

Help & Support

The following organisations offer advice and support for a number of issues.

Debt & Benefits Advice

RAISE – Debt Advice: 0151 482 2475 RAISE is an independent charity which provides free, confidential, high quality advice and training around Welfare Benefits, Debt, and Money Management issues. All our advice is given by home visits throughout Merseyside and Runcorn. We visit tenants of our Housing Association funders and other residents of the Liverpool City Region

Citizens Advice (CAB) – Citizens Advice Liverpool gives you advice on a wide range of subjects such as; benefits, work, debt & money, consumer, family, housing, law & courts, immigration and health. 0344 848 7700 Mon to Fri 10:00 to 16:00
<https://www.citizensadvice.liverpool.org.uk/contact> Will give you times that CAB attend Childrens Centre's.

Benefit Maximisation - Our Benefits Maximisation Service can provide advice, guidance and assistance with the full range of welfare benefits. Contact details 0800 028 3697 0800 0283697 / 0151 233 3009 0151 233 3009 Website: www.liverpool.gov.uk

Beacon Counselling Trust - The Beacon offer FREE counselling for people with gambling-related issues, including affected partners, family members and friends, with no waiting list. We also offer help in regards to self-exclusion, just call 0151 321 1099 or email admin@beaconcounsellingtrust.co.uk for more information on this.

Merseyside Welfare Rights – Debt and housing advice – 0151 709 0504.

Homeless Prevention

The Whitechapel Centre – The Whitechapel Centre is a leading homeless and housing charity for the Liverpool region. We work with people who are sleeping rough, living in hostels or struggling to manage their accommodation. We are committed to helping people find and maintain a home and learn the life skills essential for independent living. Homeless prevention (central): 0151 207 7617 info@whitechapelcentre.co.uk

Creative Support – Homeless Prevention (north): 0151 260 9550 Support for adults over the age of 16, who are living in North Liverpool and at risk of becoming homeless.

The service covers the following postcodes: Part of L4 and L13, L9, 10, 11, 12, 14 and 28

We can provide support to the following groups:

- People with mental health needs
- People with substance misuse issues
- People with a history of offending
- Homeless families with support needs

Single homeless people with support needs
Victims of domestic abuse
Veterans
People with long term health conditions
Refugees

Riverside – Homeless Prevention (south): 0345 111 0000 simon.ketteridge@riverside.org.uk
Support with finding homes and ending homelessness. Different types of accommodation which includes Hostels, rough sleeper's shelters, Gender Specific, family and/or couples accommodation and accommodation which accepts dogs.

The Powerhouse Liverpool - we provide a temporary, supported accommodation service for young people aged between 16 and 21. Powerhouse is a 32 single occupancy accommodation provider, you have your own bedroom, living room and bathroom. You will have your own support worker who will help you to achieve your aspirations and set realistic achievable goals, preparing you for your own tenancy. To be accepted for accommodation in The Powerhouse, you must:

- be 16-21 years old
- have medium to high accommodation needs
- have no access to settled accommodation
- have been assessed through the 'MainStay portal'
- be prepared to engage in support

Irish Community Care – Homeless Prevention: 0151 237 3987 admin@iccm.org.uk Irish Community Care responds to the needs of the Irish, Irish Traveller and Gypsy communities across Merseyside, West Lancashire and West Cheshire. We currently offer a range of front-line information, advice and outreach support services including: Drop in advice services, Welfare benefit advice and advocacy, Outreach Support Services and Support groups for older people.

Shelter – The aim of the Project is to support families to end the cycle of homelessness and bad housing. It will give families a greater chance of sustaining their tenancy or accessing a decent, affordable, secure home either in the Private Rented Sector or Social Housing
Homeless Prevention: 0344 515 1900

Referral Details

This service is by referral only - either self or from organisations who currently support the family.

