eads@olympuscareservices.co.uk)

Website: [www.olympuscareservices.co.uk/eads-northampton/](http://www.olympuscareservices.co.uk/eads-northampton/)



## Supporting people on the autism spectrum to access employment

### Location

18 Market Square  
Northampton

### Eligibility

People with Autism and Learning Difficulties

### Provision Details

When applying for a job, one of the first questions asked is “What experience do you have?” We are working with businesses to ensure their workplaces are accessible to autistic people, we provide training to ensure that colleagues are aware of autism and making sure that any barriers to employment are removed.

We offer a range of personalised placements at our Town Centre café, and will work with schools and colleges to ensure that these placements help young people to develop the skills they will need for future employment.

We also offer the chance for people of all ages to come and gain experience.

### Contact Details:

Thomas Cliffe  
Telephone: 07545354265  
Email: [thomas@track.org.uk](mailto:thomas@track.org.uk)

[TRACK](#)



## **Serve – Disability Care Service**

Services for people with physical and sensory impairments

### **Location**

Rushden, East Northants, Wellingborough.

### **Eligibility**

We aim to help:

- Adults aged 16 years and over with a physical or sensory impairment
- Their families and carer's

### **Provision Details**

At Serve we offer a range of services designed specifically for disabled people.

Our services include:

- Day Care (including bathing)
- Carer support at home
- Carer's respite
- Domestic care
- Hire of equipment and advice
- Transport, including wheelchair adapted vehicles.

### **Hours & Duration**

Tailored to individual.

### **Referral Process**

For more information contact:

Tel: 01933 315555

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

Email: [info@serve.org.uk](mailto:info@serve.org.uk)





## **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

[www.sova.org.uk](http://www.sova.org.uk)

[communications@sova.org.uk](mailto:communications@sova.org.uk)

**Supporting Ex-Offenders – National & Northampton**





supporting voluntary organisations  
that work with offenders and their families



### Location

Nationwide

### Eligibility

Voluntary organisations that work with offenders and their families

### 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.

[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](mailto:info@clinks.org)

Website: [www.clinks.org](http://www.clinks.org)

[Click here to submit an enquiry](#)



Supporting Ex-Offenders – National & Northampton

**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](mailto:info@c2csocialaction.com)

**Website:** [www.c2csocialaction.com/](http://www.c2csocialaction.com/)



**Supporting Ex-Offenders – National & Northampton**



**Location:**

First Floor  
1-9 Overstone Road  
Northampton  
NN1 3JL

**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:

**Tel:** 01604 824 084

**Email:** [info@thegoodloaf.co.uk](mailto:info@thegoodloaf.co.uk)

**Website:** [www.thegoodloaf.co.uk](http://www.thegoodloaf.co.uk)



**Supporting Ex-Offenders – National & Northampton**



### 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

[www.goodwillsolutions.co.uk](http://www.goodwillsolutions.co.uk)  
[enquiries@goodwillsolutions.co.uk](mailto:enquiries@goodwillsolutions.co.uk)

### Follow Us



**Supporting Ex-Offenders – National & Northampton**

**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.

**Helpline Tel:** 01634 247 350 (Monday to Friday, 10:00 – 16:00)

**Helpline Text:** 07824 113 848

**Email** [advice@unlock.org.uk](mailto:advice@unlock.org.uk)

**Referral Process:**

Self-refer to the website [www.unlock.org.uk](http://www.unlock.org.uk)

**Postal Address:**

theHelpline

Unlock

Maidstone Community Support Centre

39-48 Marsham Street

Maidstone

Kent

ME14 1HH



**Supporting Ex-Offenders – National & Northampton**



## 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.



**Supporting Ex-Offenders – National & Northampton**



## 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. **01744 612 898**

[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. **0300 123 1999**

[St Giles Trust](#) runs a range of services designed to help ex-offenders; employment, support, community based training, and housing/emergency accommodation. **0207 708 8000**

[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. **0121 392 7329**

[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 behaviour through intensive mentoring, advice, advocacy and targeted specialist support. **07807 267 280**

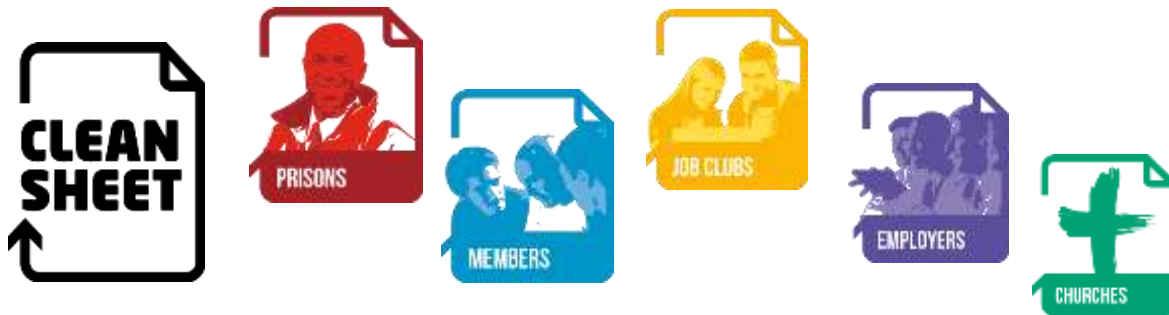
[Unlock](#) is the National Association of Ex-Offenders. Founded in 1999, they exist to campaign for better facilities for serving prisoners to plan for a life after release, and to support ex-offenders in rebuilding their lives. **01634 247 350** (open Mon to Fri, 10am – 4pm)

[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. **0207 359 6674**

[Working Chance](#) is a charity which helps women offenders make the transition into employment, helping them find paid work and offering voluntary placements. **0207 278 1532**

[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 and training opportunities pre-release. **0207 186 950**



**Location**  
Countrywide

***What is Clean Sheet?***

We're an Independent National Employment Charity exclusively for ex-offenders.

***What do you do?***

We help former prisoners find rewarding work

***How do you do that?***

We have a Directory of (currently) 115 Clean Sheet Employers with more than 16,800 business centres, branches, sites & offices nationwide.

***What's a Clean Sheet Employer?***

Someone who has agreed to actively consider a Clean Sheet Member for any suitable vacancies, regardless of their conviction. (Within the law).  
Offering a fresh start with a Clean Sheet.

***How can someone access the Directory?***

Any ex-offender who is a Clean Sheet Member can access the Directory online.

***What is a Clean Sheet Member?***

A prisoner or ex-offender who has completed our Membership Module, so we can check that they're work-ready. We send out their Membership Card with Login ID for the Employers Directory and our Helpline number, so our team can start to work with the new member as soon as they're released.

***Can they join after prison?***

Yes. There's a link on our website to the online version of the Members Module.

***How do you support Clean Sheet Members?***

With constant access to our Helpline, our Members and Employment teams offer as much support as a member needs for as long as they need it.

We source jobs, discuss skills sets, talk to potential employers and generally make the jobseeking process as simple as possible.

**Website:** [www.cleansheet.org.uk](http://www.cleansheet.org.uk)

**Write to us:**  
Clean Sheet,  
Magnus Deo,  
Plaistow Street,  
Lingfield, Surrey.  
RH7 6EN

**Call us:**  
0300 123 3045

**Email us:**  
[info@cleansheet.org.uk](mailto:info@cleansheet.org.uk)

**Tweet us:**  
@CleanSheet\_UK  
#realjob4exoffenders



**Supporting Ex-Offenders – National & Northampton**





## Location

Countrywide

## Eligibility

Ex-offenders seeking employment

## Provision Details

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

Blue Sky Agency, part of The Forward Trust, employ ex-offenders. Offering real work with some of the UK's largest companies, 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

Blue Sky Development & Regeneration

Colne Valley Park Centre | Denham Court Drive | Denham | Uxbridge | UB9 5PG

Tel: 01895 839 848

Email: [info@blueskydevelopment.co.uk](mailto:info@blueskydevelopment.co.uk)

[Contact Us - Blue Sky](#)

**Supporting Ex-Offenders – National & Northampton**



**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.



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

[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](#) are 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 Be Onsite 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. Timpson 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 **75** 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

# ALLEN & OVERY

**Sector:** Legal

**Ban the Box Employer since:** June 2015

**How and when do they ask?** Job applicants are only asked about criminal convictions at the point at which they are offered a job. Some roles are regulated by the Solicitors Regulation Authority of England and Wales, and will have had a criminal record check prior to applying for a role at Allen & Overy.

***“The principles of Ban the Box are very much aligned with our existing approach to recruitment and it is a campaign that we are proud to support. We recognise that people are different – it doesn't matter where people have come from or what their background is: we look for their skills, experience and potential. In return we aim to provide an environment where they can achieve their full potential and make a valuable contribution.”*** Sasha Hardman, Global HR 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

Supporting Ex-Offenders – National & Northampton



**Sector:** Management consultancy

**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 a 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

## City&Guilds Group

**Sector:** Public

**Ban the Box employer since:** February 2016

**How and when do they ask?** The City & Guilds Group do not ask about criminal convictions at any stage in the recruitment process.

***“The City & Guilds Group is a leader in global skills development, it works with education providers, employers and governments in over 100 countries across the world, to help people and organisations develop their skills for personal and economic growth.***

Chris Jones, CEO



Civil Service

**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:** Public

**Ban the Box employer since:** June 2016

**How and when do they ask?** Concept Design Solutions only ask about criminal convictions where there is a contractual requirement to do so, and will only ask after the initial sift has taken place.

***“I have a record and have found problems with employment.”***

Paul Slater, Director



**Sector:** Construction

**Ban the Box employer since:** March 2016

**How and when do they ask?** Currie & Brown only asks about criminal convictions after a job offer has been made. For regulated roles in sites such as schools Currie & Brown are required to conduct criminal record checks; however these are only performed after an employee has joined the business.

***“We are proud to sign up to Ban the Box. This demonstrates our commitment to giving people a fair shot at employment without discrimination. For individuals with a criminal record, this move provides them with the opportunity to account for historic offences in a frank and open discussion. As a business, this prevents us from deselecting otherwise credible candidates, and gives us the opportunity to have a two-way discussion around any criminal record.***

James Grinnell, Group People Director

Supporting Ex-Offenders – National & Northampton



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

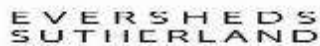


Sector: Management Consultants

**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

Supporting Ex-Offenders – National & Northampton



**Sector:** Construction

**Ban the Box employer since:** April 2016

**How and when do they ask?** Farrelly Building Services does not ask about criminal convictions at any stage in their recruitment process. They signed up to the campaign after hearing about it from Interserve.

***"We believe in equal opportunities for all persons and respect the right of individuals to have equal rights of access to work. If a person has the skills required for the job their past is irrelevant."***

Paul Farrelly, Director



**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:** Education, Employment and Training

**Ban the Box employer since:** July 2016

**How and when do they ask?** Genius Within CIC do not ask about criminal convictions until interview stage. ***"Here at Genius Within we are committed to celebrating individual strengths and promoting social inclusion. We strongly believe in rehabilitation and individual's capacity for change. Whilst we already employ several ex-offenders and actively work with offenders through NOMS CFO round 3 projects, we are always looking to continuously improve our recruitment processes to ensure equality of opportunity, so "Banning the Box" was a no-brainer in terms of value matching."*** Kate Gilbert, Head of Business Development



**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:** Surveyors

**Ban the Box employer since:** July 2016

**How and when do they ask?** Gleeds only asks about criminal convictions if there is a contractual requirement to do so. In this case they will ask about criminal convictions at interview stage, or after an offer is made.

