



LEARNER HANDBOOK 2023-2024

Community and Classroom Learning Courses

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



Education & Skills
Funding Agency

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MAYOR OF LONDON



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Welcome

The Adult and Community Learning (ACL) provision is designed to help people to reconnect with learning, build confidence, develop a new skill and prepare to progress to formal courses. It typically includes a range of community-based and outreach learning opportunities, including creative and cultural opportunities, and enables the delivery of non-accredited learning.

Alongside economic outcomes, ACL promotes better social integration and cohesion, health (both physical and mental) and well-being. For example, a portfolio of ACL provision may include programmes to help people acquire positive behaviours and the interpersonal skills appropriate to both work and social situations, alongside training in digital skills, and basic literacy, numeracy and ESOL (English for Speakers of other Languages).

Wandsworth Council Lifelong Learning (WCLL) is delighted that you have chosen to enrol on one of our courses. WCLL delivers learning directly and in partnership with learning providers across the borough of Wandsworth. The Greater London Authority (GLA) may fully or partly fund your course. Our role is to ensure that you receive the training and support that you need to successfully complete your course.

We work constantly to ensure that we provide a high-quality learning experience in safe and supportive learning environments. We hope that you enjoy your course and gain new life enhancing skills that will enable you to progress in to either further learning or employment.

You will receive an induction pack for your course and will be given information on the venue you attend, including details of all the relevant policies that we have put in place to ensure that you receive a safe and pleasant learning experience.

This handbook aims to provide some important information about learning with us such as your rights and responsibilities as a learner, and details of how to contact us and other support agencies.

Further information on courses and all current WCLL policies can be found on the WCLL website: wandsworthlifelonglearning.org.uk

We would like to take this opportunity to wish you every success with your course.

Wandsworth Council Lifelong Learning Aims

- To provide a warm, relaxed, and safe learning environment.
- To work with you to find out what you want to achieve from your learning.
- To improve the confidence, and self-esteem, of everyone.
- To have fun while learning a new skill.
- To provide further learning opportunities to increase desirable employability skills.

Learner Declaration

You are asked to complete an enrolment form because your course is either fully or part funded by the The Greater London Authority (GLA). When you enrolled on a WCLL course you signed a declaration as part of the enrolment process.

- I confirm that I have received appropriate advice and guidance on the choice and suitability of my learning programme, entry requirements and support available at WCLL.
- I am aware of the commitment to attend regularly, complete homework and undertake self-study.
- I understand that WCLL reserves the right to change tutors, reschedule, cancel, or close courses, if necessary.
- Where the fees have been waived because I am receiving an eligible benefit or earning below the London Living Wage, I agree to inform WCLL if my circumstances change prior to course start date and/or future enrolments.
- I agree to abide by the WCLL Code of Conduct

Attendance and Punctuality:

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.

Punctuality is vitally important for all learners to achieve their full potential within their studies.

Classes that start on time have the benefit of maximising the scheduled time for the class. Learners arriving late will miss learning opportunities and cause disruption to the class.

Tutors will address poor punctuality at the earliest opportunity and reinforce the importance of arriving on time.

Behaviour Management

WCLL aim to ensure all learners achieve their goals while on a WCLL course. This Behaviour Management policy addresses any issues that may arise during your course, promotes positive attitudes towards learning and aims to ensure individual success by creating a cohesive support system. The policy indicates the procedures and support available when a learner needs encouragement to make good progress on their chosen course. We will manage our learners' behaviour to achieve and maintain the high standards which are essential for providing outstanding training. We will foster a culture based on mutual respect, trust and honesty in which learning can thrive for all. The procedures apply to all learners enrolled on any course delivered by WCLL or one of our subcontractors. This procedure should be followed if concerns are raised for a learner by any member of staff and could include any of the following factors:

- Poor attendance
- Illness or mental health difficulties
- Behaviour
- Non-completion of work required as part of the course
- Other factors in line with WCLL Learner Code of Conduct and Online Learner Code of Conduct

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

Phil Michel(Community Learning & EU Projects Manager)

T: 020 8871 5372 / M: 07824 133379

Tracy Adams (MI & Compliance Manager)

T: 020 8871 8478 / M: 07977 818268

Paul Brimecome

(Quality Assurance Manager)

T: 020 8871 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 392254

Jackie Brown (Youth Project Officer)

T: 020 8871 8957 / M: 07557 863654

The London Learner Survey

If you are attending a course that is subsidized by the GLA you will be asked to complete the London Learner Survey, which is run by IFF Research on behalf of the GLA.

The survey asks about why you want to study, your health, your job (if you have one) and how you feel about other things in your life like working, volunteering and spending time with different kinds of people.

It will also ask you for your contact details so they can contact you after you finish your course to find out if anything has changed. They promise not to send you any spam or marketing emails.

They ask these questions so they can find out if anything changes about your life, during your course – for example getting a new or different job, meeting different kinds of people, or helping you to feel more confident or happy.