Criteria for accessing the service:

Families living in Merseyside (Pregnant or have dependent children under 18)

A family in need of housing support to prevent homelessness for a variety of reasons

A family at risk of homelessness or are currently homeless

A family in need of support in dealing with poor living conditions or rogue landlords

Bulky Bobs - Contact: 0151 305 5200 they collect, reuse and recycle bulky household waste

Housing Options – Homeless prevention: 0800 731 6844

Shelter – Homeless Prevention – Will allocate a support worker to support the family – 0344 515 1900

YMCA – Domestic Abuse Rapid Accommodation Project – Provide a dedicated worker to families living in domestic abuse situations to complete safety plans, financial support to move to a safe place – Referrals can be made by contacting Mainstay or the YMCA directly on 0151 734 1074.

Asylum Support Services

Red Cross – Refugee support: 0151 702 5067 Help and support people in crisis.

Refugee Women Connect (formerly MRANG) – Information, advice and support for female asylum seekers, refugees and their children Contact 0151 728 2323

Outreach Sessions

Tuesdays 10.30am – 1.30pm - **St Bride's Church**, Percy St, Liverpool, L8 7LT

Fridays 11.00am – 2.00pm - All Saints Church, 55 Sheil Rd, Liverpool, L6 3AD

Asylum Link Merseyside - Drop-in centre (Asylum Link, 7 Overbury Street, Liverpool, L7 3HJ) for asylum seekers and refugees, offering practical support and friendship. Contact 0151 709 1713 They will also provide Immigration advice, meals, clothing and hold social events.

Liverpool Asylum Seekers and Refugees Association - User-led group aiming to support and improve the wellbeing of asylum seekers and refugees in Liverpool Contact 07405656958

What we do:

- provide better information for people seeking asylum and refugees in regard to the asylum process and services available for them in Liverpool
- help each other, providing peer support, and sharing our skills
- campaign and lobby for asylum seekers' and refugees' rights
- address issues concerning the wellbeing of people seeking asylum (e.g. hate crime, housing and mental health) and working in partnership with other groups to improve this

SERCO - I have included the telephone number below for SERCO (community accommodation and support for asylum seekers while awaiting news on their immigration status.) SERCO have recently changed their housing system and all complaints are to be reported to **Microtel 08088010503**. Complaints can also be reported in Asylum Link.

MRANG – Offer support and advice to refugee women – 0151 728 2323.

Domestic and Sexual Violence Services

RASA – RASA is here for anyone who has been sexually abused or raped, or who has been affected by sexual violence at any time in their lives. We have particular experience in working with adults who have been sexually abused as children. We offer emotional support, counselling, advocacy and other services to help survivors in ways that work for them. We will also work with non-offending family and friends of survivors. Sexual violence support 0151 666 1392, helpline@rasamerseyside.org, <https://www.rasamerseyside.org/>

Merseyside Domestic Violence Service (MDVS) – MDVS currently offer a behavioural change programme for non-convicted male perpetrators of domestic violence which runs alongside our Women's Integrated Safety Service. Both services are located separately. We accept referrals from all agencies and self-referrals. Website: <http://mdvs.co.uk/> Domestic Violence Service: 0151 709 8770 / 07802722703

Liverpool Domestic Abuse Services (LDAS) – They offer support to women in order to keep them and their children safe from harm. We protect and improve women's sense of well being and confidence and provide them with the tools to go on and lead independent lives free from abuse. Domestic Violence Service Contact 0151 263 7474

ManKind- National Helpline for men 01823 334244

Women's Aid – Domestic violence helpline: 0808 200 0247 (24 hours) Women's Aid is the national charity working to end domestic abuse against women and children.

Centre 56 - The small team of staff and volunteers are trained and have years of experience in supporting children and young people who have been affected by domestic abuse. Contact number 0151 727 1355. Centre 56 also offers support to families who have been in a crisis situation. This includes:

- Families who are living in temporary accommodation
- Families affected by mental health or addiction
- Refugee families who are isolated and lack support in the UK
- Families affected by serious illness or disability
- Families affected by bereavement
- A parent or sibling is in prison
- Isolated single parents.

Local Solutions domestic abuse workers – Support workers will lead on Early Help Assessments in the City of Liverpool to support families where domestic violence is the predominant support need – This service can be requested by contacting the Early Help hub in Liverpool.

