



The Institute of  
Business and Management

## Key Contacts for Students

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10/05/2011

[www.theibam.co.uk/keycontacts](http://www.theibam.co.uk/keycontacts)

## **Acas (Advisory, Conciliation and Arbitration Service)**

Acas has a range of services which can help individuals or groups of employees to avoid or resolve problems and disputes in the workplace. The Acas helpline offers free, confidential and impartial guidance on employment rights and workplace issues. They provide general information on employment rights and responsibilities and can also help employees and employers who are involved in an employment dispute to identify practical ways of sorting out the problem.

If an employer and an employee need external help to resolve a problem, Acas can often assist them to find a solution that is acceptable to both.

### **Acas (Advisory, Conciliation and Arbitration Service)**

Euston Tower  
286 Euston Road  
London  
NW1 3JJ

#### **Helpline**

08457 474 747

#### **Switchboard**

020 7210 3613

<http://www.acas.org.uk>

Monday to Friday 8.00 am to 8.00 pm, Saturday 9.00 am to 1.00 pm (helpline)

## **British Institute of Learning Difficulties**

The British Institute of Learning Difficulties is a charity which provides education, training, information, publications, membership services, research and consultancy for those working or living with children or adults with learning disabilities.

### **British Institute of Learning Difficulties**

Campion House  
Green Street  
Kidderminster  
Worcestershire  
DY10 1JL

01562 723 010

[enquiries@bild.org.uk](mailto:enquiries@bild.org.uk)

<http://www.bild.org.uk>

## **Brook**

Contact details for Brook, an organisation which provides free and confidential sexual health advice for young people

### **Brook**

421 Highgate Studios  
53-79 Highgate Road  
London  
NW5 1TL

020 7284 6040

#### **Helpline**

0800 0185 023

[admin@brookcentres.org.uk](mailto:admin@brookcentres.org.uk)

<http://www.brook.org.uk>

Monday to Friday 9.00 am to 5.00 pm

## **Children and Family Court Advisory and Support Service (CAFCASS)**

CAFCASS is a non-departmental public body for England and Wales which works to safeguard and promote the welfare of children involved in family court proceedings and advise the courts on what it considers to be in the children's best interests.

### **Children and Family Court Advisory and Support Service (CAFCASS)**

6th Floor  
Sanctuary Buildings  
Great Smith Street  
London  
SW1P 3BT

0844 353 3350

[webenquiries@cafcass.gov.uk](mailto:webenquiries@cafcass.gov.uk)

<http://www.cafcass.gov.uk/>

## **Child Support Agency**

Contact details for the Child Support Agency Helpline, which provides advice and information on child maintenance. The Child Support Agency ensures that parents who live apart meet their financial responsibilities to their children by calculating and collecting child maintenance payments.

### **Child Support Agency Helpline**

PO Box 55  
Brierley Hill  
West Midlands  
DY5 1YL

08457 133 133

<http://www.csa.gov.uk>

Monday to Friday 8.00 am to 8.00 pm, Saturday 9.00 am to 5.00 pm

## **Citizens Advice Bureau**

Contact details for the Citizens Advice Bureau (CAB), which has a network of advice centres across the UK. It offers advice on a wide range of subjects from housing and health, to debt and consumer issues

### **Citizens Advice Bureau**

Myddelton House  
115-123 Pentonville Road  
London  
N1 9LZ

#### **Admin office only**

020 7833 2181

<http://www.adviceguide.org.uk>

## **Community Legal Advice**

Community Legal Advice (CLA) is a free and confidential advice service in England and Wales paid for by legal aid.

If you are living on a low income or benefits, you may be eligible for free specialist advice from legal advisers on issues including: benefits and tax credits; debt, education; housing; employment; and family problems.

The advice is independent and confidential. Community Legal Advice will ask you questions about your problem and find out what help you need. You will be asked a number of questions about your finances to see if you are eligible for legal aid.

Community Legal Advice has a free translation service available in 170 languages.

### **Community Legal Advice**

Legal Services Commission  
4 Abbey Orchard Street  
London SW1P 2BS

0845 345 4 345

Monday to Friday 9.00 am to 8.00 pm, Saturday 9.00 am to 12.30 pm

[emailhelp@communitylegaladvice.org.uk](mailto:emailhelp@communitylegaladvice.org.uk)

## **Crimestoppers**

Contact Crimestoppers anonymously with information about crime.

