



Hammersmith & Fulham Council

Adult learning and skills service Learner Handbook

August 2023 to July 2024

To enrol by phone call **020 8753 3600**

For more information visit www.hfals.ac.uk

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Come and learn with us

Fully equipped teaching facilities in great locations

Most courses take place in the Macbeth Centre, a lively and friendly hub in central Hammersmith, which houses our teaching rooms, specialist studios and workshops, all equipped with everything you will need. Some courses take place in schools and community venues throughout the borough.

Macbeth Café has the winning recipe

Enjoy hot beverages and fresh home-cooked food in the award-winning onsite café at Macbeth which has been a permanent fixture serving the community and local businesses for over twenty-five years. With affordable prices, attention to customer service, a daily changing menu, and a friendly inclusive atmosphere open to all, you are sure to enjoy your experience.

Choose from a diverse mix of part time courses

We offer over 450 courses during the day, or at evenings and weekends. Whether you are looking to nurture your creative side, learn business skills or languages, we will have a course for you.

Support from our team of experienced teachers

We foster a culture of great learning, encouraging you to explore and develop new skills and your confidence. We trust and respect our teachers to share their knowledge in their own style with you. Many are practising artists and experts in their field.

More than just learning - increase your skills, improve your job prospects, make friends, and have fun!

We take pride in our friendly atmosphere. Our courses will help you learn something new and develop skills to help you find employment, improve health and well-being and have fun.

Welcome

Dear learner,

A warm welcome back to our returning learners, and hello to the new learners starting with us this term.

We've created this handbook to help you get the most out of your course. It includes important information for learners, so please have a look through.

We're committed to supporting you in your lifelong learning journey with us. So don't hesitate to reach out to our dedicated staff.

I'm proud to announce that Ofsted's latest 2023 inspection confirmed we are a 'Good' education provider – a rating we have maintained for 13 years. This is a testament to the high-quality service we offer.

If you'd like to give us feedback on how we're doing, we encourage you to let us know by filling out the red feedback cards in reception or by emailing alss.info@lbhf.gov.uk

We hope you find this handbook useful.

Yours sincerely,

Eamon Scanlon

Head of Adult Learning and Skills

New courses

We want to keep you informed of new courses, news and other interesting stories via email and SMS text messaging so we ask for your email address and telephone number on the enrolment form.

If you do not want to receive information in this way please email:

rakesh.pawaroo@lbhf.gov.uk

Learner feedback

Please take the time to tell us what you think.

Your feedback helps us to know when we are getting it right and also helps us to listen to our learners and make improvements to the service.

Going to be late or absent from class?

Text ALSS followed by the course code and your message to 60777.

Wi-Fi access

Wi-Fi is fully accessible and FREE for all staff and students at all three of our learning centres: Macbeth, Normand Croft and Uxbridge Road.

Ask your tutor for the Wi-Fi access code/password.

Your tutor's details:

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| Tutor's name: |
| Enter text. |
| Tutor's contact details: |
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| Tutor's name: |
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| Tutor's contact details: |
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Your class times:

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Covid Guidelines

In order to keep learners and staff safe, we recommend the following health and safety guidelines when attending classes in our centres:

- If you show any of the recognised COVID-19 symptoms, you should take a lateral flow test
- If your test is positive or you continue to have symptoms, please do not attend the class and let your tutor know. This will help to reduce the spread and protect vulnerable classmates. Do not return to the class until you have taken a negative test, or you are symptom free
- We encourage vulnerable learners to continue to wear a face covering over your nose and mouth in communal areas and in the classroom if you wish to
- Use hand sanitiser and wash your hands regularly.
- Follow the most up to date guidance and signs displayed when in the buildings.
- Contact us if you need to self-isolate and have recently attended class.

Induction checklist

At the beginning of your course your tutor will go through this checklist informing you about first aid, fire evacuation procedure, health and safety, term dates and may also give you more details relevant to your class. Further information is on

www.hfals.ac.uk

Health and safety

- Check you know what the fire alarm sounds like and what to do
- in the event of a fire or other emergency. The fire alarm will be sounded three times a day during the first week of term. Please ensure you know the fire procedure.
- Check you have information on any health and safety hazards specific to your course, including Control of Substances Hazardous to Health (COSHH), e-Safety and Risk Assessments where appropriate.
- Be aware of your general responsibility in contributing to the health and safety of yourself and others, as well as procedures for reporting all accidents, near misses, dangerous occurrences etc.
- Health and Safety guidelines may vary depending on the class you attend. Your tutor will supply information on specialist health and safety requirements.
- Check you are clear on Safeguarding and the Prevent duty, and how this applies to you.
- If you are using computers in class, or using the Macbeth Wi-Fi, make sure you are clear on the Acceptable Internet Use Policy.

