Outreach for Our People Project

Information for the Borough of Knowsley
The information pack is supported by the following agencies:
About this book

Welcome to the updated Knowsley OOPs Book. The original version was produced in 2005 and immediately proved popular with its target audience – the older residents of Knowsley. Not surprisingly, it also become a key resource for health and social care professionals in the borough. The benefits of the booklet were soon formally recognised when it won two awards:

Winner of the Public Health Partnership Award 2006
Winner of the Environmental Communication Award 2006

This version was thoroughly updated in March 2016 with further amendments in December 2017 (digital version only). As a result it reflects the changes that have taken place in statutory local service provision as well as details of new services which are available.

Formats

The booklet is available in both printed and digital versions. We would encourage, wherever possible, those who are able to access the digital version to do so, and to consider passing your printed copy to someone who could use it. This will preserve limited stocks of the printed booklet for those who really need it.

Instructions for obtaining a digital version of the booklet can be found on the back cover.
Each of the pages in the information pack has a question on the front and on the back of the page the answer to the question. There are 5 categories, which are colour coded:

1. Health & Social Care
2. Community Safety
3. Homelife
4. Leisure & Social Activities
5. Finances

This information pack is also available in other formats upon request. Please call 0151 449 3954
The following cards are all relating to Health & Social Care
I want to get a new Doctor, how can I change?
Contact Knowsley CCG on 0151 244 4126

or NHS England 0300 311 22 33

or contact the Practice you wish to change to and complete a form.
I’m feeling unwell but cannot easily get out to visit my GP. Who can I contact for advice?
Contact your GP practice – they may be able to organise a home visit.

Alternatively you can speak to the NHS 111 service for advice over the phone.
I am struggling at home due to an injury or disability. How do I obtain therapy at home?
Ask a member of staff at your GP Practice to refer you to The Knowsley Community Therapy Team who can visit you at home. The Therapists aim to support people over the age of 18 to be as independent as possible at home, and will work with you to achieve the goals that have been agreed following an initial assessment.

Alternatively, you can call Knowsley Council who will talk through what you might need and the support that is available on 0151 443 2600 or visit www.thelivewelldirectory.com
I feel unwell, but don’t want to bother the GP, who can I talk to?
Your local **Chemist** can advise and provide treatment for minor ailments. Ask at your local chemist for the **NHS Care At The Chemist** scheme. For minor illness you can visit a NHS Knowsley Walk-In Centre without an appointment.

**Kirkby Walk in Centre**  
St. Chad’s Drive  
0151 244 3180

**Huyton Walk in Centre**  
Westmorland Road  
0151 244 3150

**Halewood Walk in Centre**  
Roseheath Drive  
0151 244 3532

All are open 8am-9pm Mon-Sat 10am-9pm Sun & Bank Holiday
I have a query, or would like more information about my medication. Who can I ask?
Health and Social Care

Answer

Ask your local community pharmacy. They don’t just dispense medicines, they offer a range of health services that you may not be aware of.

The telephone number of your local pharmacy can be obtained from NHS England

0300 311 22 33

NHS England
How do I arrange an Opticians visit at home?
Some opticians provide a home-visit service for patients who find it difficult to attend their stores. This can provide access to the same offers, products and high standard of care available on the high street.

Check with local opticians for availability.
What can I do if I have concerns about my teeth, gums, or mouth?
Dental checks at least once a year are vital for a healthy mouth, even if you have dentures or no teeth.

They can help with -

- Bleeding or swollen gums
- Bad breath
- Tooth Decay
- Recognising the signs of oral cancer

If you need help with an urgent dental problem call the Emergency Helpline on 0161 476 9651 (local rate)

To find a NHS dentist in your area contact NHS England on 0300 311 22 33

If you are unable to attend the dentist and feel you need a home visit, speak to your Dental Practice

For more information on dental health speak to the NHS 111 service or visit the NHS Choices website at www.nhs.uk
What should I do if I have a foot problem?
Those with a podiatric need (foot problem) are eligible to receive an assessment for podiatry care. Access to the service is by completion of an application form which is available from all health centres and GP surgeries.

The podiatry service offers home visits for patients who are housebound. Referrals to this service must be made by a healthcare professional or GP who can confirm that the person routinely receives all their medical care from the GP at home.
I’m worried about mine or someone else’s mental health. What should I do?
Discuss your concerns with a member of the medical staff at your GP Practice, or any health or social support service you are in contact with.
What can I do for myself to help stay mentally healthy?
Try using the 5 Steps to Mental Wellbeing:

- **Connect** – connect with the people around you: your family, friends, colleagues and neighbours. Spend time developing these relationships.

- **Be active** – you don’t have to go to the gym. Take a walk, go cycling or play a game of football. Find an activity that you enjoy and make it a part of your life.

- **Keep learning** – learning new skills can give you a sense of achievement and a new confidence. So why not sign up for that cooking course, start learning how to use the internet, or figure out how to fix your bike?

- **Give to others** – even the smallest act can count, whether it’s a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community centre, can improve your mental wellbeing and help you build new social networks.

- **Be mindful** – be more aware of the present moment, including your thoughts and feelings, your body and the world around you. Some people call this awareness “mindfulness”. It can positively change the way you feel about life and how you approach challenges.
Who can I contact if I am worried about my memory, or have a diagnosis of Alzheimer’s Disease or other form of Dementia?
Alzheimer’s Society Services Knowsley

Local Office 0151 426 4433
National Helpline 0300 222 1122

Admiral Nurses provide one to one support and expert advice for families living with dementia.
Contact 0151 244 4369
Where can people diagnosed with cancer access information and support?
Lyndale Cancer Support
40 Huyton Lane
Huyton
L36 7XG
0151 489 3538

Macmillan Cancer Support
St. Helens & Knowsley drop in Centre
01744 647000
How often will I be invited to the NHS Cancer Screening programmes?
Bowel cancer screening - all men and women aged 60 to 75 will be sent a free testing screening kit every two years. People over the age of 70 can self-refer. For further information or to request a kit please phone for free on 0800 707 60 60

Breast Screening - women aged between 50 and 70 are invited for breast screening every three years. The breast screening programme is trialing expanding the screening to cover women between the ages of 47 and 73. Women over the age of 70 can self-refer by phoning their breast screening unit direct.

