



APPRENTICESHIP LEARNER HANDBOOK 2023-2024

Aiming to improve the quality-of-life skills and employability of residents in the borough, making Wandsworth a vibrant and prosperous learning community.

Content

Welcome	3
What is an Apprenticeship?	3
Qualification Content	4
Who is involved?	6
Staff Contact Details	8
Your Journey to Success	9
Apprentice Network Meetings	11
Apprenticeship Feedback	11
Development - Off the Job Training	11
Reviews	13
Fair Assessment	14
Plagiarism	14
Learner Code of Conduct	15
Attendance	16
Appeals Procedure	18
Complaints/Compliments Procedures	19
Health and Safety	19
Equality Diversity and Inclusion	20
What is Safeguarding?	20
Safeguarding Information	21
Meet our Safeguarding Team	24
The Prevent Strategy	25
British Values	25
Staying Safe Online	26
Social Networking and Personal Publishing	27
Online Etiquette and Guidelines	28
Data Security	30
Wellbeing	31
Mental Health	32
Oyster/Discount Cards	32
Financial Advice	33
Careers Advice and Progression Opportunities	33
Support Services	34

Welcome

We are delighted that you have chosen to enrol with a Wandsworth Council Lifelong Learning Apprenticeship programme.

Our role is to ensure that you receive the training, assessment and support to successfully complete your Apprenticeship. During the programme, you will develop the skills, knowledge, and behaviours that will help you to succeed in your chosen career.

This handbook provides important information about the Apprenticeship programme, your responsibilities as a learner and the support and guidance that is available to you.

We would like to take this opportunity to wish you every success with your Apprenticeship and future career path.

What is an Apprenticeship?

An Apprenticeship is a focused learning programme that assists learners with developing new skills and enhancing their knowledge. For some, it can be an opportunity to 'learn while you earn' and for others, it supports their development if they have recently been promoted or have been tasked with additional responsibilities.

An Apprenticeship may consist of some or all the following:

Functional Skills: English

Functional Skills: Maths

Apprenticeship Standards

Diploma in chosen vocational sector

End Point Assessment

Qualification Content

Diplomas

These are competence-based qualifications, which include mandatory units that all learners need to complete. Mandatory units cover core areas such as communication in the workplace and working effectively with others. There will also be a range of optional units which you and your line manager may choose to suit your job role. Each unit consists of a series of performance and knowledge criteria.

Apprenticeship Standards

Apprenticeship Standards include measurable outcomes relating to knowledge, skills and behaviours that an Apprentice must achieve and apply within their roles.

Your existing knowledge, skills, and behaviours are assessed at the beginning of your Apprenticeship and an individual learning plan will be developed for your specific requirements. Your Skills Coach will conduct this assessment and we will agree a training programme with you and your employer, which will enable you to develop your knowledge, skills and behaviours in line with the Apprenticeship Assessment Plan and organisational development needs. We will then agree an appropriate duration of training with you and your employer. Please note that the minimum time period must be 12 months and 1 day for all Apprenticeships.

Your progress is monitored throughout your Apprenticeship using the One File Scorecard tool. Each time your knowledge increases, or skills and behaviours develop, your progression can be easily viewed on a graph.

The planned knowledge, skills and behaviours (KSBs) are required for you to be competent in the duties of the occupation profile. The KSBs will form the basis of the Apprentice's on and off the-job training.

Knowledge - the information, technical detail, and 'know-how' that an Apprentice needs to have and understand to successfully perform the duties. Some knowledge will be occupation specific, and some may be more generic.

Skills - the practical application of knowledge needed to successfully undertake the assigned duties. They are learned through on and/or off-the-job training or experience.

Behaviours - mindsets, attitudes or approaches needed for competence. While these can be instinctive, they can also be learned. Behaviours tend to be transferable and may be

more broadly applied across Apprenticeships than knowledge and skills. For example, team working or being adaptable and professional.

If you are undertaking an Apprenticeship Standard, you will need to undertake an End Point Assessment (EPA). The EPA is designed to evaluate whether you have gained and applied the knowledge, skills and behaviours outlined in the Standard. Each EPA is different and the requirements for each assessment are described in the Apprenticeship Standard.

Summary of End Point Assessment:

An End Point Assessment (EPA) must be delivered by an independent EPA organisation with no affiliation to the employer or training provider, involved in the apprenticeship.

- Most EPAs will be graded - Pass, Merit, Distinction.
- You cannot achieve your apprenticeship without passing the EPA.
- Some programmes will require learners to also complete diplomas or sector certificates before they can undertake an EPA.
- You must achieve Functional Skills (Maths and English and, in some cases, ICT) before you will be submitted for an EPA.
- Some Apprenticeship Standards will include a situational test as part of the EPA and some will include an interview and professional discussion with an independent assessor.

We will work with you and your employer to fully prepare you for your End Point Assessment, which will involve completing mock assessments and discussions.

The assessment is synoptic, i.e., takes a view of your overall performance in your job and uses a variety of complementary methods. The assessment activities may include:

- An on-demand test
- A practical observation
- A professional discussion
- A presentation or work-based project
- A competency-based interview
- An assessment of a portfolio of evidence

Functional Skills

You may have already completed qualifications that offer an exemption from parts of the Apprenticeship. Certificates must be submitted at enrolment to support an exemption. All Apprentices will continue to develop their English and Maths skills within their job role. You will be provided with the opportunity to increase your knowledge and skills in these core areas and undertake Functional Skills even if you are exempt. We strongly advise you to take this opportunity to gain additional qualifications and refresh your knowledge of these areas. If you do need to complete Functional Skills, we deliver workshops which are beneficial and will help you to gain confidence and knowledge to achieve these components.

Who is involved?

There will be various individuals/organisations involved during your programme, below is a summary of their role.

Title	What they do
Tutor/ Skills Coach	<ul style="list-style-type: none">• Provide support and guidance to the learner.• Visit learners in the workplace to conduct assessments and reviews.• Review the development of skills, knowledge and behaviours with the Apprentice and the employer.• Grade/mark evidence produced.• Deliver training sessions to help increase learners' knowledge.
Internal Verifier	<ul style="list-style-type: none">• Review samples of assessments or other evidence to check that requirements are being met.• Complete observations of teaching, learning and assessment.• Provide guidance and support to the Tutor.• Deal with any assessment appeals.
Designated Safeguarding Lead & safeguarding Team	<ul style="list-style-type: none">• The Designated Safeguarding Lead & Safeguarding Officers have a responsibility to act as professional advisors on the protection of children and vulnerable adults.• Deal with any Safeguarding concerns.

Title	What they do
External Verifier/ Awarding Body	<ul style="list-style-type: none"> • Responsible for external verification and qualification approval. • Participate in verification of qualifications in the relevant subject area(s), to ensure standards are maintained.
Ofsted	<ul style="list-style-type: none"> • Ofsted is the Office for Standards in Education, Children's Services and Skills. • Ofsted complete inspections on providers to ensure the provision is meeting the needs of learners and quality assurance standards.
Governors	<ul style="list-style-type: none"> • WCLL is overseen by a Governing Board which monitors the quality of education and the implementation of statutory duties. • Governors will meet regularly with learners to discuss the service provided.
ESFA (Education Skills Funding Agency)	<ul style="list-style-type: none"> • The ESFA provides funding for the Apprenticeship programme. • It is accountable for funding education and skills for children, young people and adults. ESFA is an executive agency, sponsored by the Department for Education.
Employers	<ul style="list-style-type: none"> • Responsible for the employment of the Apprentice and for providing guidance and support. • In some cases, they also contribute towards the funding of the Apprenticeship programme.
End Point Assessment Organisation	<ul style="list-style-type: none"> • Responsible for conducting and marking the End Point Assessments.

Staff Contact Details:

Wandsworth Council Lifelong Learning Reception – 020 8871 8055

Santino Fragola (Head of Lifelong Learning)

M: 07767 256832

Joss New (Deputy Head of Lifelong Learning)

T: 020 8871 5372 / M: 07867 151502

Ashely Dunning (Work Based Learning Manager)

T: 020 8871 8627 | M: 07966 218591

Sam Ross (Skills Coach)

T: 07392 260609

Tracy Adams (MI & Compliance Manager)

T: 020 8871 8478/M: 07977 818268

Paul Brimecome(Quality Assurance Manager)

T: 02 08871 87639/ M: 07989 223060

Ashley Dunning (Work Based Learning Manager)

T: 020 8871 8627 | M: 07966 218591

Fauzia Ahmad

(Quality Assurance Officer – Accredited Learning Programme Lifelong Learning)

T: 020 8682 0740 | M: 07773 576825

Dustine Davis (Information Advice and Guidance Advisor)

T: 020 8871 7649 | M: 07919 392 254

Jackie Brown (Information Advice and Guidance Advisor)

T: 020 8871 8957 | M: 07557 863 654

Your journey to success

Information Advice and Guidance (IAG)

Wandsworth Council Lifelong Learning is committed to providing learners with independent high-quality Information, advice, and guidance at all stages of the programme. From the induction stage of your Apprenticeship and throughout the qualification, you will receive this.

