

STEP SKILLS

PREPARE FOR SUCCESS IN HERTS

Support Organisations in Hertfordshire





Step2Skills are committed to offering impartial information, advice and guidance on learning, volunteering and employment opportunities.

Step2Skills have been awarded the MATRIX standard in recognition of the Information, Advice and Guidance that is provided.

Within this brochure you will find a list of organisations that can support you on your learning journey.


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LEARNING

Adult Training Network (ATN) (Stevenage)

ATN unlocks potential for employment and social prospects through education and training.


 07908 115281 / 01462 708686


 queen@adult-training.org.uk

 www.adult-training.org.uk

ASCEND (South Oxhey)

ASCEND is a community-based charity, located in the heart of South Oxhey. Courses are open to anyone aged 16 and above living in South Oxhey and the surrounding area. ASCEND offer a wide variety of both non-vocational and accredited courses designed to build self-esteem and skills as well as to gain nationally recognised qualifications.

 020 8420 1364

 admin@ascend.org.uk

 www.ascend.org.uk

Aspire Higher

Have you thought about re-training or upskilling, but you're not sure how to do this? Aspire Higher is here to help you. Whatever stage of life you are at, it is never too late to go back into education whether it's a college or university course.


We know the prospect of going back into education can seem overwhelming and there are lots of questions which need answering in order to make your decision. Our job is to provide impartial information and guidance. We have experience of helping students achieve their goals into further and higher education and are here to help you decide your next steps.

 aspirehigher@herts.ac.uk


 www.aspire-higher.co.uk

Bedwell Community Centre (Stevenage)

A community centre in the heart of Bedwell Stevenage hosting a range of activities, for all ages. The centre is also a Step2Skills Learning Hub.


 01438 314839


 bedwellct@yahoo.co.uk


 www.bedwellcommunitycentre.co.uk

Be Positive (On-line support Countywide)

Be Positive offer a range of courses ranging from Wellbeing and Motivation, Digital Media Skills and Employability packages.


 07710 672867


 info@bepositivenow.co.uk

 www.bepositivenow.co.uk

Breaks Manor (Hatfield)

Breaks Manor Youth Centre is a voluntary organisation and a charity. Offering learning opportunities within an informal context for which young people can obtain recorded outcomes, accreditations, and awards.


 01707 263 201

 info@breaksmanor.org.uk

 www.breaksmanor.org.uk

Celtic Harmony (Hertford)

Celtic Harmony provides a programme of events and courses for schools and the local community to encourage participation in healthy recreation and a greater understanding of ancient crafts from archery to storytelling


 01438 718543

 info@celticharmony.org

 www.celticharmony.org

Community Action Dacorum (CAD) (Hemel Hempstead)

CAD offers a wide range of courses such as skills for life and work, wellbeing, cookery and nutrition, textiles, art, ICT, short letterpress and book binding, some women-only courses are available


 01442 253 935


 postbox@thepapertrail.org.uk


 www.communityactiondacorum.org.uk

Community Action Hertsmere (Hemel Hempstead)

Community Action Hertsmere offer access to learning, funding advice, support services, small group development work and more.


 020 3559 3559

 enquiries@communityactionhertsmere.org

 www.communities1st.org.uk


Community Learning Partnership (South Oxhey and Watford)

Community Learning Partnership offer family learning courses in Watford and South Oxhey. The courses provide an opportunity for families to learn together.


 0208 421 5544

Community Voluntary Services for Broxbourne and East Herts (CVSBEH) (Broxbourne & East Herts)

CVSBEH helps develop personal and professional skills through low-cost training courses for voluntary and community groups in the Districts of Broxbourne & East Herts - including paid staff, volunteers and management committee members.


 0300 123 1034


 admin@cvsbeh.org.uk

 www.cvsbeh.org.uk

Courtyard Arts (Hertford)

Courtyard Arts runs a lively and diverse programme of workshops for all ages during the school holidays and term time such as mixed media, life drawing, ceramics, pottery and film animation.