All your answers will be stored securely by IFF Research, who are the research agency hosting the survey. Wandsworth Council Lifelong Learning won't be able to see your answers.

By taking part you will help to improve adult courses for all Londoners.

You will be sent details of the survey and posters will be on display in our centres.

Feedback From our Learners

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

Your course feedback is very important to us and we all appreciate you taking the time to complete a course evaluation. At the end of your course, you will receive a link to the course evaluation form.

Exams

It is your responsibility to ensure that your personal details are correct, and you are being entered for the correct exam. The details entered on your enrolment form will be used to register you with the examination board and this information is used by the examination boards to issue your certificate. Charges for replacement certificates will be passed onto learners where incorrect information has been supplied. If any of your details change, please inform staff at reception or contact a member of our administration team.

Support During Exams

People with disabilities, learning difficulties or health problems may be able to get help with their examinations such as additional time, support staff, or additional breaks.

Please let your tutor know if you have any additional requirements or access arrangements for exams as soon as possible after starting your course.

Exam Checklist

- Always check exam dates with your tutor before booking holidays.
- Dates and times given for oral, or assessment exams are a guide only – please keep your arrangements flexible.
- Please make sure you understand all of the appropriate exam requirements. In some cases you may need to produce supervised project work.
- You are required to produce photographic ID such as a passport or photo driving licence when you sit your exam so we can verify your identity.

Reasonable Adjustments

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

Additional Learning Support

WCLL and its partners are committed to developing inclusive learning approaches and to providing additional learning support to secure learning success for all.

For WCLL and its partners to be able to provide an inclusive learning environment, there is a need to recognise disability and learning difficulties and the impact on the way that people learn. Inclusive learning is based on providing the best match or fit between learners needs and the learning opportunities provided.

We recognise that some learners may require additional support including reasonable individual adjustments to fully access our courses.

WCLL will assess each application for Additional Learning Support on an individual basis and this will be presented to the board. If the decision for funding is agreed, then the additional funding amount to be paid will be agreed by the management team.

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 our 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 that are agreed 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.

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.

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. The 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's appeals procedure.

Complaints/Compliments Procedure

Learner 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.brimecome@richmondandwandsworth.gov.uk

The QAM will 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 learner 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 learner within 15 working days. If the learner is dissatisfied with the response, they have the right to appeal to the Head of Lifelong Learning.

Health and Safety

All learners 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 following all WCLL procedures in the Health and Safety policy. They must then be 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 learners 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 justified. If you believe you have been treated unfairly during any stage of your course, we urge you to discuss your concerns with your Tutor.

What is Safeguarding?

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

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

Abuse can take several forms, including:

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

WCLL is committed to providing a safe learning environment for all our learners. If you have Safeguarding concern or wish to make us aware of anything, then please immediately call or e-mail a member of our trained, Designated Safeguarding staff (details on the next page). Alternatively, you can e-mail 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

Meet our Safeguarding Team



Joss New

Designated Safeguarding Lead

Mobile number: 07867 151502

joss.new@richmondandwandsworth.gov.uk



Paul Brimecome

Designated Safeguarding Officer

Mobile number: 07989 223060

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Santino Fragola

Designated Safeguarding Officer

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santino.fragola@richmondandwandsworth.gov.uk



Fauzia Ahmad

Designated Safeguarding Officer

Mobile number: 07773 576825

fauzia.ahmed@richmondandwandsworth.gov.uk

Safeguarding Information

Our role is to increase your knowledge of potential risks faced in society and at work, and actions that can be taken to protect you and prevent exposure to risk. Key areas where we will look 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: is 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 in, 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 isn't 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 unwanted behaviour of a sexual nature which:

- Violates your dignity
- Makes you feel intimidated, degraded or humiliated
- Creates a hostile or offensive environment

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

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

Violating your dignity, or Creating an intimidating, hostile, degrading, humiliating or offensive environment.

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, inform Joss New (Designated Safeguarding Lead) or a member of the Safeguarding team immediately.

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 are here to support our learners 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 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.

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.

Lockdown / Evacuation

WCLL implements this policy as a reactive procedure in the unlikely occurrence the centre needs to be made inaccessible from the outside or evacuated completely, ensuring the safety of all learners and staff.

Lockdown procedures may be activated in response to any number of situations, but some of the more typical might be:

- A reported incident/ civil disturbance in the local community, with the potential to pose a risk to staff and learners in the Centre.
- An intruder on site, with the potential to pose a risk to staff and learners.
- A warning being received regarding a risk locally, of air pollution (smoke plume, gas cloud etc.).

In the event of a lockdown evacuation, normal evacuation procedures apply. Your Tutor will implement and instruct you where to go, unless otherwise instructed by the Police or a Lead Lockdown Marshal.

Privacy Policy

The council will do all we can to respect your privacy and to protect the personal information we acquire when you use our services.

How do we protect your information?