Our aim is to support your development, equipping you with skills that will help you with your future career path and personal and social development. We will do this in a variety of ways including:

- Providing individual support to help increase your employability skills and knowledge.
- Conducting regular guidance meetings to support you with your future plans, including 121 sessions with an IAG advisor or your assessor regarding next steps.
- Working with you to reflect on personal behaviour and the moral responsibility that we all need to support others and create a supportive and productive society.

You can request an IAG interview at any time during your Apprenticeship, although they will be scheduled at certain times during your programme.

Your Employment Engagement Officer will complete a Training Needs Analysis with your employer

This considers the skills, knowledge and behaviours of the people in the organisation and how to develop them, both to deliver the organisation's strategic objectives and support the individual's career progression.



Apprentice is enrolled onto the correct programme

An Individual Learning Plan is agreed.



Full workplace Induction is carried out

All health & safety and Safeguarding procedures are discussed, roles and responsibilities made clear and the Apprentice will be given clear targets from the start of their programme.



Programme commences

All placed Apprentices will be invited to quarterly meetings with an IAG advisor. Employed status Apprentices are also given the same option.



Visits

An Individual Learning Plan is agreed.



On Programme

During your programme you will have regular discussions regarding your next steps and options for further learning or career progression.



Completion

For all EPA/qualifications achievements, WCLL will contact Apprentices (if permission is provided) to discuss other programmes and support available.

Apprentice Network Meetings

These meetings are an ideal opportunity to meet other apprentices and share knowledge and experiences. Apprentices can share their journeys as learn from others who might be slightly ahead in their journey. These meetings will also include guest speakers, discussion of current topics and careers support.

Apprenticeship Feedback

WCLL is committed to seeking feedback from all our learners, employers and apprentices to improve our provision. You will be invited to attend Learner Voice activities which will be conducted by one of our Advice and Guidance advisors. We urge Apprentices to voice any suggestions or barriers they have faced whilst on the programme. This information is collated and reviewed regularly and used to implement quality improvements.

Development - Off the Job Training

Off-the-job training is a statutory requirement for an English apprenticeship. It is training which is delivered to the apprentice during the apprentice's normal working hours (within their practical period), for the purpose of achieving the knowledge, skills and behaviours of the approved programme as referenced in the apprenticeship agreement. "Normal working hours" means the hours for which the apprentice would normally be paid, excluding overtime. Off-the-job training must deliver new skills that are directly relevant to the apprenticeship standard.

During the programme, you will gain significant new skills and develop your knowledge in several ways. These may include:

- Training sessions or workshops delivered by Wandsworth Council Lifelong Learning covering subject areas such as English, Maths, Employment Rights and Responsibilities.
- On-the-job training provided by your employer.
- Work shadowing experienced colleagues in a different department.
- Completion of e-learning modules or independent study and research.
- 1-2-1 coaching sessions with your tutor/skills coach on specific subjects.
- Completion of externally accredited training or qualifications.

Our aim is to help learners develop new skills and gain valuable knowledge to achieve their qualification and progress in their chosen career path. We also provide workshops to help prepare learners for the Functional Skills assessments. These sessions will refresh skills and help to equip all learners to successfully pass the tests. We conduct teaching and learning sessions when your Tutor or Skills Coach visits. This could involve coaching and discussion after an assessment or using a range of resources to conduct a 1-2-1 teaching session on a specific subject.

During the programme you are required to spend 6 hours of your time each week undertaking other learning activities, described as off-the-job training. This learning is undertaken outside of the normal daily working environment.

All Apprentices must demonstrate that they have completed the minimum amount of off-the-job training. This is a mandatory element of the Apprenticeship programme, irrespective of the Apprentice's number of weekly working hours.

Off-the job-training must be directly relevant to the Apprenticeship framework and may include the following:

- Workshops
- Shadowing colleagues to learn new skills
- Work mentoring and coaching
- Coursework during working hours
- Attendance at workshops and staff development events
- Online research and learning

There are certain activities that cannot be assigned to off-the-job training and these include:

- Coursework completed outside of working hours.
- Progress reviews
- Assessment
- Functional skills, English and Mathematics workshops

All hours need to be logged regularly on the timesheet available on your e-portfolio and your Skills Coach will go through this with you.

Reviews

Every eight to 10 weeks your Skills Coach will conduct a progress review with you and your line manager. The aim of this meeting is to ensure that you are progressing in your job, undertaking development activities, and achieving the agreed objectives.

At each review meeting you will:

- Review progress against each part of the Standard requirements and skills, knowledge, and behaviours.
- Review learning activities undertaken since the last review to identify new learning or skills you have acquired.
- Plan further work and learning activities that can be undertaken to gain additional knowledge, skills, or behaviours and agree the relevant support, if required.
- Discuss and agree SMART (Specific, Measurable, Agreeable, Realistic and Timebound) objectives for the following 8 weeks. Review and update your ILP/Scorecard.
- Discuss any areas of concern or barriers to success and how these can be overcome.
- Discuss core learning areas of Equality and Diversity, Safeguarding, Prevent and Health and Safety.

Your review will be recorded electronically using One File and the One File scorecard system, so that you will be able to refer to the objectives and targets that have been agreed to check your progress before the next review.

Fair Assessment

We are committed to achieving equality of opportunity at each stage of the assessment process. We aim to ensure that the assessment requirements and methods used within the Apprenticeship qualifications are sufficiently flexible to enable the widest range of learners to demonstrate competence fairly and reliably.

We will ensure that any special assessment arrangements are fair, reliable and do not give learners an unfair advantage, either real or perceived.

Learners may have particular assessment requirements for several reasons, including:

- Being unable to complete standard practical and written tasks through temporary or permanent disability.
- Being unavailable through illness or injury to attend scheduled practical assessments.
- Being unable to effectively demonstrate practical assessments through illness or injury.

Reasonable adjustments to accommodate particular assessment requirements must be approved prior to the assessment taking place. Requests will be submitted to your Tutor/ Skills Coach, in strictest confidence. The Wandsworth Council Lifelong Learning Reasonable Adjustment and Special Requirements Policy can be found on our website.

Plagiarism

For the purposes of this policy, plagiarism is defined as:

Copying and passing-off, as the learner's own, the whole or part(s) of another person's work including artwork, images, words, computer-generated work (including Internet sources), whether published or not, with or without the originator's permission and without appropriately acknowledging the source.

Collusion, by working collaboratively with other learners to produce work that is submitted as individual learner work. Learners should not be discouraged from teamwork, as this is an essential key skill for many sectors and subject areas, but the use of minutes to record allocating tasks, agreeing outcomes, etc., are an essential part of team work and this must be made clear to the learners.

Wandsworth Council Lifelong Learning is committed to banishing plagiarism in learners'/ apprentices work and dealing effectively with cases when they do occur. If plagiarism is suspected, procedures will be followed in line with our Malpractice Policy.

Learner Code of Conduct

Learners are expected to:

Before class

- Ensure that you arrive on time for classes and prepared for learning.
- Ensure you have what you need to take notes from the class.
- Wear appropriate clothing for classes. No caps, hats or hoods to be worn in lessons.
- Attend 100% of your classes.
- Inform WCLL of any reason for absence, in advance.

During class

- Display a positive commitment to your learning.
- Be tolerant and respectful towards all and respect the views of others.
- No food or drink (other than water) to be taken into class.
- Do not use mobile phones or other devices during lessons.
- Do not share or remove training provider or learner property without permission.
- Report anything that is, or is potentially, dangerous to an appropriate person.
- Do not smoke or vape, except in designated areas.

Behaviour

- Observe all WCLL policies and procedures during your course.
- Complete work and collect evidence for assessment within agreed timescales.
- Treat all learning environments and resources with respect.
- Harassment, bullying, discrimination, swearing, racist, homophobic, or sexist terms will not be tolerated.
- Behave responsibly so as not to endanger yourself or other people.
- Be committed to a healthy lifestyle, which is not dependent on the misuse of drugs or alcohol.

By signing your Individual Learning Plan (ILP), you are agreeing that you have been fully informed of what is expected of you and that you will always follow the WCLL Code of conduct during your learning.

If you are unsure about anything or require a re-cap on anything, please make your tutor aware of this during your course.