Cervical screening - women aged 25 to 49 are invited for cervical screening every three years, and women aged 50 to 64 every five years. Women over 64 can be screened if their previous three tests were not clear or if they have never been screened. Screening is provided by Primary Care, and is also accessible through Knowsley Sexual Health Services

To receive invites to attend any of the above screening programmes you must be registered with a GP
Who can I talk to about HIV issues for myself or a family member?
Sahir House is the HIV support, information and training centre for Merseyside. Offering a wide range of services to people living with or affected by HIV on Merseyside, HIV awareness training, and up to date HIV information.

0151 237 3989, info@sahir.uk.com or visit the website www.sahir.org.uk
How do I access support to stop smoking?
Contact City Health Partnership
0151 426 7462
www.readytostopsmoking.co.uk
Question

I would like to improve my health and wellbeing by making small changes to my lifestyle such as:

• Eating healthier food
• Losing Weight
• Taking up some gentle exercise

Who can I contact for help?

Answer overleaf
Healthy Knowsley Service
0800 0731202 (free)
or
0151 289 9555
Where can I go for advice on alcohol or drug addiction?
Change, Grow, Live (CGL) is a drug and alcohol service that supports recovery from addiction and dependence.

Kirkby Contact 0151 546 9557
Huyton Contact 0151 482 6291

Alternatively you can contact Knowsley Council for support on 0151 443 2600
Question

I have had a stroke - where do I go for help?

Answer overleaf
The Stroke Association for Knowsley
0151 529 3125
(Information, Advice & Support Service)
0151 529 2210
(Communication Support Service)

You can also contact The Brain Charity
Tel: 0151 298 2999
E-mail: info@thebraincharity.org.uk
www.thebraincharity.org.uk
I have a neurological condition, where will I find help and support for myself and my family?
The Brain Charity provides emotional support, practical help and social activities to anyone with a neurological condition and to their family friends and carers. There are hundreds of different neurological conditions including stroke, dementia, learning disability and brain injury.

Tel: 0151 298 2999
E-mail: info@thebraincharity.org.uk
I have fallen at home, or I am afraid of falling at home. What can I do?
If you are over 55 and registered with a GP in Knowsley, the Falls and Wellbeing Service can help you.

Contact Falls and Wellbeing Service on 0151 244 3362
fallsand.wellbeing.service@nwbh.nhs.uk

Or contact the IKAN Team on
0800 694 0270 and 0151 244 3367

Alternatively, you can call Knowsley Council who will talk through what you might need and the support that is available on
0151 443 2600 or visit www.thelivewelldirectory.com
How can I call for help in the event that I fall at home, or have a similar emergency?
A Telecare lifeline alarm can be installed alongside your telephone, and activated in an emergency by pushing a button. A range of other sensors can be added depending on your circumstances, including:

- Falls Detectors
- Bogus Caller Alarm
- Carbon Monoxide Detector
- Epilepsy bed sensor
- Smoke Alarm
- Flood Detector Door
- Exit Sensor

The equipment is provided free, with a small weekly charge for the monitoring service.

For more information contact Knowsley Council on 0151 443 2600 or visit www.livewellknowsley.info
Who do I contact if I require a wheelchair?
Temporary wheelchairs (for holidays or short-term injuries) can be hired or purchased from Care & Repair

0151 548 6668

If you wish to be assessed for permanent provision of a wheelchair contact your GP Practice who can make a referral to the Wheelchair Service.

For repairs to wheelchairs issued by the service, or if you wish to be re-assessed because an existing wheelchair no longer meets your needs contact the Wheelchair Service

0151 244 4100
I have finished using the equipment supplied to me by the therapist, who do I contact to collect it?
Call the Knowsley Equipment Service
0151 244 4380
or email
ICES@nwbh.nhs.uk
Who should I contact to get a regular delivery of continence products?
If you feel you or someone you care for needs continence products you can contact the continence team for an assessment
0151 244 3343 or 0151 676 5747

If you already use the service and need to re-order your monthly products, please call
0151 244 4380

If your call is after 4.30pm please leave a message on the answer machine, or email
ringback@nwbh.nhs.uk
I am struggling at home and need advice about special equipment or adaptations for my home?
Sometimes a small piece of equipment can help you overcome daily tasks which have become difficult due to failing sight, hearing, or other physical conditions. Contact Care & Repair on 0151 548 6668 or items can be purchased online at www.vivarkcare.co.uk

The Handypersons Service can help with minor adaptations and equipment and offer solutions which are flexible and tailored to your changing needs. Whether you are a home owner, private tenant or live in social housing accommodation, they offer a solution that is right for you. Contact Care & Repair on 0151 548 6668

For more complex conditions and equipment, and major adaptations contact Knowsley Council on 0151 443 2600 or visit www.thelivewelldirectory.com
Who do I contact if I am struggling at home and might need some support with washing, dressing or general help to maintain my independence?
You can call Knowsley Council who will talk through what you might need and the support that is available on 0151 443 2600 or visit www.thelivewelldirectory.com
I find cooking for myself difficult. Who can deliver ready prepared meals?
COOKED is a local organisation with premises in Knowsley. They provide a range of freshly cooked, tasty chilled meals delivered to your door. Call 0151 728 3109 for a brochure.

Other providers offering delivery of frozen and fresh meals are also available

For more information contact Knowsley Council on 0151 443 2600 or visit www.thelivewelldirectory.com
I care for someone else, where can I go to get some support?
Health and Social Care

Knowsley Carers Centre offers information, advice, advocacy, and support for local carers

Kirkby office 0151 549 1412
Huyton office 0151 482 6279
Halewood office 0151 448 9771

enquiries@knowsleycarers.co.uk

For a Carers Assessment contact Knowsley Council on 0151 443 2600
I have a long-term health condition. What support groups are available?
Local and national support groups are available for a wide range of health conditions.