 01992 509596

 admin@courtyardarts.org.uk

 www.courtyardarts.org.uk

Create Community Network (Letchworth)

The Create Network offers programmes and activities to support, develop and enrich the lives of individuals within the community who are looking to achieve their full potential. Programmes can be developed and tailored to meet the need but primary outcomes include, for example, employability, wellbeing and creative arts.


 01462 435052

 admin@createnetwork.community


 www.createnetwork.community

EM Skills (Hoddesdon)

EM Skills run accredited courses in English and maths and many other community learning courses that are funded by Step2Skills.


 01992 677373


 info@emskills.org.uk


 www.emskills.org.uk

Flexible Training (Letchworth)

Flexible Training provides a wide variety of training and day courses including Basic First Aid, Food Hygiene Awareness and Health and Safety. Qualifications offered include Functional Skills Level 1 and 2 for both maths and English. Apprenticeships in Health and Social Care (Intermediate and Advanced) are also offered.


 01462 222300

 info@flexible-training.com

 www.flexible-training.com

Gingerbread (Nationwide)


Gingerbread is a registered charity providing advice and practical support for parents. They offer training on money matters, skills for work, skills for life, IT and work experience


 0808 802 0925

 www.gingerbread.org.uk

Groundwork East (Countywide)


Groundwork delivers 'Grow it, Cook it, Share it' family learning courses. Families learn how to grow their own fruit and vegetables as well as how to prepare healthy dishes with the home grown produce.


 01707 260129

 www.groundwork.org.uk/east

Inspire All (Borehamwood)

Inspire All is a registered charity established to provide and promote community sport, recreational and arts services. Offering a wide range of facilities and activities. Inspire All provides activities for children, the over 50s and has inclusive facilities for individuals with disabilities.


 01727 744250


 info@hertsmereleisure.co.uk


 www.inspireall.com

Jimmy Mac's Centre (Hatfield)

Jimmy Mac's is an activity centre and registered charity for the retired and disabled, based in Hatfield, Hertfordshire. The Jimmy Mac's Activity Centre offers the over 50s the chance to enjoy many activities such as hairdressing, manicures, computer access and tuition plus much more.


 01707 270 068


 jimmymacsuk@aol.com

 www.jimmymacs.org.uk

KIDS HUB (Countywide)

The KIDS HUB offers information and support for parents and carers of disabled children and young people aged 0-19 in Hertfordshire.


 01992 504013


 www.kids.org.uk

 hub.herts@kids.org.uk

Maxwell Park Community Centre (Borehamwood)


Maxwell Park is a community centre in the Heart of Borehamwood. A range of activities are available for all age groups including dance and fitness classes. Step2Skills courses are also available at this centre.

 0208 953 43295

 <https://maxwellpcc.org>

Mudlarks (Hertford)


Mudlarks is Hertford's community gardening charity. Mudlarks' aim is to integrate people with learning difficulties and mental health issues into the community through gardening whilst also promoting conservation and allowing people of all abilities to learn and work together.


 01992 537080


 www.mudlarksgarden.org.uk

Phoenix Group for Deaf Children and Young Adults (Countywide)

Phoenix Group for Deaf Children offers courses in deaf awareness and sign language to organisations and local communities across Hertfordshire. It also offers specific courses for parents and family members as well as deaf children and young people up to the age of 25 years. Courses include employability, cooking, relaxation, sexual health and healthy relationships, managing hearing loss within the family and communication skills.


 01438 722142 / 07748 690989

 info@phoenixgroup.org.uk


 www.phoenixgroup.org.uk


SPS Training Solutions Ltd (Hertford & Stevenage)

SPS offers a wide variety of services which includes qualifications in everyday skills like maths, English and IT, vocational qualifications and apprenticeships in various industries and short courses in subjects from software packages to languages.

 01438 537000 Stevenage office


01992 257000 Hertford office

 enquiries@sps-training.com

 www.sps-training.com

Services for Young People (Countywide)

Services for Young People provides youth work, information, advice, guidance, work related learning, outdoor education and support for young people aged 13 to 19 and up to 25 for young people with learning disabilities.