### **Crimestoppers**

Apollo House  
66a London Road  
Morden  
SM4 5BE

0800 555 111

<http://www.crimestoppers-uk.org/>

## **Cruse Bereavement Care**

Cruse is a national charity which provides support services for people who have been bereaved. The helpline offers listening support and practical advice on bereavement related issues and puts people in touch with local Cruse branches that provide a range of services including individual and group support.

### **Cruse Bereavement Care**

PO Box 800  
Surrey  
TW9 1RG

#### **Helpline**

0844 477 9400

#### **Administration**

020 8939 9530

[helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

<http://www.cruse.org.uk>

Monday to Friday 9.30 am to 5.00 pm (helpline)

## **Culture 24**

Culture 24 is a government funded website promoting museums, galleries and heritage sites across the UK. Formerly known as 24 Hour Museum.

### **Culture 24**

PO Box 3470  
BN1 1DA

01273 623 266

[info@culture24.org.uk](mailto:info@culture24.org.uk)

<http://www.culture24.org.uk>

## **DVLA**

### **Driver and Vehicle Licensing Agency**

DVLA - Driver Licensing

Enquiries

Drivers' Customer Services (DCS)

Correspondence Team

DVLA

SA6 7JL

**Customer enquiries - drivers**

0300 790 6801

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

## **HM Revenue and Customs (HMRC)**

HM Revenue & Customs (HMRC) is the government department responsible collecting and administering direct and indirect taxes, and some tax credits and other benefits including Child Benefit. It was formed from the merger of the former Inland Revenue and HM Customs and Excise.

### **HM Revenue & Customs**

<http://www.hmrc.gov.uk>

## **Internet Watch Foundation**

The Internet Watch Foundation (IWF) works with the internet industry, police and government to combat specific criminal material online. Members of the public can report potentially illegal child sexual abuse images hosted anywhere in the world, and criminally obscene and incitement to hatred content hosted in the UK.

### **Internet Watch Foundation**

East View

5 Coles Lane

Oakington

Cambridge

CB24 3BA

01223 237 700

[admin@iwf.org.uk](mailto:admin@iwf.org.uk)

<http://www.iwf.org.uk>

## **Jobcentre Plus**

Jobcentre Plus is an executive agency of the Department for Work and Pensions. It is responsible for assisting people of working age find jobs through its network of Jobcentre Plus offices. It is also responsible for administering some benefits for people of working age and for the administration of National Insurance numbers.

### **Jobcentre Plus**

#### **Jobsearch helpline**

08456 060 234

#### **Benefits claims**

0800 055 6688

[http://www.direct.gov.uk/en/Employment/Jobseekers/ContactJobcentrePlus/DG\\_186347](http://www.direct.gov.uk/en/Employment/Jobseekers/ContactJobcentrePlus/DG_186347)

Jobsearch helpline:

Monday to Friday 8.00 am to 6.00 pm, Saturday 9.00 am to 1.00 pm

Benefits helpline:

Monday to Friday 8.00 am to 6.00 pm

## **Learning Disability Helpline - England**

Contact details for the Learning Disability Helpline - England, which offers advice on anything to do with learning disability, from benefits and housing rights to local services

### **Learning Disability Helpline - England**

123 Golden Lane

London

EC1Y 0RT

#### **Helpline**

08088 081 111

[help@mencap.org.uk](mailto:help@mencap.org.uk)

<http://www.mencap.org.uk/page.asp?id=2236>

## **Mencap**

Mencap is a charity which provides a variety of services for people with learning disabilities, their families and carers. It supports a network of agencies providing support, information and advice, housing and residential services, employment, education, leisure, recreational and holiday services.

### **Mencap**

123 Golden Lane  
London  
EC1Y 0RT

#### **Mencap England**

020 7454 0454

#### **Learning disability helpline**

0808 808 1111

[information@mencap.org.uk](mailto:information@mencap.org.uk)

<http://www.mencap.org.uk>

## **Mind - National Association for Mental Health**

Mind is a national mental health charity which works to support people with mental health problems, their carers and families in England and Wales. Through a network of local Mind associations it offers services including supported housing, crisis helplines, drop-in centres, counselling, advocacy, employment and training schemes and other services.