Person Shaped Support (PSS) – The Ruby Project – The project offer support to women living in domestic abuse situations. The support includes therapeutic counselling sessions, legal advice and self-defense classes as well as other services. For more information and a referral form please call 0151 702 5555.

Health and Well-being

Young Addaction – Drug and Alcohol Support for Young People - Young Addaction work with young people aged 10 to 19 providing advice and support for drugs and alcohol. Our transitional service supports 20 to 24 year olds with additional support needs (e.g. Mental Health issues, ADHD). Contact 0151 706 9747, liverpool@addaction.org, www.addaction.org.uk/.../young-addaction-liverpool NO WAITING LIST. We aim for every young person to have their first appointment within 5 working days. Young people can make referrals themselves by calling or dropping in. We also take referrals for young people from parents, carers, friends, G.P's, Schools, Children's Services, Hospitals, Hostel Workers, Mental Health workers, keyworkers.

Addaction Liverpool Recovery Centres - Providing help, support and guidance for any areas of substance misuse and recovery. 3 Intergrated Recovery Centres which support individuals with substance misuse needs including Criminal Justice, Opiate Substitute Prescribing, Education to Employment and Recovery support across Liverpool. Support at our Centres include group work, one to one sessions, relaxation therapy, mutual aid support and much more.

North Liverpool Recovery Centre

83-93 Stonebridge Lane, Croxteth, L11 4SJ, 0151 546 1141

Central Liverpool Recovery Centres

4 Roscoe Street, Liverpool, L1 2SX and 8 Maryland Street, Liverpool L1 9DE, 0151 706 7888

South Liverpool Recovery Centre

Speke Training and Education Centre, Unit House, Evans Road, L24 9HZ, 0151 541 2856

Community support also provided in selected GP surgeries and at our Recovery Hubs.

North Recovery Hub

Walton Cornerstones, 2 Liston Street off Bedford Road, Walton, Liverpool, Fridays 12-2pm

South Recovery Hub

Old Police Station, Lark Lane, Liverpool, Wednesdays 12-2pm

NHS 111 – Non-emergency out of hour's health advice: 111

Healthwatch – Health / care advice: 0300 777 7007

Sahir House – HIV support, information and Training Contact 0151 237 3989. All support services are free and confidential to people living with or affected by HIV on Merseyside. If you are not a service user and living with HIV please contact the service team to complete a registration form.

Parent and Baby Wellness Service (PSS) – Contact 0151 702 5533 / 07889756395 Help support parents with Post Natal Depression. LivPIP (Liverpool Parent-Infant Partnership) aims to help parents and other primary caregivers to understand and develop the relationship they have with their baby. The service works with families both ante-natally and post-natally. This means that beyond our original PND provision we can now provide a fully rounded peri-natal support service for families living in Liverpool, working from conception to the age of two.

So to Speak- Contact Number 0151 247 6500 So To Speak provide a young person's sexual health outreach service for 13 - 19 year olds in Liverpool. We deliver group work to vulnerable young people with the aim of improving their sexual health by increasing their knowledge, confidence and self esteem. Agencies who work with groups of young people contact us with requests for work rather than young people contacting us themselves.

LGBT Services

TSS – Trans Support Service: 0151 247 6555 Support service for transsexual, transgender, and gender non-conforming people. This service will listening to them, informing them of available options to relieve their gender distress, and empowering them to move forward with their lives. Referral for this services comes from the GP or you can self-refer from 16 upwards.

LGBT Foundation – LGBT (Lesbian, Gay, Bisexual and Trans) support / advice: 0345 330 3030 LGBT Foundation provide a wide range of support services to lesbian, gay, bi and trans people. We also work with healthcare and other professionals to help make public services more accessible and inclusive for LGBT communities.