 0300 1237538


 yhc@hertfordshire.gov.uk

 www.ychertfordshire.org

South Hill Centre (Hemel Hempstead)

The South Hill Centre run several activities suitable for families, as well as a wide variety of courses that can be booked from their website.


 01442 234728


 enquiries@southhillcentre.co.uk

 www.southhillcentre.co.uk

Sunnyside Rural Trust (Berkhamsted, Northchurch and Hemel Hempstead)


Sunnyside Rural Trust is a registered charity working for people with learning disabilities. The charity provides a valuable and popular service which supports over 120 trainees each week to develop their skills and potential through social enterprise and horticultural activities. Sunnyside Rural Trust can provide bespoke courses and work experience in the following areas: horticulture, retail, poultry keeping and food growing.


 01442 863364

 www.sunnysideruraltrust.org.uk

The Boxmoor Trust (Hemel Hempstead)

The Boxmoor Trust offer a variety of courses for schools, youth groups and adult learners which primarily take place in the great outdoors.


 01442 253 300


 admin@boxmoortrust.org.uk

 www.boxmoortrust.org.

The Prince's Trust (Nationwide)


The Princes Trust's activities and programmes aim to assist young people aged 14-30 who have a disadvantage in their lives. They run programmes to help young people with building confidence, getting a job or starting their own business.

 0800 842842

 www.princes-trust.org.uk

The Workers Educational Association (WEA) (Nationwide)


The WEA run adult education courses in Culture, Health and Wellbeing, Community Engagement and Employability.

 0300 303 3464 (Monday to Friday 9am to 5pm).

 www.wea.org.uk

Trestle Arts Base (St Albans)

Trestle offers an extensive range of training from mask and physical theatre, INSET and CPD courses for teachers, professional practitioners and workshop leaders, an MA in Education (Drama), to corporate training for business groups. Participation in training, workshops, youth theatre, classes or volunteering is available.


 01727 850 950

 admin@trestle.org.uk


 www.trestle.org.uk

British Schools Museum (Hitchin)

The British Schools Museum has a variety of exhibits and activities. They also offer a variety of hands-on educational sessions to support and extend knowledge, skills and key aims of the curriculum for children and students of all ages from year 1 up to university students.


 01462 420144

 bsmcurator@gmail.com


 www.britishschoolsmuseum.org.uk

Verulamium Museum (St Albans)

Free entry to St Albans residents. St Albans museum has several permanent exhibits as well as a vibrant programme of events, workshops and activities for all.


 01727 751 810


 museum@stalbans.gov.uk

 www.stalbansmuseums.org.uk

Watford Women's Centre (Watford)

Watford Women's Centre provides a wide range of activities and support for the women using it. Courses include English, ICT and other facilities such as counselling services are also available.

 01923 816 229

 general@watfordwomenscentre.org.uk


 www.wwcplus.org.uk

Wenta (Nationwide)

Wenta is a social enterprise that provides a 'one-stop-shop' for business support and new start-ups. They can help you with everything from business advice, mentoring and training. Many of their webinars and workshops are free to attend.

 01438 310000 Stevenage Office


 training@wenta.co.uk

 www.wenta.co.uk/training-and-events


EMPLOYMENT

Inclusive Employment (Countywide)

Funded by the European Social Fund, the Inclusive Employment project can help unemployed residents in Hertfordshire who have a diagnosed or undiagnosed disability or barrier(s) such as neurodiversity, mental health conditions, sensory needs or learning and physical disabilities into employment, education or training.


 01992 588576


 IEProject@hertfordshire.gov.uk

 www.step2skills.org.uk/InclusiveEmployment

DWP – Jobcentre Plus (Nationwide)


Information on looking for work and how to claim benefits for people of working age. Hertfordshire residents can claim income support and employment and support allowance by phone via a contact centre on

 0800 055 6688

 Contact Jobcentre Plus – GOV.UK (www.gov.uk)

National Careers Service (Nationwide)


Provides impartial information, advice and guidance to help you make decisions on learning, training and work.