### **Mind - National Association for Mental Health**

15 - 19 Broadway  
London  
E15 4BQ

#### **Information line**

0845 766 0163

#### **Mind London office**

020 8519 2122

[contact@mind.org.uk](mailto:contact@mind.org.uk)

<http://www.mind.org.uk>

## Miscarriage Association

The Miscarriage Association is a charity which provides information and support for people affected by the loss of a baby in pregnancy. It also acts as a contact point for volunteer support workers and self-help groups throughout the UK.

### Miscarriage Association

c/o Clayton Hospital  
Northgate  
Wakefield  
West Yorkshire  
WF1 3JS

#### Helpline

01924 200 799

#### Admin

01924 200795

[info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)

<http://www.miscarriageassociation.org.uk>

Monday to Friday 9.00 am to 4.00 pm

## Motability

Motability is a scheme which enables disabled people to become mobile by obtaining a car, powered wheelchair or scooter. People who receive the higher rate mobility component of the Disability Living Allowance or the War Pensioners' Mobility supplement may exchange all or part of their allowance in return for a car, powered wheelchair or scooter.

### Motability

Warwick House  
Roydon Road  
Harlow  
Essex  
CM19 5PX

#### General enquiries

01279 635 999

#### Car and Wheelchair and Scooter Schemes

0845 456 4566

## **Minicom**

General enquiries: 01279 632 213

Car and Wheelchair and Scooter Schemes: 0845 675 0009

<http://www.motability.co.uk>

General enquiries: Monday to Friday 8.45 am to 5.15 pm

Car and Wheelchair and Scooter Schemes: Monday to Friday 8.30 am to 5.30 pm

## **National Insurance Contributions Office**

The National Insurance Contributions Office is part of HM Revenue and Customs. It deals with National Insurance payments and administration. It deals with enquiries relating to:

- Class 1 National Insurance rates and thresholds
- Statutory Payments
- Age exception certificates
- Home Responsibilities Protection Criteria
- Married Women's Reduced Rate Election
- National Insurance statement requests

## **National Insurance Contributions Office**

HMRC

Benton Park View

Newcastle upon Tyne

NE98 1ZZ

0845 302 1479

<http://www.hmrc.gov.uk/nic>

Monday to Friday 8.00 am to 5.00 pm

## **National Union of Students (NUS)**

The National Union of Students is a union for students across the UK. It represents the views of students, campaigns and provides support services.

## **National Union of Students (NUS)**

NUS, 2nd Floor

Centro 3

19 Mandela Street

London

NW1 0DU

0871 2218 221

[nusuk@nus.org.uk](mailto:nusuk@nus.org.uk)

<http://www.nus.org.uk>

## **NHS Direct**

NHS Direct is a National Health Service information service for England. It provides a 24-hour nurse advice and health information telephone service.

All NHS online services and health advice and information can be found on the NHS Choices website.

### **NHS Direct**

0845 46 47

## **Relate**

Relate provides relationship support at over 600 locations across the UK. Services include advice, relationship counselling, sex therapy, workshops, mediation, consultations, and support face-to-face and by phone.

Premier House  
Carolina Court  
Lakeside  
Doncaster  
DN4 5RA

0300 100 1234

[enquiries@relate.org.uk](mailto:enquiries@relate.org.uk)

<http://www.relate.org.uk>

## **RNIB National Library Service**

The RNIB National Library Service provides a wide range of library and information services for people with sight problems. Resources include talking books, Braille and giant print books, maps, music and online reference services. Formerly known as the National Library for the Blind (NLB).

### **RNIB National Library Service**

PO Box 173  
Peterborough  
PE2 6WS

**Customer services**  
0845 762 6843

[libraryinfo@rnib.org.uk](mailto:libraryinfo@rnib.org.uk)

<http://www.rnib.org.uk/library>

## **Samaritans**

The Samaritans is a charity which is available 24 hours a day to provide confidential support for anyone in crisis. It offers a listening and befriending service to people who are isolated, suicidal or feel in despair.

### **Samaritans**

PO Box 90 90  
Stirling  
FK8 2SA

**Helpline- available 24 hours**

08457 909 090

**Admin**

020 8394 8300

[jo@samaritans.org](mailto:jo@samaritans.org)

<http://www.samaritans.org>

## **Sense**

Sense is a registered charity for children and adults who are deafblind or have associated disabilities. It campaigns for the needs of deafblind children and adults and provides advice, support and services. Access to services is via regional advisory services. Help with early years support, education, health, respite, day and residential services, employment, training, advocacy and communicator guides. Support for professionals in their work with deafblind children and adults.