YPAS – GYRO – GYRO offer drop in sessions for young people to attend where they can explore their sexuality and gender in a safe and confidential space. For more information or to arrange an appointment you can contact YPAS on 0151 707 1025 / gyro@ypas.org.uk

Mental Health and Suicide Prevention

The Life Rooms – Support for 0-25 years. The Life Rooms is a concept developed by Mersey Care NHS Foundation Trust, designed to provide enhanced support for the mental health and wellbeing of service users, carers, their families and the local community through a social model. Providing families with support around Recovery College, Volunteering, Employment Benefits/Money, Mental Wellbeing, Physical Wellbeing, Family/Caring role, Social Interactions and Housing. Other Community Centre and training: 0151 478 6556

Talk Liverpool – We are a free NHS service offering psychological therapies to adults in Liverpool who are feeling depressed or anxious. Our range of treatment programmes are designed to give you the right information and to help you develop the skills you need to overcome your problems. We have a range of options on offer, including short courses which run regularly in locations near you, or online help which you can use at home or at a local venue. Contact details: 0151 228 2300 talkliverpool@merseycare.nhs.uk

James' Place – James' Place is a centre that offers support to men over the age of 18 who are experiencing a suicidal crisis in response to predominantly social and psychological stressors. We provide quick access to non-residential therapy and support. Men only suicide prevention: psaini@liverpool.ac.uk Contact details: 0151 303 5757

CALM – Men only suicide helpline: 0800 585 858

Samaritans – Suicide helpline: 0151 708 8888 (24 hours) If you are feeling suicidal or in crisis you can call Samaritans any time of the day or night, on 116 123.

SANE – Mental health helpline: 0300 304 7000

Survivors of Bereavement by Suicide- 0300 111 5065 or visit www.uksobs.org

AMPARO – support following suicide 0330 088 9255 or visit www.listening-ear.co.uk/amparo/

PAPYRUS – support for teenagers and young adults who are feeling suicidal. Call 0800 068 4141 or visit www.papyrus-uk.org

MIND – Mental health support: 0151 529 3247

Careline (Adult) – Safeguarding: 0151 233 3800 Careline is a 24-7 contact centre for social care enquiries and referrals for children, adults and homeless families.

Careline (Children) - Safeguarding: 0151 233 3700 Careline is a 24-7 contact centre for social care enquiries and referrals for children, adults and homeless families.

Fresh CAMHS Liverpool – Children’s mental health support based at Alder Hey Children’s hospital – Referrals can be made by professionals/parents or children over the age of 16.

Listening Ear – Counselling services – Contact Joanne Scott on 0151 488 1612 for more information.

The Butterflies Project – Offer support to children and young people following bereavement or loss. Contact 0151 488 6648.

Turn2me.org – Offer an online support group for individual who self harm. The support group is free of charge however you are required to book a place in advance to ensure that the group is a safe place for all involved.

Individuals GP.

Children and Young People

NSPCC – Child Protection: 0808 800 5000 / 0151 556 1000

Positive Futures, offers children and young people between 7 to 18 years to deal with problems that are affecting their life, happiness or wellbeing.

Life Story – help children in care build a clear sense of their identity and better understand events that have taken place in their lives. Work with children aged 10-17 who may have had multiple placements.

PANTS – (Privates are private, Always remember your body belongs to you, No means No, Talk about secrets that upset you, Speak up, someone can help) Teach your child the Underwear Rule and help protect them from abuse. It's a simple way that parents can help keep children safe from sexual abuse – without using scary words or even mentioning sex. Contact 07870 164 937 or NSPCC numbers above.

The My Time Project - Our main aim is to support children aged 5 to 18 years who have a parent in prison. Our support is community based. Some children we support have regular contact with their parent in prison; others have no contact at all. <https://www.themytimeproject.com/>

YPAS – Young Peoples Advisory Service: 0151 707 1025

Seedlings- Therapeutic Service based in Primary Schools 4-11 year olds.
Therapy for children 11-15 years, therapy for young people 16-18 / 19-25 years.

Systemic Family Practice - is a way of talking together that supports family members to explore difficult thoughts and feelings safely; to understand each other's experiences and views and be more able to help each other.

Parenting Programme - YPAS delivers 'Incredible Years' (IY) parenting programme focus on strengthening parenting competencies and fostering parent involvement in children's experiences, to promote their social and emotional skills and reduce conduct problems. Group Programmes around anger awareness, self-harm, nurturing programmes and anxiety workshops.