If you have any concerns or wish to raise a safeguarding issue, please contact a member of our Safeguarding Team.

Contact numbers and email addresses are in your Apprentice handbook.

Please keep this handbook and use the information contained in it to keep you and others safe.

Attendance

Procedure for non-attendance for Apprentices

If an Apprentice does not attend a scheduled meeting or training session the Skills Coach will:

- Contact the apprentice immediately and establish the reason for non-attendance.
- Inform the employer that the apprentice has not arrived for the session.
- If the apprentice is 16-18 and has not responded to contact and the employer is unaware of their current location WCLL will contact parent/guardian.
- If an apprentice is consecutively rescheduling planned appointments a meeting will be held with the apprentice and employer to discuss this issue and agree an improvement plan
- Document all attendance and punctuality issues on the plan/review.

Absence and Withdrawal Policy

an Apprentice is not demonstrating that they are in learning, they are at risk of being withdrawn from the programme. Every Apprentice is required to demonstrate they are spending 6 hours a week on off the job learning.

An Apprentice has an employed status and will need to adhere to their organisations' terms and conditions. If they fail to do so, they could face disciplinary action which could result in termination of their contract which would result in the Apprentice being withdrawn from their Apprenticeship.

If an Apprentice is making good progress at work but not meeting the requirements listed in their Learning Agreement, initially WCLL will hold a meeting with the Apprentice to explore the reasons why and how WCLL can support.

If an Apprentice fails to communicate, or no progress made, we will request a meeting with their employer to discuss progress and agree an action plan. If there is still no progress or communication is not forthcoming from the Apprentice, we will arrange another meeting with the line manager and the Apprentice, at which stage we review the previously agreed action plan and discuss if alternative support measures can be put in place.

If there is no commitment to making progress, we will inform the employer and Apprentice that we will withdraw the Apprentice from the programme.

We will always write to you to confirm your withdrawal from programme.

Learners are expected to:

- Attend all lessons and arrive before the start of the lesson properly equipped and prepared.
- Inform their tutor in advance if they have a genuine reason for lateness or absence. This can be done via email or telephone.
- Understand the expectations for attending all timetabled lessons.
- Arrange appointments, so that they do not conflict with lesson times.
- Make arrangements to catch up on any work missed during their absence with support as required.

Appeals procedure

If you are unhappy with an assessment decision, you have the right to appeal. The appeals procedure has three stages. To make an appeal you must start with the first stage and only progress through the other stages if you are not satisfied with the outcome of each one in turn.

The three stages are as follows:



Stage 1 Discuss your concern with your Tutor who will provide you with an explanation of their assessment decision. This should take place within 14 days of the assessment decision.

Stage 2 The Internal Quality Assurer (IQA) is advised within 48 hours of the appeal. The IQA reviews the situation and looks at all the evidence. The IQA will communicate the outcome of the review to both the candidate and the Tutor within 14 days of receipt of the appeal. If the candidate or Tutor are still dissatisfied the appeal moves to stage 3.

Stage 3 The Deputy Head of Lifelong Learning (DHLL) must be informed of an appeal within 48 hours of stage 2 outcome. An appeal is considered by the DHLL or another senior manager. The DHLL will confirm their decision to learner, Tutor and IQA within 14 days of receiving the appeal. If the issue is still unresolved the appeal moves into the awarding organisation appeals procedure.

Complaints/Compliments Procedure

Apprentice Complaint:

If a learner wishes to complain or praise the service they are receiving, they must contact:

The Quality Assurance Manager, (QAM), Paul Brimecome

paul.brimecome1@richmondandwandsworth.gov.uk

They must acknowledge this complaint or praise within three working days. If a complaint is made, the QAM or Community Learning Manager (CLM) will speak with the Apprentice to discuss raising a formal complaint.

If the learner wishes to raise a formal complaint, they must complete a Complaints Record which is emailed to:

The Deputy Head of Lifelong Learning, Joss New

joss.new@richmondandwandsworth.gov.uk

The Deputy Head of Lifelong Learning (DHLL) acknowledges receipt of the Complaints Record within three working days. The DHLL will investigate the complaint, providing a full response to the Apprentice within 15 working days. If the Apprentice is dissatisfied with the response, they have the right to appeal to the Head of Lifelong Learning.

Health and Safety

All Apprentices must have due regard for Health & Safety regulations both for themselves and for others who may be affected by their actions.

You should also ensure that you are aware of your employer's Health and Safety Policy Statement and the arrangements that are in place for the organisation and management of Health and Safety.

All accidents must be recorded in your employer's Accident Book and then reported to either the Deputy Head of Lifelong Learning or the Quality Assurance Manager who will investigate accidents or near-misses and report any injuries, diseases or dangerous occurrences (covered by the Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1992 (RIDDOR)).

Equality, Diversity and Inclusion

We aim to ensure that Apprentices enrolled on our programmes do not receive less favourable treatment on the grounds of sex, marital status, disability, race, colour, nationality, ethnic origin, religion or belief, age, sexual orientation or dependents, or are placed at a disadvantage by imposed conditions or requirements which cannot be shown to be justified. As part of your training, we will introduce you to a range of topics covering your employment responsibilities and rights, including those relating to unfair discrimination, bullying and harassment. If you believe you have been treated unfairly during any stage of the programme, we urge you to discuss your concerns with your employer or Tutor.

What is Safeguarding

Safeguarding describes the duties and responsibilities that those providing education and training must undertake, to protect individuals from harm. Wandsworth Council Lifelong Learning Safeguarding objectives are to:

- Provide a safe environment in which to learn and work.
- Take appropriate action to ensure that all learners and Apprentices are kept safe at home and in training. .
- Identify and support any young or vulnerable learners or Apprentices suffering, or likely to suffer, any:
 - Significant harm
 - Abuse

Abuse can take several forms, including:

- Physical, emotional or sexual
- Financial, money or material
- Discrimination
- Neglect

Wandsworth Council Lifelong Learning is committed to providing a safe learning environment for all our learners and Apprentices. If you have Safeguarding concern or wish to make us aware of anything, then please immediately call or email a member of our trained, Designated Safeguarding staff (details on the next page). Alternatively, you can email our central Safeguarding contact below:

lifelonglearningsafeguarding@richmondandwandsworth.gov.uk

If at any stage you feel unhappy with the support or advice offered by a member of the WCLL Safeguarding team, or by a Safeguarding Lead or Officer for a subcontractor, please contact our Head of Service, Santino Fragola by email

santino.fragola@richmondandwandsworth.gov.uk

Safeguarding Information

Our role is to increase your knowledge of potential risks faced in society and at work, and to advise on the actions that can be taken to protect you from these risks and how to avoid them. Key areas where we will aim to increase your awareness include:

- **Radicalisation:** the action or process of causing someone to adopt radical positions on political or social issues.
- **Extremism:** the holding of extreme political or religious views or fanaticism.
- **Prevent Strategy:** this forms part of the Government's anti-terrorism strategy.

Grooming: occurs when someone builds a relationship, trust and emotional connection with a child or young person in order to manipulate, exploit and abuse them. Children and young people who are groomed can be sexually abused, exploited or trafficked. Anybody can be a groomer, no matter their age, gender or race.

Online Grooming: occurs when someone uses the internet to trick, force or pressure a person into doing something sexual, such as sending an intimate video or picture of themselves. If this is happening, or has happened to you or someone you know, we can help.

County Lines: 'County Lines' is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of 'deal line'. They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Criminal exploitation of children is a geographically widespread form of harm that is a typical feature of County Lines criminal activity. Drug networks, or gangs, groom and exploit children and young people to carry drugs and money from urban areas to suburban and rural areas, market and seaside towns.

Gangs and Knife Crime: The term 'gang' may mean something different for different people. A gang is legally defined as a group of people who spend time together and engage in crime, often in the form of illegal businesses. For vulnerable young people, there can be intense pressure to join and, once involved, it can be difficult to leave. Research shows that gang members are more likely to carry knives and, with knife crime on the rise across London, it is important to tackle gangs and knife crime together.

Peer on Peer Abuse: It is important to recognise that abuse is not always perpetrated by adults; children can abuse other children too. This is referred to as peer-on-peer abuse and can include:

- Bullying (including online/cyberbullying)
- Sexual violence and sexual harassment (including online)
- Physical abuse (such as hitting, kicking, shaking, biting etc.)
- 'Sexting' (also known as 'youth produced/involved sexual imagery' or sharing 'nude or semi-nude' imagery)
- Initiations, hazing type violence and social rituals

Harassment: Harassment is unwanted behaviour which you find offensive, or which makes you feel intimidated or humiliated. It can happen on its own or alongside other forms of discrimination. Unwanted behaviour could be:

- spoken or written words or abuse
- offensive emails, tweets or comments on social networking sites
- images and graffiti
- physical gestures
- facial expressions
- jokes

You don't need to have previously objected to something for it to be unwanted.