***“As an equal opportunities employer, Gleeds believes that all applicants should be treated fairly regardless of their background and history. All candidates should be assessed on the merits of their application and aptitude for the role, not by their past. Whilst we would expect potential employees to disclose relevant information during our interview process, we do not believe that a box on an application form should limit a candidate’s progress in applying for a job with Gleeds.”***

Richard Steer, Chairman of Gleeds Worldwide



**Sector:** Third sector

**Ban the Box employer since:** July 2016

**How and when do they ask?** High Peak Food Bank advertise for people with broad life experiences so a criminal record is not usually a problem. Applicants are free to tell us about this in a way that suits them – discussion, on paper etc. separately to the application process.

***“We want employees with wide life experiences, for some people this might include previous criminal activity. We acknowledge that most often, having a job prevents criminality and that many people who have a conviction are keen to make a new start. It is important that employers recognise this and the fact that employees with a record are likely to be more loyal and want to demonstrate their capabilities because, against the odds, they’ve been given a chance.”***

Paul Bohan, Area Coordinator



**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



28 North Street Industrial Estate, Droitwich, Worcestershire, WR9 8JB  
Telephone: 01905 794294 Facsimile: 01905 794296

**Sector:** Facilities

**Ban the Box employer since:** May 2016

**How and when do they ask?** Inderflame have never had a box, and only ask about criminal convictions once applicants have been shortlisted.

***We are a forward thinking organisation, we have never had a 'box' and take each candidate on their own merit. We believe in personal and professional change..”***

Rachel Mackenzie, Director

**Supporting Ex-Offenders – National & Northampton**



**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



**Intuitive Thinking Skills™**

From dependence to independence

**Sector:** Medical and Health

**Ban the Box employer since:** May 2016

**How and when do they ask?** Intuitive Thinking Skills supports people to move on from substance misuse and the criminal justice system, and all employees have a background of this sort. Intuitive Thinking Skills do not ask at the first stage of recruitment, however their roles are DBS checked.

***"As an employer who actively employs ex-offenders I find that generally they bring huge assets that are often not found in other areas of the workforce."***

Peter Bentley, Director



**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 promote 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

**Supporting Ex-Offenders – National & Northampton**



**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

A handwritten signature in black ink that reads 'Leo Burnett'.

**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

# MATRIX

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



**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 Manger and HR Director



**Sector:** Not-for-profit

**Ban the Box employer since:** February 2017

**How and when do they ask?** Peer Power Youth only asks about criminal convictions after shortlisting candidates.

***“Peer Power Youth are committed to the recruitment of a diverse team, that reflects the diversity of our beneficiaries..”***

Anne-Marie Douglas CEO

Supporting Ex-Offenders – National & Northampton

**Sector:** Not for profit

**Ban the Box employer since:** May 2016

**How and when do they ask?** In line with their objectives as a charity, the Prison Reform Trust takes a proactive approach to recruiting people with criminal convictions. They do not ask about convictions at the first stage, but may ask at interview stage where relevant.

***“The Prison Reform Trust’s aim is to create a just, humane and effective penal system. We work to improve prison regimes and conditions, address the needs of prisoners’ families and promote alternatives to custody. We have a strong track record of changing justice policy and practice. We believe work is an important rehabilitative step, and do not discriminate on the basis of criminal record. We have a long record of employing former offenders and providing voluntary opportunities.”***

Sam O’Sullivan, Head of Finance & Human Resources



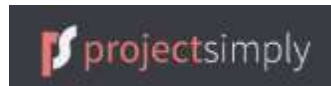
**Sector:** Logistics

**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:** Utilities

**Ban the Box employer since:** February 2017

**How and when do they ask?** Quesera does not ask about criminal convictions at any stage, and actively seeks to employ ex-offenders.

***“Because we are Sole Ex-offender Employer we don’t even ask about previous convictions! Every ex-offender should be given a 2nd chance”***

Kenneth Ford Wyatt, Managing Partner



**Sector:** Utilities

**Ban the Box employer since:** June 2016

**How and when do they ask?** Record UK does not ask about criminal convictions until the final interview stage, as DBS checks are required to fulfil some of their contracts.



**Sector:** IT

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

**How and when do they ask?** Ricoh 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

**Supporting Ex-Offenders – National & Northampton**



**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 companies, employees and society at large."***

Simon Lucas, Managing Director, Society

**Supporting Ex-Offenders – National & Northampton**



**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 roles 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:** June 2016

**How and when do they ask?** St Leger Homes only ask about criminal convictions if an applicant reaches application stage.

***“We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We only ask job candidates to tell us about ‘unspent’ convictions as defined in the Rehabilitation of Offenders Act 1974. We only take into account unspent convictions, when making recruitment decisions, where the ‘unspent’ convictions are relevant to the post. We select all candidates for interview based on their skills, qualifications and experience.”***

Linda Keeling, Head of Human Resources and Health and Safety



**Tideway**

**Sector:** Utilities

**Ban the Box employer since:** August 2016

***“Working in Partnership with Ban the Box to achieve the Thames Tideway Tunnel objective, we believe in providing opportunities to those from all backgrounds”***

Julie Thornton, Head of HR



**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

# BeGambleAware

## To understand and recognise problem gambling



GambleAware® aims to promote responsibility in gambling. We provide information to help people make informed decisions about their gambling. We will help you to find out more about gambling and what responsible gambling means, to understand and recognise problem gambling, and show you where to go for further information, help and support should you need it.

For most people, gambling is a fun, recreational activity which they are able to enjoy without losing control. However for some people gambling can become a serious problem, both for themselves and for their family, friends, and those concerned about them. We provide tools to help you to recognise problem gambling behaviour.

Follow the links below to try out our quiz and see whether you might have a gambling problem, or use our gambling calculator to see how much you really spend.

### [Concerned about your Gambling?](#)

### [Use our Calculator to find out](#)

If you have questions or concerns about your own gambling or about that of a friend or family member, a good place to start is the National Gambling Helpline on Freephone 0808 8020 133. If you think you are spending too much time or money gambling, you can self-exclude from different gambling operators.

Call the [National Gambling Helpline](#)

Freephone 0808 8020 133

8am to midnight, 7 days a week

[NETLINE](#) Talk live online [Go](#)

<http://www.gambleaware.co.uk/confidential-support-and-advice>

**Video Gaming and Gambling Services – National & Northampton**



**For anyone affected by Gambling**

## **Free Support and Counselling**

GamCare is the leading national provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. Our expert services are confidential and non-judgemental.



### **Debt**

One of the most common results of a gambling problem is debt, and yet debt is also used by many gamblers as a reason for their continued gambling. It plays a complex and contradictory role at the heart of the gambling experience for many of the people that we speak to. If debt has become a problem for you as a result of your gambling.

[Find out more](#)

### **GamCare Chatrooms**

GamCare offer moderated chatrooms every day. You can live chat with others affected by problem gambling. Both gamblers and those affected by someone else's gambling are welcome. You will need to be a member of the forum to join the chatroom. You can join the register [here](#).



### **Online and Face to Face Counselling**

GamCare counselling provides a safe, confidential way for you to talk about your situation, either in person or online. It offers an opportunity to explore the causes of your gambling behaviour and the effects gambling has on your life, and helps put it in context of your life experiences.

[Find out more](#)

### **National Gambling Helpline**

GamCare offers free, impartial and confidential advice and support about a gambling problem. Our advisers are available to talk from 8am to midnight every day of the year. Whether you are struggling with the effects of gambling issues of your own, or of someone close to you, we are here for you.

[Find out more](#)

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

**Tel:** 020 7801 7000



**Video Gaming and Gambling Services – National & Northampton**



## Helping People With Video Game Addiction

Are you worried about yourself or someone you know who seems to spend far too much time surfing the internet or playing video games? Gaming and internet addiction is often misunderstood or unacknowledged as a medical addiction, but it is every bit as serious as more "mainstream" addictions or self-destructive behaviours like drugs, alcohol or gambling. More importantly, it is just as treatable.

- Get expert and impartial advice to help you and those you love get free of internet and gaming addictions
- Call now to find out what is best for your needs - we consider addiction severity, circumstances, budget and all other factors
- Use our advisory service to gain understanding of these addictions and move towards a healthier and happier life

Our expert and caring advisors can offer

- Completely free advice to enable you to better understand these addictions
- Help and evaluation services so you can choose the best treatment options
- Guidance on the best options for your individual problems and circumstances
- Assistance in picking out the most cost-effective options for you
- Absolute clarity so that you can make the right choices for yourself and your loved ones

Help for yourself? Help for a friend or loved one? We're here to help people from being controlled by a gaming addiction ADT Healthcare specialise in supplying treatment options for addiction.

**Call Now for immediate confidential help and advice 24/7**

08000 886 686

[Helping People With Video Game Addiction](#)







## **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 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](http://www.alcoholics-anonymous.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**

After referral the claimant will have a discussion with a treatment provider, the most appropriate treatment for the claimant will be decided and they will then move into a treatment programme.

**Substance Misuse Service Tel:** 01604 211304

**Website:** [www.changegrowlive.org](http://www.changegrowlive.org)

**Drug and Alcohol Support - National & Northampton**



## **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 relationship between you and one of 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 won't 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](mailto:info@addaction.org.uk)

**Website:** [www.addaction.org.uk](http://www.addaction.org.uk)

**Drug and Alcohol Support - National & Northampton**

**Location:**

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 with individuals, 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: Closed

Tues: 9am - 5pm

Wed: 9am - 5pm

Thurs: 9am - 5pm

Fri: Closed

Sat & Sun: Closed

**Phone:** 0300 456 4292

**Email:** [northamptonshire@aquarius.org.uk](mailto:northamptonshire@aquarius.org.uk)

**Website:** [www.aquarius.org.uk](http://www.aquarius.org.uk)

**Drug and Alcohol Support - National & Northampton**



## 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: 10:00am - 4:00pm Mon, 9:30am - 4:00pm on Tues, Thurs and Fri,  
12:00pm – 4:00pm Wed, closed on Sat, and 11:30am - 3:30pm on Sun  
Wellingborough: 10:00am - 2:00pm on Mon, Tues, Thurs, and Fri.  
Corby: 10:00am - 2:00pm Mon, Tues, Thurs, and Fri

### Referral Process

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

Website: [www.bridge-northants.org.uk](http://www.bridge-northants.org.uk)  
Email: [enquiries@bridge-northants.org.uk](mailto:enquiries@bridge-northants.org.uk)  
Telephone: 01604 621259





## **Northamptonshire Drug and Alcohol Services (NDAS) Northampton**

### **Location**

Spring House  
39 Billing Road  
Northampton  
NN1 5BA

CAN (Northampton)  
81 St Giles Street  
Northampton

### **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 counselling groups, group rooms and inpatient treatment beds.

### **Contact**

Phone number – CAN 01604 633 848

Phone number – South of the county 01604 233 227

# Alcohol Concern

Promoting health;  
Improving lives

## 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.

## Hours

Mon – Fri: 9am – 8pm

Weekends 11am – 4pm

## Contact

0203 907 8480

**Email:** [contact@alcoholconcern.org.uk](mailto:contact@alcoholconcern.org.uk)

**Website:** [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

If you're worried about your own or someone else's drinking, contact Drinkline on 0300 123 1110 for a free, confidential conversation (weekdays 9am – 8pm, weekends 11am – 4pm).