For details contact:
Healthwatch Knowsley 0151 449 3954
or visit www.healthwatchknowsley.co.uk

Knowsley Council 0151 443 2600
or visit www.thelivewelldirectory.com
Who can I ask to speak on my behalf?
Advocacy for everyone aged 18 years old and over living in Knowsley with an issue to address.

Advocacy Together Hub Knowsley
0151 486 4045 or 07484 935748
or visit knowsley-advocacy@together-uk.org
Question

What services are available to support those who are bereaved?

Answer overleaf
Health and Social Care

Listening Ear provide an accredited Counselling service to talk about bereavement, loss, anxiety, depression or isolation 0151 488 6648

Caring Connections can provide one-to-one counselling support. 0151 289 2761

Life After Bereavement is a 12 week programme with others in a similar situation, offering introductions to new hobbies, interests, and the chance to talk 0151 549 1412

When you register a death, Knowsley Council’s Tell Us Once service can help make things easier for you by telling the organisations who need to know.

This means that you will not have to contact lots of different organisations. You simply need to tell the registrar, and they will provide the information to other government departments and council services such as Council Tax, Electoral Services, St. Helens and Knowsley Hospital Trust, pensions, passports, and libraries.

To register the death and ask about the ‘Tell Us Once Service’, book an appointment on 0151 443 2900
I would like to provide feedback on the health and/or social care I have received?
Contact Healthwatch Knowsley

0151 449 3954

or visit

www.healthwatchknowsley.co.uk
Question

How do I get involved in shaping the Health & Social Care services of the future?

Answer overleaf
Answer

Healthwatch Knowsley
0151 449 3954
enquiries@healthwatchknowsley.co.uk

Knowsley Older People’s Voice
0151 449 3954
www.kopv.org.uk

Knowsley Being Involved Group (BIG)
0151 480 8883
BIGgroup@kdc.org.uk
How do I apply for a Blue Badge?

Answer overleaf
You will need to complete an application form which can be obtained from any Knowsley One Stop Shop.

The Kirkby Centre
Norwich Way
Kirkby
L32 8XY

Municipal Buildings
Archway Road
Huyton
L36 9YU

Prescot Shopping Centre
Aspinall Street
Prescot
L34 5GA

Halewood Centre
Roseheath Drive
Halewood
L26 9UH

A form can also be posted to you by contacting Knowsley Council on 0151 489 6000 or downloaded from

You may be eligible to complete a shorter version of the application form if you are in receipt of certain qualifying benefits such as the higher rate of the mobility component of the Disability Living Allowance. You are advised therefore to have details of all benefits you receive when you request an application form.
What services can the Centre for Independent Living (CIL) offer?

Answer overleaf
The Centre for Independent Living (CIL) is a vibrant partnership of organisations and local services who work together to promote independence and mobility across Knowsley, and operate as a one stop shop for health and disability issues in Knowsley.

Services delivered from the CIL include:

- **Advocacy Services** (see card 30)
- **Wheelchair Service** (see card 22)
- **Falls and wellbeing** (see card 20)
- **Aids and Adaptations** (see cards 25 & 42)
- **Care & Repair** (see cards 22, 25 & 42)
- **Continence Service** (see card 24)
- **OT Assessments** (for Blue Badges) (see card 34)
- **The Deaf Service**
  - provides assessments to identify equipment which will enable people to live with increased safety and independence in the home environment. Referrals can be made via the Knowsley Contact Centre 0151 443 2600.
- **Visual Impairment Service**
  - is available to all Knowsley residents who have a sight problem that is not corrected with spectacles. 0151 244 4094
- **Integrated Community Equipment Service**
  - loans out equipment to support independent living, e.g. walking aids, bathing equipment, beds and mattresses. 0151 244 4380

Centre for Independent Living, Unit 11 Brickfields, Huyton Business Park, Merseyside L36 6HY
0151 244 4070 www.knowsleycil.org
The following cards are all relating to Community Safety
How do I get support after being a victim of crime?
General advice for victims
Victim Support Merseyside:
0151 353 4003
Second floor, Bridgewater Complex, Canal Street Liverpool, L20 8AH
How can I report unwanted callers and other rogue traders?
• If you’ve been targeted by unwanted callers or scams; **OR**

• If you’ve bought something which could be unsafe, fake, or mis-described; **OR**

• If you’ve been pressured into buying something you didn’t want, or had work done which isn’t right

You can report it to Knowsley Trading Standards via:

Citizens Advice Consumer Services

03454 04 05 06
What can I do about problems with anti-social behaviour?
You can report anti-social behaviour to the police by calling 101 or by dialling 999 in an emergency.

Alternatively, you can report anti-social behaviour to your registered social landlord, who will also provide support and advice.
I think I am targeted due to my disability, Race, Religion, sexuality or gender who can I contact for advice?
This could be a Hate Crime. Such crimes can include verbal abuse, violence, abusive calls or texts, damage to property, arson, dumping of rubbish, harassment and other behaviour.

For advice and assistance please call 101 and ask to speak to Merseyside SIGMA Unit Officers. In an emergency always call 999.
I think I might be suffering from domestic abuse, how can I get support?
Community Safety

The First Step
0151 548 3333

National Domestic Violence Helpline
0808 2000 247
Community Safety

Question

How can I contact my local Police Station?