Sexual Harassment: Sexual harassment is a form of unlawful discrimination under the Equality Act 2010. The law says it's sexual harassment if the behaviour is either meant to, or has the effect of:

- violates your dignity, or
- creating an intimidating, hostile, degrading, humiliating or offensive environment

You do not need to have previously objected to someone's behaviour for it to be considered unwanted.

Sexual harassment can include:

- sexual comments or jokes
- physical behaviour, including unwelcome sexual advances, touching and various forms of sexual assault
- displaying pictures, photos or drawings of a sexual nature
- sending emails with a sexual content

If you are being harassed, immediately inform the Designated Safeguarding Lead or another member of the Safeguarding team (details on page 21).

Domestic Violence: Domestic abuse in London has risen and should be a concern for all. The forms of domestic abuse have widened. Emotional, financial and coercive abuse is a growing issue, as well as repeat victimisation and advances in technology have resulted in new and emerging methods of abuse. There has been an increase of abuse in same-sex relationships and in abuse in families, where offenders are family members of victims rather than current or ex-partners.

Mental Health: One in six adults experience mental ill health at any given time. Factors, such as age, gender and lifestyle, may contribute to a person's likelihood of developing mental ill health, and some people may experience more than one mental disorder during the course of their lives or even at the same time. WCLL is here to support our Apprentices to live well, feel valued and fulfilled. We believe everyone has the right to live happily and healthily and we stand together to make sure that learners and Apprentices experiencing mental health problems receive the support and respect they need.

Bullying: is a type of behaviour, repeated over time, that intentionally hurts another individual or group through the use of force, threats, coercion, intimidation, or aggressive domination of others. If left unaddressed, bullying can have a serious impact on a person's mental health, self-esteem, and ability to thrive in life.

It is vital that if you have any concerns or would like some professional advice at any time that you raise this with your tutor or any of the Safeguarding Team immediately.

Meet our Safeguarding Team



Joss New

(Designated Safeguarding Lead)

Mobile number: 07867 151502

joss.new@richmondandwandsworth.gov.uk



Paul Brimecome

(Deputy Designated Safeguarding Lead)

Mobile number: 07989 223060

paul.brimecome@richmondandwandsworth.gov.uk



Santino Fragola

(Designated Safeguarding Officer)

Mobile number : 07767 256832

santino.fragola@richmondandwandsworth.gov.uk



Fauzia Ahmad

(Designated Safeguarding Officer)

Mobile number: 07773 576825

fauzia.ahmad@richmondandwandsworth.gov.uk

The Prevent Strategy

Prevent is part of the Government counter-terrorism strategy. It does not focus on a specific ideology and covers all forms of extremism. It is concerned with safeguarding people and communities from the threat of terrorism and aims to prevent people from becoming terrorists or supporting terrorism and is designed to tackle terrorism at its roots. Prevent promotes:

- **Noticing** vulnerability and exposure to radicalisation, changes in behaviour, ideology, and other signs of extremist exploitation.
- **Sharing** your concerns with your Tutor or a member of the Safeguarding Team who will support and help decide, what if any action to take.

British Values

These values are:

Respect for the rule of law

Respect for the rule of law means that everyone in society is treated equally and fairly, and that everyone follows the same rules and laws.

Individual liberty

Individual liberty allows people to pursue their own goals and interests, providing they do not harm others.

Democracy

Democracy is the foundation of the UK's political system. Everyone should have an equal say in how their country is run, and that the government should be accountable to the people.

Mutual respect and tolerance of different faiths and beliefs

Promote understanding and acceptance of people from different backgrounds and with different beliefs and help to create a more inclusive and diverse society.

We aim to promote principles which will enable Apprentices to develop their self-knowledge, self-esteem, and self-confidence. Apprentices are encouraged to accept responsibility for their behaviour, show initiative and to understand how they can contribute positively to the lives of those living and working in the locality and beyond.

Staying Safe Online

Using computers, iPads and mobile phones has become a part of everyday life. It is important that you follow the rules and guidance below to ensure your safety, including the avoidance of cyber bullying, harassment, or fraud.

Internet Usage Rules

- Users must not attempt to access, or upload to the internet, information that is obscene, sexually explicit, racist, defamatory, incites or depicts violence, or describes techniques for criminal or terrorist acts.
- Users must not intentionally access or transmit computer viruses or attempt to 'hack' into data that may damage Apprenticeship or employer work.
- Employer work must not be downloaded to personal computers without the explicit authorisation or the employer.
- Users must not infringe data protection or copyright legislation. This includes, but is not limited to, unauthorised copying of images from the internet without permission and downloading music files and commercial screensavers.
- When copyrighted material is used as part of education and research, the author and source must be acknowledged.
- Users must not knowingly undertake any action that will bring Wandsworth Council Lifelong Learning or your employer into disrepute.

Email Usage Rules

Users must not download and/or circulate copyrighted information or material which may be violent, obscene, abusive, racist, or defamatory. Be aware that such material may be contained in jokes sent by email can be considered harassment if circulated. Any person receiving such content via email, should report it to their Tutor.

Information sent by email may become subject to the General Data Protection Act, and this must be complied with where appropriate.

Complaints of internet misuse will be managed by the Deputy Head of Lifelong Learning.

Social Networking and Personal Publishing

The internet can be a great way to communicate and socialise, we urge you to take care when talking to new people online. Social media and online dating sites can be popular tools for criminals to target individuals by observing their activities and building false relationships.

Our Top Tips for staying safe online

- Learners are advised never to give out personal details of any kind which may identify them or their location.
- Remember that once something is sent online it can never be removed.
- Trust your instincts. If you think something feels wrong, contact us to let us know.
- Do not do anything you do not want to do. Speak to someone you trust if you are feeling pressured to meet or talk to someone.
- Keep your privacy settings as high as possible.
- Choose strong passwords and never reveal passwords.
- Be careful what you download.
- Be careful what you post. Do not post any personal information, address etc.
- Think carefully before posting pictures or videos of yourself. Once you have posted a picture of yourself online most people can see it and may be able to download it, it is not just yours anymore.
- Do not befriend people that you do not know.
- Do not meet up with people you have met online. Speak to a parent, carer, friend, your Tutor or a member of the Safeguarding team, if someone is suggesting that you do.
- If you see something online that makes you feel uncomfortable, unsafe or worried leave the website, turn off your computer and tell someone you trust or a member of our Safeguarding team.
- Remember that not everyone online is who they say they are.
- Keep your antivirus program up to date.
- Respect other people's views. Even if you do not agree with them, this does not mean you may be disrespectful.
- Learners are advised on security by being encouraged to set passwords, deny access to unknown individuals and on blocking unwanted communications. Virtual communication areas should only be open to known friends.

- Tutors/Training Coordinators and Assessors are not permitted to accept requests to join individual learner or Apprentice social networking (e.g., Facebook 'Friend requests').

Signs of Online Grooming

Online groomers often lie about who they really are, making it hard to know whether someone is genuine.

Signs to look out for include:

- bombarding you with messages
- asking you to keep your conversations secret
- trying to find out more about your personal life
- sending sexual messages
- trying to blackmail you.

Online Etiquette and Guidelines

- If you enrol on an online course, 100% attendance to all sessions is expected and monitored.
- Ensure that you allow plenty of time to log-in to an online session, so that the lesson can start on time. The class helps you and your learning.
- Please wear appropriate clothing for attending a lesson.
- Follow all etiquette rules provided by your Tutor at the start of the lesson/course.
- Choose a suitable workspace that is appropriate for attending an online classroom. Ensure that you are in a quiet place, so that you can concentrate on the session.
- You must have your camera on, but please be aware of what others will see in your background.
- Mute your microphone when you are not talking.
- Do not take screen shots or photos of others online.
- Ensure that you have what you need so that you can take notes from the session.
- You will be encouraged to participate and engage in the session. Your Tutor will instruct you on how to raise a question.
- If you want to raise any concerns or raise a safeguarding issue, please contact a member of our Safeguarding team. Contact numbers and e-mail addresses are on page 19.
- Your learning and progress are extremely important to us. If you are not sure or require a recap on any of the topics, please make your Tutor aware of this during the online session.
- Respect everyone's views online.

