

While we want you to have a successful and enjoyable journey on your Apprenticeship programme, we recognise that there are times when you may need some expert external advice and support for issues of a more personal nature, including those that may be affecting your work or training.

We will always be happy to listen and discuss any personal issues that may be causing you a problem and we will help you to find more effective ways to cope them.

You may find the following organisations and websites of use if you want to find out more about a particular issue or if you want to access professional help and support.

General

Citizens Advice Bureau (CAB)

Provides basic information about many topics including equal rights and employment and training.

Website: www.citizensadvice.org.uk

Gov.uk

Information on a range of public services in one place such as national minimum wage rates, legislation & guidance.

Website: www.gov.uk

HM Revenue and Customs (HMRC)

Information on tax credits, working tax credits and child benefit

Telephone: 0300 200 3300

Website: www.gov.uk/government/organisations/hm-revenue-customs

Health & Safety

Health and Safety Executive

Help and information to keep people safe and healthy at work.

Telephone: 0845 3450 055

Website: www.hse.gov.uk

Human Rights

Equality and Human Rights Commission

An excellent source of information about your rights, including sections about education and resources specifically for young people.

Telephone: 0808 800 0082

Website: www.equalityhumanrights.com

Bullying

Bullying UK

Help and advice for victims of bullying.

Telephone: 0808 800 2222

Website: www.bullying.co.uk

Childline

24-hour helpline for a child or young person needing help.

Telephone: 0800 1111

Website: www.childline.org.uk

Disability

Skill

National Bureau for students with disabilities

Telephone: 0207 450 0620

Website: www.skill.org.uk

Focus on Disability

The essential resource for disabled people, the elderly and their carers in the UK - providing information, advice, products and guides.

Website: www.focusondisability.org.uk

SCOPE

The disability equality charity.

Telephone: 0808 800 3333

Website: www.scope.org.uk

Epilepsy Action

A charity that improves the lives of everyone affected by epilepsy. They give advice, improve healthcare and campaign for change.

Telephone: 0808 800 5050

Website: www.epilepsy.org.uk

Mental Health

Anxiety UK

Charity providing support if you have been diagnosed with an anxiety condition.

Telephone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)

Website: www.anxietyuk.org.uk

Bipolar UK

A charity helping people living with manic depression or bipolar disorder.

Website: www.bipolaruk.org.uk

CALM

CALM is the Campaign Against Living Miserably, for men aged 15 to 35.

Telephone: 0800 58 58 58 (daily, 5pm to midnight)

Website: www.thecalmzone.net

Men's Health Forum

24/7 stress support for men by text, chat and email.

Website: www.menshealthforum.org.uk

Mental Health Foundation

Provides information and support for anyone with mental health problems or learning disabilities.

Website: www.mentalhealth.org.uk

Mind

Promotes the views and needs of people with mental health problems.

Telephone: 0300 123 3393 (Monday to Friday, 9am to 6pm)

Website: www.mind.org.uk

No Panic

Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

Telephone: 0844 967 4848 (daily, 10am to 10pm). Calls cost 5p per minute plus your Telephone provider's Access Charge

Website: www.nopanic.org.uk

OCD Action

Support for people with OCD. Includes information on treatment and online resources.

Telephone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm). Calls cost 5p per minute plus your telephone provider's Access Charge

Website: www.ocdaction.org.uk

OCD UK

A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.

Telephone: 0333 212 7890 (Monday to Friday, 9am to 5pm)

Website: www.ocduk.org

PAPYRUS

Young suicide prevention society.

Telephone: HOPElineUK 0800 068 4141 (Monday to Friday, 10am to 5pm and 7pm to 10pm, and 2pm to 5pm on weekends)

Website: www.papyrus-uk.org

Rethink Mental Illness

Support and advice for people living with mental illness.

Telephone: 0300 5000 927 (Monday to Friday, 9.30am to 4pm)

Website: www.rethink.org

Samaritans

Confidential support for people experiencing feelings of distress or despair.