Answer overleaf
Community Safety

Answer

Police neighbourhood Offices;
Huyton – 0151 777 6229/6228
Prescot – 0151 777 6346/6335
Halewood – 0151 777 6455/6440
Kirkby – 0151 777 6585/6557
Can I report a crime without anyone knowing it was me?
Contact **CrimeStoppers** anonymously on
0800 555 111
Twitter: @crimestoppersuk
Facebook: @crimestoppers
YouTube: @crimestoppersuk
I’m concerned about my own or someone else’s safety. Who can I contact?
Concerns can be reported to the Multi Agency Safeguarding Hub (MASH) via Knowsley Access Team 0151 443 2600
The following cards are all relating to Home Life
How can I make my home more warm and cosy?
Free home energy checks and equipment are available to Knowsley residents aged 65 and over from Age UK Mid Mersey.

Contact enquiries@aukmm.org.uk or Roby Community Hub on 0151 559 3061
Question

How can I get a home fire safety check, and smoke alarms fitted

Answer overleaf
If you rent your property from a private landlord they have a legal responsibility for fitting smoke alarms and other safety aspects of the property. Some Registered Social Landlords (such as KHT) will also look after these issues for tenants.

For home owners –
contact Merseyside Fire Safety Team on 0800 731 5958.

They offer these services free if you are over 65.
How do I find a tradesman, or get minor work carried out in my home?
The service is available to all Knowsley residents who require assistance with home repairs. Help and advice is available for:

- minor repairs
- accident prevention
- assistance after a hospital stay
- security

If you own your own home we can assist you to secure a reliable contractor for larger repairs or adaptations.
Where can I get advice about moving to more suitable housing, or about homelessness?
Knowsley Housing Options Service
0800 694 0280
What is the phone number of the Refuse Collectors?
For information about:

- When to put your refuse bins out
- Requesting a new bin

We can also offer an assisted service for elderly residents or people with a disability who are unable to place their refuse bins at the roadside and have no family or neighbours to assist them.

Contact Knowsley Council’s Waste and Environment department on 0151 443 2400
How can I get in touch with Knowsley Borough Council?
Contact the Main Switchboard for Knowsley Metropolitan Borough Council on

0151 489 6000

Alternatively, some issues can be dealt with or reported online which is quicker, easier, and free www.knowsley.gov.uk
What are the emergency numbers for Gas & Water?
For Gas contact:
0800 111 999

For Water contact:
0800 33 00 33
03456 723723
How can I apply for a free TV licence if I’m over 75?
Call
0300 790 6165
or apply online
www.tvlicensing.co.uk
Question

Who can help me if I am unable to feed myself or my family?

Answer overleaf
**Knowsley Foodbank.** You will need to get a voucher from an agency such as Citizens Advice Bureau, your child’s school, health visitor, or some GP’s Practices. Contact Big Help project on **0151 546 0470**.

**Kirkby Foodbank @ Northwood Chapel.** No voucher needed – just walk in. **07341 907988**

Mondays 10-11am Thursdays 4-5pm
Saturdays 10-11.30am)
Northwood Chapel, Bigdale Drive, L33 6XG
The following cards are all relating to Leisure & Social Activities
Question

Leisure & Social Activities

How do I find out how to get more Fit and Healthy?

Answer overleaf
If you want to get back into gentle exercise, through a 12 week structured or supported programme then contact the Activity for LIFE team.

0151 443 2200

For those aged 55 or over, the IKAN Team provide a range of social and physical activities to promote independence, reduce isolation and improve quality of life.

0800 694 0270
How can I access Leisure Centres in Knowsley?

Answer overleaf
There are 5 leisure centres in the borough:
- Volair Huyton
- Volair Kirkby
- Volair Halewood
- Volair Stockbridge Village
- Volair Prescot

For information on available activities and timetables contact
- 0151 443 2200
- www.volair.org.uk

To access leisure facilities people are required to register and obtain a Get Active card.

Contact 0151 443 2200
or active.leisure@volair.org.uk
Question

Would you like to be more physically active and meet new friends in your local community?

Answer overleaf
Leisure & Social Activities

4 The Older People’s Fun Olympics sessions take place each week in local Volair leisure centres at Kirkby, Halewood, and Huyton. You could try Boccia, Curling, Dominoes, Connect 4, Scrabble and much more.

Contact Geoff Lyon on 0151 430 7710 or email Geoff.lyon1@virginmedia.com

Age UK Mid Mersey offers a range of leisure and social activities for adults aged 50 plus from Roby Community Hub.

For more details contact enquiries@aukmm.org.uk or telephone 0151 559 3061

The IKAN Team provide a range of social and physical activities to promote independence, reduce isolation, and improve quality of life. Contact 0800 694 0270
Question

What do Knowsley Libraries have to offer me?

Answer overleaf
Leisure & Social Activities

• Borrow up to 10 items free of charge including Books, Stories on tape, CD and MP3, DVD’s, eBooks
• Free Internet use
• Family and Local History resources
• Reading groups
• Activities for Children and Families

To find out more please contact your local Library

Halewood
0151 443 2086

Huyton
0151 443 3734

Kirkby
0151 443 4289

Prescot
0151 443 5101

Stockbridge
0151 443 2501

Opening times
Mon 10am-5pm
Tuesday 10am-5pm
Wednesday all branches closed all day
Thurs 10am-1pm
Fri 10am-5pm
Sat 10am-1pm except Halewood
which is 10am-12:30pm

A home delivery service is also available 0151 443 4202

Knowsley Council
How can I join a group where I will continue to learn?
Family And Community Education (FACE) is Knowsley Council's adult and community earning service. Low or no cost learning opportunities from Maths, English, IT skills through to Cake Decorating, Flower Arranging, Card Making, Art, Photography, French, German, Spanish, Counselling, Mentoring, Pottery, Dressmaking and Sewing - at a variety of venues across Knowsley.

0151 443 2026/2052/2066/2067

FACE Forward provides learning activities offered in partnership with NHS 5 Boroughs Partnership supporting anyone over the age of 19 experiencing any form of mild to moderate mental health issue. Activities are aimed at improving well-being, self-worth, self-esteem, confidence, reducing anxiety, depression and social isolation. Contact 07500 818103 or 0151 430 1621.

Knowsley Libraries offer access to online learning, including practice for the driving theory test and a range of free courses offered by Learn My Way. See card 56 for contact details.