Data Security

Key rules to follow:

- Do not give your password to anybody. Update and change passwords regularly.
- Always lock your computer when leaving your desk – Ctrl, Alt + Delete pressed together will lock your computer and keep the information secure.
- If you have printed documents that contain sensitive or confidential information and are no longer required, dispose of them correctly by either using your organisation's confidential waste bin or a shredder.
- Respect the need for confidentiality of information. Do not discuss sensitive information with others in or outside of work.
- Store your work or files that contain confidential information in a secure place e.g., a locked cabinet or a password protected folder on your computer.
- If you have a building access pass, do not let anyone else use it to gain entry to your office. You may be acting considerably by leaving the door open for someone coming into the office, but this could pose a potential risk by admitting stranger.
- Keep your desk clear. Do not leave paperwork on it when not in use or leave sensitive information unattended. Clear your desk and put everything away at the end of each day.

Wellbeing

Wandsworth Council works with local health partners and other groups to provide information about health and health services in the borough. These include NHS services, charities providing health support, and information and advice on healthy living. Here you can find support for health problems, and everything from exercise classes to mental health helplines to getting emergency help. You can also find out more about local health services, and the support they provide at [wandsworth.gov.uk](https://www.wandsworth.gov.uk)

A healthy lifestyle can help you both inside and outside of work, small changes can have a significant impact on how you feel for example you could:

- Get off at an earlier bus stop and walk the remaining distance to work, if safe and you can do so.
- Take the stairs instead of the lift at work.
- Take regular breaks away from your screen, have a short walk around the office to stretch your legs and give your eyes a break.
- Eat a balanced diet. If able, prepare lunch for work which will save you money and help reduce the amount of fast food you may have.
- Try to avoid energy drinks and sugary foods or caffeine. It will only give you a quick fix in the long run.
- Use support resources such as NHS Smoking Helpline to assist with stopping smoking.
- Ensure that you get enough sleep. Tiredness will affect your performance and general behaviour. Going to bed at a reasonable time each night can help create a positive sleep pattern.

Mental Health

Good mental health is a state of wellbeing where individuals can achieve their potential, cope with the normal stresses of life, work productively and contribute positively to their community.

However, anyone can suffer symptoms of mental ill-health, and this may relate to temporary stress symptoms or more serious clinical mental health conditions such as depression or anxiety. Temporary stress symptoms may be experienced at work during busy, hectic periods or during a change in life such as getting married, buying a house or the death of a friend or relative. Symptoms should reduce when you feel in control of the situation.

Stress can develop into clinical mental health conditions such as depression and anxiety if the stress becomes more severe and is prolonged. Stress can also trigger episodes of bipolar disorder or other severe mental health conditions in vulnerable individuals.

If you are concerned about your mental health, you should make an appointment with your doctor. Please, also speak with manager or HR department, and your Tutor can support you by referring you to agencies that can provide support.

Oyster/Discount Cards

You can save 30% off adult-rate Travelcards and Bus & Tram Pass season tickets.

To be eligible for an Apprentice Oyster photocard you must:

- Be aged 18 or over.
- Live in a London borough
- Be enrolled on an Apprenticeship with a further education college or training organisation for a minimum of 12 months.
- Be in the first 12 months of your Apprenticeship.

To apply you'll need:

- Your Unique Learner Number (ULN)
- A UK Provider Reference Number (UKPRN)
- A colour, digital photo
- An active, valid email address
- A valid debit or credit card to pay the £10 administration fee

Please ask your Tutor for both your Unique Learner Number and UK Provider Reference Number.

Financial Advice

If you have just started your first job as an Apprentice, you will need to think about how you will manage your money before you receive your first salary payment. Living on a budget does not mean having to cut out all the good things in life. It is possible to reduce your spending and still be to enjoy yourself.

If you want to keep a tight rein on your finances, setting yourself a budget will help. It allows you to see how much of your income is devoted to necessary expenses, like bills and accommodation costs, and helps you to work out what you will have left to spend on other things, such as socialising with friends.

Useful information about employment and your rights and responsibilities can be found on the Directgov website at [direct.gov.uk](https://www.direct.gov.uk)

Careers Advice and Progression Opportunities

We want to help you make informed decisions about improving your skills, gaining a qualification, making the most of your current job or improving your career prospects.

Our aims are to:

Provide information, advice and guidance to Apprentices ensuring that any programmes offered reflect their individual needs whilst also meeting the needs of employers.

Give Apprentices the opportunity to discuss their requirements throughout the programme and advise them of, or signpost them to, other organisations accordingly.

What you can expect from us:

- Knowledge, professionalism and confidentiality.
- Access to our services by e-mail, telephone or face to face.
- Flexibility and adaptability – we will arrange appointments to suit both learners and employers.
- Commitment to the aim of offering equality of opportunity to all by offering a fair, impartial, tailor-made service specific to individual needs.
- Support throughout the duration of your programme.

Support Services

While we want you to have a successful and enjoyable time on your programme, we recognise that there are times when individuals may need advice and support for issues of a more personal nature.

We have included a list of useful contact numbers, below, for national and local organisations that can offer confidential advice, counselling and information.

Alcoholics Anonymous

0845 7697 555/0800 917 7650

Cruse Bereavement Support Helpline

0808 808 1677

Exit Hate UK

0800 999 1945

Family Lives Helpline

0808 800 2222

Gamblers Anonymous

0330 094 0322

Gingerbread (support for lone parents)

0808 802 0925

Learning Disability Helpline

0808 808 1111

Switchboard LGBT-helpline

0800 011 9100

ManKind Male Victims of Domestic Abuse

0182 333 4244

National Debt Line

0808 808 4000

National Domestic Abuse Helpline

0808 200 0247

Live Free from Fear Helpline – 0808 8010 800

Solace Rape Crisis helpline - 0808 801 0305

National Smokefree Helpline

0300 123 1044

National Society for the Prevention of Cruelty to Children (NSPCC) - Female genital mutilation (FGM Helpline)

0800 028 3550

Childline: 08001111

Relate

0333 320 2206

Release Legal Emergency and Drug Service Helpline

0207 324 2989

Shelter (Homelessness)

0808 800 4444

UK Safer internet Centre-Professional online safety helpline

0344 381 4772

Victim Support

0808 168 9111

Mental Health

Talk Wandsworth

The service is provided by South West London and St George's Mental Health NHS Trust. We offer access to a range of talking therapies for people with common mental health problems and everyday challenges. We provide treatments that are recommended by the National Institute for Health and Care Excellence (NICE).

Address: First Floor Office Premises, 56 Tooting High Street, London, SW17 0RN

Telephone: 0203 513 6264

Web: talkwandsworth.nhs.uk/index.php

Email: talkwandsworth@swlstg.nhs.uk

Mind in Brent, Wandsworth and Westminster

We do all we can to help people living with a mental health problem get on with their lives, no matter how mental health affects them.

Our aim is to help people in our local communities to have better mental health and wellbeing and to live the best lives possible. We do this by providing a range of services to meet local needs, including Talking Therapies, Community Befriending, Recovery Day Services, Support into Education, Training, Volunteering and Work, Peer Development and Support, Supported Housing, Service User Involvement, Young People's Services, Creative Arts, Community Training and more.

Web: bwwmind.org.uk/

Email: admin@bwwmind.org.uk

Wandsworth Hub

201-3 Tooting High Street,
London SW17 0SZ
Tel: 020 7259 8128

Papyrus UK

A national charity dedicated to the prevention of young suicide. They support young people under 35 who are experiencing thoughts of suicide, as well as people concerned about someone else. It is a multi-language website with 17 different languages.

Helpline: 0800 068 4141

Text: 07860 039967

Web: papyrus-uk.org

Email: pat@papyrus-uk.org

Campaign Against Living Miserably (CALM)

A helpline for people in the UK who are down or have hit a wall for any reason, who need to talk or find information and support.

Tel: Helpline: 0800 58 58 58

Web: thecalmzone.net

Webchat: thecalmzone.net/help/webchat/

(The Webchat is open every day from 5pm until midnight)

Samaritans

Offering emotional support 24 hours a day.

Address: The Upper Mill, Kingston Road,
Ewell, Surrey KT17 2AF

Tel: 116 123 (24/7 365 days a year)

Web: [samaritans.org](https://www.samaritans.org)

Email: jo@samaritans.org

Free Postal Address: Freepost
SAMARITANS LETTERS

Anxiety UK

A national registered charity formed in 1970, by someone living with agoraphobia, for those affected by anxiety, stress and anxiety-based depression.

Address: Zion Community Centre, 339
Stretford Road, Hulme, Manchester, M15 4ZY

Tel: 03444 775 774

Tel: Text support service 07537 416 905
(9:30am -5:30pm Mon-Fri)

Web: anxietyuk.org.uk

No Panic

A national support helpline for people experiencing anxiety, panic, OCD and related disorders including withdrawal from tranquillizers. No Panic also provides support for the carers of people who suffer from anxiety disorders.

