



## **Bingley Extended Schools**

**Directory of Local  
and  
National Services**

**Martin Toch  
March 2008**

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## Section 1: Education & Training

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### Education Bradford

Future House, Bolling Road, Bradford BD4 7EB  
01274 385500

Education Bradford is a private company (run by its parent company Serco). They have a 10 year contract with Bradford Council for the provision of education support services to the district's schools. The support services range from school admissions, to school improvement, governors, school meals and much more. The contract is to be reviewed in 2011.

For a complete list of Bradford schools' contact details, go to:

[www.bradfordschools.net](http://www.bradfordschools.net)

[www.educationbradford.com](http://www.educationbradford.com)

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### Skills for Work

21-23 Neal Street  
Bradford  
BD5 0BX  
01274 432691

Skills for Work is part of Bradford Council's Department of Services for Children and Young People. It provides information and advice about jobs, training and qualifications for both employers and employees (including those looking for work).

[www.bradford.gov.uk/education\\_and\\_skills/skills\\_for\\_work/](http://www.bradford.gov.uk/education_and_skills/skills_for_work/)

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### Bradford College

Great Horton Road, Bradford BD7 1AY  
01274 433333

Bradford College has been providing education and training in Bradford for 175 years. It is one of the largest Colleges in the country - with over 20,000 students. They have a huge variety of careers focused subjects and qualifications.

[www.bradfordcollege.ac.uk](http://www.bradfordcollege.ac.uk)  
[admissions@bradfordcollege.ac.uk](mailto:admissions@bradfordcollege.ac.uk)

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## **Craven College**

High Street, Skipton, North Yorkshire, BD23 1JY  
01756 791411

Craven College offers an extensive range of academic and vocational qualifications from entry to degree level. As well as teaching staff, there is a network of support services. Craven College has a number of innovative partnerships with key industries, such as the The Aviation Academy at Leeds Bradford International Airport and The Centre for Construction and Heritage Skills at Snaygill.

[www.craven-college.ac.uk](http://www.craven-college.ac.uk)

[enquiries@craven-college.ac.uk](mailto:enquiries@craven-college.ac.uk)

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## **Park Lane College Keighley**

Cavendish Street, Keighley BD21 3DF  
Tel: (01535) 618600

Park Lane College Keighley is part of Park Lane College Leeds and provides vocational courses in health and care, construction, hair and beauty, media amongst others, both full and part time. They also run access to higher education courses. There also a number of specialist facilities, such as the STAR Centre (science), the Cougars Academy (rugby) and the KAF (the Keighley Arts Factory).

[www.keighley.ac.uk](http://www.keighley.ac.uk)

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## **ShIPLEY College**

Exhibition Road, Saltaire BD BD18 3JW  
01274 327222

ShIPLEY College is located in the UNESCO world heritage site of Saltaire, the village built by the wool baron Sir Titus Salt between 1851 and 1876 in order to house his mill workers. The College works with companies and community organisations in many parts of Airedale to bring quality training to the area. ShIPLEY College's Learning Line enhances its student support by online links to the main campus in a number of local venues. There is also a Football Development programme.

[www.shiplely.ac.uk](http://www.shiplely.ac.uk)

[enquiries@shiplely.ac.uk](mailto:enquiries@shiplely.ac.uk)

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## **Open University**

2 Trevelyan Square, Boar Lane, Leeds LS1 6ED  
0113 244 4431

The Open University (OU) is the United Kingdom's only university dedicated to distance learning.

Students do not need previous qualifications required to study, but have to be aged 18 when your course starts. There is no upper age limit. The OU has around 150,000 undergraduate and more than 30,000 postgraduate students. Nearly all students are studying part-time. About 70 per cent of undergraduate students are in full-time employment. More than 50,000 students are sponsored by their employers for their studies. More than 25,000 OU students live outside the UK. A third of undergraduate students have entry qualifications lower than those normally demanded by other UK universities.

[www.open.ac.uk](http://www.open.ac.uk)  
[yorkshire@open.ac.uk](mailto:yorkshire@open.ac.uk)

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## **Bradford University**

Bradford BD7 1DP  
01274 232323

Consistently ranked No1 for Graduate Employment in Yorkshire and joint 1st place in the North of England (Time Good University Guide 2008), and with a history spanning the last century, the University's ethos is 'Making Knowledge Work'. The University has seven departments, ranging from Technology, Life Sciences, Management and Social & International Studies (which runs the acclaimed Peace Studies course). The University also has a School of Lifelong Learning & Development which runs a wide range of courses designed for older students wishing to return to study.