Alcohol Concern have recently merged with Alcohol Research UK  
Alcohol Concern is now the trading name under Alcohol Research UK



**Drug and Alcohol Support - National & Northampton**



## **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:** 0300 124 0373

**Email:** [helpline@marijuana-anonymous.org.uk](mailto:helpline@marijuana-anonymous.org.uk)

**Website:** [www.marijuana-anonymous.co.uk](http://www.marijuana-anonymous.co.uk)





## **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](http://www.addiction.org.uk)

**Email:** [info@addiction.org.uk](mailto:info@addiction.org.uk)

## **Bereavement Service**

### **Location:**

The Evelyn Centre (Area R) at Northampton General Hospital

**Telephone:** 01604 523489 / 01604 523454, open Mon to Fri, 8.30am - 4.30pm

**Email:** [PALS@ngh.nhs.uk](mailto:PALS@ngh.nhs.uk)

### **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 & Adolescents' Bereavement Services**

**Telephone:** 01604 54513, open Mon to Fri 9am - 5.30pm

The Children and Adolescents' 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



## **Cruse Bereavement Care**

Free confidential grief support

### **Location**

Nationwide

### **Eligibility**

Anyone who has been bereaved

### **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 Helpline**

Tel: 0808 808 1677

Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

#### **Northamptonshire Helpline**

Tel: 07772 428532

Email: [northamptonshire@cruse.org.uk](mailto:northamptonshire@cruse.org.uk)

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





## Help with funeral costs

### Location:

Countrywide

### 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: 0345 606 0265

For more information click the link: [www.gov.uk/funeral-payments/overview/](http://www.gov.uk/funeral-payments/overview/)



**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 to Friday 9am - 5pm, there is also email support.

**Opening Hours:**

Monday to Friday 9am - 5pm

**Contact Details:**

0800 02 888 40

**Email and Website:**

[support@childbereavementuk.org](mailto:support@childbereavementuk.org)

[www.childbereavementuk.org](http://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.

**Helpline Tel:** 08088 020 021

Please note that our helpline is available Monday – Friday 9am to 5pm, excluding Bank Holidays.

**Website:**

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



## Talking Point

### 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

Talking Point: <https://forum.alzheimers.org.uk/>

Help videos: <https://forum.alzheimers.org.uk/help/helpvideos/>

Main help section: <https://forum.alzheimers.org.uk/help/>





## **Peer Support Group**

### **Location:**

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

### **Eligibility:**

Anyone who lives in Northamptonshire who cares for someone living with Dementia only, 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 to Friday 9am - 5pm).

### **Email address:**

[Northamptonshire@alzheimers.org.uk](mailto:Northamptonshire@alzheimers.org.uk)

### **Website:**

[www.alzheimers.org.uk/local-information/dementia-connect/](http://www.alzheimers.org.uk/local-information/dementia-connect/)

If you have questions or concerns about dementia, Alzheimer's Society National Dementia Helpline [0300 222 1122](tel:03002221122) can provide information and support.





**Location:**

Oasis House  
35-37 Campbell Street  
Northampton  
NN1 3DS

**Telephone:** 0845 5199371

**Eligibility:**

Open to people who are homeless or becoming homeless and vulnerable people

- Free tea, coffee and soft drinks while we're open
- Breakfast and lunch hot food services - £1.80 for a meal, 50p for a dessert, Breakfast 8.30 – 9.30am Lunch 11.45 – 12.45pm
- Carry-out bags - 3 tins, pasta or rice, bread, teabags and other goodies when we have them - all for 70p
- Hot showers
- Internet café (90 mins per person free of charge)
- Clothing store (open 10am-11am) - free undies and socks each day, other items 30p each
- A programme of workshops and activities including art workshops, cookery, life skills, sport and health (eg chiropody)
- TV, books
- One to one sessions with a Hope Centre befriender, signposting to specialist services
- Big Issue distribution point
- Nutritious and affordable meals provided daily

**Referral process:**

The centre is open Monday to Friday 8:30am – 1pm, except some Bank Holidays such as Christmas and New Year's Days when we open at 10am instead, and will accept drop ins or you can call on 0845 5199371

**Website:** [www.northamptonhopecentre.org.uk](http://www.northamptonhopecentre.org.uk)



**Family, Health and Wellbeing – National & Northampton**



**Location:**  
Nationwide

**Eligibility:**  
Anyone suffering with Diabetes

**Provision Details:**  
Our wide range of products and services are designed to help you manage your diabetes, whatever support you need.

Whether you're looking for insurance, information, or just someone to talk to – we're here to help.

### **About Diabetes UK groups**

Adjusting to the knowledge that you or a family member has diabetes takes time and it is often helpful to meet other people who have been through a similar situation. They can offer understanding, help and support at an important time.

### **Local diabetes support and information**

A good way of finding this help is to join a local support group – a Diabetes UK group. These groups offer people living with diabetes a chance to meet and share experiences with others. They are all run by volunteers and typically meet on a monthly basis, often with a speaker on a topic like diet or exercise.

[Find Your Local Support Group](#)



# Shelter

## **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.

## **Housing Advice Helpline: 0808 800 4444**

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

**Website:** [www.shelter.org.uk](http://www.shelter.org.uk)





Location:  
13 Hazelwood Road  
Northampton  
NN1 1LG

Eligibility:  
Open to male and female victims of domestic abuse

**Provision Details:**

Interpersonal violence is the term used to describe violence between individuals. Domestic abuse, honour based violence (including female genital mutilation and forced 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 Northampton drop in service is open between 9am – 4:30pm (you may need to book an appointment if there are no advice workers immediately available) We also provide drop in services throughout the county, check our website or social media for details.

Northamptonshire Domestic Abuse Service provide refuge services in Northamptonshire and access to these services can be made through contacting the advice centre on 0300 0120154

Referral Process: 0300 0120154 – 24hr helpline

Website: <http://www.ndas.co>

Email: [info@ndas.co](mailto:info@ndas.co)

If you are in immediate danger, call 999 or 101



Facebook: [NorthamptonshireDAS](https://www.facebook.com/NorthamptonshireDAS)



**Location:**  
Countrywide

**Telephone:** 0800 999 5428  
**Email:** [help@galop.org.uk](mailto:help@galop.org.uk)

**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  
1pm - 5pm Friday  
1pm - 5pm Tuesday is a trans specific service



National LGBT Domestic Abuse Helpline: <http://www.galop.org.uk/domesticabuse/>

**If you are in immediate danger, call 999**

# Northampton Lesbian Line

## Location

The Quaker Meeting House  
Wellington Street  
Northampton  
NN1 3AS

**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 on Wednesday evenings. Alternatively visit the website, click on contact and send an email.

Meetings are held on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of each month.

[www.lesbianline.co.uk](http://www.lesbianline.co.uk)



### **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 it's 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.

**Freephone:** 0800 144 4050

**Website:** [www.employersdirect-uk.org](http://www.employersdirect-uk.org)

**Family, Health and Wellbeing – National & Northampton**



## **Bullying and Harassment at Work**

### **Location**

Nationwide

### **Eligibility**

Available to anyone requiring free advice on bullying in the workplace.

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:** [Acas - Home](#)

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



**Family, Health and Wellbeing – National & Northampton**





## How to help your Child Cope with Bullying

### What is Bullying?

The repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. Bullying can be physical, verbal or psychological. It can happen face to face or through cyberspace.

Bullying must involve an imbalance of power; otherwise it is what we would call “relational conflict.” If a child is upset it doesn’t necessarily mean they have been bullied.

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.

Academies, free school or fee-paying schools do not have to write a behaviour or anti-bullying policy which says how to prevent bullying in their school. For advice about making a complaint to a school follow this link. <http://www.anti-bullyingalliance.org.uk/advice/making-a-complaint/>


#### National Contacts:

**Family Lives:** 0808 800 2222 (24 hrs)

[www.familylives.org.uk](http://www.familylives.org.uk)  

**Kidscape:** 020 7730 3300

For our Parent Advice Line call 020 7823 5430 (Mon-Tues, 10am-5pm)

[www.kidscape.org.uk](http://www.kidscape.org.uk)  

**Anti-bullying Alliance:** [www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk)  



## **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 – Saturday 9am – 5pm

**Website:** [www.nationalbullyinghelpline.co.uk](http://www.nationalbullyinghelpline.co.uk)

**Email:** [admin@nationalbullyinghelpline.co.uk](mailto:admin@nationalbullyinghelpline.co.uk)

Please note our helpline and website are run by Volunteers.



### **Autism Helpline**

Autism Helpline provide 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 Thursday and 9am-3pm on Fridays  
**(free from landlines and most mobiles)**

**Call:** 0808 800 4104

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



**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

**Website:** [www.autismconcern.org](http://www.autismconcern.org)

**Email:** [info@autismconcern.org](mailto:info@autismconcern.org)



# 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:

Northamptonshire Carers

[www.northamptonshire-carers.org](http://www.northamptonshire-carers.org)

Northamptonshire County Council (NCC) [www.northamptonshire.gov.uk/carers/](http://www.northamptonshire.gov.uk/carers/)

## National Support:

Carers Direct

[www.nhs.uk/carersdirect/](http://www.nhs.uk/carersdirect/)

Carers Trust

[www.carers.org](http://www.carers.org)

Carers UK

[www.carersuk.org](http://www.carersuk.org)

## Contact Us:

Telephone: 01933 677 907

Mon – Fri 10-4, answerphone 24 hours

Email: [Northamptonshire Carers](mailto: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**

National

**Eligibility**

Open to all Carers

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](http://www.carersuk.org)

**Email:** [advice@carersuk.org](mailto:advice@carersuk.org)



**ALSO IN HELP & ADVICE**

Financial support

Practical support

Health



**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

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

**General Enquires:** 01933 677837

**Email:** [carers@northamptonshire-carers.org](mailto:carers@northamptonshire-carers.org)

**Web:** [www.northamptonshire-carers.org](http://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](http://www.localgiving.com/northamptonshire-carers)



**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 – 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 one of 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 in your area – our offices across the UK organise family fun days and outings so parents can make new friends and socialise.

**Contact Details:**

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

Email: [helpline@contact.org.uk](mailto:helpline@contact.org.uk)

**Website:**

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





# PARKINSON'S<sup>UK</sup>

## 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're the UK's Parkinson's support and research charity. Because we're here, no one has to face Parkinson's alone.

We provide expert information and training on every aspect of Parkinson's through:

- Our free confidential helpline 0808 800 0303
- Our UK-wide team of information and support workers
- Our website
- Our publications

There are many ways that you can access information and support.

We offer friendship, support and the opportunity to meet other people affected via our network of local groups across the UK.

**Contact Numbers:** 0808 800 0303

(Open 9am - 7pm Mon to Fri, 10am - 2pm Sat & closed on Sundays and Bank Holidays)

**Email:** [hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk)

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

Contact us via social media



**Family, Health and Wellbeing – National & Northampton**

**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 Advice:**

**Free Epilepsy Helpline:** 0808 800 5050

**Email:** [epilepsy@epilepsy.org.uk](mailto:epilepsy@epilepsy.org.uk)

**Website:** [www.epilepsy.org.uk](http://www.epilepsy.org.uk)



**Family, Health and Wellbeing – National & Northampton**



## **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), EE, Virgin, and Vodafone networks)

**Email:** [info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)

[Men's Advice Line - support for male victims of domestic violence](#)

**If you are in immediate danger, call 999**

**Family, Health and Wellbeing – National & Northampton**



## **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 physical 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

Helpline services for the Deaf are provided through Text Relay. Visit [www.textrelay.org](http://www.textrelay.org) for details.