Key policies

Has your tutor mentioned the following policies? More information on www.hfals.ac.uk (Please tick the boxes).

- Fire Evacuation
- Health and Safety
- Student Charter
- Safeguarding
- Prevent
- Acceptable Internet use
- Equal Opportunities
- Complaints

Information, advice, and guidance

Choosing the right course: we have a team of experienced staff who are able to give you information and advice on a wide range of courses and help you choose the right one.

To find out about jobs please contact H&F Works, who can help you find a job or an apprenticeship position. Many vacancies are in Retail, Admin, Construction, Catering and Hospitality.

They are always recruiting for vacancies, from cleaners to store managers, and experience is not always essential. H&F works also offers support with CV and cover letter writing and interview skills.

For more information email alssinfo@lbhf.gov.uk

Call us on: 020 8753 3600.

Volunteering opportunities

If you are interested in volunteering opportunities, we have staff from the Volunteer Centre available every Thursday 11am-1pm. You can book online at www.hfals.ac.uk/interviews or call us on 020 8753 3600 to arrange a booking for your session.

Student charter

You can expect:

- Accurate information about courses and our services
- Friendly and helpful staff who will treat you with respect
- Easy and accessible enrolment procedures
- Good teaching
- Support if you find learning difficult
- A safe and pleasant place to learn
- A service which is open and promotes learning for all
- That we listen and respond to your concerns
- Staff who are trained to work within the council's guidelines on safeguarding children and vulnerable adults.

We expect you to:

- Arrive before the start of class so that you don't disrupt other people's learning
- Attend regularly and let us know when you are going to be absent
- Bring everything you need for the class
- Pay the appropriate fees
- Treat all staff and students with consideration and respect
- Take an active part in promoting health and safety
- Abide by ALSS and council policies at all times
- Participate in the learning activities and complete any work set
- Turn off your mobile phones when in class
- Agree your learning targets and review your progress to get the most from your class.

Safeguarding

We are committed to safeguarding young people, and vulnerable adults, and also to providing a safe and secure learning environment for all learners. We work with the local safeguarding boards and recruit and train staff in line with current legislation. If you have any concerns about the treatment of children and young people, or of vulnerable adults please contact

eamon.scanlon@lbhf.gov.uk

If you observe any health and safety issues, please contact a member of staff as soon as possible.

Prevent

From 1 July 2015, Parliament placed a statutory requirement on the council to "have due regard to the need to prevent people from being drawn into terrorism." Prevent focuses on supporting and protecting people who might be susceptible to radicalisation. Our Adult Learning and Skills Service uses established safeguarding processes to ensure awareness of Prevent for both staff and learners and so help divert potentially vulnerable people from becoming involved in extreme or radical groups.

Promoting British values

Democracy

- Your opinions count
- Don't forget to vote

The rule of law

- No one is above the law
- Laws protect everyone
- Innocent until proven guilty

Individual liberty

- Freedom of speech

Respect and tolerance for:

- All backgrounds and cultures
- All ages
- All genders and sexualities
- All religious belief

Equal opportunities

The adult learning and skills service will ensure that no one is discriminated against because of their ethnic or national origin, race or colour, gender, age, class, sexual orientation, or because of their religious or political beliefs, disability, or income.

If you feel you have been discriminated against, please talk to your lecturer or ask at reception to speak to a manager.

You are expected to comply with the London Borough of Hammersmith & Fulham equal opportunities policy.

Keeping track of your learning

All students will have an Individual Learning Plan (ILP) or learning targets. These will set out what you want to learn on the course. It includes an assessment of what you know and can do at the start, a record of the progress that you are making, and what you have achieved by the end of the course. You will be given the opportunity to review your targets and comment on your progress. Your tutor will use all of this information to help plan their teaching.

Additional learning support

Anyone enrolled in an adult education class can receive extra help with their learning through a number of varied support options offered by the service. If you have a support need, please notify us as early as possible at enrolment, or by emailing karen.fall@lbhf.gov.uk to arrange a confidential interview.