[www.brad.ac.uk](http://www.brad.ac.uk)  
[course-enquiries@bradford.ac.uk](mailto:course-enquiries@bradford.ac.uk)

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## **Leeds University**

Leeds LS29JT  
0113 244 392

One of the largest universities in the UK, Leeds is also the most popular among students applying for undergraduate courses. An emphasis on innovative research and investment in high-quality facilities and first-rate infrastructure means that no fewer than 35 departments are rated internationally or nationally 'excellent'. During the last academic year over 32,200 students are attached to 700 different first-degree programmes and 470 postgraduate

degree programmes. A further 26,550 men and women are enrolled on short courses with the University.

[www.leeds.ac.uk](http://www.leeds.ac.uk)  
[enquiry@leeds.ac.uk](mailto:enquiry@leeds.ac.uk)

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### **Leeds Metropolitan University**

Civic Quarter, Leeds LS1 3HE  
0113 812 0000

Leeds Metropolitan University is one of the largest universities in the country, with over 52,000 students and 3,500 staff. As well as two campuses in Headingley and in the city centre, there is another campus in the Harrogate. Leeds Met is also developing opportunities to study across the North. Our regional university network involves fourteen partner colleges, from Newcastle to Nottinghamshire and from Grimsby to Belfast, with over 300,000 students between them. They are creating on this side of the Atlantic the equivalent of a major American state university system, which Leeds Met calls a Great North Uni.

[www.leedsmet.ac.uk](http://www.leedsmet.ac.uk)

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### **Workers' Educational Association (WEA)**

6 Woodhouse Square, Leeds LS3 1AD  
0113 2453304

The WEA is the UK's largest voluntary provider of adult education. Ever since it was founded in 1903, in order to support the educational needs of working men and women, the WEA has maintained its commitment to provide access to education and learning for adults from all backgrounds, and in particular those who have previously missed out on education. It is one of the UK's biggest charities, and operates at local, regional and national levels. Nine Regions in England, a Scottish Association and over 650 local Branches make up the WEA's National Association. The WEA now runs over 10,000 courses each year, providing learning for more than 110,000 adults of all ages and drawn from all walks of life.

Courses are created and delivered in response to local need, often in partnership with local community groups and organisations.

[www.yh.wea.org.uk](http://www.yh.wea.org.uk)  
[yorkshumber@wea.org.uk](mailto:yorkshumber@wea.org.uk)

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## **Ofsted**

Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA

08456 404045 about education, adult skills, or local authority children's services  
08456 404040 about anything else.

Ofsted - the Office for Standards in Education, Children's Services and Skills - brings together the wide experience of four formerly separate inspectorates. Ofsted inspects and regulates care for children and young people, and inspects education and training for learners of all ages. Ofsted does not report to government ministers but directly to Parliament. This ensures impartial information. The Education and Inspections Act specifically requires that Ofsted should:

- promote service improvement
- ensure services focus on the interests of their users
- see that services are efficient, effective and promote value for money.

Inspection reports are available from their web site, as is themed and subject specific findings and recommendations on wider issues within the care, learning, and skills agenda, as well as statistical information.

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)  
[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

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## **Department for Children, Schools & Families (DCSF)**

Sanctuary Buildings  
Great Smith Street  
London  
SW1P 3BT  
0870 000 2288

The DCSF is a government department whose remit is to enable all children and young people to reach their full potential. The Department's focus is on raising standards so that more children and young people reach expected levels, lifting more children out of poverty and re-engaging disaffected young people. It also aims to respond to new challenges that will affect children and families: demographic and socio-economic change; developing technology; and increasing global competition. In addition to its direct responsibilities, the department will lead work across Government to improve outcomes for children, including work on children's health and child poverty.

The regional office is at: Moorfoot, Sheffield S1 4PQ  
[www.dfes.gov.uk](http://www.dfes.gov.uk)  
[info@dcsf.gsi.gov.uk](mailto:info@dcsf.gsi.gov.uk)

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### **Training & Development Agency for Schools (TDA)**

151 Buckingham Palace Road  
London  
SW1W 9SZ  
0845 6000 991

The TDA's main aim is to secure an effective school workforce that improves children's life chances. Its guiding vision is:

- developing people
- improving young lives

It is concerned with the training and support of schools' workforce, including teachers and support staff.

The TDA is part of the Department for Children, Schools and Families (DCSF).

[www.tda.gov.uk](http://www.tda.gov.uk)  
[corporatecomms@tda.gov.uk](mailto:corporatecomms@tda.gov.uk)

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### **governornet**

01325 391287 or 020 7925 5728

The web site provides help, advice and support to school governors and by making available downloadable publications.

It also links to Governorline which offers free confidential e-mail and telephone advice, information and support to school governors, clerks and individuals involved directly in the governance of maintained schools in England.

08000 722181

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

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## Section 2: Information

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### Bradford Resource Centre and Community Statistics Project (BRC)

17-21 Chapel Street  
Bradford, BD1 5DT

[www.brc-net.org.uk](http://www.brc-net.org.uk)

01274 779003

The Resource Centre provides a wealth of information and facilities to community and voluntary groups in the Bradford District, including:

- Meeting and events space
- Community and campaigns library
- Community statistics
- Training on welfare and employment rights
- Funding information
- Low cost printing
- Computing and Internet access

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### National Statistics

[www.statistics.gov.uk](http://www.statistics.gov.uk)

If it moves, National Statistics measures it. There's information on:

- Population
- Inflation
- Retail sales
- GDP

...and much much more.