Normal BT rates apply

[www.mankind.org.uk](http://www.mankind.org.uk)

**If you are in immediate danger, call 999**

**Family, Health and Wellbeing – National & Northampton**



**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](http://www.nricc.co.uk)



### **Location**

Nationwide

### **Eligibility**

Men aged 18+ who have been sexually violated

### **Provision Details**

Survivors UK 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 to Friday 9.30 – 5pm

**Helpline Web chat:** Monday to Friday, 10:30am-9pm  
Saturday and Sunday, 10am-6pm

### **Contact**

**By phone:** 0203 5983898

**Email:** [info@survivorsuk.org](mailto:info@survivorsuk.org)

**Web:** <http://www.survivorsuk.org>





## Location

Voice  
Riverside House  
Riverside Way  
Northampton  
NN1 5NX

## Provision Details

Voice is a support service for anyone affected by crime in Northamptonshire, regardless of the crime type, when it occurred, or whether your crime has been reported to the police or not.

As well as providing emotional and practical support, 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 :

Option 1 – For children and young people affected by crime (under 18 years old)

Option 2 – For adults affected by crime – including the witness care unit

Option 3 – For anyone affected by serious road collisions

Option 4 – For Restorative Justice options

Our lines are open Monday to Friday 8am – 8pm and Saturday 9am – 5pm.

Web: [Voice Northants](#)

Email [info@voicenorthants.org](mailto:info@voicenorthants.org)



Family, Health and Wellbeing – National & Northampton





## **Practical & Emotional Support of Victims of Road Harm**

### **Location**

Nationwide

### **Eligibility**

People who have been affected by any kind of road incident.

### **Provision Details**

We give specialist support and advice to those who have been bereaved, injured or witnessed a road collision. This includes supporting friends and family of those who have either been killed or injured on the roads.

We provide support for a wide range of difficulties you may encounter following a traumatic road-related experience:

- Road Traffic Collisions
- Physical Injury
- Traumatic Grief
- Psychological Distress
- and many more

Our support includes:

- emotional support;
- professional therapy and treatment;
- support through any court case and updates on legal proceedings;
- emotional and practical support during an inquest
- signposting to other support agencies such as specialist charities and support organisations.

### **Contact Details:**

Telephone: 0300 303 1965

Email: [info@voicenorthants.org](mailto:info@voicenorthants.org)

[Voice for Road Harm | Voice Northants](#)

**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 project understand acquired brain injuries. 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 [click here](#) 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

**National Helpline:** 0303 303 2248

Email at [info@cbituk.org](mailto:info@cbituk.org)

[www.childbraininjurytrust.org.uk](http://www.childbraininjurytrust.org.uk)



**Family, Health and Wellbeing – National & Northampton**



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**

**0300 123 7123(24 hours)**

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**

**0808 8021221**

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.

### **HEPATITS C TRUST HELPLINE**

**0845 223 4424 OR 020 7089 6221**

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

Open 10.30am to 4.30pm Monday to Friday (except Bank Holidays and over the Christmas break, when dates and times may vary).



We are a women's development group that aims to promote peace, understanding and harmony.

**Location:**

Northampton

**Eligibility:**

Pearls of Peace welcomes any woman from any faith, culture or background who wants to help and support us achieve our aims and objectives.



**Provision Details:**

Providing Muslim women with a voice so they can be heard

- ❖ Provide access to information and support services for domestic abuse
- ❖ Provide inclusive events for all to come together and share experiences
- ❖ Promote a greater understanding of Islam and debate true Islam in the Muslim community
- ❖ Work with partners to challenge discrimination and negative stereotypes, in the wider community and in mosques
- ❖ Work with partners to support the community, helping Muslim women gain education and employment

We benefit the community on many levels, firstly with the Muslim community we aim to provide an avenue for women to meet and find out what's going on in the wider society as well as providing informative and enjoyable fortnightly coffee mornings, these are open to all women and help with social cohesion. We have set up a library and information point within our office which is situated in the Doddridge centre.

**Contact Details:**

**Tel:** 07950213796 - Sister Zahira

**Tel:** 07846796301 – Sister Barakhah

**Email:** [pearlsofpeace@hotmail.co.uk](mailto:pearlsofpeace@hotmail.co.uk)

**Website:** [www.pearlsofpeace.co.uk](http://www.pearlsofpeace.co.uk)



**Location:**  
Nationwide

**Eligibility:**  
Gypsies, Travellers & Roma



**Provision Details:**

We are a national charity that works on behalf of all Gypsies and Travellers regardless of ethnicity, culture or background. We provide advice and consultancy, promote health and wellbeing, work on research and policy, deliver training and much more.

Our Advice and Information Unit is recognised as having expertise in the law relating to planning, education, accommodation, hate crime and health issues affecting the Gypsy and Traveller communities.

We are able to offer advice and information to travellers, either by phone, by personal visit to our office or indirectly by providing advice to third party organisations.

Contact Details:

Tel: **01273 234 777**

Fax: **01273 234 778**

Email: [fft@gypsy-traveller.org](mailto:fft@gypsy-traveller.org)

[Home - Friends, Families and Travellers](#)



**Location:**

Nationwide - via internet

**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](http://www.netmums.com)

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





**Location:**

National

**Eligibility:**

Available to anyone struggling with weight management issues

**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:**

**Tel:** 0303 300 0314

**Email:** [Lesley.McCormack@hoopuk.org.uk](mailto:Lesley.McCormack@hoopuk.org.uk)

**Website:** [www.hoopuk.org.uk](http://www.hoopuk.org.uk)



**Location:**

National (locations available by request)

**Eligibility:**

Children and Adults of all ages

**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:** 0800 2300 263 (to be directed to a local Programme Manager)

**Email:** [info@mytimemend.co.uk](mailto:info@mytimemend.co.uk)

**Website:** [www.mendcentral.org](http://www.mendcentral.org)





**Location:**

National

**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

This line is open from 9am to 8pm every day.

[www.nhs.uk/change4life/](http://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.

**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](#).



**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](#)





**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 Nearest Support Groups:-

**Brewins Stroke Group**

Parklands Community Centre

Devon Way

**NORTHAMPTON**

NN3 6DX

Meet last Friday of the month

10.30am - 12.30pm

**Kettering District Stroke Group**

Toller Church Hall

Gold Street

**KETTERING**

NN16 8JA

Meet first and third Thursday of the month

10:30pm - 12:30pm

**What does your local stroke group offer?**

- Information about stroke and signposting to local services
- Support for you, your friends and family
- Help in regaining your confidence after a stroke
- A warm welcome and a friendly face
- The opportunity to talk to someone who understands because they've been through it too
- Opportunity to go on outings

**Contact:** Richard Johnson

**Email:** [brewins.stroke@outlook.com](mailto:brewins.stroke@outlook.com)      [ketteringstroke@yahoo.co.uk](mailto:ketteringstroke@yahoo.co.uk)

**HELPLINE:** 0303 3033 100 Open 9am - 5pm, Monday to Friday

**TALK STROKE:** [www.stroke.org.uk/talkstroke/](http://www.stroke.org.uk/talkstroke/)

**STROKE ASSOCIATION**





## Campaigning for Change - Arthritis Care is here for you

### 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.

We offer high quality information and support to empower you to take control of your arthritis.

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 9:30am - 5pm 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](mailto:helplines@arthritiscare.org.uk)



Our resources include factsheets and booklets to help people with arthritis better manage their condition and improve their quality of life. If you would like to order a printed copy of any of our booklets, please use [our order form](#). Arthritis Care is a member of The Information Standard – a certification scheme for health and social care information. This means that every publication we produce undergoes rigorous assessment to ensure it's clear, accurate, evidence-based and up to date.

### **Contact:**

**Phone:** 0808 800 4050

**Email:** [info@arthritiscare.org.uk](mailto:info@arthritiscare.org.uk)

**Web:** [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)





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:** Monday to Friday 9am - 5pm Please note: The office will be closed on the first Thursday of every month for training.

0300 4000 636

[FREE MEDIATION](#)

**Website:** [www.nfm.org.uk](http://www.nfm.org.uk)



# RobinHoodenergy



**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 customers 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

**Opening Hours:** Monday to Friday 8am - 8pm  
Saturday 9am - 5pm

[About us – Robin Hood Energy](#)



**Family, Health and Wellbeing – National & Northampton**



# Warm Home Discount Scheme



## Location

Nationwide

## Eligibility

There are 2 ways to qualify for the Warm Homes Discount Scheme

- you are getting the Guarantee Credit element of Pension Credit
- you are on a low income and meet your energy suppliers criteria for the scheme

## About this Scheme

You could get £140 off your electricity bill through the Warm Home Discount Scheme.

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

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

## Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

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 as how you apply for the Warm Home Discount Scheme depends on how you qualify for the discount.



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



**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](http://www.integratedcancertherapies.org.uk)

**Email:** [info@integratedcancertherapies.org.uk](mailto:info@integratedcancertherapies.org.uk)

**Referral:**

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





**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](mailto:advice@stalkinghelpline.org)



PROTECTION AGAINST STALKING



**Support for Mental Health – National & Northampton**

# Bromford.

## **Eligibility**

Applicants with mental health needs, over the age of 18.

## **Provision Details**

Bromford Mental Health service delivers an intermediate service of a maximum of 6 months.

A customer centred plan is devised to enable the customer to achieve their goals. There are 7 outcomes that we work towards:

- People achieving independence in 2, 4 or 6 months
- People linked in with and using Universal Services and community opportunities
- People diverted from a personal budget and secondary mental health services
- People securing and maintaining secured accommodation
- People securing voluntary or paid employment
- Increasing income & tackling debt
- Improving Health and Wellbeing

Overall the customer will experience high impact, high energy service that will focus on positives, continuous improvement and social inclusion.

## **Hours & Duration**

Dependant on each individual

## **Referral Process**

Referrals for support are made direct to the County Council via the website or phone line if this is then passed to the Short Term Team a mental health social worker will complete an assessment of the applicant. There are a number of possible outcomes following this assessment, including being referred on to our floating support service

**Tel:** 0330 1234 034

Emergency calls (danger to life or property) are answered 24/7. Calls are charged at local rate. For non-emergency calls - our offices are open 8am to 6pm Monday to Friday and Saturdays 9am to 5pm.

<http://www.bromford.co.uk>





## **Location**

Kettering & Corby IAPT: 01536 748122

Wellingborough & East Northants IAPT: 01536 748124

Northampton IAPT: 01604 684170

Daventry IAPT: 01327 708109

Self-referral Number: 0300 999 1616

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.

**Referral Process:** Referral via your General Practitioner, Health Visitor, Midwife or other Primary Care Health Professional

**Website:** [www.changingmindscentre.co.uk](http://www.changingmindscentre.co.uk)

**Support for Mental Health – National & Northampton**



## Supporting Adults Worried about the Mental Health of a Child

### Location

Nationwide

### Provision Details

YoungMinds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. Driven by their experiences we campaign, research and influence policy and practice.

### Empowering children and young people.

Children and young people with mental health problems are at the heart of everything we do. Their voices are central in all our lobbying and influencing work. Our young campaigners share their own experiences with professionals and policy makers at a national and local level to improve mental health services and outcomes for all children and young people.

We also run [Headmeds](#) a website about mental health medication, giving young people accessible, down-to-earth information on everything they want to know about this subject.