Tel: 0300 7729844 (10.00 am - 10.00 pm every day of the year. During the night hours the crisis message is played. The crisis message is a recorded breathing exercise that can help you through a panic attack and help you learn diaphragmatic breathing.)

Web: nopanik.org.uk

Email: admin@nopanik.org.uk

Safeguarding & Prevent

CrimeStoppers

An independent charity that gives people the power to speak up and stop crime – 100% anonymously.

Tel: contact 24/7 phone line on 0800 555 111
our anonymous online form

Web: crimestoppers-uk.org

Metropolitan Police

Keeping London safe for everyone.

Tel: Emergency Call 999 Call 101 for non-emergency enquires

If you have a hearing or speech impairment, use textphone service 18000

Anti-terrorist hotline 0800 789 321

Web: met.police.uk

Wandsworth Council

Adult safeguarding, abuse and neglect. Find out about the different types of abuse, signs and symptoms, and some of the circumstances in which it may occur. Report a concern about adult abuse. If there is danger, first ensure the safety of the adult. Call emergency services on 999 if immediate help is needed.

Address: Adult Social Care and Public Health,
Town Hall, Wandsworth High Street,
SW18 2PU

Tel: 020 8871 7707
(Monday to Friday, 9am to 5pm)

Web: [wandsworth.gov.uk/safeguarding-and-adult-abuse](https://www.wandsworth.gov.uk/safeguarding-and-adult-abuse)

Email: accessteam@wandsworth.gov.uk

Wandsworth Safeguarding Children Partnership (WSCP)

We are responsible for protecting children and young people in Wandsworth from harm, abuse, neglect and exploitation, and promoting their welfare.

Tel: 020 8871 7401

Web: wscp.org.uk

Email: wscp@wandsworth.gov.uk

Report a concern to Wandsworth Multi-agency Safeguarding Hub (MASH)

Tel: 020 8871 6622

Email: mash@wandsworth.gov.uk

Web: wscp.org.uk/find-help/report-a-concern

Carney's Community

Carney's Community, a registered charity, gets disadvantaged and excluded young people off the street and away from a life of crime and despair by giving them skills, discipline and self-respect.

Address: 30 Petworth Street, Battersea, London SW11 4QW

Tel: 020 7228 0506

Web: carneyscommunity.org

Email: info@carneyscommunity.org

Catch 22

A social business, a not-for-profit business with a social mission. For over 200 years we have designed and delivered services that build resilience and aspiration in people and communities. Gangs and Violence Reduction: Responsive and needs-led services focusing on cause rather than behaviour.

Tel: 020 7336 4800

Web: catch-22.org.uk/our-services

NACRO

We are a national social justice charity with more than 50 years' experience of changing lives, building stronger communities and reducing crime. We house, we educate, we support, we advise, and we speak out for and with disadvantaged young people and adults. We are passionate about changing lives.

Tel: 0300 123 1889

Web: nacro.org.uk

London Youth

We are London Youth, a charity on a mission to improve the lives of young people in London, challenging them to become the best they can. Young people need opportunities outside school to have fun with their friends, to learn new skills, to make a positive change in their communities and to shape the city they live in.

Address: 47-49 Pitfield Street, London, N1 6DA

Tel: 020 7549 8800

Email: hello@londonyouth.org

Health & Wellbeing

Wandsworth Wellbeing Hub

The Wandsworth Wellbeing Hub is a free and impartial NHS service which aims to help patients and the public to find organisations and services to support their health and wellbeing needs.

Contact us on 020 3880 0366

(Mon-Fri, 9am-5pm)

Web: www.southwestlondon.icb.nhs.uk/find-nhs-services/wandsworth-wellbeing-hub

Wandsworth Family Information Service

Online provides information and assistance to parents, children, young people and professionals on support services and activities for the 0-19 years age group (25 if the young person has a special need).

Wandsworth Council, Town Hall Extension, Fifth Floor, Wandsworth High Street, London SW18 2PU

Tel: 020 8871 7899 (9am to 5pm, Monday to Friday)

Email: fis@wandsworth.gov.uk

Web: fis.wandsworth.gov.uk

CarePlace

A directory of local services that meet a wide variety of care and community needs for adults living in Wandsworth. The directory contains a range of services that support people to stay independent.

Web: careplace.org.uk/?LA=Wandsworth

NHS

If you need help now, but it's not an emergency

Tel: call 111

Web: nhs.uk

Wandsworth Carers' Centre - Support Groups

Wandsworth Carers' Centre runs various groups that can provide you with help, support, a chance to have your views heard, a friendly chat, and the opportunity to meet others in a similar situation and exchange information and ideas.

Address: 46 Balham High Road, London, SW12 9AQ

Tel: 020 8877 1200

Web: carerswandsworth.org.uk

Email: info@wandsworthcarers.org.uk

A2ndVoice

A voluntary support network for parents and carers of children, young people and adults living with autism and other related conditions in south west London.

Tel: 07715 800 059

Web: a2ndvoice.com

Care4Me

Is a directory of voluntary and community organisations that provide services, information and activities in Wandsworth. It was created by the charity

Web: care4me.org.uk

Debt/Money Advice

StepChange

Provide free, confidential advice and support to anyone worried about debt. You can contact them over the telephone or online.

Tel: 0800 138 1111

Web: stepchange.org/debt-info.aspx

National Debtline

This organisation provides free, independent and confidential advice about debt. You can contact them over the telephone, by email or letter.

Tel: 0808 808 4000

Web: nationaldebtline.org

Citizens Advice

A network of 316 independent charities throughout the United Kingdom that give free, confidential information and advice to assist people with money, legal, consumer and other problems. Web chat available on website.

Tel: 0800 144 8848

Web: citizensadvice.org.uk

PayPlan

Offer free debt advice and debt solutions, such as Debt Management Plans, IVAs and Debt Relief Orders.

Tel: 0800 280 2816

Web: payplan.com

Entitledto

A free benefit calculator. To find out what you might be able to claim enter your details and you'll receive an estimate of your entitlement to benefits, tax credits and Universal Credit. If you work for an organisation, please see our tools for organisations.

Web: entitledto.co.uk

South West London Law Centres

Expert advisers provide free and independent legal advice on social justice issues including housing, employment, debt, benefits and asylum.

Address: Wandsworth, 76 Falcon Road, Wandsworth, SW11 2LR

Tel: 020 8767 2777 (10am-12pm Mon-Fri) If you phone outside these times, please leave a message and they will get back to you as soon as they can.

Web: swllc.org

Email: enquiries@swllc.org

Legal Advice

South West London Law Centres

Our expert advisers provide free and independent legal advice on social justice issues, including housing, employment, debt, benefits and asylum.

Address: Wandsworth, 76 Falcon Road, Wandsworth, SW11 2LR

Phone: 020 8767 2777 (10am-12pm Mon-Fri) If you phone outside these times, please leave a message and they will get back to you as soon as they can.

Web: swllc.org

Email: enquiries@swllc.org

Civil Legal Advice

Offers free and confidential legal advice in England and Wales for people eligible for legal aid. Legal aid can help pay for legal advice, family mediation or representation in court or at a tribunal.

Tel: 0345 345 4 345

Minicom: 0345 609 6677

Web: gov.uk/civil-legal-advice

Child Law Advice

The Child Law Advice Service provides legal advice and information on family, child and education law affecting children and families in England.

Tel: 020 7713 0089

0300 330 5485 Child Law Advice Line

Email: info@coramclc.org.uk

Web: childlawadvice.org.uk

Domestic Violence

Victim Support Wandsworth

Helps anyone affected by crime, not only those who experience it directly, but also their friends, family and any other people involved. It doesn't matter when the crime took place – you can get support at any time, and for however long you need it.

Address: 17-19 Falcon Rd, Battersea Park, London SW11 2PH

Tel: 020 7801 1777 Free 24/7

Support line – 08081 689 111

In an emergency always call 999.

Web: victimsupport.org.uk

Email: vs.wandsworth@vslondon.org

Rape and Sexual Abuse Support Centre (Rape Crisis South London)

The National Rape Crisis Helpline is run by Rape Crisis South London (RASASC) and provides support to women and girls aged 13+ who have survived any form of sexual violence, at any time in their lives. We provide specialist face-to-face counselling for women and girls aged 13 and above and play-therapy for girls aged 5+, who have been raped or sexually abused at any time in their lives and who live in any of the South London boroughs.

Tel: National Freephone Helpline
0808 802 9999

Web: rasasc.org.uk

Email: support@rasasc.org.uk

Women's Aid

We work to ensure women are believed, know abuse is not their fault and that their experiences have been understood. Contact a local domestic abuse service by using our Domestic Abuse Directory.