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### Which?

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

Buying a vacuum cleaner, bicycle, camera - or whatever takes your fancy?

But Which? does more than just test washing machines. They campaign to get a fairer deal for all consumers and publish expert, unbiased information to help you make the right choice, whatever you're buying.

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## DirectGov

[www.direct.gov.uk](http://www.direct.gov.uk)

DirectGov brings together the widest range of public service information and services online.

Produced by the Central Office of Information, DirectGov provides information from across UK government departments on topics ranging from travel safety and parental leave to special educational needs and local NHS services.

The site also brings together an increasing number of online government services to make your life easier - from booking a driving test and taxing your car to renewing your passport or applying for a student loan.

You can browse by topics - including money, employment, travel and transport, and education - or by audience groups, such as disabled people, the over 50s, and parents. Or you can use our search engine to find content directly.

The site also gives you access to government directories, as well as links to relevant third parties who can offer additional trusted advice and support.

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## Section 3: Childcare

The following information briefly explains the variety of childcare provision available in the Bingley area. For further information, follows the links below.

### Childminders

Self-employed carers based in their own homes. They should be registered with Ofsted if they take care of children under eight years old. Many childminders continue to care for older children into their teens.

Childminders can often offer a more flexible service, providing care outside of normal working hours and may be able to offer emergency and overnight care.

The [Children's Information Link](#) can help you to find a childminder in your area.

For further information on childminders visit the [National Childminding Association](#) website.

### Nannies

Employed by you to look after your child in your own home. Nannies can live in, or can come to your home for set days and hours. They do not need childcare qualifications, but many have nursery nurse training or other qualifications in childcare. It is up to parents to check and interview prospective nannies.

The Childcare Element of Working Tax Credit has been extended to include nannies, which means that you could be entitled to financial help to employ a nanny if you are on a low income. To find out whether you are entitled to Working Tax Credit, and the criteria your nanny must meet, contact the Inland Revenue Tax Credits Helpline on 0845 300 3900.

More details of employing a nanny is available at [www.surestart.gov.uk](http://www.surestart.gov.uk).

### Playgroups

Run by trained early years professionals, playgroups provide education and care for children under five years old. They offer a variety of sessional, extended day care and full day care, and have an emphasis on parental involvement within the sessions. Playgroups often have a long waiting list, so try to put your child's name down as soon as possible to ensure a place.

## Day Nurseries

Provide full and part time care and education for children under five years old. All nurseries must be registered and inspected regularly by Ofsted. Many nurseries fit in with a normal working day of 8am to 6pm. Nurseries often have limited places available, but are usually open all year round.

For further information on Day Nurseries visit the [National Day Nurseries Association](#) website.

## Nursery Schools

Open during school hours, and usually only within term time. They offer care and education for children aged 2 and a half to 5 years. Children can attend nursery schools either for part time sessions or full time. It is usually free of charge, but nursery schools at fee paying schools may charge.

All Nursery schools are regulated and inspected by Ofsted, whether they are privately run, run by the Local Authority, or are part of a primary school.

## Out-of-school care / Extended Schools

Out-of-school clubs are provided for school aged children after school, and during school holidays. They are usually based in school premises. Out-of-school clubs and holiday clubs are Ofsted inspected.

Some schools offer extended days during term-time, to care for children before and after school (for example via breakfast clubs and homework clubs.)

For more information about out-of-school care, visit the [www.4children.org](http://www.4children.org) website

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## Early Years & Childcare Service

The Wool Exchange  
Hustlergate  
Bradford BD1 1RE  
**01274 431482**

*Bradford Early Years and Childcare Service (BEYCS) promotes, develops, and supports high quality childcare, early education and play provision, offering equality of opportunity and access for all.*

BEY & CS are responsible for delivering the government's 10 Year Childcare Strategy and its vision for a Sure Start for all children, as well as meeting

duties under the Childcare Act, which comes into force in 2008. Priorities include ensuring that sufficient childcare is available to meet demand and that free, part time nursery places are available for all 3 and 4 year olds. EY & CS' aim is to provide greater choice for parents so that they can balance work commitments and family life, and ensure that flexible childcare is available for all families with children. A major focus of the strategy is reducing social disadvantage by enabling parents to access training and work. Establishing Children's Centres, offering integrated services for children aged 0-5 and their families, is a central feature of the national strategy. So far, EY & CS have established 20 children's centres in Bradford, bringing together early education, childcare, health and family support for the 0-5's - with another 13 centres set to open by 2008.