### Supporting parents and carers

Helping parents and carer to understand their child's behaviour and enabling them to secure the right professional help for their children is crucial. Our [free Parents' Helpline](#) is a lifeline to thousands of parents and carers each year who are worried about the emotional problems or behaviour of a child or young person. The telephone service is supported by a specialist call back service and email support.

### Helpline:

0808 802 5544



**Support for Mental Health – National & Northampton**



### **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 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 - 10pm

Weekends from 2pm - 10pm

Bank Holidays from 2pm – 5pm

### **Contact:**

0800 068 41 41



**Support for Mental Health – National & Northampton**

**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.

**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](http://www.thecalmzone.net)) and is open the same hours as the helpline.







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 FREEPHONE Helpline is now open Monday to Thursday 7-10pm. You can call us for confidential, non-judgmental emotional support around self injury.

We also have a range of information and self help tools on our website open to anyone.

### **Contact Details:**

**TESS Text For Women up to 24:** 0780 047 2908

Open Sun to Thurs, 7pm - 9pm

**CASS Helpline For Women of all ages:** 0808 800 8088

Open Mon to Thurs, 7pm - 10pm

**Website:** <http://www.selfinjurysupport.org.uk/>



**Support for Mental Health – National & Northampton**



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:**

[info@harmless.org.uk](mailto:info@harmless.org.uk)  
[Contact Us - Harmless](#)





**Location**  
National

**Eligibility**

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.

**Helpline:** 0300 304 7000

Open every day from 4:30pm – 10:30pm

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





### **Location**

Nationwide

### **Eligibility**

Children and adults affected by Obsessive-Compulsive Disorder

### **Provision Details**

OCD-UK facilitate 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: **0345 120 3778**

Email: [support@ocduk.org](mailto:support@ocduk.org)

<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 9.30am to 4pm Mon to Fri (local rate call)

### **Contact**

Peter Edge (M) 07850 541825

Mind Mental Health Service

Brook Street

Daventry

Northamptonshire

NN11 4GG

Find us on



**Support for Mental Health – National & Northampton**

# moodswings

helping people recover from life's ups and downs



## 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](mailto:info@moodswings.org.uk)

[www.moodswings.org.uk](http://www.moodswings.org.uk)



Support for Mental Health – National & Northampton



### 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:

4pm - 10pm, 365 days a year

### Contact Details

Website: [www.b-eat.co.uk](http://www.b-eat.co.uk)

Helpline Tel: 0808 801 0677

Helpline Email: [help@b-eat.co.uk](mailto:help@b-eat.co.uk)

Youthline Tel: 0808 801 0711

Youthline Email: [fyp@b-eat.co.uk](mailto:fyp@b-eat.co.uk)

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.



Support for Mental Health – National & Northampton



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.

Call us free any time, from any phone on **116 123**.

We're here round the clock, 24 hours a day, 365 days a year. If you need a response immediately, it's best to call us on the phone. This number is FREE to call. You don't have to be suicidal to call us.

**Write to us:** Freepost RSRB-KKBY-CYJK, PO Box 9090, STIRLING, FK8 2SA

[www.samaritans.org](http://www.samaritans.org)



**Support for Mental Health – National & Northampton**



**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 of 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

If you are a friend or family member of someone with anxiety, click [here](#).

**If your query relates to a problem that you/someone else has with anxiety, please send an email to [support@anxietyuk.org.uk](mailto: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:**

**Support Helpline Tel:** 08444 775 774 open Monday to Friday, 9:30am-5:30pm

Our support helpline is staffed by volunteers with personal experience of anxiety disorders.

**Email:** [support@anxietyuk.org.uk](mailto:support@anxietyuk.org.uk)

**Website:** [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)





**MISCARRIAGE  
ASSOCIATION**  
The knowledge to help

### **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](#)
- [Thinking about another pregnancy](#)
- [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 to Friday 9am - 4pm

Email: [info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)

[www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)



**Support for Mental Health – National & Northampton**



## **The Seasonal Affective Disorder Association**

### **Location:**

National

### **Provision Details:**

SADA is the UK's only non-commercial support organisation for people with Seasonal Affective Disorder. It is a Registered Charity run by unsalaried volunteers, most of whom have SAD and long experience of managing the condition.

The Charity aims to inform, advise and support people with SAD and increase public awareness of the condition.

SADA has recently moved from a membership-based to an open access model. The website now provides a reliable, free information source for the public and health professionals with a range of documents, news and helpsheets relating to all aspects of the condition. SADA also provides a dedicated support email for enquiries from individuals.

### **Contact Details**

Website: [www.sada.org.uk](http://www.sada.org.uk)

Email: [support@sada.org.uk](mailto:support@sada.org.uk) (individuals only)

PO Box 332

Wallingford, OX10 1EP

United Kingdom

Registered Charity 800917

**Support for Mental Health – National & Northampton**

**Location:**

National

**Eligibility:**

Expectant Parents of twins or higher multiples  
Parents/Carers or Health Professionals.

**Provision Details:**

Tamba - Twins And Multiple Births Association - is the UK's leading twins and triplets charity. We have lots of tips and information about what to expect while you are pregnant. If you are already a parent to twins or more we have lots of useful information for health professionals too.

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 parents of multiples
- Advice and information for parents from pregnancy through to school age, adolescence and beyond
- Local clubs and online support groups (including special needs, one parent families, bereavement, and triplets plus)
- Helping Hands – Supporting Families in Crisis: at-home, practical support service for families in severe need (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](mailto:asktwinline@tamba.org.uk)

**Website:** [www.tamba.org.uk](http://www.tamba.org.uk)

**Support for Mental Health – National & Northampton**

# 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

**Helpline Tel:** 0843 28 98 401

Monday to Sunday 9am - 8pm

[Email Us](#)

[www.pandasfoundation.org.uk](http://www.pandasfoundation.org.uk)



**Support for Mental Health – National & Northampton**



### **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. The Helpline team are there to listen and give support, and can advise you about finding local help, whether from a Sands group or other counselling services, or information about other relevant support organisations.

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 around 100 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**

Helpline: 0808 164 3332

The helpline is open:

Monday to Friday, 9.30am - 5.30pm

Tuesday and Thursday evenings, 6pm - 10pm

Email: [helpline@sands.org.uk](mailto:helpline@sands.org.uk)

Website: [www.sands.org.uk](http://www.sands.org.uk)



**Location**

Total Voice Northamptonshire  
VoiceAbility  
Unit F17  
Moulton Park Business Centre  
Redhouse Road  
Moulton Park  
Northampton  
NN3 6AQ

**Eligibility**

We support people who have a legally protected right to advocacy either under the Care Act, the Mental Health Act, or the Mental Capacity Act. We also provide advocacy support to people making complaints about an NHS service.

**Provision Details**

We support people to get their voice heard and their rights respected when dealing with social services, the NHS and inpatient mental health service.

**Care Act Advocacy**

People who have a substantial difficulty being involved in decisions that affect them have a right to an advocate to support them with an assessment of their care needs, care planning and care reviews, and safeguarding enquiries so long as there is no one such as friends or family who is able to facilitate their involvement. Referrals for Care Act advocacy are made by care managers.

**Independent Mental Health Advocacy (IMHA)**

Anyone detained under a section of the Mental Health Act has a right to independent support from an advocate to assist them with understanding their rights and liaising with mental health professionals.

**Independent Mental Capacity Advocacy (IMCA)**

An IMCA must be consulted under certain circumstances when people are unable to make decisions for themselves and there are no appropriate people to consult regarding the decision.

**NHS Complaints Advocacy**

Anyone who makes a complaint about an NHS service has the right to an advocate to support them through the process. The advocate can help draft letters, attend meetings with people, and support them to get their voice heard. For more information about NHS Complaints Advocacy, [click here](#)

**To find out more, in confidence please contact:**

Telephone Number: 01604 592702 Open Monday to Friday, 9am - 5pm

Email: [total.voicenorthamptonshire@voiceability.org](mailto:total.voicenorthamptonshire@voiceability.org)

Website: [www.voiceability.org/services/northamptonshire](http://www.voiceability.org/services/northamptonshire)

**Support for Mental Health – National & Northampton**

**Location**

Nationwide

**Eligibility:**

Anyone affected by Depression

**Provision Details:**

Depression Alliance merged with Mind on Monday 1 August 2016. For almost 40 years, Depression Alliance has been bringing people together to end the loneliness and isolation that can come with depression.

Together, we won't give up until everyone with depression gets the support they need and the respect they deserve.

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.

Friends in Need - please register at [www.friendsinneed.co.uk](http://www.friendsinneed.co.uk)  
To find groups, advice and information please visit the website  
[www.mind.org.uk/about-us/what-we-do/depression-alliance/](http://www.mind.org.uk/about-us/what-we-do/depression-alliance/)





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.

**[Daytime Meetups](#)**

We have lots of meet ups happening throughout Northamptonshire click on above link for more information.



**Support for Mental Health – National & Northampton**



**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.

**Phone:**

01604 634310/624951

**Email:**

[mindadmin@btconnect.com](mailto:mindadmin@btconnect.com)

**Opening Hours**

Monday to Friday 9am - 5pm

[www.mind.org.uk/](http://www.mind.org.uk/)



**Support for Mental Health – National & Northampton**



# CRISIS CAFÉS

**Location:**  
 All over Northamptonshire

**Eligibility:**  
 Anyone suffering with Mental Health Illnesses

**Provision Details**

If you find yourself in crisis or need support with your mental health in the evening and/or at the weekend we are here to listen and help you in your time of need. Mind Cafés have professional mental health professional workers who can offer you a safe space. Our aim is to support people to reduce any immediate crisis and to safety plan; drawing on strengths, resilience, and coping mechanisms to manage their mental health and wellbeing. There is no need to call, just drop in to find a safe place with hope and comfort and find your pathway to recovery.

Crisis Cafés Timetable	Mon	Tues	Wed	Thu	Fri	Sat	Sun
The Sanctuary @ Corby Mind 18 Argyll St, Corby, NN17 1RU Tel : 01536 267280				7-11 pm	7-11 pm	7-11 pm	7-11 pm
The Mixing Bowl @ Kettering Mind 49-51 Russell St. Kettering, NN16 0EN Tel : 01536 525316		5-10 pm	5-10 pm	5-10 pm			
Daventry Mind, The Old Gasworks Car Park, Brook Street, Daventry, NN11 4GG Tel : 01327 879416			5-9 pm				
Anchor House @ Northampton Mind 6/7 Regent Square, Northampton NN1 2NQ Tel: 01604 634310 / 624951	5-10 pm	5-10 pm				2-10 pm	
The Recovery Café @ Rushden Mind Phoenix House, Skinner's Hill, Rushden, NN10 9YE Tel : 01933 312800	5-10 pm		5-10 pm				2-10 pm
Wellingborough Mind 14 Havelock Street, Wellingborough, NN8 4QA Tel : 01933 223591					5-10 pm	2-10 pm	

**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

**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](mailto:Learn2b@northamptonshire.gov.uk)

Or online registration [www.northamptonshire.gov.uk/Learn2b](http://www.northamptonshire.gov.uk/Learn2b)

# 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](mailto:well-being.primarycare@nhs.net)  
Tel: 01604 658963

**Support for Mental Health – National & Northampton**



**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 to Friday 8am - 8pm and Saturday 9am - 4pm or you can go online and complete a contact form. You can also chat online with one of our consultants through our [Live Chat](#) service if you prefer or [Email us](#)

[Child Maintenance Options Website](#)





**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 over the phone, in writing or online. There are tools and calculators to help you keep track and plan ahead.