Web: [womensaid.org.uk/
domestic-abuse-directory](https://www.womensaid.org.uk/domestic-abuse-directory)

Email: helpline@womensaid.org.uk

Respect -Men's Advice Line

It is a helpline supporting male victims of domestic violence and abuse. You can contact Men's Advice Line by phone, email or webchat. It's up to you how much you say, and we'll talk to you with courtesy and respect, offering you the most appropriate help and support.

Freephone: 0808 8010327 (Mon-Fri 10am-5pm)

Email: info@mensadviceline.org.uk

Webchat: (Wed 10-11:30am, Thurs 2-4pm)

Web: [mensadviceline.org.uk](https://www.mensadviceline.org.uk)

National Domestic Abuse helpline

The National Domestic Abuse Helpline is a freephone 24-hour helpline which provides advice and support to women and can refer them to emergency accommodation.

Tel: 0808 2000 247

Web: [nationaldahelpline.org.uk](https://www.nationaldahelpline.org.uk)

Digital resources: at [refuge.org.uk](https://www.refuge.org.uk),
[nationaldahelpline.org.uk](https://www.nationaldahelpline.org.uk) and
[refugetechsafety.org](https://www.refugetechsafety.org).

Salvation Army

Modern slavery: Helping victims of modern slavery out of danger and building a new life.

Tel: If you suspect someone is a victim of modern slavery and in need of help call our confidential 24/7 referral helpline on 0800 808 3733.

Web: [salvationarmy.org.uk/modern-slavery](https://www.salvationarmy.org.uk/modern-slavery)

Hestia

Hestia provides refuge accommodation and advocacy services across Wandsworth.

Advocacy: 020 3879 3544

Emergency Accommodation: 0808 169 9975

Email: RichWan.IDVA@hestia.org

Web: [hestia.org](https://www.hestia.org)

Older People's Services

Age UK Wandsworth

We aim to provide life-enhancing services and vital support to people in later life. We and our local partners deliver a range of services across the UK.

Address: 549 Old York Road, London, SW18 1TQ

Tel: 0208 877 8940

National tel: 0800 678 1602

Email: info@ageukwandsworth.org.uk

Web: ageuk.org.uk/wandsworth/about-us/contact-us

Wandsworth Day Centre:

Address: Gwynneth Morgan Day Centre, 52 East Hill, SW18 2HJ

Tel: 020 8877 8947

Email: daycentre@ageukwandsworth.org.uk

The Silver Line

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

Address: Tavistock House, 1-6 Tavistock Square, London, WC1H 9NA

Tel: Helpline Call us ANYTIME on 0800 470 8090

Web: thesilverline.org.uk

Email: info@thesilverline.org.uk

The Furzedown Project

This is a social hub for people aged 50 and over from Furzedown, Wandsworth. It provides a lively programme of over 20 social, educational, recreational and health-promoting activities and many of these activity sessions are supported by its assisted transport service to enable some members with reduced mobility to attend.

Address: The Furzedown Project, 91-93 Moyser Road, London, SW16 6SJ

Tel: 020 8677 4283

Web: furzedownproject.org

Email: services@furzedownproject.org

Alzheimer's Society

Alzheimer's Society's dementia Advisors can support you directly by phone or face to face, as well as connect you to a range of local services.

Tel: 0333 150 3456

Web: alzheimers.org.uk

Housing

Wandsworth Council Housing Reception Centre

It is open and operating an appointment only service. Please call in advance to book your slot.

Housing and Homelessness

Tel: 020 8871 6161

Address: 90 Putney Bridge Road,
Wandsworth, London, SW18 1HR

Reception hours: 9am-4:30p.m. (Mon-Fri)

Web: wandsworth.gov.uk/complete-the-housing-options-enquiry-form/

If you are at immediate risk of domestic abuse or violence and have nowhere safe to stay tonight you should contact us on 020 8871 6840, or you should attend our centre. We will get you to complete the form in the safety of our office and provide you with a same day appointment.

Tel: 020 8871 6840

Out of hours Tel: 020 8871 6000.

Shelter

If you are homeless, have nowhere to stay tonight, are worried about losing your home, or are at risk of harm or abuse in your home, use our emergency helpline. Our online advice can also help you with your housing rights and the next steps to take in your situation. Use our webchat if you need help to take the next steps or prefer not to call.

Emergency Helpline: 0330 053 6091 if you're under 25 years old; 0344 515 1540 if you're 25 years or over (9:30am-6pm, Mon-Fri)

Web: england.shelter.org.uk

Richmond Fellowship – Wandsworth Supported Housing

Richmond Fellowship provides several supported housing services across the country, helping people transition from a residential recovery setting to independent living in their own homes. Our services provide you with a safe and warm home as well as access to support from our team of highly trained recovery workers.

Tel: 020 8682 3482

Web: richmondfellowship.org.uk/services/wandsworth-supported-housing

Email: wandsworth@richmondfellowship.org.uk

Address: 46 Dafforne Road, Tooting Bec,
London, SW17 8TZ

Nacro Wandsworth Young People Supported Housing

This service offers housing and support to men and women aged 16-23 who are homeless or in need of housing. We offer support, supervision and guidance to reduce the risk of homelessness and prepare residents for independent living. This includes post-tenancy support to ensure the smooth transition to independent living. The accommodation is self-contained rooms in properties with shared communal facilities and overnight staffing on some sites. Referrals are via the London borough of Wandsworth's young people's services.

Email: Maureen.Witter@nacro.org.uk

Web: www.nacro.org.uk/for-nacro-service-users/what-to-expect-in-our-housing-services/

Cranstoun – Wandsworth Housing Support

Cranstoun's Wandsworth service works to guide and support individuals to move towards independent living. Each person we work with is entitled to up to nine hours of one-to-one and group support each week, working with 30 adults across five properties. We also provide floating support to those who move on into independent accommodation and to residents who require support to retain their accommodation.

Tel: 020 7223 2494

Web: cranstoun.org/help-and-advice/housing/wandsworth-housing-support

Email: info@cranstoun.org.uk

Address: 136 West Hill, London, SW15 2UE

Citizens Advice – Housing

You can find information about how to go about renting or buying a home or just finding somewhere to live. You can also find advice on handling problems with your landlord and help to avoid losing your home.

Web: citizensadvice.org.uk/housing

Adviceline: 0808 278 7833

(10am -4pm, Mon-Fri)

Web: cawandsworth.org/get-advice

Drugs and Alcohol

Wandsworth Community Drug & Alcohol Service (WCDAS)

WCDAS is a consortium led by South London and Maudsley Mental Health Trust that offers free and professional treatment for people living in Wandsworth who are wanting to change their use of drugs and alcohol.

Tel: 020 3228 1777

Email: WCDAS-referrals@slam.nhs.uk

Web: wcdas.com

Address: St John's Therapy Centre, 162 St John's Hill, Battersea, London SW11 1SW,

Hestia – Wandsworth Drug and Alcohol Floating Support

This service supports adults (aged 18-65) who have been identified as having an issue with drugs and/or alcohol and assists them to maintain their accommodation. The service supports service users directly where they live and connect them to other services to help them manage their circumstances. This is carried out on a 1:1 basis, but the service also has a 24-hour on-call number.

Tel: 0208 767 8426

Email: info@hestia.org

Web: hestia.org/drug-and-alcohol-floating-support-wandsworth

Address: 966 Garratt Lane, Tooting, SW17 0ND

Community Drug & Alcohol Recovery Services (CDARS)

The day programme – Substances and Alcohol Misuse – is open only to residents of the Boroughs of Wandsworth and Richmond, aged 18 years old and plus. It is designed to support people while struggling to come off alcohol and/or drugs, as well as to support individuals who are abstinent from substances and/or alcohol and want to access additional recovery support and relapse prevention services.

Tel: 0208 417 1960

Email: info@cdars.org.uk

Web: cdars.org.uk/substances-and-alcohol-misuse

Address: 296a Kingston Road, London, SW20 8LX

FRANK

FRANK is a national anti-drug advisory service jointly established by the Department of Health and Home Office of the British government. It provides honest information about drugs and alcohol. You can talk to FRANK in 120 languages – just call the same number and an interpreter will be there if you want.

Tel: 0300 123 6600 (24/7)

Text: 82111

Live Chat (2pm-6pm, 7 days a week)

Email: frank@talktofrank.com

Web: talktofrank.com

Alcoholics Anonymous

If you seem to be having trouble with your drinking, or if your drinking has reached the point of where it worries you, you may either phone their national helpline or contact them by email or talk to them using the live chat box on their website.

