

retailtrust  
helpline

0808  
801  
0808

## The Full Guide

health/bills/  
self-harm/debt/assault  
/money problems/housing/  
career development/counselling  
/pregnancy retirement  
/bullying/ depression  
your job getting leg  
advice/car  
/knife crime  
working hours  
/assault/drugs/  
alcohol/illness/  
counselling/  
/training/  
addiction  
/racism/

your future/  
family/debt  
/gun crime/  
health/your  
money/the  
recession/...

## What is the Retail Trust Helpline?

The Retail Trust Helpline 0808 801 0808 is a totally free, confidential and independent service which is open seven days a week. The Helpline is available for you and your family whenever you need us.

**Freephone**  
0808 801 0808

**Text HELPLINE to**  
88010\*

**Email**  
[helpline@retailtrust.org.uk](mailto:helpline@retailtrust.org.uk)

**Opening hours**  
Mon/Fri : 9am—8pm  
Sat/Sun : 9am—1pm

\*Standard network rates apply

**Totally free, confidential  
and independent**

Our trained and sensitive in-house team can give you independent assistance and information on virtually any issue, query or problem. We can signpost you to specialist organisations that can help you when you need it.

You can also email the Helpline at [helpline@retailtrust.org.uk](mailto:helpline@retailtrust.org.uk) or text the word 'HELPLINE' and your problem or query to 88010\*.

All calls, emails and texts are treated in the strictest confidence. There is no limit to the number of calls you can make, or emails you can send.

# Retail Trust is here to help you

## You talk. We listen. We help.

\*Standard network rates apply

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# What services can I access through the Helpline?

You can access a range of services through our free and confidential Retail Trust Helpline 0808 801 0808 including access to:

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## Counselling

Our Helpline team are trained to recognise the potential need for structured counselling. When deemed necessary Retail Trust can arrange a series of up to six free face-to-face counselling sessions for you, local to where you live.

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## Legal Advice

Retail Trust works together with a legal consultation service and can organise a free telephone call to discuss any personal issue with you. Advisors are all qualified, professional solicitors with at least five years' post qualification experience.

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## Debt Advice

If you find yourself struggling with your finances and are in debt, Retail Trust may be able to help you. We work closely with organisations that can provide you with immediate access to a full range of free debt advice and free debt solutions.

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## Hardship Grants

We can give you access to one-off hardship grants where appropriate. This year we will be awarding £1 million in financial assistance to people who are working in, or who are retired from retail.

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## Educational Bursaries

We want to support everyone who works in retail and keep as many people as possible in the retail industry. Where appropriate we award grants and bursaries for people who want to develop a career in retail. We provide funding for a range of courses from NVQs through to MBAs.

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## ReWork

Retail Trust has recognised that in the current economic climate, an increasing number of people are facing redundancy. Retail Trust wants to keep people with retail skills in the retail sector.

ReWork is a brand new service that helps you identify a career path that suits your own needs and can help you find potential employers.

Retail Trust's ReWork programme offers access to:

- Free outplacement guide that you can download at [www.retailtrust.org.uk/rework](http://www.retailtrust.org.uk/rework)
- Free one-to-one career coaching
- Free career cafés
- An online career management service

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## Retirement Housing

Retail Trust offers accommodation with supported living arrangements enabling you (if you're retired) or your parents to live independently in your own home on one of our estates in London, Derby, Liverpool, Salford and Glasgow. For more information you can call the Retail Trust Helpline 0808 801 0808.

“I had no money to go out and nothing to get up for in the morning. I was badly depressed and felt worthless. I started to cut myself as it helped me escape, but I didn’t know how to stop it.

**The Retail Trust Helpline gave me support** and put me in touch with former self harmers who came out the other side. That gave me the confidence to find a new job and I haven’t cut myself for over six months.” – Justin

## Who has Retail Trust helped?

We have given support to people who have been victims and witnesses to gun and knife crime, physical and mental abuse, financial difficulty as well as other unforeseen circumstances that life can throw at you.

### Abusive Husband

Nisha lives with her husband and their four children. Her husband is abusive and is trying to force their 19 year old daughter into an arranged marriage. Nisha wants to leave with their children but has nowhere to go, and is frightened her husband will find them. Retail Trust is helping Nisha and her children find the support they need.