**Contact details:**

0800 138 7777 Open Monday to Friday 8am to 8pm and Saturday 9am to 1pm

You can also send us an email to [enquiries@moneyadvice.org.uk](mailto:enquiries@moneyadvice.org.uk)

You can send us a letter to The Money Advice Service, Holborn Centre, 120 Holborn, London, EC1N 2TD

Or go online for a web chat at [www.moneyadvice.org.uk](http://www.moneyadvice.org.uk)



**Money and Debt Advice – National & Northampton**



## **Free debt counselling for everyone**

### **Location**

Countywide

We provide many services in various areas providing we have a centre in their area (allocated by post codes).

### **Eligibility**

Available to anyone struggling with debt

### **Provision Details**

If you are feeling weighed down by debt, then we can help. You may think your situation is impossible, but there is hope. Our friendly team will give you a listening ear in the privacy of your own home and provide a real solution to your debts.

We start off with a home visit from a Debt Coach who will go through all your paperwork and then advise you on the best route to take to get debt free. This could be to repay the debts or get them cleared through an insolvency option.

We would then set up a budget for you to live on and ask you to pay a regular, affordable amount into your CAP plan. This money is used to directly pay off your creditors.

### **Referral Process**

Call free on 0800 328 0006 to book an appointment

### **Contact Details**

**Tel:** 01274760720

**Email:** [info@capuk.org](mailto:info@capuk.org)

**Website:** [www.capuk.org](http://www.capuk.org)







## **NORTHAMPTON BOROUGH COUNCIL**

### **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.

In addition to helping you with your rent and mortgage, we can help with:

- Other priority debts (council tax, gas, electric, fines)
- Advice on support for mortgage interest
- Advice on dealing with enforcement agents (bailiffs)
- Identifying benefit entitlement
- Utility advice and making your home more energy efficient
- Advice on TV Licensing
- Advice on Hire Purchase Agreements
- Budgeting advice
- Advice on secondary debts
- Borrowing money from a responsible lender

#### **Referral Process**

**Contact:** 01604 838578

**Email:** [Moneyadvice@northampton.gov.uk](mailto:Moneyadvice@northampton.gov.uk)

[Northampton Borough Council - Debt and Money Management Advice](#)



**Money and Debt Advice – National & Northampton**

## 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 3pm on **0800 043 40 50**.

[Debt Advice Foundation | A Leading Debt Charity](#)



**Location**

Town Centre House  
7-8 Mercers Row  
Northampton  
NN1 2QL

**Eligibility**

Harvest Money 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**

Harvest Money is a trading name of Northamptonshire Credit Union Ltd and provides a range of affordable financial services, including safe savings, low cost loans and banking facilities.

**Hours & Duration**

Harvest Money service point is at the Northampton Guildhall and operates between 9.30 am and 4.30 pm, 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 <https://www.harvestmoney.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, register online or drop in to one of our community service points.

e-mail [info@harvestmoney.co.uk](mailto:info@harvestmoney.co.uk)





## **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 supporting the customer through the insolvency process.

### **Hours & Duration**

Tailored to individual.

### **Referral Process**

**Tel:** 0800 138 1111 Open Monday to Friday 8am - 8pm, Saturday 8am - 4pm

**Website:** [www.stepchange.org](http://www.stepchange.org)



# TURN2US

## FIGHTING UK POVERTY

### Location

Nationwide

### Eligibility

The general public, particularly those in 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 Turn2us Elizabeth Finn Fund, the Turn2us Response 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.

Use the online form from the website below to contact one of our teams

<https://www.turn2us.org.uk/>





**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](http://www.britishtrust.com)

Application forms are also available from:  
Charis' application request line: **01733 421060**  
[www.charisgrants.com](http://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:**

Citizens Advice Daventry and District

The Abbey  
Market Square  
Daventry  
Northamptonshire  
NN11 4XG

**Provision Details:**

There are three departments in the CAB – Citizens Advice Bureau, Welfare Rights and DIAL. The CAB are a charity and a company limited by guarantee, providing free and impartial advice, support and information to the citizens of Daventry and the surrounding rural area.

They provide advice and information on welfare benefits to assist clients to claim these benefits by helping to fill in forms, liaison with relevant authorities and, when necessary arranging representation to appeal tribunals. They also provide information and advice for disabled persons and their carers.

The CAB provide a combination of client drop-in and appointment availability, a telephone service including Minicom, Email, Fax and website supported by home visits where appropriate.

**Opening times:** Monday, Tuesday, Wednesday, Friday (Closed Thursdays)  
10:00am – 3:00pm

**Referral Process:** You can self refer.

Contact: 03444 88 96 29 (CAB)

01327 701 646 (Welfare Rights)

Website: [www.daventrycab.org.uk/](http://www.daventrycab.org.uk/)



**Location:**

Jobseekers Drop in on free e-Fridays at all Libraries

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.

**Click on the link below to find your local Library and their opening times**

<http://www3.northamptonshire.gov.uk/councilservices/library-service/visiting-your-library/list-of-libraries/Pages/default.aspx>





## **Free CSCS Course, Test & Card**

### **Location:**

Northampton, Luton, and Bedford

### **Eligibility:**

In order to qualify for our free courses, you need to be:

- Over 19 years when you start the course at Innolearn.
- Currently receiving a working age benefit
- Resident in the UK or EU for the past 3 years with the right to work in the UK.

### **Provision Details:**

CSCS provides people who are seeking employment on construction sites with a portable means to identify and proof of competence to carry out their work on site. For contractors and clients the cards bring business benefits that help to improve on-site efficiency and cut costs.

There is a range of CSCS cards to reflect the varied occupations. The qualification is classroom based, it can also be achieved through a variety of other methods including blended and distance learning, as long as the recommended learning hours are completed.

### **Time and Duration:**

One week course. There will be a 1 hour 30 question multiple choice examination. Learners must achieve a score of at least 20 out of 30 in order to pass.

### **Referral Process:**

Contact your local centre to book yourself onto an Assessment Day. Documentation will be required, please speak to a member of staff.

**Email Address:** [info@innolearn.co.uk](mailto:info@innolearn.co.uk)

**Website:** [www.innolearn.co.uk](http://www.innolearn.co.uk)



## **Free Introduction to Office Skills Diploma**

### **Location:**

Northampton, Luton, and Bedford

### **Eligibility:**

If you are unemployed and receiving working age benefits or are immediately facing redundancy or have recently been made redundant.

### **Provision Details:**

If you want to get your first job, update your skills or switch careers for an office-based role, this diploma is perfect. It sends a clear signal to employer that you're competent and confident in the skills they need the most. Based on your choices, you could learn great IT skills, how to speak the language of business, book-keeping, computer keyboard techniques for speed and accuracy and health and safety. In fact, with this diploma, you'll have a diverse range of skills, which will enable you to take your career in any direction.

### **Time and Duration:**

Structured 2-3 week course program covering all aspects of business and also covering employability.

### **Referral Process:**

Contact the local centre on the number provided to book yourself onto an Assessment Day. Documentation will be required, please speak to a member of staff.

**Email Address:** [info@innolearn.co.uk](mailto:info@innolearn.co.uk)

**Website:** [www.innolearn.co.uk](http://www.innolearn.co.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.

**Website:**  
<https://www.futurelearn.com/>





## **Business & Intellectual Property Centre Northamptonshire**

British Library, Northamptonshire County Council and Northamptonshire Libraries & Information Service.

### **Location**

Northampton Central Library  
Wellingborough Library  
Other libraries across Northamptonshire

### **Eligibility**

18+

### **Provision Details**

[The Business & IP Centre Northamptonshire](#), part of the [British Library Business & IP Centre national network](#), runs workshops and information and advice sessions on self employment and intellectual property, such as:

- One to one drop-in advice sessions take place every Tuesday from 9:30am to 12pm at Northampton Central Library and Wellingborough Library.

Bookable Intellectual Property advice sessions are available on the 1st and 3rd Thursday mornings of the month at Northampton Central Library and on the 2nd and 4th Tuesday afternoons of the month at Wellingborough Library. Speak to advisors for help and information on your Intellectual Property questions. Booking: [bipc@northamptonshire.gov.uk](mailto:bipc@northamptonshire.gov.uk)

We also offer a number of digital support sessions at different libraries around the county. As these are subject to change, it is best to check out the link to our general [events calendar](#).

### **Referral Process:**

No appointment required to attend a drop in session

To view and book a place on a workshop: [www.bipcnorthants.eventbrite.co.uk](http://www.bipcnorthants.eventbrite.co.uk)





### **Christ Church Work Club**

Delivered from Christ Church Hall (corner of Wellingborough Rd & Christchurch Near Abington Park)

### **Eligibility**

Any unemployed claimant

### **Provision Details**

- Offer help and support in using computers
- Creating a CV
- Registering on Universal Jobmatch
- Courses - Please ask when attending which courses are available
- Tea and Coffee available

### **Hours & Duration**

Mondays 11.30am -12.30pm

Web Access now available

### **Referral Process**

Contact on 01604 633254 or 01604 405508

**Learning and Mentoring – National & Northampton**

## ADULT LEARNING

Learning something new can change your outlook on life and improve your general wellbeing. Anyone over the age of 19 in Northamptonshire can develop their skills or learn something new through First for Wellbeing's Adult Learning Service.

Learning doesn't have to be formal and can be a great way to relax or socialise. Whether it be for yourself, your career, your family or for your community, there are more than 600 courses currently on offer each year. The courses offer opportunities to gain qualifications, pave your way to work or self-employment, and to learn something new or meet new people.

[All courses are taught by experienced and qualified tutors.](#)

Courses include:

- [Exercise and fitness](#)
- [Arts, crafts and cooking](#)
- [Health and wellbeing](#)
- [Gardening](#)
- [Personal development](#)
- [Learn2b – personal development courses for anyone who has experienced mental health distress](#)
- [Workplace training](#)

### **And many, many more**

For more information see website

### **Contact**

**Tel:** 0300 126 1000

**Email:** [AI-SupportServices@firstforwellbeing.co.uk](mailto:AI-SupportServices@firstforwellbeing.co.uk)

**Website:** [www.firstforwellbeing.co.uk](http://www.firstforwellbeing.co.uk)

<https://twitter.com/Firstwellbeing>

<https://www.facebook.com/First-for-Wellbeing>



## **DBC Training**

**Providing apprenticeships, [traineeships](#), 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 16 or over.

### **Locations**

Various

### **Provision Details**

DBC Training Offers apprenticeships in:

- Business Administration
- Customer Service
- Team Leading
- Management
- Supply Chain – Warehouse
- Food and Drink Production Operative
- Performing Manufacturing Operations
- DBC also offer traineeships in a variety of subjects and construction/brickwork study programmes for young people aged 16-24.

A variety of courses including:

Employability, CSCS card training, ECDL, Finance, Audio Transcription and Bookkeeping among others.

And DBC Training offers:

- One-to-one impartial advice and guidance
- Vocational 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 and Skills Coach to help you find a new job

### **Hours & Duration**

Flexible

### **Referral Process**

Tel: 01332 295588

Email: [derby@dbc-training.co.uk](mailto:derby@dbc-training.co.uk)

Web: <http://www.dbc-training.co.uk/>



**Location:**

**Job clubs in Libraries**

Regular Job Clubs take place in several libraries across the county

**Eligibility:**

Anyone is welcome to drop in or book an appointment to see a trained careers advisor.