 0800 100 900


 www.nationalcareersservice.direct.gov.uk

Step2Skills Supported Employment Service (Countywide)

Supported Employment helps people with learning, physical or sensory disabilities or autism find and stay in work.

 01438 844911


 Step2skills.SupportedEmployment@hertfordshire.gov.uk


 www.step2skills.org.uk

ADDICTION

Alcohol Concern Support


For those affected by alcohol. Weekdays 9am-8pm, weekends 11am-4pm


 0800 9178282

 www.alcoholconcern.org.uk

Druglink (Countywide)


Druglink's objective is to make a significant and positive impact on the lives of those misusing drugs and alcohol, their families and the communities in which they live.

 01923 260733

 www.druglink.co.uk

Living Room Stevenage, (St Albans, Watford)

The Living Room are there for you on your recovery journey. You can make an appointment by phone or online. We are running free group therapy sessions at our hubs in Stevenage, St Albans and Watford or via Zoom.


 0300 365 0304


 enquiries@livingroomherts.org

 www.livingroomherts.org.uk

Spectrum – Hertfordshire Drug and Alcohol Services (Countywide)


Out-of-hours helpline providing advice on drug and alcohol use.

 0800 6523169

 www.changegrowlive.org

The Trauma Practice (Countywide)

We treat and support addiction through counselling and therapy at both our centres in London & Hertfordshire.

 07944 996 646

 contact@traumapractice.co.uk


 www.traumapractice.co.uk

DOMESTIC VIOLENCE

Hertfordshire Domestic Abuse Helpline

Herts Domestic Abuse Helpline is a confidential, free, support and signposting service for anyone affected by domestic abuse

We are here to listen

 08 088 088 088 9am-9pm Monday to Friday and 9am-4pm weekends

Confidential  Kim@mailpurple.org


 www.hertsdomesticabusehelpline.org

SADA – Stevenage Against Domestic Abuse (Countywide)

SADA offers a wide variety of support and advice to victims of domestic violence

The service is open to anyone, regardless of gender, class, age, race, religion, disability, sexual orientation or lifestyle.

The service is also open to families as well as single victims of domestic abuse


 01438 242666


EATING DISORDERS

Community Eating Disorders Service (Countywide)

We offer a service for adults with a Hertfordshire GP, who have moderate to severe eating disorders, including anorexia nervosa, bulimia nervosa, and atypical eating disorders including binge eating disorder.

We offer assessment and treatment for individuals with eating disorders as well as support for families and carers.


 01707 364000


 hpft.ceds@nhs.net


 [Community Eating Disorders Service \(hpft.nhs.uk\)](http://Community Eating Disorders Service (hpft.nhs.uk))

BEAT (Nationwide)

The national Helpline exists to encourage and empower people to get help quickly, because they know the sooner someone starts treatment, the greater their chance of recovery. People can contact them online or by phone 365 days a year. They listen and provide help to understand the illness and provide support to take positive steps towards recovery. They also support family and friends, equipping them with essential skills and advice, so they can help their loved ones recover whilst also looking after their own mental health.

 0808 801 0677


 help@beateatingdisorders.org.uk


 www.beateatingdisorders.org.uk

ENGLISH AS A SECOND LANGUAGE (ESOL)

Herts Interpreting & Translation Service (HITS) (Countywide)


HITS provides language support services (telephone and face-to-face interpreting, translation, audio recordings, language assessments) for Health Trusts, Local Authorities, non-statutory sector organisations, commercial and private clients throughout Hertfordshire, Bedfordshire, Buckinghamshire, Oxfordshire and beyond.


 01442 867212

 www.hertsinterpreting.org

LanguageLine (Nationwide)

LanguageLine has the experience, team, and technology to help you negotiate the complexities of our nation's linguistic landscape and offer support, understanding and empowerment to the communities you serve.