University of the Third Age (U3A) organise a range of educational, creative, and leisure activities for those who are retired or semi-retired

There are several local U3A groups:
Halewood 0151 486 6547
Huyton 0151 480 7854
Kirkby 07731 855978
Who can I contact for training to use a personal computer or laptop?
Family And Community Education Service (FACE) provide FREE drop in sessions to help with becoming more confident about using computers. There are FREE Entry Level Functional ICT skills courses that lead to a certificate. For the more advanced, FACE also offers ECDL courses at Levels 1, 2 and 3.

Contact 0151 443 2026/2052/2066/2067.

There are public PCs in all Knowsley Libraries, which are free to use. Library staff run “DigITal Helpdesk” bookable support sessions for anyone starting out with computers. These cover the basics, such as:

• How to use a mouse and keyboard
• How to search and explore the Internet
• How to set up and use an e-mail account
• How to stay safe online
• How to use online services, such as the Knowsley Council app

Please see card 56 for details of your local Library phone number, opening times, and to find out more.
How do I find out about local community groups and activities?
Leisure & Social Activities

Contact Healthwatch Knowsley for up to date details
0151 449 3954

or visit www.healthwatchknowsley.co.uk

KGV Sports Complex
Operated by One Ark
07715 002015

Roby Community Centre
Operated by Age UK
Mid Mersey
0151 559 3062

Swanside
Community Centre
Operated by Swanside Community Association
0151 489 2379

Mosscroft
Community Centre
Operated by One Ark in the Community
0151 480 4064

Northwood
Community Centre
Wendy Ferguson
07709902579 or 07704227654

Southdene
Community Centre
Southdene Community Association
0151 289 0419

Westvale Community Centre
Operated by Knowsley Youth Mutual
0151 443 4168

Bryer Road
Community Centre
Operated by Knowsley Youth Mutual
0151 443 4542

Copthorne
Adventure Playground
Operated by Juskidz
07927620102
I’m lonely but don’t feel confident attending new activities on my own

Answer overleaf
Knowsley Opening Doors is a befriender service providing opportunities for older people to make new friends and become more involved in the community.
Contact 0151 261 2000

The IKAN Team provide a range of social and physical activities to promote independence, reduce isolation, and improve quality of life.
Contact 0800 694 0270
How can I find out about the times of my local buses and trains?
Ring Traveline for up-to-date information on all local and national buses, trains and the Mersey Ferries.

Open 7am-8pm Monday-Friday and 8am-10pm Saturdays, Sundays and bank holidays, 364 days a year.

0871 200 2233
(calls charged at 12p per minute)
The following cards are all relating to Finance
I want to know more about Direct Payments? Where can I get information?
Knowsley Disability Concern
Tel: 0151 480 4090
How can I check that I am getting all the benefits I am entitled to?
There are a number of local agencies who can help you to check your circumstances and claim any entitlement:

- Age UK Mid Mersey 0151 559 3061
- Knowsley Citizens Advice Bureau 0344 826 9694
- Prescot & Whiston Advice 0151 443 4639
- Knowsley Carers Centre 0151 549 1412 (for Carers only)

If you need to arrange a visit at home you can contact:

- The Pension Service 0345 606 0265
- Knowsley Council Visiting Team on 0151 443 4045/4150
- Knowsley Housing Trust 0151 290 7000
  (for KHT residents only)
What benefits are available for people who care for someone?
For information and advice, or to make a claim, contact the Cares Allowance Unit

0345 608 4321

Alternatively visit:
www.gov.uk/carers-allowance/how-to-claim

Knowsley Council Visiting Team

0151 443 4045/4150
What benefits are available for people who have disabilities?
Personal Independence Payment:
To make a claim contact the PIP Claimline:
0800 917 2222
Alternatively visit www.gov.uk/pip

Attendance Allowance
To make a claim or for information and advice contact:
0345 605 6055
Alternatively visit:
www.gov.uk/attendance-allowance/overview
How do I find out about the State Pension?
For general help and advice contact the
Pension Service:
0345 606 0265

To obtain a State Pension Statement contact:
0345 300 0168

To claim State Pension contact:
0800 731 7898
Alternatively visit:
www.gov.uk/claim-state-pension-online
Where can I get help around my personal or workplace pension?
Citizens Advice North Liverpool deliver free face-to-face Pension Wise sessions within Knowsley which are available to book now.

A Pension Wise guidance appointment may help you if:

- You are approaching retirement or are 50 or over
- Have a defined contribution pension (not final salary pension)
- Have not had a guidance appointment before

To book a phone or face-to-face Pension Wise appointment call **0300 330 1001**. People can also get information and general guidance online at [www.pensionwise.gov.uk](http://www.pensionwise.gov.uk).
How do I claim Pension Credit?
To claim Pension Credit contact the Pension Credit Claim Line:
0800 99 1234

Alternatively visit:
www.gov.uk/pension-credit

For more information about Pension Credit contact The Pension Service
0345 606 0265
Question

Do I have to pay for Prescriptions, Dental services or Eye Tests?

Answer overleaf
You are entitled to free NHS prescriptions or eye tests if you are:

• under 16 or over 60 (or aged 16 to 18 and in full-time education)
• have a medical condition which qualifies for an exemption
• on Income Support
• receive other qualifying benefits or tax credits

You are entitled to free dental treatment if, when your treatment starts, you are:

• under 18 (or under 19 and in full-time education)
• pregnant or you’ve had a baby within the 12 months before treatment starts
• on Income Support or other qualifying benefits or tax credits
• staying in an NHS hospital and the hospital dentist carries out your treatment

For more information contact NHS England 0300 311 2233

If you are required to pay for NHS prescriptions, eye tests or dental treatment:
Help with Health Costs helpline 0300 330 1343
How do I find out about Winter Fuel Payments?
Contact
Knowsley’s Energy Efficiency Officer
0151 443 5817

Winter Fuel claim and helpline
0345 915 1515
How do I find out if I am entitled to help with my Housing or Council Tax costs?
Call the Housing Benefits and Revenues Team on 0151 443 4042 or visit www.knowsley.gov.uk/residents/benefits-and-grants
Where can I access safe and affordable lending and savings schemes?
Credit Unions provide a range of local financial services including savings, savings-based lending and, in some circumstances, instant loans.