The service can provide:

- Confidential interviews about any additional support you may require
- Help with language, literacy and numeracy skills
- Free access to computers and the internet in the Study Support sessions
- Adaptive equipment for students with a learning difficulty or disability
- Experienced one-to-one, and whole group, learning support assistants
- Dedicated classes for discrete learner groups

Study support sessions

There is one support sessions per week, in the computer rooms at the Macbeth Centre, facilitated by an experienced IT lecturer. They allow you to use programs and the internet, print work and assignments, research information using websites, discover materials and resources, use adaptive equipment and practice your computing skills. Please ask your tutor for more information.

Literacy, language and numeracy support

Like many adults, you may find reading, writing and number skills difficult, particularly if you are returning to study after a long break. Students whose first language is not English.

may find their course difficult because of this. If you think you may experience difficulties during your course, please speak to your tutor as soon as possible and/or email Liz Asadi, Programme Manager - Skills for Life and Family Learning, at elizabeth.asadi@lbhf.gov.uk

Learning difficulty or disability support

If you are interested in our provision for learners with learning difficulties and disabilities, please let us know. We can try to assist if:

- You feel you would benefit from some additional support
- You want access to adaptive technology, because of a learning difficulty or disability.

Please email Sean Buckley at sean.buckley@lbhf.gov.uk to arrange a confidential interview.

Recruitment policy

It is our policy to help students enrol on the course that is right for them. Any entry requirements will be clearly set out in the course information sheet. We will also make it clear where courses are designed to meet the needs of specific groups.

Disability statement

Easy read versions of our Disability Statement, Appeals Procedure and Health and Safety Induction with Makaton symbols, are available from reception upon request.

The service is committed to supporting people with disabilities by trying our best to:

- Have trained staff to help and advise you, including trained BSL signers

- Make our buildings as accessible as possible and moving classes to step free access if required
- Make information available in different formats, including Makaton
- Provide specialist equipment or materials
- Have support staff in classes
- Have confidential discussions and advice in person, via the phone or email
- Make sure class materials are accessible
- Link you with your tutor before you start
- Have a range of classes especially for people with learning difficulties including access to qualification courses and advice on progression routes
- Work with other organisations such as Action on Disability and MIND to get more help and advice if we need it
- Have study support sessions where you can get extra help and practice your skills.

How can I get advice and support?

- You can contact Sean Buckley to have a confidential discussion on how best we can support your learning
- You can ask for help at reception. Course information sheets are also available to help you decide if the course is what you want
- Once you have enrolled and said that you have an Additional Support need, you will be contacted to discuss the best way to support your learning
- We try to follow up all additional support requests as quickly as possible so the sooner you inform us the better.

What happens if I need extra help to do my exams?

- We need to know if you require extra help for any classes, but especially if you are going to do an exam
- When you are registered to do a qualification we will inform the examination board of your additional needs
- The extra help you get will depend on your individual circumstances and in some cases you will have to provide medical evidence. You may be allowed to have assistance, special equipment, additional time or other support.

Please declare any additional support needs, as early as possible, on the form at enrolment or inform your tutor at the beginning of your course or you can talk to Sean Buckley, the Programme Manager for Student Support.

Learner Voice

The adult learning and skills service seeks the views of its learners - past, present and future.

The service seeks to capture these views in several ways:

- Annual student satisfaction survey
- Learner focus groups
- Monitoring letters of complaints and compliments
- Celebrating learners success at events and exhibitions
- Suggestion boxes and learner feedback cards
- Learner feedback on HFALS website
- Learner evaluation during courses
- Observations of teaching, learning and assessment (OTLA).

Paying by instalments

Students who are enrolling on a year-long accredited course and experiencing hardship can apply to pay in three instalments. First instalment is taken at the time of enrolment, the remaining course fees can be paid over two more instalments for which you will be required to complete a Direct Debit Mandate. Please note once you are enrolled all instalments must be paid.

Invoicing your employer

We can invoice your employer for course fees. You must provide proof, on letter headed paper, that your employer agrees to pay and an additional fee of £30 is charged for administration.

Refunds

A full or partial refund of your course fee will only be made when:

1. We close, merge or reschedule your course and you cannot get to the alternative
2. There is a medical reason supported by a certificate or doctor's letter.