 0800 169 2879


 www.languageline.com

FINANCE AND BENEFITS

Child Benefit Office (Nationwide)


Call or visit the Child Benefit Office for information on making a claim or general Child Benefit enquiries


 0300 200 3100

 www.gov.uk/child-benefit

Citizens Advice (Nationwide)


Free and confidential information and advice on a wide range of issues including benefits, debt, housing and legal issues.

 03444 111 444

 www.citizensadvice.org.uk

Consumer Credit Counselling Service (CCCS) (Nationwide)

CCCS is a registered charity offering free, confidential advice and support to anyone who is worried about debt. You can use the websites 'Live Chat' function or call its freephone helpline (Monday to Friday, 8am - 8pm; Saturday 8am to 4pm) to speak to a debt counsellor.

 0800 138 1111


0800 975 9558 mortgage arrears helpline

0800 0546734 Persistent debt helpline


 www.stepchange.org

Money Advice Unit (Countywide)

The Money Advice Unit is part of Hertfordshire County Council's Adult Care Services. It provides useful information about benefits and debt advice can be found on its website: including: • Families and benefits • Maternity and benefits • How to manage your debts – a Self-help Pack. • Disability and illness • Housing rent and council tax • Carers • Employment and job seeker


 01438 843 456


 mauadmin@hertfordshire.gov.uk

 www.hertfordshire.gov.uk/benefits

National Debtline Helpline (Nationwide)

Offers free, impartial and confidential advice on managing your debts. (Monday to Friday, 9am to 8pm; Saturday 9.30am to 1pm) There is also a 24-hour voicemail service which can be used to request an information pack or factsheet or visit


 0808 808 4000

 www.nationaldebtline.org


HEALTH AND WELLBEING

British Red Cross (Countywide)

British Red Cross run First aid courses in Hertford, Ware and Watford. They also offer help and support to people who are lonely, are refugees or asylum seekers.


 01992 586609


 adminBHE@redcross.org.uk


 www.redcross.org.uk

Carers in Hertfordshire (CiH) (Countywide)

Carers in Herts provide support to carers through a variety of activities.


 01992 586969/ 01992 586959


 contact@carersinherts.org.uk


 www.carersinherts.org.uk

Guidepost Trust (Countywide)

Guidepost support people living with mental health problems, disability, or caring responsibilities to have a better quality of life by enabling them to strengthen their emotional wellbeing and be a part of their local communities.


 01920 484946

 info@guideposts.org.uk

 www.guideposts.org.uk


Hertfordshire Children's Centres (Countywide)

If you're pregnant or a parent/carer of a child under five your children's centre would love to meet you.


 www.hertsfamilycentres.org/family-centres

HertsHelp

HertsHelp will listen and support you to find the help you need and can put you in touch with organisations that can help.

 0300 123 4044

 info@hertshelp.net


 www.hertshelp.net/hertshelp.aspx

POhWER (Countywide)

POhWER supports vulnerable people in Hertfordshire to have their voice heard and understand their rights.

Since April 2015, the Advocacy service is provided under the Hertshelp brand in partnership with a wide range of voluntary sector organisations including Carers in Herts (CiH), Headway, Herts Independent Living service (HILS), Hertfordshire Society for the Blind (HSB).


The Help Hub is open from Monday to Friday 8am to 6pm (excluding bank holidays).

 0300 456 2370 (charged at your standard network rate)

Minicom: 0300 456 2364

Text: send the word pohwer with your name and number to 81025


 pohwer@pohwer.net


 www.pohwer.net


The Salvation Army

The Salvation Army is a worldwide evangelical Christian church. Its mission is based on our faith in Jesus Christ who wants everyone to experience life in all its fullness.

The services we offer are diverse and responsive to the realities of life in the communities we serve.


 020 7367 4500

 info@salvationarmy.org.uk

 www.salvationarmy.org.uk

West Watford Community Association (Watford)

WWCA provide activities to the community such as baby and toddler groups, community coffee mornings, craft groups, English classes, over 50s exercise group, Tai Chi, yoga, history group and walking group.