Telephone: 116 123 (free 24-hour helpline)

Website: www.samaritans.org.uk

SANE

Emotional support, information and guidance for people affected by mental illness, their families and carers.

Telephone: 020 3805 1790

Website: www.sane.org.uk

Peer support forum: www.sane.org.uk/supportforum

Text Support: www.sane.org.uk/what_we_do/support/textcare

Young Minds

Information on child and adolescent mental health - services for parents and professionals.

Telephone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm)

Website: www.youngminds.org.uk

NHS Direct

Telephone: 111

Website: www.nhsdirect.nhs.uk

Gender

The Fawcett Society

Campaigns for equality between women and men in the UK on pay, pensions, poverty and politics

Telephone: 0203 598 6154

Website: www.fawcettsociety.org.uk

The Gender Trust

Advice and information for all those people that are affected by gender identity issues in the UK.

Telephone: N/A

Website: www.gendertrust.org.uk

Young Minds

Help and Support for young people experiencing gender identity issues.

Telephone: 020 7089 5050 / TEXT: YM to 85258

Website: www.youngminds.org.uk

HIV

Terence Higgins Trust

Support for people living with HIV and sexual health info & advice.

Telephone: 0845 122 1200

Website: www.tht.org.uk

National Sexual Health Helpline

A free national helpline to help with sexual health issues in strictest confidence and with sensitivity.

Telephone: 0300 123 7123

Website: www.nhs.uk

National Aids Trust

The UK's HIV rights charity, working to stop HIV from standing in the way of health, dignity and equality, and to end new HIV transmissions.

Telephone: 0207 814 6767

Website: www.nat.org.uk

Human Trafficking

NSPCC Child Trafficking Advice

The UK's leading children's charity, looking out for children for over 130 years.

Telephone: 0808 800 5000

Website: www.nspcc.org.uk

Unseen

Providing specialist care as the first step in the fight against slavery. Through supporting survivors, their provision gives them a safe place to recover from trauma and rebuild their lives.

Telephone: 0303 040 2888

Website: www.unseen.org.uk

Female Genital Mutilation

NSPCC FGM

Providing information and advice on different types of child abuse, how to spot the signs and what you can do to help keep children safe.

Telephone: 0800 0282 3550

Website: www.nspcc.org.uk

Brook

The only national charity to offer both clinical sexual health services and education and wellbeing services for young people.

Website: www.brook.org.uk

Abuse (child, sexual, domestic violence)

Refuge

A charity which supports women, children & men experiencing domestic violence with a range of services.

Telephone: 0808 2000 247

Website: www.refuge.org.uk

Women's Aid Federation

Women's Aid is a grassroots federation working together to provide life-saving services in England and build a future where domestic abuse is not tolerated.

Telephone: 0800 2000 247

Website: www.womensaid.org.uk

SupportLine

SupportLine is aimed at those who are isolated, at risk, vulnerable and victims of any form of abuse.

Telephone: 01708 765200

Website: www.supportline.org.uk

Victim Support

Providing free and confidential support 365 days a year for people affected by crime and traumatic events – regardless of whether the crime has been reported to the police.

Telephone: 0808 16 89 111 / 0808 2000 247

Website: www.victimsupport.org.uk / www.nationaldomesticviolencehelpline.org.uk

NSPCC

Children's charity dedicated to ending child abuse and child cruelty.

Telephone: 0800 1111 for children (24-hour helpline)

Telephone: 0808 800 5000 for adults concerned about a child (24-hour helpline)

Website: www.nspcc.org.uk

Alcohol Misuse

Alcoholics Anonymous

A free self-help group supports getting sober with the help of regular face-to-face and online support.

Telephone: 0800 917 7650 (24-hour helpline)

Website: www.alcoholics-anonymous.org.uk

Al-Anon

Al-Anon is a free self-help "12 step" group for anyone whose life is or has been affected by someone else's drinking

Telephone: 0800 0086 811 (daily, 10am to 10pm)

Website: www.al-anonuk.org.uk

Drinkline

A free confidential helpline for people worried about their own or someone else's drinking.