An administrative charge of £12 will be made for this refund. We do not provide refunds where individual sessions have to be cancelled, but will make every effort to offer an alternative session.

- We will need the original card used to process the refund.

Credit

If you have been given credit, you must use within the academic year.

Fees

Please note: Course fees, times, dates and other related details are correct at time of going to press. In exceptional circumstances however, we may need to update the amounts to be charged or other related course information. You should check that you have the correct details before enrolling.

Learner Support Funding

Support funding for learners falls into two categories. Funding is provided by the Education and Skills Funding Agency (ESFA) and Mayor of London to assist learners who are not able to pay for essential equipment/materials, travel costs, childcare, registration fees and other necessary expenses.

These categories are:

- Discretionary Learner Support Fund (for accredited courses up to and including level 3)
- The 24+ Adult Learning Loan Bursary (for learners who are in receipt of an Adult Learning Loan for the full fees of the course from the Student Loans Company).

These funds are only available to learners studying towards an approved qualification and who are on a low household income of less than £23,302.50 gross per year (resident in London), or £20,319 gross per year (resident outside of London, but resident in England).

Parental income will not be taken into consideration but the income of any spouse or partner will.

Proof of low income must be attached to your application. Please discuss this with your tutor at interview.

Students must submit a separate application for each course.

(This information is subject to change).

What costs can be claimed?

- Course fees (up to 20%, but only in exceptional circumstances)
- Course books
- Travel costs
- Essential equipment or materials required for the course.
- Registration fees (for professional bodies).

How to apply?

Before you can apply for Learner Support Funding, you must attend an interview and enrol on your course. Further information and application forms are available in reception.

Compliments or complaints

We aim to provide a high quality service at all times. We like to hear both about good service and where things have gone wrong. If you wish to compliment any aspect of the service or have a complaint, contact reception, email beryl.lester@lbhf.gov.uk or complete a feedback card which can be found in reception.

All complaints received are taken seriously and are dealt with according to the complaints procedure.

We will make sure that you are supported to progress your complaint by providing an interpreter, signer, or an advocate if necessary.

You can discuss any complaint to do with disability and access informally with Sean Buckley on 07900 737744 or email sean.buckley@lbhf.gov.uk who will try to resolve the issue and will advise you on the corporate procedure should you want to take the matter further.

Quality assurance

We are committed to providing the highest quality of learning opportunities. Our approach to quality assurance is based on building quality, and equality, into every aspect of the service. We believe ensuring quality is part of everybody's job and all policies and procedures are directed to improving the quality of provision. We promote an ethos of critical analysis and continuous improvement.

We carry out a number of checks to assure and improve the quality of our service. These include:

- Regular visits to classes to observe the quality of teaching and learning, by both our own staff and external inspectors
- External verification of quality standards by Accrediting bodies
- Ofsted monitor and inspect our service on a regular basis
- Monitoring recruitment, retention and achievement
- Course and curriculum reviews
- An online learner survey: www.lbhfadmin.com/ALSSSurveyOnlines/Create
- Regular reviews of our systems and procedures.

All of this information is fed into an annual self-assessment report, and a quality development and improvement plan. If you have any comments or suggestions, please let us know. We were last inspected by Ofsted in March 2023 and the report can be read in full by visiting www.hfals.ac.uk

Assessment appeals

If you wish to appeal against an assessment of your work, you should raise it with a member of staff. The tutor will discuss the assessment with you and take appropriate action. If you are dissatisfied with the outcome, please ask at reception about the next stage of the appeals procedure. For accredited courses the awarding bodies have their own appeals procedure, and this can be requested from our exams officer.

Exclusion policy

The adult learning and skills service is committed to providing a safe and supportive environment in which adults from a wide variety of backgrounds can learn together. In order to maintain this environment we reserve the right to exclude a student from a course where this is judged necessary. A full copy of the exclusion policy and procedures is available from reception.

Health and Safety - hazards and first aid

Responsibilities

Everyone has a duty to ensure the safety of themselves and others who may be affected by what they do or do not do. Please help yourself and the service in making this a safe and enjoyable environment in which to learn, by following health and safety procedures and by suggesting and making improvements with regard to health and safety.

Reporting hazards

Report any hazard that you find to your tutor or centre staff. This will be a major help in preventing accidents.