**Enterprise Credit Union (Huyton)**
0151 482 0177
(With sub-offices in Prescot, Page Moss and Halewood)

**Knowsley Mutual Credit Union (Kirkby)**
0151 545 3380

**Southdene Credit Union (Kirkby)**
0151 548 5200
Question

I am struggling to pay my bills and debts, where can I go for help?

Answer overleaf
Loan sharks offer illegal loans at extremely high cost, often using threats to get their money back. Contact the Illegal Money Lending Team on 0151 282 1122 or 0300 555 2222 or email stoploansharks@knowsley.gov.uk
Who can help me get ready for employment and find a job?
**Next Steps** can help you create a CV, fill application forms and prepare for interviews. They may also be able to alert you to local jobs as they become available.
Contact **0151 546 0470**

**Knowsley Works** is a free service for anyone living in Knowsley who is over 16 years of age and employed, or on notice of redundancy. This includes information, advice and guidance, job search, help completing application forms, CV preparation, and interview training.
Contact **0151 443 5010**
<table>
<thead>
<tr>
<th>Contact</th>
<th>Telephone</th>
<th>CARD No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity for Life Team</td>
<td>0151 443 2200</td>
<td>53</td>
</tr>
<tr>
<td>Adaptations to my home</td>
<td></td>
<td>25, 42</td>
</tr>
<tr>
<td>Admiral Nurses</td>
<td>0151 244 4369</td>
<td>11</td>
</tr>
<tr>
<td>Advocacy Hub</td>
<td>0151 486 4045</td>
<td>30</td>
</tr>
<tr>
<td>Age UK Mid Mersey</td>
<td></td>
<td>44, 55, 63</td>
</tr>
<tr>
<td>Alcohol Addiction Services</td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>Alzheimers Society (Knowsley)</td>
<td>0151 426 4433</td>
<td>11</td>
</tr>
<tr>
<td>Anti Social Behaviour</td>
<td></td>
<td>38</td>
</tr>
<tr>
<td>Approved Tradespeople</td>
<td></td>
<td>46</td>
</tr>
<tr>
<td>Attendance Allowance</td>
<td></td>
<td>65</td>
</tr>
<tr>
<td>Index</td>
<td>Contact</td>
<td>Telephone</td>
</tr>
<tr>
<td>-------</td>
<td>---------</td>
<td>-----------</td>
</tr>
<tr>
<td>Benefits Advice</td>
<td>63, 64, 65</td>
<td></td>
</tr>
<tr>
<td>Bereavement Support</td>
<td>31</td>
<td></td>
</tr>
<tr>
<td>BIG (Being Involved Group)</td>
<td>0151 480 8883</td>
<td>33</td>
</tr>
<tr>
<td>Big Help Project</td>
<td>0151 546 0470</td>
<td>52</td>
</tr>
<tr>
<td>Blue Badges</td>
<td>34</td>
<td></td>
</tr>
<tr>
<td>Brain Charity</td>
<td>0151 298 2999</td>
<td>18, 19</td>
</tr>
<tr>
<td>CAB (Citizens Advice Bureau - Knowsley)</td>
<td>0344 826 9694</td>
<td>63, 73</td>
</tr>
<tr>
<td>Cancer Screening Programmes</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Cancer Support</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Care &amp; Repair Knowsley</td>
<td>0151 548 6668</td>
<td>22, 25, 46</td>
</tr>
<tr>
<td>Contact</td>
<td>Telephone</td>
<td>Card No.</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>---------------------</td>
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</tr>
<tr>
<td>Carers Centre (Knowsley)</td>
<td>0151 549 1412</td>
<td>28, 63</td>
</tr>
<tr>
<td>Carers Support</td>
<td></td>
<td>28, 64</td>
</tr>
<tr>
<td>Centre for Independent Living (CIL)</td>
<td></td>
<td>35</td>
</tr>
<tr>
<td>Change Grow Live</td>
<td>0151 546 9557</td>
<td>17</td>
</tr>
<tr>
<td>Chemists</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Citizens Advice (National)</td>
<td>03454 04 05 06</td>
<td>37</td>
</tr>
<tr>
<td>City Health Partnership</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>Clinical Commissioning Group (Knowsley)</td>
<td>0151 244 4126</td>
<td>1</td>
</tr>
<tr>
<td>Community Centres</td>
<td></td>
<td>59</td>
</tr>
<tr>
<td><strong>Index</strong></td>
<td><strong>Contact</strong></td>
<td><strong>Telephone</strong></td>
</tr>
<tr>
<td>-----------</td>
<td>-------------</td>
<td>---------------</td>
</tr>
<tr>
<td><strong>Community Therapy Team (Knowsley)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Continence Service (Assessment)</strong></td>
<td>0151 244 3343</td>
<td></td>
</tr>
<tr>
<td><strong>Continence Service (Supplies)</strong></td>
<td>0151 244 4380</td>
<td></td>
</tr>
<tr>
<td><strong>Cooked</strong></td>
<td>0151 728 3109</td>
<td></td>
</tr>
<tr>
<td><strong>Council Tax</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Credit Unions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Crime Reporting</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Crime Stoppers</strong></td>
<td>0800 555 111</td>
<td></td>
</tr>
<tr>
<td><strong>Deaf Service</strong></td>
<td>0151 443 2600</td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Contact</td>
<td>Telephone</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-----------</td>
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</tr>
<tr>
<td>Debt Advice</td>
<td></td>
<td>73</td>
</tr>
<tr>
<td>Dementia Support</td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>Dental Care</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>Direct Payments</td>
<td></td>
<td>62</td>
</tr>
<tr>