**Provision Details**

They can offer support with:

- CV writing
- Online job applications
- Covering letters
- Job searching
- General advice

**Job club details**

Venue	Day and frequency	Time	Provider
<a href="#">Corby Library</a>	Wednesdays: Weekly	10:30am to 12:30pm	Neighbourhood Learning
<a href="#">Kettering Library</a>	Fridays: Weekly Appointments also available Monday to Friday	10am to 1pm	Evolve Your Future
<a href="#">Wellingborough Library</a>	Tuesdays: Weekly	10am to 12pm	Rachel Mallows

For more information please contact the host library.

Jobseeker support and careers advice is available in other areas of the county in addition to the libraries listed above. Each area is covered by a different provider, listed below.

- [Corby: Wise up for Work](#)
- [Kettering and East Northants: Evolve Your Future](#)
- [Wellingborough: The Mallows Company](#)

**Free E Fridays**

**On every Friday in every library, computers are free to use for all. Standard printing charges still apply.**

**Hours and duration:**

See above

**Contact:** Website: [Northamptonshire Libraries Jobseekers support](#)





## **ESOL**

Location:

Oakley Road, Corby

Windmill Ave Kettering

**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

Website: <http://www.tresham.ac.uk/>





#### Location

##### **Corby**

The Old TA Building  
Elizabeth Street  
Corby  
Northamptonshire  
NN17 1PN  
01536 260532  
[corby@evolveyourfuture.co.uk](mailto:corby@evolveyourfuture.co.uk)

##### **Rushden (Head Office)**

4A Alfred Street  
Rushden  
Northamptonshire  
NN10 9YS  
01933 358250  
[admin@evolveyourfuture.co.uk](mailto:admin@evolveyourfuture.co.uk)

##### **Kettering**

Chesham House Business  
Centre  
53 Lower Street  
Kettering  
Northamptonshire  
NN16 8BH  
07738 728611  
[kettering@evolveyourfuture.co.uk](mailto:kettering@evolveyourfuture.co.uk)

#### 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:

**Website:** [www.evolveyourfuture.co.uk](http://www.evolveyourfuture.co.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.

## Chatty Crafty Club

### Location:

Long Buckby Library  
Station Road  
Northampton  
NN6 7QB



### Eligibility:

This is a free activity for adults during term time and over 7's during school holidays

### Provision Details:

Chatty Crafty Club, is a new activity which is held every Thursday at 10:30am.

**Have fun as you socialise.**

### Contact details:

Phone: 0300 126 1000

**Click below to visit our Website and view all of our activities**

First for  
Wellbeing





**Location:**

Badby Road W, Daventry, NN11 4HJ

**Eligibility:**

Those who are claiming benefit, JSA or ESA.

**Provision Details:**

An individual learning programme for literacy and numeracy, with regular one to one tutorials.

**Qualifications:**

- Adult literacy level 1 & 2
- Adult numeracy level 1 & 2

**Hours & Duration**

Tailored individual

**Referral Process:**

Through your Jobcentre Plus Advisor

Website: [www.northamptoncollege.ac.uk/](http://www.northamptoncollege.ac.uk/)





**Location:**

Badby Road W, Daventry, NN11 4HJ

**Eligibility:**

Any job ready claimant ready for support

- Job searching
- CV writing
- Email support
- Skills audit / health check
- IAG and advice on training opportunities including IT, Maths, English and ESOL.
- Apprenticeship advice and guidance
- Volunteering opportunities
- Access to Enterprise workshops organised by NEP across Northamptonshire.

The Job Club will run every Wednesday between 10am – Noon at the Daventry Centre, Badby Road West.

**Referral Process:**

Anyone wishing to attend can just pop along on the day and report to the main reception.

Contact: 01604 736 393

<http://www.northamptoncollege.ac.uk/>





## **Rushden Learning Centre**

Computing & IT courses

### **Location**

Rectory Road,  
Rushden,  
NN10 0PW

### **Eligibility**

Some courses are free to those claiming JSA.

### **Provision Details**

Offers a range of Computing & IT courses, with dedicated tutors to help you gain the qualifications you need in a timeframe that's suitable for you.

### **Hours & Duration**

Monday – Thursday 8am – 8pm  
Friday 8am – 4pm  
Saturday 9am – 1pm

### **Referral Process**

Tel: 01933 358684  
Tel: 01933 356840

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

**Location:**

EYS Kettering  
Action House  
35-41 Montagu Street  
Kettering  
Northamptonshire  
NN16 8XG

**Eligibility:** Access is for everyone

**Provision Details:*****Courses We Deliver***

- Functional Skills from E2 to L1
- BTEC Work Skills up to Diploma Level

***Vocational BTEC's***

- Art and Design
- Caring for Children
- Music Production
- Hospitality & Catering
- Health & Social Care
- Hair & Beauty and Sport & Active Leisure

***What Will You Gain***

Hours 9:00am – 5:00pm Monday to Friday

- Functional Skills English
- Maths and ICT
- BTEC's up to Diploma Level
- Help with CV's
- Job searching
- Apprenticeships
- Work Experience
- Improving on Personal & Social Skills

**Referral Process:**

Please speak to a Jobcentre Plus advisor or contact 01536 425 877

**Website:** <http://www.eysuk.org.uk>

**Email:** [info@eys.org.uk](mailto:info@eys.org.uk) / [D.Neil@eys.org.uk](mailto:D.Neil@eys.org.uk)





# KETTERING TRAINING SERVICES



## Location

5 Horse Market,  
Kettering  
NN16 0DG  
01536 535900



## Eligibility

Study Programme: open to 16 – 18's no previous qualifications are required.

Apprenticeship: open to anyone wanting to gain industry recognised qualifications and further their personal development. Depending on the apprenticeship framework you may be required to have GCSE's or equivalent in Maths, English and ICT.

## Provision Details

Kettering Training Services (KTS) are an independent service unit within Kettering Borough Council, and are the only local authority training provider in Northamptonshire. Through our Study Programme and Apprenticeships, we are committed to supporting the development of local businesses and young people in the community by providing high quality training, support and guidance

[Study Programme](#) - The Study Programme is an alternative to college or sixth form designed to give anyone aged 16-18 the opportunity to develop the skills required for an Apprenticeships, employment or further study, regardless of previous qualifications.

[Apprenticeships](#) – Our apprenticeships combine on and off-the-job training, specific to business needs. We develop long-term relationships with the businesses we work with to help develop a sustainable and skilled workforce.

We specialise in Business Administration, Customer Service, Health & Social Care and Team Leading and have carefully selected partner organisations to support the delivery of Print and Printed packaging, and Fashion & Textiles.

## Referral Process

Phone: 01536 535900

WebSite: [Kettering Training Services](#)



**Location:**

The FISH Advice Centre  
2a Cambridge Street  
Wellingborough  
NN8 1DJ

**Telephone:**

01933 664437 / 01933 278248

**Eligibility:**

Anyone above 18 unemployed or employed

**Provision Details:**

The Mallow's Company's qualified advisors deliver a professional guidance service under various funded contracts in Wellingborough and surrounding areas.

Sessions could be for any of the following

- Careers Advice
- Skills Assessment
- CV Creation
- Confidence building
- Interviewing techniques
- Training needs
- Job searching
- Work Ethics
- In Work Support
- IT skills

**Hours and duration:** Tailored to individual

**Referral process:** To book a free session please call 0844 3301732

Website: [www.themallowscountry.com](http://www.themallowscountry.com)





## Northampton Employment Agencies, Members of REC

For information only

### Accountancy

Abacus	Grange Park	01604 876330
Hays Account	Northampton	01604 621733
Johnson Underwood	Northampton	01604 626162
One 2 One	Moulton Park	01604 647100
Reed Accountancy	Northampton	01604 259505

### Admin / General

ACS Recruitment	Northampton	01604 704058
Adecco	Northampton	01604 637474
Alliance Recruitment	Northampton	01604 632444
Barker Ross	Northampton	01604 634479
Brook Street	Northampton	01604 637495
Debbie Burbage	Northampton	01604 879610
HR GO Ltd	Northampton	01604 621333
Manpower	Northampton	01604 231333
NRS Recruitment	Northampton	01604 632800
Office Angels	Northampton	01604 628280
Reed	Northampton	01604 636644
Select Appointments	Northampton	01604 639494

### Catering

Blue Arrow Catering	Northampton	01604 603002
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## Northampton Employment Agencies, Members of REC

For information only

### Driving

Advance Drivers	Brackmills	01604 702111
Berry Recruitment	Northampton	01604 622244
Bradmoore Drivers	Moulton Park	01604 491224
Driver Hire	Moulton Park	01604 670199
Driver Require	Northampton	01604 648444
Drivers Direct	Northampton	01604 627060
Gi Group	Northampton	01604 665175
Impact Recruitment	Northampton	01604 239555
Judith Hearn	Northampton	01604 601868
Quest	Northampton	01604 232227
Rapier	Northampton	01604 792558
The Best Connection	Northampton	01604 629888

### Education

Coba Resourcing	Moulton Park	01604 646333
Teaching Personnel	Brackmills	01604 521208

### Hospitality

Blue Arrow	Northampton	01604 636486
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### Industrial

Encore	Northampton	01604 824170
Estate Employment	Moulton Park	01604 670777
Hunters Solutions	Northampton	01604 621110
Pertemps	Northampton	01604 232333
Q Personnel	Northampton	01604 635585
Staffline	Northampton	01604 234432
Tempus	Northampton	01604 628012

### Health / Social Care / Nursing

Prestige Nursing	Northampton	01604 637000
Primetime Health	Northampton	01604 602700



## Corby Employment Agencies, Members of REC

For information only

### Corby:

Active Recruitment Academy	Corby	01536 260045
Army & Navy Career	Corby	01536 260168
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
Ambitions Personnel	Stamford	01780 757749
CNA Executive Search	Stamford	01780 757749
More People	Stamford	01780 480530
Zest Recruitment	Stamford	01780 483999



## Daventry & South Northants Employment Agencies, Members of REC

For information only

### Daventry:

Cordant Recruitment	Daventry	01327 702233
CRC	Daventry	01327 878737
Morris Clarke Recruitment	Daventry	01327 706596

### Rugby:

Advanced drivers	Rugby	01788 577877
Blue Arrow	Rugby	01788 562031
Brook Street	Rugby	01788 579500
City Centre	Rugby	0345 450 3360
First Personnel Services	Rugby	01788 540566
Fish Recruitment	Rugby	01788 577155
G Staff	Rugby	01788 535565
GHL Employment	Rugby	01788 569740
Grafters Recruitment	Rugby	01788 546985
Haul-It Nationwide Ltd	Rugby	01788 552241
Kilvington Saville & Partn	Rugby	01788 541306

**Recruitment Agencies**

**Rugby (Cont):**

Pertemps	Rugby	01788 578888
Profitlink Group Ltd	Rugby	01788 298040
Specialist recruitment	Rugby	01788 435042
The Mercury recruitment	Rugby	01788 229988
Wells charley	Rugby	01788 578928

**Towcester and Buckingham:**

Park Street Personnel	Towcester	01327 359259
Stafford-Sharp Associates	Alderton	01604 201030
Professional Driving Services	Buckingham	01280 822221

**Brackley**

JM & Co Recruitment	Brackley	01280 830999
Trade Alliance Recruitment	Halse	01280 705500
Xclusive Recruitment	Brackley	01280 701123

**East Northants Employment Agencies, Members of REC****For information only****Rushden**

Optimise Recruitment	<b>Rushden</b>	<b>01933 418722</b>
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**Bedford**