We aim to ensure our records about you (on paper and electronically) are held in a secure way, and we will only make them available to those who have a right to see them. Examples of our security include:

- Continuing to work towards the standards set by ISO27001 for information security.
- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password). This is done with a secret code or what is called a 'cypher'. The hidden information is said to then be 'encrypted'.
- Pseudonymizing, meaning that we will use a different name so we can hide parts of your personal information from view. This means that someone outside of the council could work on your information for us without ever knowing it was yours.
- Controlling access to systems and networks to stop people who are not allowed to view your personal information from gaining access to it.
- Training our staff to make them aware of how to handle information and how and when

to report when something goes wrong.

- Regular testing of our technology and ways of working including keeping up to date on the latest security updates.

Generally, the council will not process your personal data outside of the EU. In the exceptions where we do, we will ensure equivalent data protection controls are in place. Much of our funding is provided by the Education and Skills Funding Agency.

For more information on how data is processed for these programmes, please follow the link below.

www.gov.uk/government/publications/esfa-privacy-notice/education-and-skills-funding-agency-privacy-notice-may-2018

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.

While using WCLL equipment or devices, 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 within jokes sent by email and 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 or email misuse will be managed by the Deputy Head of Lifelong Learning.

Whilst 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 view. Even if you do not agree with someone else's views, 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').

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 you're 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 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.

Role of the Tutor

Every learner will have a dedicated Tutor assigned to them to teach, support, and assess them whilst they are on the programme. All our Tutors have occupational competence in the chosen vocational subject they are delivering. Their responsibilities include:

- Inducting learners onto the programme, agreeing and designing an Individual Learning Plan for each learner that will include details of development objectives against the chosen course.
- Conduct progress reviews with each learner ensure successful completion of the course/qualification and achievement of your personal goals.
- Regularly check on learners' welfare to ensure they are working in a safe environment.
- Providing Information, Advice and Guidance to support the learner throughout their time on the programme and upon completion. The Tutor will regularly discuss next steps upon completion to aid the learner in meeting their original ambitions and objectives.

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.

Career Advice and Progression Opportunities

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

Our aims are to:

- Provide information, advice and guidance to learners ensuring that any programmes offered reflect their individual needs and personal goals.
- Give learners the opportunity to discuss their requirements throughout their programme and advise them of, or signpost them to, other organisations accordingly.

What you can expect from WCLL:

- 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 all learners.
- 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.

There are an extensive range of training opportunities available to you, if you would like any advice and guidance on your next steps, then please contact:

Dustine Davis

Mobile number: 07919 392254 / Office number: 020 8871 7649

dustine.davis@richmondandwandsworth.gov.uk

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

808 800 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

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: nopanic.org.uk

Email: admin@nopanic.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

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: Tavis 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 inquires 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/services
info@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

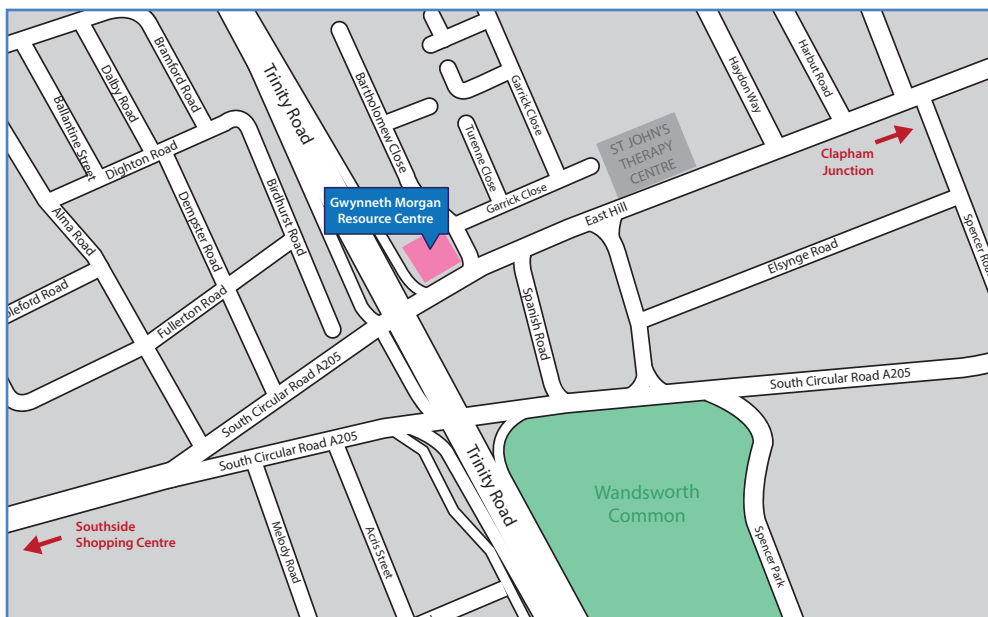
Info: www.slr-a.org.uk
admin@slr-a.org.uk
020 3490 3443

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

Wandsworth
Lifelong
Learning 