Free National Helpline: 0800 9177650

Email: help@aamail.org

Web: alcoholics-anonymous.org.uk

LGBT Support Services

LGBT Consortium

LGBT Consortium is a national specialist infrastructure and membership organisation. They work to build the resource, sustainability and resilience of LGBT+ groups, organisations and projects across the UK, so that they can deliver direct services and campaign for individual rights.

Tel: 020 7064 6500

Web: consortium.lgbt

Free 2B

Free 2B Alliance is a London based community organisation, supporting LGBTQ + young people and their parents. They seek to provide safe spaces and champion empowerment, acceptance and a place where you are Free2B.

Tel: 07757 502 726

Email: hello@free2b.lgbt

Correspondence Address: C/o 108 Battersea High Street, Battersea, SW11 3HP

If you are a young person or professional wishing to refer to our mentoring service,

please contact them

Email: georgina@free2b.lgbt

Tel: 07529 221 239

The Gap LGBTQ+ Youth Club((Free2b)

Meets every Friday, 6-8pm in the Clapham Junction area. Please note we do not advertise our address in order to help our group feel safe. For details of our venue please get in touch!

The GAP Youth Club offers a safe, social space for LGBTQ+ young people to meet up, providing:

- access to group activities and workshops
- 1:1 support and advice

Please get in touch if you'd like to find out more about our volunteer opportunities.

Tel: 07529 221 239

Main Contact: Georgina

Email: hello@free2b.lgbt

Web: free2b.lgbt/young-people

Age UK Wandsworth – LGBTQ + Coffee Mornings

Age UK Wandsworth are pleased to be offering a new LGBTQ+ Coffee Morning on the first Tuesday of each month. Come along and meet like-minded people in a fully accessible ground floor function room. All welcome, no RSVP necessary.

11am - 12.30pm at the Gwynneth Morgan Day Centre, 52 East Hill, SW18 2HJ

If you require any further information:

Email info@ageukwandsworth.org.uk

Tel: 020 8877 8940.

Wandsworth Carers 'Centre – LGBTQ+

We support LGBTQ+ Carers living anywhere in London. We offer one to one support to LGBTQ+ Carers around accessing support for themselves or the person they are caring for. We can advocate on behalf of a Carer to ensure that services are being supportive and inclusive.

We have monthly in-person Peer Support Meetings for LGBTQ+ Carers. These are held near Waterloo Station or near Blackfriars Station.

Email: Abinaya@wandsworthcarers.org.uk

Email: info@wandsworthcarers.org.uk

Tel: 020 8877 1200

Address: 46 Balham High Road,
Balham, SW12 9AQ

New to the UK

What: **CV Building**, Job Applications, Identifying transferable skills and suitable jobs

Where: Job Club, Putney, The Yard.
Call 020 8785 9530 to get booked in.
The Yard, 401-403, Tildesley Road,
Putney, SW15 3BD

When: Tuesday 10am-1pm

What: **Ukrainian 'meet up'** – lessons in English and Ukrainian, mathematics, art for children

Where: White Eagle Club Balham, 211
Balham High Road, SW17 7BQ

What: **Hongkongers in Britain**, a registered organisation in the UK, serving as a medium between Hongkongers and local communities, a forum to allow people to create connections and a British community for Hongkongers.

Info: hongkongers.org.uk
hkbcasework@protonmail.com
For all inquiries about asylum seekers and non-BN(O)s Hongkongers:
07738 868 455 (WhatsApp Hotline)
haven@hongkongers.org.uk

What: **British Red Cross** The British Red Cross is the UK's largest independent provider of services for refugees and people seeking asylum.

We offer emergency help, one-to-one support and casework, special services for children and families, and help reuniting families.

Info: www.redcross.org.uk/get-help/get-help-as-a-refugee#LifeLondonRU@redcross.org.uk
020 7704 5670

What: **The Association of Somali Women and Children (ASWAC)** work to educate and raise awareness on health issues and needs of Somali women and children in Wandsworth.

Where: Unit 44 DRCA, Charlotte Despard Avenue, Battersea, London, SW11 5JE

When: Monday – Friday: 9am – 5pm

Info: www.aswac.co.uk/servicesinfo@aswac.co.uk
020 7622 1086

What: **English language courses**

Where: South Thames College
www.south-thames.ac.uk/courses/english,-ielts-and-esol.html

Where: CARAS
caras.org.uk

What: **English for Action**, a registered charity currently hosts ESOL classes in the London boroughs of Brent, Greenwich, Hackney, Lambeth, Southwark, Tower Hamlets, and Wandsworth.

Where: EFA London, Katherine Low Settlement, 108 Battersea High Street, SW11 3HP, London

Info: efalondon.org/join-a-class
contact@efalondon.org

What: **A free Better Health Centre (Off-Peak)** membership for a fixed six-month period is open to all refugees who have been granted refugee resettlement status in the last 12 months by the UK Government.

Info: better.org.uk/news/supported-memberships
supported.membership@gll.org

What: **Wandsworth Welcomes Refugees Facebook page**

Where: www.facebook.com/wandsworthwelcomesrefugees
and
www.wandsworthwelcomesrefugees.org

What: **Financial Support, Education, Healthcare, Vaccines, WorkMatch, Police and Local Info**

Where: Wandsworth Council – Supporting Ukrainian nationals

Info: www.wandsworth.gov.uk/housing/refugee-resettlement/

What: **South London refugee Association** Working with refugees, asylum seekers and other migrants in crisis.

Where: South London Refugee Association
The Woodlawns Centre, 16 Leigham Court Rd, Streatham, SW16 2PJ

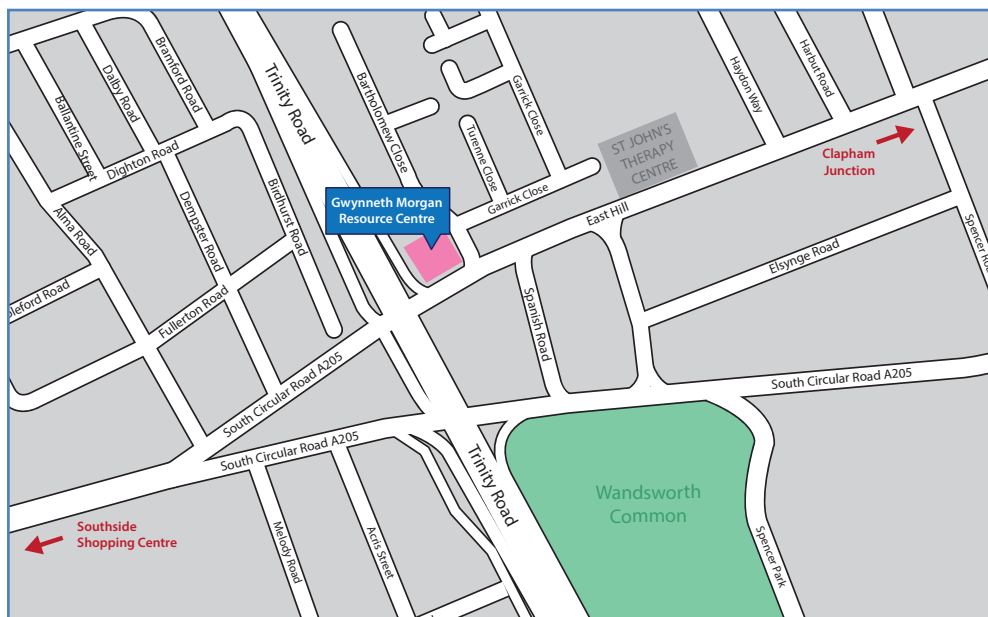
Info: www.slr-a.org.uk
admin@slr-a.org.uk
020 3490 3443

Directions to the Gwynneth Morgan Resource Centre

Gwynneth Morgan Resource Centre, 52 East Hill, London, SW18 2HY

The entrance to WCLL is on Bartholomew Close. Walk down Bartholomew Close until you see the Centre carpark (not for public use) on the left, enter and go left again to find the door and ring the bell to request entry. There is a WCLL sign at the entrance.

Parking on Bartholomew Close is limited and subject to charges for a maximum stay of 4 hours. Suggested public transport routes, are as follows:



Public Transport Options (please check a map and transport schedule for full details):

- From Wandsworth Southside Shopping Centre (Stop W), catch the 39 or 156 bus to Marcilly Road (Stop B), followed by a 2 minute walk.
- From Clapham Junction rail station, St John's Hill (Stop M), catch the 39, 87, 156 or 337 to Marcilly Road (Stop SB) followed by a 3 minute walk.
- The Centre is a 14 minute walk from Clapham Junction Railway Station (St John's Hill).
- The Centre is a 17 minute walk from Southside Shopping Centre

Notes

Notes