Recording accidents and incidents

Your tutor will record any accidents or incidents in the accident/incident book kept at reception. Managers will then investigate and, where necessary, identify changes to the work routine/workplace to make it safer for all. A no blame culture is operated when investigating accidents to ensure the root causes are found.

Evacuating the building

Please make sure you know how to leave the building safely in case of an emergency and that you are familiar with the fire procedures displayed in

all adult education centres. When you hear a fire alarm your tutor will escort you from the room to the assembly point for that centre. Please make sure you stay with your tutor so they can check that everyone is safely out of the building.

First aid

A list of qualified first aiders and first aid equipment are available at reception.

Never handle blood, open wounds or body fluids unless you are wearing safety gloves.

Hazardous substances

Some of the substances used in practical subjects can be hazardous.

Your tutor will provide information and advice about using these safely. If you are not sure please ask before using any substance you are not familiar with. It is your responsibility to inform the tutor of any relevant allergies that you might have.

Manual handling

Many injuries are caused through poor manual handling; that is moving an object from point A to point B. Please stop and think before you move or handle anything heavy or awkward. Always ask for help if you are not sure.

Equipment and machinery

Health and safety regulations state that only trained people can use certain equipment and machinery. If you have not been instructed in the use of our equipment and machinery speak to your tutor for guidance and instruction.

e-Safety and Acceptable Use

Computer skills are vital to access employment and life-long learning, but there are dangers and risks associated with using computers and the internet. The adult learning and skills service (ALSS) want all our learners to be able to get the most out of using technology and use it in a responsible way. ALSS provide guidance and advice on keeping yourself safe in our Acceptable Internet Use and e-Safety policy. You can see our Acceptable Use policy in all classrooms and can request a copy of the e-Safety policy from reception.

Tidy work areas

Keeping your work area tidy reduces the risk of accidents, improving health and safety for all. Take time before the end of every session to ensure the room is left in a clean and tidy condition.

Smoking

In line with legislation, smoking (both tobacco, e-cigarettes and vaping) are not permitted anywhere on the premises or grounds of the service.

Mobile phones

Students are asked to respect others when using their phones and their use is not permitted in classrooms or work areas.

Food and drink in classrooms

No food or drink (except for bottled water) is allowed in classrooms.

Students are asked to not take food or drink into classrooms.

How we use your personal information

The personal information you provide when applying for a course is passed to the Skills Funding Agency. Where necessary it is also shared with the Department for Education, including the Education Funding Agency.

For more information on how the Skills Funding Agency manage your information please go to ILR Privacy Notice 2023 to 2024 version 1 May 2023.

Café

Macbeth Community Café serves freshly cooked food and the menu changes daily.

You can purchase items with cash or card.

Term time opening hours are:

Monday to Friday

9am to 8pm

Saturday

9am to 2.30pm

Out of term opening hours are:

Please check as hours may vary.

Reception

Term time opening

Monday to Thursday

9am to 5.45pm

Friday 9am to 4pm

Saturday 9am to 12 noon

Outside term time

Monday to Friday

9am to 4pm

Opening times may change, please call for details or visit the website to check before visiting the centre.

*Reception is open for any enquiries about the centre, our courses and room facilities. For all course enrolments please enrol via our website or call 0208 753 3600.

Follow us on our social media channels

Instagram

https://www.instagram.com/alss_online/

Facebook

<https://www.facebook.com/profile.php?id=100087107688816>

Libraries and employment

Learning at H&F libraries

The adult learning and skills service is working in partnership with the borough library service so you can continue your learning out of class time using books or the internet.

Look out for events, shorts courses and holiday activities on their website:

www.lbhf.gov.uk/libraries/library-events

ALSS students welcome

Anyone enrolled on a course is eligible to join a Hammersmith & Fulham library.

Most libraries are open late evenings and Saturdays. Hammersmith, Fulham, and Shepherds Bush libraries are also open on Sunday, 11am-5pm.

For full details of opening times please see the website

www.lbhf.gov.uk/libraries/find-your-library

Telephone (24-hour automated telephone service): 0333 370 4700.

Internet access is available at all libraries

Free for the first hour if you are a member of the library. Wi-Fi is available at Shepherds Bush, Hammersmith, Askew Road, and Fulham Libraries. Scanning and photocopying facilities are also available. Membership also includes access to online resources - please refer to

www.lbhf.gov.uk/libraries

The Local Studies and Archives Service is based in Hammersmith Library.