EY & CS also take an active role in leading, developing and implementing the District's strategy for children's play, 'All to Play For'.

[www.bradford.gov.uk/earlyyears](http://www.bradford.gov.uk/earlyyears)

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## Children's Information Link

The Wool Exchange  
Hustlergate  
Bradford BD1 1RE  
01274 437503  
Textphone: 01274 437255  
Text "childcare" to 07781 472076

The Children's Information Link is a key part of the Bradford Early Years and Childcare Service, enabling parents and others to obtain comprehensive up-to-date information about childcare, nursery education, children's activities and family support services, including tax credits.

### In Bingley

There are, as of January 2008:

<b>55 registered childminders</b>
<b>1 registered crèche</b>
<b>8 registered full day care providers</b>
<b>9 registered out of school settings</b>
<b>4 playgroups or pre-school groups</b>

[Click here](#) to search for all types of childcare providers in your area.

[www.bradford.gov.uk/cil](http://www.bradford.gov.uk/cil)  
[childcare@bradford.gov.uk](mailto:childcare@bradford.gov.uk)

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## **Sure Start**

08456 022260  
[www.surestart.gov.uk/](http://www.surestart.gov.uk/)

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## Section 4: Help Lines

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**For an extensive list of local services, visit**  
[www.divabradford.org.uk](http://www.divabradford.org.uk)

The DIVA project is about bringing information on voluntary and community groups together in a single database - from sports and leisure clubs, through support and self-help groups, community centres and campaign groups to local non-profit bodies, advice centres and branches of national charities. Our aim is to include organisations right across the Bradford District - including Bingley, Ilkley, Keighley and Shipley, as well as the city of Bradford.

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### **OFSTED**

**02074 216800**

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

If you have a concern about a school or about childcare, you will be able to make a complaint to Ofsted. It is advisable, though, to raise your concern directly with the person in charge, for example the headteacher or service manager.

For concerns that a childcare or social care provider regulated by us, such as a residential home or fostering / adoption agency does not meet qualifying standards, you should contact Ofsted at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or phone 08456 404040

For complaints about childcare providers you can also read an online leaflet from Ofsted ([click here](#)).

For concerns about your child's school, you can find more information about when and how to complain, the type of complaints we are able to consider and the action you can expect us to take in response in our [guidance for parents](#) ([click here](#)) or you can [contact us](#). ( [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk), 08456 404040)

If having read the above guidance you would like to make a complaint, or you are advised to do so by the Ofsted helpline advisers, you can complete and submit the [simple on-line complaints about schools form \(click here\)](#)

### Complaints about Ofsted

If you wish to make a complaint against Ofsted, [click here](#) for a leaflet [Complaints procedure: Raising concerns and making complaints about Ofsted](#), which gives guidance on how to complain.

If you have made a complaint about Ofsted but are still not happy at the end of the process, you may ask the independent adjudicator for Ofsted for more help. Find out more by following the link below.

[The independent complaints adjudicator's website](#)

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### HM Revenue & Customs

0845 300 3900

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

This web site is all about **taxation** of one kind or another, including:

- [Child benefit](#)
- [Working tax credits](#)
- [child tax credits](#)

It is for individuals and employees, employers, business and corporations.

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### Bradford Safeguarding Board

Second Floor  
Olicana House  
Chapel Street  
Bradford  
BD1 5RE

01274 434361

[info@bradford-scb.org.uk](mailto:info@bradford-scb.org.uk)

[www.bradford-scb.org.uk/](http://www.bradford-scb.org.uk/)

The Bradford Safeguarding Children Board works towards keeping children in Bradford, under the age of 18 years, safe from harm. It strives to make sure

that every child in Bradford feels secure, well cared for, and able to reach their full potential. We will support all staff to help families and carers achieve this.

The Bradford Safeguarding Children Board helps all staff and professionals to work together and know the rules about keeping children safe. They will understand the importance of listening to children, especially when children are worried about themselves or others.

The Board's web site contains much useful information about keeping children and young people safe and secure, including documents, policies and procedures.

If you have concern that a child is being harmed as a result of abuse or neglect, you must not keep these concerns to yourself. Keeping children safe is everyone's responsibility.

If you have a concern, please phone:

**During office hours (8.30 - 5.00 Monday to Thursday, 4.30 on Friday) call Children's Social Services Initial Contact Point - 01274 437500**

**At all other times, Social Services Emergency Duty Team - 01274 530434**

**If you have reason to believe that a child is at immediate risk of harm, contact the police on 999**

The government has produced guidance for staff working with families setting out in detail what they should do if they believe that a child is being abused. A short summary of this document has also been published which may be useful for parents and carers, as well as staff.

Click to download [the full document](#) and [the summary](#).

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## **Dial UK - Disability Advice Network**

**01302 310 123**

[www.dialuk.info](http://www.dialuk.info)

Dial UK is a national organisation for a network of approximately 130 local Disability Information and Advice Line services (DIALs) run by and for disabled people. Last year DIALs helped over a quarter of a million disabled people.