 01923 235 488


 info@westwatford.org.uk


 www.westnet.org.uk/westwatford

Watford African Caribbean Association (WACAS) (Watford)

The Watford African Caribbean Association supports, educates and inspires hundreds of people each year through a range of user-led services focused on health, well-being, learning and culture. Services are provided to users on a free basis, where possible, or at a substantial discount


 01923 750975

 hello@wacas.org.uk


 www.wacas.org.uk

Watford & Three Rivers Trust (W3RT) (Watford and Three Rivers)

Watford & Three Rivers Trust works to maximise opportunities and improve the quality of life for everyone across Watford and Three Rivers. They deliver a wide range of services that include volunteering opportunities.

 01923 216950


 enquiries@w3rt.org


 www.w3rt.org/home

HOUSING

Maytree (Nationwide)


Maytree provides residential space for those in a suicidal crisis. They offer a free 4-night, 5 day stay for adults, with the opportunity to be heard in complete confidence, in a caring and safe environment.

 0207 236 707

 www.maytree.org.uk

Shelter (Nationwide)

Housing advice 365 days of the year.


 0808 800 4444


 www.england.shelter.org.uk

LGBTQ+

Galop (Nationwide)

Our team has decades of experience in supporting LGBT+ people which are victims of domestic abuse, sexual violence, hate crime, so-called conversion therapies, honour-based abuse, forced marriage, and other forms of abuse.


 0800 999 5428


 help@galop.org.uk

 www.galop.org.uk

Hertfordshire MIND Online LGBTQ+Group (Countywide)

A weekly online Zoom meeting group. The Zoom meetings are run by a LGBTQ+ facilitator and are hosted by LGBTQ+, Herts Pride and CIC volunteers and allies. The groups have a mix of wellbeing and social support information.


 02023 727 3600

 www.hertsmindnetwork.org/services-for-adults/groups-and-activities/online-lgbtq-group

LGBT Foundation (Nationwide)

LGBT Foundation provide a wide range of services to support lesbian, gay, bisexual and trans people.


Their services and activities include: a range of support groups; face-to-face counselling; a helpline, email and pop-in service; a befriending scheme; a sexual health programme, a substance-misuse project; organisational training; a range of guides and resources; a national website; advice surgeries; LGBT infrastructure support; various research projects and policy campaigning.

 0345 3303030

 info@lgbt.foundation

Young Pride in Herts (Countywide)


The services is for Young People in collaboration with young LGBT+ people in the county and provides information and advice on a range of issues, including gender identity, coming out, taking care of your health and what to do if you are experiencing hate crime.


 www.youngprideinherts.org

MENTAL HEALTH

CALM (campaign against living miserably) (Nationwide)


This helpline is for men in the UK who are down or have hit a wall for any reason, who need to talk or find information and support. Opening hours: 5pm-midnight


 0800 58 58 58

 www.thecalmzone.net

Hertfordshire NightLight (Countywide)


An out-of-hours weekend service for people in Hertfordshire who are feeling distressed or experiencing a crisis. The Crisis Centres are open Friday, Saturday, Sunday and Monday nights from 7pm-2am, every week of the year. The telephone helpline service is open Friday-Monday, available between 7pm-1am.

 01923 256391

 <https://www.hertsmindnetwork.org/nightlight>


HPFT Single Point of Access (SPA) (Countywide)


The SPA receives and screens all HPFT mental health services referrals in Hertfordshire and is open from 8am - 7.30pm.

 0800 6444 101.

MIND (Countywide)


Visit the Hertfordshire Mind Network website to gain access to services that include managing anxiety/anger, crisis support, one to one support and counselling.

 020 3727 3600

 www.hertsmindnetwork.org

National Mind (Nationwide)

The MindinfoLine offers callers confidential help on a range of mental health issues. Calls from anywhere in the UK are charged at local call. Their website also contains useful factsheets on mental health issues and booklets on specific topics can be purchased from their online shop.