Positive Futures - Positive Futures means different things to different people but, at our core, we are a charitable youth organisation based in Liverpool that works with young people to give them access to support, guidance and opportunities. They have a core curriculum which can be adapted and tailored to any setting. We engage with young people on the streets, in schools and by offering an extensive range of services. The service offer a counselling skills program for young people aged 8 – 24 years old / Therapeutic program for young men aged 10 – 24 years old who experience mental health difficulties. It is an evidence based, youth led program that offers 1 to 1 therapeutic support informed by CBT. Referrals can be made by contacting 0151 207 6003 / info@positivefutures.org.uk / www.positivefutures.org.uk

C.E.L.L.S Choices Education lifelong learning skills - The power of CELLS lies in our team's ability to engage with and inspire youths, by encouraging a life outside of criminality. The team consists of people who have been affected by crime and who will narrate their testimony to the youngsters on their own experiences making participants engage and the understand crime is not a viable activity or career option. Acknowledgement of the teams recovery process can be seen thorough rehabilitation and personal development that our 'itsup2u' initiative offers. Contact Tel: 0151 546 7785 Mobile: 07841870927 Email: Choices@cells-itsup2u.org

Targeted Services for Young People - Targeted Services are part of the City Council and consists of the Youth Offending Service, Targeted Youth Support and the Protect Team. The service has both statutory and voluntary teams working with children, young people and their families from age 10 – 17 (24 for young people with additional needs). It is a multi-agency service, drawing on skills from the public and voluntary sectors. It has workers from the local authority, health, Addaction, education, Career Connexions, National Probation Service, as well as links to local agencies and voluntary organisations. This is referral based form on the Early Help Directory. targetedservicesforyoungpeople@liverpool.gov.uk. cjsm.net secure email to send referral forms, Contact 0151 233 0693

MYA – Merseyside Youth Association: 0151 702 0700, admin@mya.org.uk Merseyside Youth Association (MYA) provides innovative, practical and positive support services to children and young people. They support young people to improve confidence, increase skills, improve physical activity, improve creativity, improve employability and help young people gain or remain in employment/ Education

Banardos – Young carers are children and young people under the age of 18 years who provide care to another family member who has a physical illness/disability including mental ill health, sensory disability or has a problematic use of drugs or alcohol. A Young Adult carer is someone who is aged 16-25 and provides, or intends to provide, care, assistance or support to an adult on an unpaid basis. A Young Adult Carer may or may not live at the same address as the person that they care for and there may be other adults supporting the person that they care for. Young Adult Carers Service: 0151 228 4455
youngcarers.liverpool@barnardos.org.uk

Bullybusters – Victim Support: 0800 169 6928 bbusters@localsolutions.org.uk Bullybusters provides a responsive and effective service for those who are affected by or concerned about bullying in schools and the wider community. Our priority is to raise awareness of bullying and highlight the effects that bullying has on individuals and wider society and reduce bullying through a holistic package of training, engagement and interventions. whilst working in collaboration with various agencies including the voluntary and community sector in delivering positive anti-bullying strategies.

Career Connect – careerconnect.org.uk Contact 0800 0126 606. Career Connect provides careers information, advice and guidance to young people. We work in a range of schools and colleges, and in many different geographical areas.

Liverpool Leaving Care Team – Contact Number 0151 233 3922 Advice and support for young people who have been in care and who are preparing to, or who are, living independently. The service is for 16 - 21 year olds. There are a wide range of services dealing with education, employment, training, benefit issues, emotional support etc. They may also be put in touch with other agencies or organisation's.

Young Minds-

NSPCC – Positive Pathways – Support people aged 7 – 18 years old (people can be referred up until their 19th birthday) regarding problems with relationships, peer pressure, bullying or problems with friends, family issues, coping with feelings like anger, sadness or rejection, low self-confidence, issues at school, personal safety, coping with stress, managing anxiety. Contact your local NSPCC to make a referral to this service. For Liverpool the local center is NSPCC, Hargreaves Centre, 112 Great Homer Street, L5 3LQ / merseycpt@nspcc.org.uk / 0151 556 1000.