<td>Domestic Abuse</td>
<td></td>
<td>40</td>
</tr>
<tr>
<td>Domestic Violence Helpline (National)</td>
<td></td>
<td>0808 200 0247</td>
</tr>
<tr>
<td>Drug Addiction Services</td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>Employment Support</td>
<td></td>
<td>74</td>
</tr>
<tr>
<td>Energy Efficiency Officer (Knowsley)</td>
<td></td>
<td>0151 443 5817</td>
</tr>
<tr>
<td></td>
<td></td>
<td>44, 70</td>
</tr>
<tr>
<td>Index</td>
<td>Contact</td>
<td>Telephone</td>
</tr>
<tr>
<td>-----------------------</td>
<td>------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Enterprise Credit Union</td>
<td>0151 482 0177</td>
<td>72</td>
</tr>
<tr>
<td>Equipment Service (Knowsley)</td>
<td>0151 244 4380</td>
<td>23</td>
</tr>
<tr>
<td>FACE (Family and Community Education)</td>
<td>0151 443 2026</td>
<td>57, 58</td>
</tr>
<tr>
<td>Falls and wellbeing Service</td>
<td>0151 244 3362</td>
<td>20</td>
</tr>
<tr>
<td>Falls Support</td>
<td>0151 548 3333</td>
<td>20, 21</td>
</tr>
<tr>
<td>Fire Safety Advice</td>
<td>0800 731 5958</td>
<td>45</td>
</tr>
<tr>
<td>First Step Project</td>
<td>0151 548 3333</td>
<td>40</td>
</tr>
<tr>
<td>Foodbanks</td>
<td>0151 482 0177</td>
<td>52</td>
</tr>
<tr>
<td>Footcare (Podiatry)</td>
<td>0800 731 5958</td>
<td>8</td>
</tr>
<tr>
<td>Gas Emergencies</td>
<td>0800 111 999</td>
<td>50</td>
</tr>
<tr>
<td>Service</td>
<td>Telephone</td>
<td>Index</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>-------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Hate Crime</td>
<td></td>
<td>39</td>
</tr>
<tr>
<td>Healthwatch Knowsley</td>
<td>0151 449 3954</td>
<td>29, 32, 33, 59</td>
</tr>
<tr>
<td>HIV Support</td>
<td></td>
<td>14</td>
</tr>
<tr>
<td>Homelessness Support</td>
<td></td>
<td>47</td>
</tr>
<tr>
<td>Housing Benefit</td>
<td></td>
<td>71</td>
</tr>
<tr>
<td>Housing Options Service (Knowsley)</td>
<td>0800 694 0280</td>
<td>47</td>
</tr>
<tr>
<td>IKAN Team</td>
<td>0800 694 0270</td>
<td>20, 53, 55, 60</td>
</tr>
<tr>
<td>Illegal Money Lending Team</td>
<td>0151 282 1122</td>
<td>73</td>
</tr>
<tr>
<td>Integrated Community Equipment Service</td>
<td>0151 244 4380</td>
<td>35</td>
</tr>
<tr>
<td>Index</td>
<td>Contact</td>
<td>Telephone</td>
</tr>
<tr>
<td>------------</td>
<td>--------------------------------</td>
<td>-------------------</td>
</tr>
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<td><strong>Integrated Wellness Service</strong></td>
<td>0800 0731202</td>
</tr>
<tr>
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<td><strong>Jubilee Debt Advice</strong></td>
<td>0151 546 0470</td>
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<tr>
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<td><strong>KDC (Knowsley Disability Concern)</strong></td>
<td>0151 480 4090</td>
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<td>0151 290 7000</td>
</tr>
<tr>
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<td><strong>Kirkby Foodbank</strong></td>
<td>07341 907988</td>
</tr>
<tr>
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<td><strong>Knowsley Council (General number)</strong></td>
<td>0151 489 6000</td>
</tr>
<tr>
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<td><strong>Knowsley Council (Service Enquiries)</strong></td>
<td>0151 443 2600</td>
</tr>
<tr>
<td></td>
<td><strong>Knowsley Mutual Credit Union</strong></td>
<td>0151 545 3380</td>
</tr>
<tr>
<td></td>
<td><strong>Knowsley Works</strong></td>
<td>0151 443 5010</td>
</tr>
<tr>
<td>Contact</td>
<td>Telephone</td>
<td>CARD No.</td>
</tr>
<tr>
<td>---------</td>
<td>-----------</td>
<td>---------</td>
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<tr>
<td>KOPFO (Older Peoples Fun O’lympics)</td>
<td>0151 430 7710</td>
<td>55</td>
</tr>
<tr>
<td>KOPV (Knowsley Older Peoples Voice)</td>
<td>0151 449 3954</td>
<td>33</td>
</tr>
<tr>
<td>KPAIS (Knowsley Pensioners Advocacy and Information Service)</td>
<td>0151 449 3706</td>
<td>30</td>
</tr>
<tr>
<td>Learning Opportunities</td>
<td></td>
<td>57, 58</td>
</tr>
<tr>
<td>Leisure Centres</td>
<td></td>
<td>54</td>
</tr>
<tr>
<td>Library Services (Knowsley)</td>
<td></td>
<td>56, 57</td>
</tr>
<tr>
<td>Life After Bereavement</td>
<td>0151 549 1412</td>
<td>31</td>
</tr>
<tr>
<td>Lifestyle Support</td>
<td></td>
<td>16</td>
</tr>
<tr>
<td>Index</td>
<td>Contact</td>
<td>Telephone</td>
</tr>
<tr>
<td>-------</td>
<td>------------------</td>
<td>-------------</td>
</tr>
<tr>
<td></td>
<td>Listening Ear</td>
<td>0151 488 6648</td>
</tr>
<tr>
<td></td>
<td>Lyndale Cancer Support</td>
<td>0151 489 3538</td>
</tr>
<tr>
<td></td>
<td>MABS (Money Advice and Budgeting Service)</td>
<td>0151 292 5022</td>
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<tr>
<td></td>
<td>Macmillan Cancer Support</td>
<td>01744 647000</td>
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<tr>
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<td>MASH (Multi Safeguarding Hub)</td>
<td>0151 443 2600</td>
</tr>
<tr>
<td></td>