Telephone: 0300 123 1110 (weekdays 9am to 8pm, weekends 11am to 4pm)

National Association for Children of Alcoholics

National Association for Children of Alcoholics offers free confidential advice and information to everyone affected by a parent's drinking including children, adults and professionals.

Telephone: 0800 358 3456 (Friday, Saturday and Monday 12pm to 7pm and Tuesday, Wednesday and Thursday 12pm to 9pm)

Website: www.nacoa.org.uk

SMART Recovery UK

SMART Recovery UK face-to-face and online groups help people decide whether they have a problem with alcohol and drugs, build up their motivation to change, and offer a set of proven tools and techniques to support recovery.

Telephone: 0330 053 6022 for general enquiries about SMART Recovery UK (9am to 5pm, Monday-Friday)

Website: smartrecovery.org.uk

We Are With You

We Are With You provides free, confidential support to people who have issues with drugs, alcohol or mental health.

Telephone: 01233 639383

Website: www.wearewithyou.org.uk

Alzheimer's

Alzheimer's Society

Provides information on dementia, including factsheets and helplines.

Telephone: 0300 222 1122 (Monday to Friday, 9am to 5pm and 10am to 4pm on weekends)

Website: www.alzheimers.org.uk

Bereavement

Cruse Bereavement Care

Cruse offers telephone, email and website support as well as a free national helpline and local services for children and young people.

Telephone: 0808 808 1677 (Monday to Friday, 9am to 5pm)

Website: www.cruse.org.uk

The Samaritans

Working to make sure there's always someone there for anyone who needs someone.

Telephone: 08457 90 90 90

Website: www.samaritans.org

Hope Again

Bereavement counselling and support for young people.

Telephone: 0808 808 1677 (Monday-Friday, 9:30am - 5:00pm)

Website: www.hopeagain.org.uk

Stillbirth and Neonatal Death Society (SANDS)

Support for parents & families whose baby is stillborn or died soon after birth.

Telephone: 08008 164 3322

Website: www.sands.org.uk

Child Bereavement UK

Providing information & support to families when a child dies or when a child is bereaved.

Telephone: 0800 028 8840

Website: www.childbereavement.org.uk

Winston's Wish

Supporting children and young people after the death of a parent or sibling.

Telephone: 0808 802 0021

Website: www.winstonswish.org.uk

Crime Victims

Rape Crisis

To find your local services Telephone: 0808 802 9999 (daily, 12pm to 2.30pm and 7pm to 9.30pm)

Website: www.rapecrisis.org.uk

Victim Support

The independent charity for people affected by crime.

Telephone: 0808 168 9111 (24-hour helpline)

Website: www.victimsupport.org

Drug Misuse

Cocaine Anonymous

To help individuals stay free from cocaine and all other mind-altering substances.

Telephone: 0800 612 0225 (daily, 10am to 10pm)

Website: www.cocaineanonymous.org.uk

FRANK

Free, confidential information and advice about drugs, their effects and the law. FRANK's live chat service runs daily from 2pm to 6pm.

Telephone: 0300 1236600 (24-hour helpline)

Text a question to: 82111

Website: www.talktofrank.com

Marijuana Anonymous

A free self-help group. Its "12 step" programme involves stopping using marijuana with the help of regular face-to-face and online support groups.

Telephone: 0300 124 0373 (callback service)

Website: www.marijuana-anonymous.org.uk

Narcotics Anonymous

A free self-help group. Its "12 step" programme involves stopping using drugs with the help of regular face-to-face and online support groups.

Telephone: 0300 999 1212 (daily, 10am to midnight)

Website: www.ukna.org

SMART Recovery UK

SMART Recovery UK face-to-face and online groups help people decide whether they have a problem with alcohol and drugs, build up their motivation to change, and offer techniques to support recovery.

Telephone: 0330 053 6022 for general enquiries about SMART Recovery UK (9am to 5pm, Monday-Friday)

Website: smartrecovery.org.uk

ADS

A progressive 21st century addiction charity.