Community / Training

British Legion – Armed Forces guidance: 0808 802 8080 The Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. And we're not going anywhere.

Our support starts after seven days of service and continues through life, long after service is over.

WHISC – Women's Health & Support: 0151 707 1826 is a charity dedicated to improving the health and wellbeing of women and their families throughout Liverpool and the surrounding areas.

4Wings – Women's Support Network: 0151 306 6524 This offers women in need of guidance and support, looking at building futures and increasing self esteem for socially isolated women and women that have suffered abuse, bullying and hate crime.

Venus – Support for women & their children: 0151 474 4744 to empower, promote and support women, young women and their children in developing their potential, recognising their choices, achieving their goals and challenging injustice

Bereavement and Loss

The Butterflies Project – Offer support to children and young people following bereavement or loss. Children aged 7-16 years 0151 488 6648
www.listeningearmerseyside.org.uk/projects/butterflies.htm

Oakleaf Childrens Service - Child bereavement support Liverpool: Oakleaf is the Children's and Young People's service at Liverpool Bereavement Service. It is a well-established and dedicated counselling service that provides support on a 1:1 and Family sessions/ or group basis for children and young people. Contact 0151-236-3932
enquiries@liverpoolbereavement.co.uk Referral Process for this

SEN

Autism in Motion- Support for 0-25 years. They provide support to parents and carers of children with Autism and other neurodevelopmental conditions by way of coffee mornings, training and workshops along with a variety of activities for the children and any siblings after school at the weekend and during the school holidays. Contact Details Hannah Tickle/ Jo Galbraith 07872 444652 aimautism@hotmail.com / www.aimautism.com

Isabella Trust- Support for 0-5 years. The Isabella Trust provide short courses and workshops to parents and carer of children with autistic spectrum disorder and sensory processing difficulties. Contact Details 07956 749 774, www.theisabellatrust.org / info@theisabellatrust.org

Advanced Solutions - Support for 0-25 years. They support families, pre, during and post diagnosis to find the answers for themselves empowering them to make the necessary changes to improve their lives and the lives of their families through the recognition and the

successful implementation of appropriate tools and strategies. Contact Details 0151 486 1788 www.addvancedsolutions.co.uk

ASD Training Team - Support for 0-25 years. They offer drop in sessions for parents, Pre Diagnosis Courses, Telephone conversations, Q and A sessions and targeted support. Contact Margi Kelly 0151 233 5988 / asdtrainingteam@liverpool.gov.uk

Wired, putting you first – Support for 0-25years. SEND IASS services provide free and confidential impartial information, advice and support to children/young people with special educational needs and/or disabilities (SEND), and their parents/carers. SEND IASS is a statutory service, which mean there has to be one in every local authority. Information, Advice and Support relating to School Admissions & Appeals, Education Health and Care plans (EHCP), Tribunals, Disability Discrimination, SEN Support, Transport, Exclusions and Post-16. Contact details 0800 0129066 option 1 Liverpool option 2 Knowsley residents, liverpoolandknowsleysend@wired.me.uk

ADHD Foundation – Contact 0151 237 2661 / info@adhdfoundation.org.uk The ADHD Foundation works in partnership with individuals, families, doctors, teachers and other agencies to improving emotional wellbeing, educational attainment, behaviour and life chances through better understanding and self-management of ADHD, ASD and related learning difficulties such as dyslexia, dyspraxia, Irlen's Syndrome, dyscalculia and Tourette's Syndrome.

Purple Circle - Support for children, young people and adults (0-25 years) around autism and related neuro-developmental conditions. Contact Paula Griffiths, 07952741146 purplecircleautism@gmail.com there is a cost for this services and a referral process.

Adoption and Special Guardianship

Kinship Carers - Kinship Carers supports grandparents, aunts, uncles or any other family member who are raising their grandchildren, nephews, nieces etc when their biological parents are no longer present or able to look after their children. We offer advice on all topics, and can direct you to free legal advice. See our new website for further information. Contact details 0151 270 2108 eve@kinshipcarersliverpool.co.uk website kinshipcarersliverpool.co.uk/