### **Sense**

101 Pentonville Road  
London  
N4 9LG

08451 270 060  
020 7250 0999

[info@sense.org.uk](mailto:info@sense.org.uk)

<http://www.sense.org.uk>

## **Skill (National Bureau for Students with Disabilities)**

Skill (National Bureau for Students with Disabilities) is a national charity promoting opportunities in post-16 education, training and employment across the UK for young people and adults with any kind of disability.

### **Skill (National Bureau for Students with Disabilities)**

Unit 3, Floor 3  
Radisson Court  
219 Long Lane  
London  
SE1 4PR

#### **Information service helpline**

0800 328 5050

#### **Switchboard**

020 7450 0620

[info@skill.org.uk](mailto:info@skill.org.uk)

<http://www.skill.org.uk>

## **The British Dyslexia Association**

The British Dyslexia Association provides information, advice and support for people concerned with dyslexia - children, adults, families and professionals in education, health and employment. It gives advice on subjects including learning difficulties, appropriate education, course work and exams. It has a network of local associations and trained befrienders and provides training for specialist teachers and training support for organisations wanting to assist dyslexic staff.

### **The British Dyslexia Association**

Unit 8 Bracknell Beeches  
Old Bracknell Lane

Bracknell  
RG12 7BW

**Helpline**

0845 251 9002 Monday to Friday 10.00 am to 4.00 pm (helpline)

**General enquiries**

0845 251 9003

[helpline@bdadyslexia.org.uk](mailto:helpline@bdadyslexia.org.uk)

<http://www.bdadyslexia.org.uk>

## **The Survivors Trust**

The Survivors Trust is a national umbrella agency for specialist voluntary sector agencies providing a range of counselling, therapeutic and support services working with women, men and children who are victims/survivors of rape, sexual violence and childhood sexual abuse.

### **The Survivors Trust**

Unit 2 Eastlands Court Business Centre  
St Peter's Road  
Rugby  
CV21 3QP

01788 550554

<http://www.thesurvivorstrust.org/>

## **UK Border Agency**

The UK Border Agency is a new shadow agency of the Home Office. It is responsible for border control for the UK, and enforcing immigration and customs regulations. It also considers applications for permission to enter or stay in the UK, citizenship and asylum. The UK Border Agency came into existence on 1 April 2008 following the merging of the Border and Immigration Agency, UKvisas and the port of entry functions of HM Revenue and Customs. See also UK Border Agency - Visa Services Directorate.

### **UK Border Agency**

**Nationality contact centre**

(information on British citizenship and right of abode only)

0845 010 5200

### **Work permits customer contact centre**

0114 207 4074

<http://www.bia.homeoffice.gov.uk>

Monday to Friday 9.00 am to 9.00 pm (nationality contact centre); Monday to Friday 9.00 am to 5.00 pm (work permits)

## **UK Border Agency - Visa Services Directorate**

The UK Border Agency - Visa Services Directorate is responsible for overseas visa services. The website provides information on who needs a UK visa and how to apply for one. Formerly known as UKvisas.

### **UK Border Agency - Visa Services Directorate**

<http://www.ukvisas.gov.uk>

## **Victim Support**

Victim Support is a national charity for victims of crime. Local schemes offer information and support to victims of crime, witnesses, their families and friends, whether or not it has been reported and regardless of when it happened. It also operates Crown Court Witness Services in all crown courts in England and Wales.

### **Victim Support**

National Office  
Hallam House  
56-60 Hallam Street  
London

#### **National Office**

020 7268 0200

#### **Victim Supportline**

0845 30 30 900

[contact@victimsupport.org.uk](mailto:contact@victimsupport.org.uk)

<http://www.victimsupport.org.uk>

## **Women's Aid**

Women's Aid is a charity which works at local and national levels to ensure women's safety from domestic abuse and promotes policies and practices to prevent domestic abuse from occurring. It provides a domestic violence helpline and member groups provide advice, support and assistance for women and children who have experienced or are experiencing domestic abuse including referrals to refuges and other emergency accommodation.

### **Women's Aid**

PO Box 391  
Bristol  
BS99 7WS

#### **24 hour freephone helpline**

0808 2000 247

#### **General enquiries only**

0117 944 4411

[info@womensaid.org.uk](mailto:info@womensaid.org.uk)

<http://www.womensaid.org.uk>