Telephone: 0161 831 2400

Website: www.adsolutions.org.uk

Eating Disorders

Beat

Telephone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s)

Website: www.b-eat.co.uk

Anorexia & Bulimia Care

Telephone: 03000 11 12 13

Website: www.anorexiabulimiare.org.uk

Gambling

Gamblers Anonymous

A free self-help group. Its "12 step" programme involves stopping gambling with the help of regular face-to-face and online support groups.

Telephone: 0330 094 0322 (24-hour)

Website: www.gamblersanonymous.org.uk

Gam-Anon

A free self-help group. Its "12 step" programme is for those affected by someone else's gambling with the help of regular face-to-face and online support groups.

Telephone: 08700 50 88 80

Website: www.gamanon.org.uk

National Gambling Helpline

Telephone: 0808 8020 133 (daily, 8am to midnight)

Website: www.begambleaware.org

National Problem Gambling Clinic

A specialist NHS clinic for problem gamblers aged 13 and over.

Telephone: 020 7381 7722 (callback)

Website: www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/national-problem-gambling-clinic

Gam Care

The leading provider of support for anyone affected by problem gambling in Great Britain.

Telephone: 0808 8020 133

Website: www.gamcare.org.uk

Debt

National Debt Line

Free help and advice on dealing with debt in England and Wales.

Telephone: 0808 808 4000

Website: www.nationaldebtline.co.uk

Learning Disabilities

Mencap

Charity working with people with a learning disability, their families and carers.

Telephone: 0808 808 1111 (Monday to Friday, 9am to 5pm)

Website: www.mencap.org.uk

The British Dyslexia Association

The British Dyslexia Association (BDA) has been the voice of dyslexic people since 1972. It is a membership organisation working to achieve a dyslexia-friendly society for all.

Telephone: 0333 405 4555

Website: www.bdadyslexia.org.uk

Parenting

Family Lives

Advice on all aspects of parenting, including dealing with bullying.

Telephone: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)

Website: www.familylives.org.uk

Relationships

Relate

The UK's largest provider of relationship support.

Website: www.relate.org.uk

Employment Related Matters

ACAS

Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice. They also help to resolve disputes through their arbitration service.

Telephone: 0300 123 1100

Website: www.acas.org.uk

Homelessness

Shelter

Telephone helpline for those facing a housing emergency.

Telephone: 0808 800 4444

Website: www.shelter.org.uk

The Salvation Army

Always available to help the most vulnerable with housing, training and advice.

Telephone: 0207 367 4500

Website: www.salvationarmy.org.uk

Refugees

Refugee Action

Migrant Help

Telephone: 0808 8000 630

Website: www.refugee-action.org.uk

Children and Young People

Child Poverty Action

Campaigning to bring about the end of poverty using their understanding of the causes.

Telephone: 0207 837 7979

Website: www.cpag.org.uk

Save The Children

They support children to learn, grow and become who they want to be.

Telephone: 0207 012 6400

Website: www.savethechildren.org.uk

Childline

Childline is a free, private and confidential service where young people can talk about anything.

Telephone: 0800 1111

Website: www.childline.org.uk

NSPCC

The UK's leading children's charity, looking out for children for over 130 years

Telephone: 0808 800 5000

Website: www.nspcc.org.uk

The Children's Legal Centre

Legal advice, information and representation for children and young people.

Telephone: 01206 714 650

Website: www.childrenslegalcentre.com

The National Youth Agency

Youth Access is the national membership organisation for young people's information, advice, counselling and support services.

Telephone: 0116 242 7350

Website: www.nya.org.uk

The National Youth Advocacy Service (NYAS)

A UK charity providing children's rights and socio-legal services. They offer information, advice, advocacy and legal representation to children and young people up to the age of 25.

Telephone: 0808 808 1001

Website: www.NYAS.net

Smoking

NHS Smoking Helpline

Helping individuals to quit smoking with a free Personal Quit Plan.

Telephone: 0300 123 1044

Website: www.nhs.uk