### Debt

"I couldn't see a way out of my debts and turned to prostitution to pay the bills, but every time I thought of my kids, I was consumed with guilt over it. Retail Trust pointed me in the direction of some really helpful agencies and I can now manage my debt without resorting to prostitution. I feel much happier. Thank you Retail Trust."

### Witness to Armed Robbery

Jackie and her colleagues were working the night shift when an armed gang entered the store illegally. The burglars threatened Jackie and her colleagues with guns and abused them verbally. After the incident, their manager called Retail Trust who offered in-store group counselling which helped them to get back to work quickly. "I was really frightened, but the counselling sessions with the others really helped. Acknowledging that we'd all been through it together made it more real somehow, and easier to get over as we could all help each other."

### Signposting to Other Organisations

"My daughter has spina bifida and as she got older, she got too heavy for me to lift. The council offered to provide us with ramps and lifting equipment but we had to pay 25% – not a massive amount, but we just didn't have the money. We rang the Helpline and they were professional and prepared to listen. They suggested charities that could help and wham – everything was sorted."

### AIDS

David was diagnosed HIV positive. "I felt like the whole world was caving in on me. It was actually my Mum who suggested Retail Trust. The staff were brilliant – I didn't feel judged at all and they gave me brilliant advice about where to go next. I'm slowly coming to terms with my illness. I'm not sure where I would be now without the help and advice."

“When I first rang Retail Trust, I was just glad of someone to talk to. The fact they listened was brilliant. **They helped me realise that there was a way out.** They even provided some advice to help me to kick start my career and now I’m managing a store. I can’t believe how my life has turned around.” –John

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John began taking drugs as a teenager, and when his friends grew out of it and moved on with their lives, he felt left behind and it started a vicious circle of using drugs to cope with everyday life. **As his life started to spiral out of control John knew he needed to get help.** That’s when he called the Retail Trust Helpline.

## Who is Retail Trust?

Retail Trust is your charity. We support you and everyone working in, and retired from the retail industry, when you or your family need care or assistance.

We aim to enable people in retail of all ages, backgrounds and abilities to lead secure and rewarding lives at work, in retirement, at home, and in the community.

Demand for our services is increasing year on year as more people turn to us for help with a wide range of issues, problems and worries. You can call the Retail Trust Helpline 0808 801 0808 any time you need to.

Retail Trust is a member of the Telephone Helplines Association (THA) [www.helplines.org.uk](http://www.helplines.org.uk) and adheres to its code of practice. All of our Helpline staff are fully trained and experienced in receiving various types of calls.

“We believe that the Retail Trust Helpline is an invaluable resource for employees in the retail sector. We recommend its use to our employees, confident in the knowledge that they will receive confidential and impartial advice and assistance on a wide range of personal issues that may affect them.”

**Siobhan Forey**  
Group HR Director, Arcadia Group

## How can you help?

There are lots of ways that you can get involved:

### Retail Trust Week

You could take part in Retail Trust Week, which is an annual fundraising week where you can get involved to help raise both awareness and funds to support our services.

Retail Trust Week means you can have fun at work, and at the same time help us to continue to support everyone in retail. See [www.retailtrustweek.org.uk](http://www.retailtrustweek.org.uk) for more details.

### Treks and Challenges

You could take part in a once in a lifetime activity! We have a variety of places in marathons, triathlons, walks and challenges as well as opportunities to do parachute jumps and trek to locations throughout the world.

If you would like to take part in the Great Wall Discovery or perhaps Cycle the Nile, you could make a real difference.

### Born to Shop Charms

We've teamed up with lifestyle brand Born to Shop®, to create a range of handbag charms which are being sold in lots of stores to raise funds for us.

Attached to a handbag, the exclusively designed charms have been produced in four different collectable designs – a shoe, a heart and two handbags. You can pick one up for £1.

### Volunteers

We always need volunteers and ambassadors for our charity to spread the word about what we do and tell us what you think. If you're interested in representing Retail Trust, get in contact. We'd love to hear from you!

### Contact us

Call us on 020 8358 7250 or email [fundraising@retailtrust.org.uk](mailto:fundraising@retailtrust.org.uk)  
[www.retailtrust.org.uk/supportus](http://www.retailtrust.org.uk/supportus)

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\*Standard network rates apply