 0300 123 3393


 www.mind.org.uk


NEURODIVERSITY

National Autistic Society (NAS)

The NAS have employment advice and support available. For more details see their web site or contact them as above. (Note: Hertfordshire County Council Asperger's and the new 0-25 years Teams can be contacted via the Helpline telephone numbers shown for HCC).

 0207 833 2299

 nas@nas.org.uk

 www.autism.org.uk


NAS Hertfordshire (AKA H.A.R.C) (Countywide)

NAS Hertfordshire is a branch of the National Autistic Society (NAS) who are volunteers providing support to individuals and their families and campaign for better local services for those living with autism in Hertfordshire. We do this because we want the potential of all people with autism to be fulfilled and recognised, and for individuals and families to receive the support and understanding they need.

If you need some advice or the opportunity to communicate with someone who can understand you and help you with a problem you can also email us at:

helpline@nasherts.org.uk – our volunteers all have a personal experience of autism and will be happy to help you.


 hertfordshire@nas.org.uk

 nasherts@webeden.co.uk

Hertfordshire Autism Resource Centre (H.A.R.C) (Countywide)

This is the Hertfordshire branch of the National Autistic Society. Here you can find details of social groups, carer groups and other local Autism-specific resources.

 support@harc-online.org.uk


 www.aspergers4herts.org


OLDER PEOPLE

Age Concern – Hertfordshire (Countywide)

Age UK Hertfordshire offers many services for over 50's in Hertfordshire.


Including Active Aging, Befriending Service, Dementia support, health and Wellbeing and Help in the home.

 0300 345 3446

 www.ageuk.org.uk/hertfordshire

The Irish Network (Stevenage)


The Irish Network provides a range of support for older people in Stevenage and the surrounding areas.

 01438 725400

 info@irishnetworkstevenage.org.uk

The Silverline (Nationwide)


The Silver Line is the only free confidential helpline providing information, friendship and support to older people, open 24 hours a day, every day of the year.

 0800 4708090


 www.thesilverline.org.uk

University of the 3rd Age (U3A) (Nationwide)

U3A offer a variety of courses for retired and semi-retired individuals.

 020 7692 5440

 www.u3a.org.uk

 office@u3alondon.org.uk

REFUGEES


Herts Welcomes Refugees (Countywide)


Herts Welcomes Refugees provides a range of assistance and support to refugees and asylum seekers across the county to complement that provided by local councils and the Refugee Council's Hertfordshire Resettlement Project. We also help some refugees and asylum seekers who are not supported by either the Refugee Council or local councils.

 www.hwsf.org.uk

Amnesty International (Nationwide)

Through our detailed research and determined campaigning, we help fight abuses of human rights worldwide. We bring torturers to justice. Change oppressive laws. And free people jailed just for voicing their opinion.

 0207 413 5500

 www.amnesty.org


VETERANS


The Royal British Legion (Nationwide)

The Royal British Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. And we're not going anywhere.

We support serving and ex-serving personnel all year round, every day of the week.

Our support starts after one day of service and continues through life, long after service is over.


 0808 8028080


 www.britishlegion.org.uk

Help for Heroes (Nationwide)

Help for Heroes believe those who serve our country deserve support when they're wounded.

They help them, and those still serving, to recover and get on with their lives by providing physical, psychological, financial and welfare support for as long as they need it. They also support their families, because they too can be affected by their loved one's wounds.

 01206 814892

 www.helpforheroes.org.uk


VOLUNTARY WORK


To find voluntary opportunities

For volunteering in Hertfordshire please refer to www.thvolunteering.org.uk


Your local volunteer centres

Welwyn/Hatfield

 01707 274861


 www.whcvs.org.uk


Broxbourne and East Herts

 01992 638633


 www.cvsbeh.org.uk


Dacorum

 01442 247209


 www.support4dacorum.org.uk


Hertsmere

 0203 559 3559


 www.communities1st.org.uk


North Herts and Stevenage

 01462 689400

 www.nhcvs.org.uk

St Albans


 01727 814644


 www.communities1st.org.uk


Team Herts Volunteering

A countywide service providing information for those who want to volunteer. They work with lots of voluntary organisations and charities who recruit, co-ordinate and manage volunteers.