DIAL information and advice services are based throughout the UK and provide information and advice to disabled people and others on all aspects of living with a disability.

- welfare benefits
- community care
- equipment
- independent living
- mobility and transport
- discrimination
- holidays

The Bradford contact is at:

103 Dockfield Road, Shipley  
01274 594 173

[enquiry@disabilityadvice.org.uk](mailto:enquiry@disabilityadvice.org.uk)

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## **Victims Support Line**

**0845 30 30 900**

[www.victimsupport.org/vs\\_england\\_wales/index.php](http://www.victimsupport.org/vs_england_wales/index.php)

Victim Support is the national charity which helps people affected by crime. They provide free and confidential support to help you deal with your experience, whether or not you report the crime.

Their services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.

### **How Victim Support can help you**

If you are a victim of crime, contact the local offices of Victim Support.

Trained local volunteers offer:

- [someone to talk to in confidence](#)
- [information on police and court procedures](#)
- [liaison with other organisations on your behalf](#)
- [information about compensation and insurance matters](#)
- [contact with other sources of help.](#)

**For Bradford and Calderdale, contact:**

7 Park View Court  
St Paul's Road  
Shipley  
West Yorkshire  
BD18 3DZ  
01274 530544  
[enquiries@victimsupportbradford.org.uk](mailto:enquiries@victimsupportbradford.org.uk)

**For other local offices in Leeds, Wakefield and Kirklees, [click here](#) .**

And if you are going to court , the Witness Service can help before, during and after the trial.

This offers information and support to witnesses, victims, their families and friends in every criminal court in West Yorkshire. Our trained staff and volunteers offer:

- [someone to talk to in confidence](#)
- [a visit to the court and a look round a court room \(where possible\)](#)
- [information about court procedures](#)
- [a quiet place to wait before and during the hearing](#)
- [someone to accompany you into the court room when giving evidence](#)
- [practical help, for example, with expense forms](#)
- [to put you in touch with people who can answer specific questions about the case \(the Witness Service cannot discuss evidence or offer legal advice\)](#)
- [a chance to talk over the case when it has ended and to get more help or information.](#)

**For local Witness Service offices, [click here](#).**

Or you can phone our national helpline, the **[Victim Supportline on 0845 30 30 900](#)**

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## Community Legal Advice

0845 345 4 345

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

Community Legal Advice is a free and confidential service paid for by legal aid. To use the service, you need to be eligible for free legal aid. CLA will advise you whether you are eligible.

They provide advice on a range of legal problems, including

- Benefits
- Housing
- Police and crime
- Immigration and nationality
- Health and social care
- Taxation

...and a host of other issues.

The website can find you their nearest advisor. ([Click here](#))

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## Childline

0800 1111

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

Childline is the UK's free, 24-hour helpline for children and young people in distress or danger. Trained volunteer counsellors comfort, advise and protect children and young people who may feel they have nowhere else to turn.

**If you are deaf or find using a regular phone difficult**, try the Textphone service which provides confidential support and advice via a textphone. You can call on **0800 400 222**. It's open from 9.30am to 9.30pm on weekdays and 9.30am to 8pm at weekends.

They also provide a special helpline called **The Line** for any **young person living away from home**. This is the helpline for you if you live in a foster home or a children's home, if you're at boarding school or you've been in hospital for a long time. You can call The Line on **0800 88 44 44** from 3.30pm to 9.30pm on weekdays and 2pm to 8pm at weekends.

You can **write to Childline** and one of their counsellors will reply to your

letter. You can write to: **Childline, Freepost NATN1111, London E1 6BR** - and you don't have to use a stamp.

Almost 1,400 volunteers provide a counselling service, supervised by a team of professional supervisors and managers. Every day around 4,500 children call Childline.

### **What do children and young people call about?**

Children call Childline about a wide range of problems, but the most common problems are:

- [abuse \(both sexual and physical\)](#)
- [bullying](#)
- [serious family tensions](#)
- [worries about friends' welfare](#)
- [teenage pregnancy](#)

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## **Domestic Violence**

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

**Women's Aid** runs a number of helplines, aimed at women from specific communities. There are also helplines for men, children and perpetrators.

The 24 hour national helpline is **0808 2000 247** or [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

For helplines and organisations in **Yorkshire & Humber**, go to [http://www.womensaid.org.uk/azrefuges.asp?section=00010001000800060002&region\\_code=01WW&x=9&y=9](http://www.womensaid.org.uk/azrefuges.asp?section=00010001000800060002&region_code=01WW&x=9&y=9)

To download a copy of **The Survivor's Handbook** (pdf), [click here](#).

(It's available in English, Arabic, Bengali, Urdu, Gujarati, Punjabi, Chinese, Turkish, Greek, Spanish and Somali.)