Abacus Consulting	Bedford	01234 831005
Advancing People	Bedford	01234 268012
Alliance Consulting	Bedford	01234 355311
All Staff Recruitment	Bedford	01234 273232
Andrea Potter Recruitment	Bedford	01234 330332
AS Professional Services	Bedford	01234 326000
Blue Arrow	Bedford	01234 217001
BSS Recruitment	Bedford	01234 271660
Clifford Sells Ltd	Bedford	01234 355522
DMS Computer Recruitment	Bedford	01234 214571
Driver Hire Nationwide	Bedford	01234 245570
Education Line Recruitment	Bedford	01234 210468
Evolve Recruitment	Bedford	01234 215000
Higgins Recruitment	Bedford	01234 328446
IT Connections	Bedford	01234 363696
MEM Recruitment	Bedford	01234 352732
Nohow International Ltd	Bedford	01234 262627

**Bedford (continued)**

Osborne Recruitments	Bedford	01234 347069
Placing People	Bedford	01234 327272
Premier Associates	Bedford	01234 219220
Quest Employment	Bedford	01234 358844
Sales Recruitment Services	Bedford	01234 826450
Shepherd Stubbs	Bedford	01234 269191
Simply Education	Bedford	01234 216199
Tradeline Recruitment	Bedford	01234 332960
Watton Recruitment	Bedford	01234 215274
1st Choice Recruitment	Bedford	01234 210025
2B Interface	Bedford	08004 334949

**Kettering Employment Agencies, Members of REC****For information only****Kettering**

Adecco UK Ltd	Kettering	01536 481120
Echo Personnel	Kettering	01536 485555
Fox Resourcing	Kettering	01536 524460
Interaction Recruitment	Kettering	01536 412121
Jobs Today	Kettering	01536 506100
Pertemps Kettering Industrial	Kettering	01536 526449
Starting Off Kettering	Kettering	01536 417373
Taskforce	Kettering	01536 311977
The Care Bureau	Kettering	01536 414827
UK Career Search	Kettering	01536 484552

**Market Harborough**

BJD Group	Market Harborough	01858 414244
Mark Paine Recruitment	Market Harborough	07909 915554
North Oak Recruitment	Market Harborough	01858 881711
Premier Insurance Recruitment	Market Harborough	01858 450032
Vanilla Recruitment (UK) Ltd	Market Harborough	01858 898058



## Wellingborough Employment Agencies, Members of REC

For information only

Adecco UK Ltd	Wellingborough	01933 277633
Easy Web Recruitment	Wellingborough	0845 880 5848
Echo Personnel	Wellingborough	01933 226640
Face To Face Northants	Wellingborough	01933 225555
Fox Resourcing	Wellingborough	01933 227189
Jobs 4EU Ltd	Wellingborough	01933 223214
LMR	Wellingborough	01933 275156
MEM Recruitment	Wellingborough	01933 270505
Path Recruitment	Wellingborough	01933 665115
Pertemps (Industrial On-Site Offices)	Wellingborough	01933 235540
Phoenix Personnel Ltd	Wellingborough	01604 881664
PRG Recruit	Wellingborough	01933 274211
Travail	Wellingborough	01933 222282
Verticality	Wellingborough	0845 1235155
Verticality	Wellingborough	01933 667120

**Recruitment Agencies**





## Employment Websites

### **General Jobsites:**

[www.gov.uk/jobsearch/](http://www.gov.uk/jobsearch/)  
[www.indeed.co.uk](http://www.indeed.co.uk)  
[www.reed.co.uk](http://www.reed.co.uk)  
[www.totaljobs.com](http://www.totaljobs.com)  
[jobs.guardian.co.uk](http://jobs.guardian.co.uk)  
[www.tes.com/jobs/](http://www.tes.com/jobs/)

[www.monster.co.uk](http://www.monster.co.uk)  
[www.everyjobsite.co.uk](http://www.everyjobsite.co.uk)  
[www.jobsite.co.uk](http://www.jobsite.co.uk)  
[www.fish4.co.uk/jobs/](http://www.fish4.co.uk/jobs/)  
[www.cv-library.co.uk](http://www.cv-library.co.uk)

### **Recruitment Agency:**

[www.reedglobal.com](http://www.reedglobal.com)  
[www.michaelpage.co.uk](http://www.michaelpage.co.uk)  
[www.nesglobaltalent.com](http://www.nesglobaltalent.com)  
[www.progressiverecruitment.com](http://www.progressiverecruitment.com)  
[www.hays.co.uk](http://www.hays.co.uk)  
[www.agencycentral.co.uk](http://www.agencycentral.co.uk)  
[www.vanillarecruitment.co.uk](http://www.vanillarecruitment.co.uk)  
[www.prgrecruit.co.uk](http://www.prgrecruit.co.uk)  
[www.abacusconsulting.co.uk](http://www.abacusconsulting.co.uk)  
[www.o2ouk.com](http://www.o2ouk.com)  
[www.wallacehind.com](http://www.wallacehind.com)

[www.driverrequire.co.uk](http://www.driverrequire.co.uk)  
[www.echopersonnel.co.uk](http://www.echopersonnel.co.uk)  
[www.travail.co.uk](http://www.travail.co.uk)  
[www.estateemployment.co.uk](http://www.estateemployment.co.uk)  
[www.driverhire.co.uk](http://www.driverhire.co.uk)  
[www.simplyeducation.co.uk](http://www.simplyeducation.co.uk)  
[www.pytec.co.uk](http://www.pytec.co.uk)  
[www.aceappointments.co.uk](http://www.aceappointments.co.uk)  
[www.interactionrecruitment.co.uk](http://www.interactionrecruitment.co.uk)  
[www.frs.co.uk](http://www.frs.co.uk)

### **Specialist Jobsites**

[www.computerpeople.co.uk](http://www.computerpeople.co.uk)  
[www.emrrecruitment.co.uk](http://www.emrrecruitment.co.uk)  
[www.gcsltd.com](http://www.gcsltd.com)  
[jobs.telegraph.co.uk/content/executive/](http://jobs.telegraph.co.uk/content/executive/)  
[www.exec-appointments.com/jobs/](http://www.exec-appointments.com/jobs/)  
[www.careersinconstruction.com](http://www.careersinconstruction.com)  
[www.justconstruction.net](http://www.justconstruction.net)  
[www.tes.com/jobs/](http://www.tes.com/jobs/)  
[www.eteach.com](http://www.eteach.com)  
[www.jobs.nhs.uk](http://www.jobs.nhs.uk)  
[jobs.goabroad.com](http://jobs.goabroad.com)

[www.prospects.ac.uk/working\\_abroad/](http://www.prospects.ac.uk/working_abroad/)  
[www.jobabroadbulletin.co.uk](http://www.jobabroadbulletin.co.uk)  
[careers.thomascook.com/working-abroad/](http://careers.thomascook.com/working-abroad/)  
[www.civilservicejobs.service.gov.uk/csr/index.cgi](http://www.civilservicejobs.service.gov.uk/csr/index.cgi)

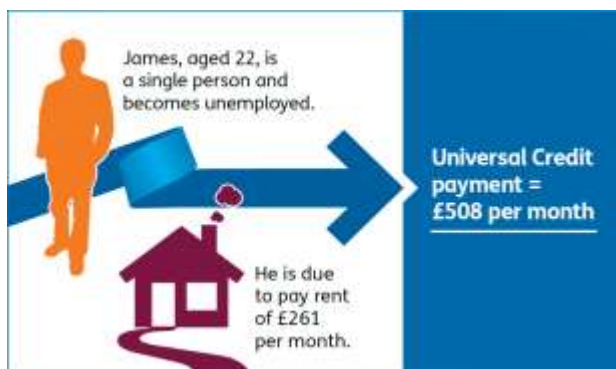
## Universal Credit (UC)

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

### **How do I make a claim?**

You can make a claim for Universal Credit online at [www.gov.uk/universalcredit](http://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](http://www.gov.uk/universalcredit)

[www.understandinguniversalcredit.gov.uk](http://www.understandinguniversalcredit.gov.uk)

# You can access information on



## Using any of the following new options



- To find out more about Looking Local, visit [lookinglocal.gov.uk](http://lookinglocal.gov.uk)<sup>web</sup>
- **Wii Users** - On a mobile, internet enabled games console go to: [www.lookinglocal.gov.uk](http://www.lookinglocal.gov.uk)<sup>web</sup>
- **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](http://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





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](http://www.gov.uk/jobsearch)

## 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

Net earnings	£98
Child Tax Credit	£62
Child Benefit	£21
Housing Benefit	£90

Total  
**£271**

### UC *Universal Credit*

Net earnings	£98
Universal Credit award	£201
Child Benefit	£21

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.

Universal Credit

## 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

# 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.

Universal Credit



# UC *Universal Credit* and budgeting

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](http://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.org.uk](http://moneyadvice.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**

Visit [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit) to find out more about the new service

Universal Credit



## National Helplines (A-Z)

ACAS	0300 123 1100
Benefit Fraud Hotline	0800 854 440
Benefit Helpline	0345 608 8545
Blue Badge	0343 100 1000
Cabinet Office	0207 276 1234
Carer's Allowance	0345 608 4321
Chambers of Commerce	0207 654 5800
Child Benefit Helpline	0300 200 3100
Child Maintenance	0800 988 0988
Child Support Agency (Case Specific)	0345 713 3133
Citizenship and Nationality Enquiries	0300 123 2253
Debt Management	0345 850 0293
Department for Education	0370 000 2288
DLA Helpline	0345 712 3456
Domestic Abuse Helpline (Men)	0808 801 0327
Domestic Abuse Helpline (Women & Children)	0808 200 0247
DVLA	0300 790 6801
DWP Personal Independent Payment Helpline	0800 288 8777
Equality and Human Rights Helpline	0808 800 0082
Families Information Centre	0808 800 2222
Family Fund Helping Disabled Children	0190 455 0055
G4S Recruitment Line	0870 0108378
HMRC Income Tax Helpline	0300 200 3300
HMRC National Insurance Enquiries	0300 200 3500
HMRC Newly Self Employed Helpline	0300 200 3500
Home Office	0207 035 4848



## National Helplines (A-Z)

Maternity Allowance	0345 608 8610
Milk Tokens - Healthy Start	0345 607 6823
Minimum Wage Helpline	0300 123 1100
National Apprenticeship Service	0800 015 0600
National Insurance Number Allocation	0345 600 0643
National Careers Service	0800 100 900
NHS Help with Health Costs	0300 330 1343
Northampton Borough Council	0300 330 7000
Northampton Probation Service	01604 658 000
Northamptonshire Chambers of Commerce	01604 490 490
Northamptonshire County Council	0300 126 1000
Pension Credit Claims	0800 991 234
Pension Credit Claims (Hard of Hearing) Text phone:	0800 169 0133
Pension Service - First Claim Enquiry	0800 731 7898
Pension Service - Information on Existing Pension	0345 606 0265
Post Office Helpline	03457 223344
Prince's Trust	0800 842 842
Probation Service	0300 047 6325
Redundancy Payments Helpline	0845 145 0004
Royal Mail Tracked Helpline	03456 038 495
Student Bursary Support Service	0800 121 8989
Tax Credits Helpline	0345 300 3900
To Claim Retirement Pension	0800 731 7898
Veterans Agency	0808 1914 218
Winter Fuel Payments	03459 15 15 15



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](http://www.gov.uk/yourstatepension)**

For any additional information or changes to be added please email  
[sarah.holtham@dwp.gsi.gov.uk](mailto:sarah.holtham@dwp.gsi.gov.uk)