Fulham Library includes the main reference library which also provides quiet study spaces.

Libraries in Hammersmith & Fulham

Askew Road Library

87-89 Askew Road, W12 9AS

Tel: 020 8753 3863

Avonmore Library and Community Centre

North End Crescent, W14 8TG

Fulham Library

598 Fulham Road, SW6 5NX

Hammersmith Library

Shepherd's Bush Road, W6 7AT

Shepherds Bush Library

Westfield Retail Centre

6 Wood Lane, W12 7BF

Do you need work experience?

Volunteer work placements give real experience for those who want to take the first steps towards securing employment. Hours can be arranged to fit around residents' availability.

Apprenticeships

As employees, apprentices earn a wage and work alongside experienced staff to gain job-specific skills.

Off the job, apprentices get training to work towards nationally recognised qualifications.

Key benefits:

- earn a salary
- get paid holidays
- receive training
- gain qualifications
- learn job-specific skills.

If you would like assistance with these services, then please contact us on 020 8753 3600 or email alssinfo@lbhf.gov.uk

Who are H&F Works?

Our free employment services exist to support local residents and connect you to our employers.

- A range of opportunities across the borough in retail, customer service, administration, construction, hospitality and much more
- One-to-one information, advice and guidance towards finding work
- Access to the right employment and skills training to prepare you for employment
- A dedicated Recruitment Advisor, offering a bespoke service
- An opportunity to work for blue-chip companies and household brands.

View all our live job opportunities on www.hfworks.lbhf.gov.uk

Contact us on 020 8753 1800.

National Careers Service

Helping you to take the next step:

- Online, on the phone or face-to-face
- Help to choose or change career
- Skills tests, course search, job search advice
- Personalised help from careers advisers.

To book an appointment, please go to our website www.hfals.ac.uk/interviews

or call us on 020 8753 3600

Business Support

As well as our regular courses we offer further short workshops to support your business and help guide you with the essentials if you are just starting out. These will be updated regularly on our website so keep an eye out for future workshops coming up.

All workshops take place at the Macbeth Centre, and places can be booked over the phone on 020 8753 3600 or via our website www.hfals.ac.uk/interviews

Business Growth Hub

The H&F Business Growth Hub delivers a mixed programme of in-person and zoom meetings with experts who will help you develop and grow your small business. This free service is only available to residents and borough-based businesses.

To find out more and to get on the mailing list please email business-support@lbhf.gov.uk or call 020 8753 5585.

Useful contacts

Head of Service and Lead Safeguarding officer OR Head of Service and Safeguarding officer

Eamon Scanlon

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Deputy Head of Adult Learning and Skills

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Disability and Student Support Officer

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Liz Asadi

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Operations and Support Services Officer

Beryl Lester

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Quality Standards Officer

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Safeguarding Officer

Eamon Scanlon

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Management Information Officer

Rakesh Pawaroo

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Student Services Manager

Lisa Lamb

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07788 380222

Complaints

Reception team

alssinfo@lbhf.gov.uk

020 8753 3600

Timetable:

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Notes:

Term dates 2023-2024

Autumn term 2023

Starts: Monday 18 September

Half term: Monday 23 to Saturday 28 October

Ends: Saturday 9 December

Spring Term 2024

Starts: Monday 8 January

Half term: Monday 12 to Saturday 17 February

Ends: Thursday 28 March

Summer term 2024

Starts: Monday 15 April

Half term: Monday 27 to Saturday 1 June

Ends: Monday 15 July

Bank Holidays: in term time Monday 6 March

Further contacts

Macbeth Centre

Macbeth Street, London W6 9JJ

Tel: 020 8753 3600

Email: alssinfo@lbhf.gov.uk

239a Uxbridge Road

Shepherds Bush, W12 9DL

Normand Croft

(Lillie Road entrance)

Normand Croft Primary School

Bramber Road,

Fulham, W14 9PA

Outreach Centres

We run courses in a number of outreach centres and schools across the borough. For full information please see the prospectus,

call 020 8753 3600 or

visit: www.hfals.ac.uk

Please note we cannot answer general enquiries about these centres.

If you would like any part of this document produced in large print or Braille, please telephone 020 8753 3600.

Hammersmith & Fulham Council.

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- Matrix