For information and downloadable leaflets on **Bradford Council's policies**, [click here](#).

**In an emergency, ring 999**

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## The Child Death Helpline

0800 282 986

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

The Child Death Helpline is a helpline for anyone affected by the death of a child of any age, from prebirth to adult, under any circumstances, however recently or long ago.

The helpline is open every day throughout the year.

- Every evening 19.00 - 22.00
- Monday to Friday 10.00 - 13.00
- Tuesday and Wednesday afternoons 13.00 to 16.00

Your call will be answered by a bereaved parent.

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## UK National Drugs Helpline

0800 77 66 00

[www.talktofrank.com](http://www.talktofrank.com)

[www.urban75.com/Drugs/helpline.html](http://www.urban75.com/Drugs/helpline.html)

The National Drugs Helpline is a 24-hour, seven-days a week, free and confidential telephone service that offers advice and information for those who are concerned, or have questions, about drugs. The service is available to anyone.

Callers might be drug users, recovering or past users, friends, family, colleagues or contacts of drug users.

The Helpline not only provides advice but also confidential counselling to callers who think they have a drug related problem. All staff employed on the Helpline are experienced drug workers. Each has a minimum of two years relevant experience, and many are qualified counsellors.

There are dedicated helplines in a number of community languages, including Arabic, Punjabi, Gujarati, Bengali, Cantonese, English, Hindi, Portuguese, Welsh, Urdu, Italian and Spanish.

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## **Samaritans**

**0800 909090**

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

Samaritans provides confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Common reasons for people calling are:

- Relationship and family problems
  - Loss, including loss of a job, a friend or a family member through bereavement
  - Financial worries
  - Job-related stress or overwork
  - College or study related stress
  - Body image issues
- 

## **Shelter**

**0808 800 4444**

<http://england.shelter.org.uk/home/index.cfm>

Shelter helps more than 170,000 people a year fight for their rights, get back on their feet, and find and keep a home. They provide advice on:

- Housing advice
  - Campaigning
  - Policy and research
  - Publications
  - Training
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## **Alcoholics Anonymous**

**National Telephone Helpline - 0845 769 7555 - 24 hour service**

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

The UK portal web site provides links to information about help and information about alcoholism

For local AA information, go to [www.aa-gb.org.uk/northeast/westridding](http://www.aa-gb.org.uk/northeast/westridding)

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## **Missing People**

**Freephone 0500 700 700**

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

Missing People is the UK's only charity that works with young runaways, missing and unidentified people, their families and others who care for them.

### **What they do:**

- **Runaway Helpline** - A 24 hour confidential helpline for runaways, offering help and advice to young people who have run away from home or care, or who have been forced to leave.
- **Message Home** - A unique confidential service offering help, advice and support to adults who are missing. Message Home is a 24 hour Freephone service that helps people contact their family or carers via a message or three-way call.
- A national 24 hour helpline for people who are missing someone.
- Support, advice and guidance, and practical help to families of missing people.
- **Publicity in the media:** on TV, newspapers, radio and other media including Teletext and MoMedia plasma screens on buses for missing people.
- A confidential national computerised register of missing people.
- **Identification** - A specialist service offered by Missing People to support police, coroners, hospitals and social services to resolve cases of unidentified people (alive or dead).

Registered Charity No. 1020419

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## **Message Home Helpline**

**Freephone 0800 700 740**

[messagehome@missingpeople.org.uk](mailto:messagehome@missingpeople.org.uk)

[www.missingpeople.org.uk/areyoumissing/message-home](http://www.missingpeople.org.uk/areyoumissing/message-home)

Run by missingpeople.org (see above)

Message Home is a confidential service. Missing people can send messages to those left behind. They cannot trace your calls or emails. However, if they think you are at risk of serious harm, they may need to let someone else know - but they would always work with you first, to get the help you want.

For more information on their confidentiality policy please email:  
[services@missingpeople.org.uk](mailto:services@missingpeople.org.uk)

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## **Clear Start - The Debt Counselling and Settlement Authority** National Debt Helpline

**0800 138 5445**  
[www.clearstart.org/](http://www.clearstart.org/)

**Clear Start** is a national organisation set up to provide free support to help people with serious debt problems. In particular the service is aimed to support the following categories of individuals or households:

- Those with multiple unsecured debts such as credit cards and personal loans, but unable to afford the minimum monthly payments.
- Those threatened with or considering bankruptcy, and looking for an alternative solution.
- Those looking to set up an Individual Voluntary Arrangement (IVA) to reach a final settlement of their debts.