<td>Meals (delivery service)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mental Health Support</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Neurological Support</td>
<td></td>
</tr>
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<td></td>
<td>Next Steps</td>
<td>0151 546 0470</td>
</tr>
<tr>
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<td>NHS 111</td>
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<td>Telephone</td>
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<tr>
<td>----------------------------------------</td>
<td>----------------------------</td>
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<tr>
<td>NHS England</td>
<td>0300 3112233</td>
<td>1, 5, 7</td>
</tr>
<tr>
<td>Opening Doors Service</td>
<td>0151 261 2000</td>
<td>60</td>
</tr>
<tr>
<td>Opticians (Home Visits)</td>
<td>x</td>
<td>6</td>
</tr>
<tr>
<td>Pension (Personal or Workplace)</td>
<td>x</td>
<td>67</td>
</tr>
<tr>
<td>Pension (State Pension)</td>
<td>x</td>
<td>66</td>
</tr>
<tr>
<td>Pension Credit</td>
<td>0300 330 1001</td>
<td>68</td>
</tr>
<tr>
<td>Pension Wise</td>
<td>0345 606 0265</td>
<td>67</td>
</tr>
<tr>
<td>The Pensions Service</td>
<td>x</td>
<td>63, 66</td>
</tr>
<tr>
<td>PIP (Personal Independence Payment)</td>
<td>x</td>
<td>65</td>
</tr>
<tr>
<td>Index</td>
<td>Contact</td>
<td>Telephone</td>
</tr>
<tr>
<td>-------</td>
<td>---------</td>
<td>-----------</td>
</tr>
<tr>
<td>Police</td>
<td>x</td>
<td>38, 41</td>
</tr>
<tr>
<td>Prescot &amp; Whiston Advice Centre</td>
<td>0151 443 4639</td>
<td>63</td>
</tr>
<tr>
<td>Refuse Collection</td>
<td></td>
<td>48</td>
</tr>
<tr>
<td>Sahir House</td>
<td>0151 237 3989</td>
<td>14</td>
</tr>
<tr>
<td>Scams</td>
<td></td>
<td>37</td>
</tr>
<tr>
<td>Smoking Cessation</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>Southdene Credit Union</td>
<td>0151 548 5200</td>
<td>72</td>
</tr>
<tr>
<td>Stroke Association</td>
<td>0151 529 3125</td>
<td>18</td>
</tr>
<tr>
<td>Stroke Support</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td>Contact</td>
<td>Telephone</td>
<td>CARD No.</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>---------------------</td>
<td>----------</td>
</tr>
<tr>
<td>TASK (Trader Approved Scheme Knowsley)</td>
<td>0151 546 6680</td>
<td>46</td>
</tr>
<tr>
<td>Telecare Equipment</td>
<td>0151 443 2600</td>
<td>21</td>
</tr>
<tr>
<td>Transport (Public)</td>
<td></td>
<td>61</td>
</tr>
<tr>
<td>Traveline (bus, train, and ferry info)</td>
<td>0871 200 2233</td>
<td>61</td>
</tr>
<tr>
<td>TV Licensing</td>
<td>0300 790 6165</td>
<td>51</td>
</tr>
<tr>
<td>U3A (University of the Third Age)</td>
<td></td>
<td>57</td>
</tr>
<tr>
<td>Unwanted Callers</td>
<td></td>
<td>37</td>
</tr>
<tr>
<td>Victim Support Merseyside</td>
<td>0151 353 4003</td>
<td>36</td>
</tr>
<tr>
<td>Index</td>
<td>Contact</td>
<td>Telephone</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>--------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Visiting Team (Knowsley Council)</td>
<td>0151 443 4045</td>
<td>63, 64</td>
</tr>
<tr>
<td>Visual Impairment Service</td>
<td>0151 244 4094</td>
<td>35</td>
</tr>
<tr>
<td>Walk in Centre (Halewood)</td>
<td>0151 244 3532</td>
<td>4</td>
</tr>
<tr>
<td>Walk in Centre (Huyton)</td>
<td>0151 244 3150</td>
<td>4</td>
</tr>
<tr>
<td>Walk in Centre (Kirkby)</td>
<td>0151 244 3180</td>
<td>4</td>
</tr>
<tr>
<td>Water Emergencies</td>
<td>0800 33 00 33</td>
<td>50</td>
</tr>
<tr>
<td>Wheelchair Service (Knowsley)</td>
<td>0151 244 4100</td>
<td>22</td>
</tr>
<tr>
<td>Wheelchairs</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Winter Fuel Payments</td>
<td>70</td>
<td></td>
</tr>
</tbody>
</table>
Disclaimer

This directory has been compiled to signpost Knowsley residents and professionals to advice and information on Health & Social Care, Community Safety, Homelife, Leisure & Social Activities and Finance.

All listings have been provided via various organisations and agencies and are up to date as of February 2016. The compilers can accept no responsibility regarding the completeness or accuracy of this information.

If you identify any inaccurate information please write the details on this card and post it back to us (no stamp required)

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<th>Card Number</th>
<th>Amended information</th>
<th>Amended Contact details</th>
</tr>
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<tbody>
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</tbody>
</table>
This booklet is available in both printed and digital (pdf) versions. We would encourage those who are able to access the digital version to download it to their computer or smart device for easy reference.

How to download your digital booklet either; download from

www.kopv.org.uk/outreach-for-our-people-oops-booklet/
or scan the QR code below using these instructions:

- **Step one**: Download any QR code reader app from your devices app store
- **Step two**: Open the QR code reader app
- **Step three**: Scan the QR code