TeamHerts Volunteering manage GoVolHerts, a digital volunteering platform for Hertfordshire residents which makes it easier to start volunteering. You can sign up and browse hundreds of volunteering opportunities according to your interests, location and availability.


 01462 689 409

 info@thvolunteering.org.uk

 www.thvolunteering.org.uk

Do-it

The UK's largest marketplace for volunteering opportunities. You will find a wide selection of voluntary roles listed and you can select your local area and the type of voluntary work you are interested in. You will need to register on the website.


 www.do-it.org.uk

YOUNG PEOPLE

CAMHS (Countywide)

Specialist Child and Adolescent Mental Health Services (CAMHS) are delivered across the whole of Hertfordshire.


The service provides interventions for moderate/severe emotional and behavioural difficulties in children and adolescents. Our teams also offer specialist interventions for other mental health difficulties including anorexia and schizophrenia.

 01707 253800

 <https://www.hpft.nhs.uk/>

ChildLine (Nationwide)


24-hour counselling service for children and young people.

 0800 1111

 www.childline.org.uk

FRANK (Nationwide)

Offers a 24-hour confidential helpline for young people, parents and carers with questions or concerns about alcohol or drugs.

 0300 1236600

 www.talktofrank.com

Kooth

Free, safe and anonymous online support for young people.

Monday – Friday 12pm – 10pm and Saturday – Sunday 6pm – 10pm


 www.kooth.com

Papyrus (prevention of young suicide)

Committed to the prevention of young suicide.

Opening hours: Mon-Fri: 10am-10pm, weekends/bank

holidays: 2pm-10pm


 08000 684141

 www.papyrus-uk.org

COLLEGES AND FURTHER EDUCATION

Herts Regional College

HRC offers a wide range of full-time and part-time courses, apprenticeships and professional and leisure courses


 01992 411400

 www.hrc.ac.uk

 info@hrc.ac.uk

North Herts College (NHC) (Stevenage, Hitchin)

NHC offers a large variety of courses from GCSE to A Level, Adult Learning, Apprenticeships, Animal Care, Beauty, Business, Fashion, Sports, Music and many more.


 01462 424242

 enquiries@nhc.ac.uk

 www.nhc.ac.uk

Oaklands College (St Albans, Welwyn Garden City)

Oaklands College offer a large variety of courses from GCSE to A Level, adult learning, apprenticeships, animal care, beauty, business, fashion, sports, music and many more.


 01727 737000

 info@oaklands.ac.uk

 www.oaklands.ac.uk

University of Hertfordshire (Hatfield)

The University of Hertfordshire offers a wide range of undergraduate, postgraduate, professional, and short courses.


 01707 284000

 ask@herts.ac.uk

 www.herts.ac.uk

West Herts College

West Herts offer a wide variety of courses that include business and management, care and early years, construction, counselling, crafts, DIY, electrical installation, English for speakers of other languages (ESOL), sign language, English and maths, floristry, forensic science and many more.

 01923 812 000

 admissions@westherts.ac.uk



 www.westherts.ac.uk

HERTFORDSHIRE LIBRARIES

The library service has many venues across Hertfordshire offering a wealth of information and services


For information on locations and opening times please visit


 www.hertfordshire.gov.uk/services/libraries-and-archives


After your course you will be contacted to discuss your progress to make sure you are progressing towards your objectives and to discuss any further support you may need. Step2Skills believes everyone should have an equal opportunity to learn and achieve in a safe and secure environment. For more information on equalities and staying safe please contact:  01992 556194 or  www.step2skills@hertfordshire.gov.uk.

March 2022

For more information about Step2Skills and courses:

 01992 556194

 step2skills@hertfordshire.gov.uk

 www.step2skills.org.uk

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