Clear Start provides the following debt counselling and settlement services:

### **Debt Counselling - National Free Support Line**

- Debt counselling
- Financial budgeting and planning
- Call 0800 138 5445 or complete the on-line enquiry form

### **Authorised Debt Settlement Services**

- Individual Voluntary Arrangements (IVA), Debt Management Plans
- Access to a panel of Insolvency Practitioners licensed by the UK Government
- High-volume IVA set up and supervision capability
- Panel of preferred providers for other debt settlement solutions

**Clear Start services are available free of charge to the following:**

- Debts of £1,000 or more
- UK Residents (England, Wales, Scotland, Northern Ireland)

- Minimum contribution to debts of £100 per month
  - Both homeowners and those in rented accommodation
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## Section 5: Social Support Services

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### Bradford Social Care

[www.bradford.gov.uk/Channels](http://www.bradford.gov.uk/Channels)

Emergency Social Services (out of hours)  
01274 530434

Bradford Council's Social Care services are divided into two divisions:

- **Adult Services**
- **Children & Young People**

#### Adult Services

[www.bradford.gov.uk/health\\_well-being\\_and\\_care/adult\\_care](http://www.bradford.gov.uk/health_well-being_and_care/adult_care)

This web site has a wealth of information about a huge range of subjects, including:

- Day care for the elderly
- Careline
- Residential homes in Bradford
- Home care
- Supporting people
- Hospice and palliative care
- The adult protection unit (physical, sexual, emotional, institutional, financial, discriminatory abuse)
- A - Z guide for the over-50's

There is also a link to **Support Groups and Organisations**, including:

- [Airedale and Wharfedale Autism Resource](#)
- [Baby Unit Regional Parents Society \(BURPS\)](#)
- [Bradford and Bingley Branch of Carers UK](#)
- [Bradford and District Autistic Support Group \(BADASG\)](#)
- [Bradford Older Carers Project](#)
- [Bradford Toy Library](#)
- [Hyper-active Children's Support Group](#)
- [Parents Link](#)
- [Parent Partnership Service](#)
- [V I Sahara Group](#)

For a complete list of voluntary and community support groups and organisations, [click here](#)

For the 2007/2008 Directory of Care Services, [click here](#)

For a complete list of contact details, including Social Care Services, [click here](#)

Children & Young People

The newly formed Children & Young People's service deals with the following matters:

(Click on the services name, in blue, to access the service)

- [Adoption and Fostering](#)
- [Early Years and Childcare](#)
- [Safeguarding Children](#)
- [Social Care](#)
- [Youth Offending](#)
- [Youth Service](#)
- [Skills for Work](#)
- [Education](#)

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## Free School Meals & Clothing

01274 432772

[www.bradford.gov.uk/schoolmeals](http://www.bradford.gov.uk/schoolmeals)

Free School Meals and School Clothing Allowance are available to children of parents/guardians who live in the Bradford Metropolitan District area, attend a council nursery or school full time and get one of the following:

- [Income Support](#)
- [Income-based Jobseeker's Allowance](#)
- [Pension Credit \(Guarantee Credit\)](#)
- [Child Tax Credit \(but not Working Tax Credit\) with an annual income \(as assessed by HM Revenue & Customs\) of less than £14,495](#)
- [Support from NASS under part VI of the Immigration and Asylum Act 1999](#)

Even if you do not qualify for Housing Benefit and/or Council Tax Benefit you can still claim.

How do I apply for Free School Meals and School Clothing Allowance?

If you want to claim Housing Benefit and/or Council Tax Benefit as well as Free School Meals and School Clothing Allowance you need to complete the Housing Benefit, Council Tax Benefit, Free School Meals and School Clothing Allowance Claim Form.

If you do not want to claim Housing Benefit and/or Council Tax Benefit you can apply for just free school meals and schools clothing vouchers using the Free School Meals and School Clothing Allowance Application form.

Even if you do not qualify for Housing Benefit and/or Council Tax Benefit you can still claim. Vouchers for School Clothing Allowance are payable once a year and each voucher is worth £26.00.

To get a claim form, [click here](#).

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## **Bradford Community Housing Trust Group**

**01274 254000**

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

BCHTG aims to provide affordable, high quality homes in desirable neighbourhoods across the Bradford district. They currently manage 22,000 homes, all of which were previously owned by Bradford Council.

There are area offices as well as the main office:

Bradford Community Housing Trust Group  
Head Office Trust House  
5 New Augustus Street  
Bradford BD1 5LL  
0845 120 8171  
[enquiry@bchtgroup.org](mailto:enquiry@bchtgroup.org)

The area offices cover Bradford West, East, North and South, and the Aire-Wharfe area. For details, go to [www.bchtgroup.org/key-contacts.html](http://www.bchtgroup.org/key-contacts.html)

There is also a Home Hunters application online facility, as well as a Disabled Persons Advice Service

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## Section 6: Sports & Recreation

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### Bradford Council: Sport & Recreation

Bradford Council runs a number of activities and facilities. For a full list, go to: [www.bradford.gov.uk/leisure\\_and\\_culture/sports\\_and\\_recreation](http://www.bradford.gov.uk/leisure_and_culture/sports_and_recreation)

Their listing includes:

- [Arts and Entertainment Venues](#) (Museums & Galleries, Theatres, Outside Entertainment)
- [Children's Activities](#)(Community play & activities, school holiday activities, The Big Swim)
- [Culture and Creativity](#) (Ancient monuments, arts & culture in Bradford, heritage, Bradford markets)
- [Entertainment and Events](#) (Food& restaurants, music)
- [Parks and Gardens](#) (Parks and gardens in the District, including the Mughal Garden, fairgrounds and allotments)
- [Sports and Recreation](#) (includes links to all of Bradford's sports and recreation facilities, including swimming pools, sports halls and fitness centres)

To access these, click on the links above.

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### Bradford Tourist Information Centre

City Hall Centenary Square  
Bradford  
BD1 1HY

**01274 433678**

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

Bradford District Tourist Information Centres provide advice on accommodation, what to do while you're in Bradford and public transport.

It lists events, festivals, guided walks, leisure and tourist attractions, restaurants, accommodation and maps and travel in the District.

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## Section 7: Transport

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### National Rail Enquiries

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

This web site contains information about:

- [train times and fares](#)
  - [a train tracker](#)
  - [journey planner](#)
  - [service bulletins](#)
  - [information about train companies and maps](#)
- 

### Metro

[www.wymetro.com](http://www.wymetro.com)

**0113 245 7676**

Metro's web site is all about bus and rail travel in West Yorkshire. Click on the links below for full details.

- **Bus Travel:** this includes AccessBus (Dial-a-ride, door-to-door services for disabled people), maps and guides, timetables, bus stations and stops, bank holiday information, cross boundary travel and the free buses in Leeds, Wakefield and Huddersfield.
- **Train Travel:** this includes advice for disabled travelers, cycles on trains, timetables and routes, real-time travel information and information about disruptions and maintenance works.
- **Tickets & Passes:** this includes information on prepaid tickets (MetroCard, Day Rovers, MetroMaster), concessionary travel (including the new English Concessionary Pass for the over 60's, Disabled Person's Permit, Blind Person's Permit and MetroRover for the unemployed). It also has information about travel passes for school students and young people.
- **How To Get To:** this includes information on how to get to airports, hospitals, events, day trips in West Yorkshire and markets.

- **Schools & Colleges:** this includes Information about school buses and passes, Metro's school transport vision and guides for safe travel, including the Yellow Bus and SAFEMark.

Go to [www.wymetro.com/ContactMetro](http://www.wymetro.com/ContactMetro) to contact Metro with feedback, comments and complaint or damage to buses, trains or stations.

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## Radio Leeds

[www.bbc.co.uk/leeds/travel](http://www.bbc.co.uk/leeds/travel)

Listen to BBC Radio Leeds (92.4 FM, 774 AM and digital radio) for regular updates on traffic and travel in West Yorkshire, including:

Cycling  
Rail travel  
Bus travel  
Road travel  
Air travel

The web site also has live "[jamcams](#)"

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## Dales Bus

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

This is the official web site of the Yorkshire Dales Public Transport Users Group, designed to promote the use of public transport in the Yorkshire Dales area.

It has timetables, fares, taking bicycles on buses, links to rail and other bus services, journey planners, maps ...and more.

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## Keighley & Worth Valley Railway

The Railway Station  
Haworth  
Keighley  
BD22 8NJ

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

01535 645214  
[admin@kwvr.co.uk](mailto:admin@kwvr.co.uk)

If you're a railway enthusiast, this web site is for you. It has timetables and fares, information about events, the rolling stock, membership and a fantastic collection of photos.

For availability and bookings for dining trains, phone **01535 645214**

The site also has links to other heritage transport groups, including:

- **Museum of Rail Travel, Ingrow West Railway Centre**

The award-winning Museum of Rail Travel at Ingrow (West) station is open every day. The museum is operated by the Vintage Carriages Trust and houses one of the biggest collections of vintage locomotives & carriages in the country. It is situated on the A629 Keighley - Halifax road, just 1 mile from central Keighley

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

- **Keighley Bus Museum Trust**

Formed in 1991, this Keighley based organisation boasts a wide collection of historic vehicles. Many take part in local or national events, including the provision of free Christmas Day bus services in Keighley.

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

- **Embsay and Bolton Abbey Steam Railway**

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

Travel between Embsay station, built in 1888, and the new award-winning station at Bolton Abbey. Your journey takes you through picturesque Yorkshire Dales scenery.

- **Railway Herald**

Britain's first digital magazine dedicated to the railway enthusiast. Very popular and full of up-to-date news on the railway scene

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

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## Disclaimer

Please note that the information contained in this directory was correct at the time of writing. Bingley extended Schools does not, though, accept responsibility for its accuracy. You are advised to check with any service providers that their services, charges and information is correct.



Bingley Extended Schools  
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