

Outreach for Older People Project



Information Pack for the Borough of **Knowsley**

The Information Pack is supported by the following agencies



The Princess Royal Trust
for Carers



First published October 2005

Please evaluate the booklet by answering these 3 questions:

1. How useful have you found this book (please circle one)

Very useful not very useful not useful at all

2. Would you recommend to a friend? **Yes / No**

3. Was the information you needed in here? **Yes / No**

Comments _____

Your Postcode _____

Please Pull Out and FREEPOST back
(freepost address on reverse)

Thanks for your help



Freepost RRYT LGLE ERY Y
Energy Projects Plus
Wirral Environment Centre
Falkland Road
Wallasey
Ch44 8ER

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:**

Health & Social Care

1

Community Safety

2

Homelife

3

Leisure & Social Activities

4

Finances

5

This information pack is also available in other formats upon request. Please call **0151 443 4875**

Emergency Telephone Numbers

Police, Ambulance or Fire Service	999
NHS Direct	0845 4647
Electrical Faults & Emergencies	0845 2722424
Gas Emergency Service	0800 111 999
United Utilities (water)	0845 7462200
Leakline	0800 330 033

The following cards are all relating to
Health & Social Care

Question

What can I do when I find it hard getting in & out of the bath?



Answer overleaf

Answer

Health & Social Care **1**

**Contact Knowsley Access Team
on 0151 443 2600**



Knowsley Council

Question

I want to get a new Doctor,
how can I change?



Answer overleaf

Answer

PALS (Patient Advice and Liaison Service) can provide you with a list of GPs in Knowsley that are registering new patients.

**You can contact PALS on
FREEPHONE 0800 073 0578.**

Question

1

**Should I visit a dentist
regularly?**

**Do I need to visit a dentist
even if I have no teeth?**



Answer overleaf

Answer

Dental checks at least once a year are vital for a healthy mouth.

They can help with -

- Bleeding or swollen gums
- Bad breath
- Recognise the signs of oral cancer

If you are not registered with a Dentist or would like a list of Dentists taking new patient. **Contact PALS on 0800 073 0578**
In case of a Dental Emergency, if you are not registered with a Dentist **Contact PALS on 0800 073 0578 Monday to Friday 9am to 5pm or NHS Direct on 0845 46 47 at evenings and weekends**

Question

**I have fallen at home /
I am afraid of falling
at home...
What can I do?**



Answer overleaf

Answer

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 443 2870**

Question

What should I do if I have a foot problem?

1



Answer overleaf

Answer

Collect a referral form from your GP surgery.

If you require a home visit you must be completely housebound. Your GP will need to refer you.

The following people are eligible to be assessed for Podiatry or Chiropody treatment.

- People over 65
- People with Diabetes
- People with a chronic medical condition affecting their feet
- People with a disability affecting their feet

Priority for treatment will be based on individual need.

Question

I have some concerns about my health. Who can I contact for advice, as I cannot easily get out?



Answer overleaf

Answer

The Health Visitor for Older People could visit or advise you on health and social care problems and support you in making contact with the services that could help.

Telephone

0151 443 2870



Knowsley Council

NHS

Knowsley

Question

I would like to know how to manage my own long term health condition myself.



Answer overleaf

Answer

Health & Social Care **1**

**You can contact
Expert Patient Programme on
0800 0730 578**

Knowsley 
Primary Care Trust

Question

1

**How can I stay
mentally healthy?**



Answer overleaf

Health & Social Care

1

Answer

Socialise *Get Active* *Take time to relax*
Talk to people
Express your feelings *Be Creative*

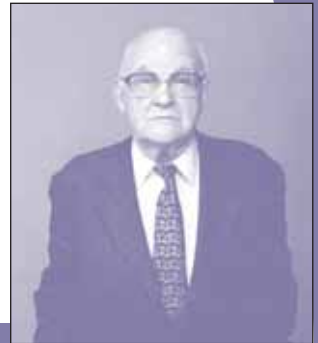
If you would like more information about how to stay mentally healthy then contact the

**Mental Health Promotion Team on
0151 285 6012**

Question

1

**I'm worried about mine or
someone else's
mental health.
What should I do?**



Answer overleaf

Answer

Health & Social Care

1



**Contact the
Knowsley Older People's
Mental Health Services**

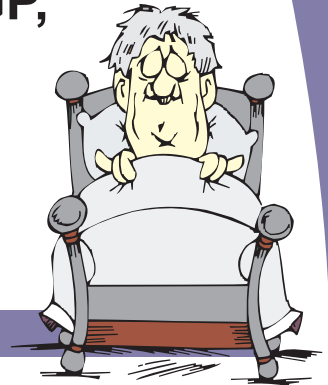
on **0151 289 5827**

who will provide further information
dependant on the nature of your query

Question

I feel unwell, but don't want to bother the GP, who can I talk to?

Answer overleaf



Answer

Health & Social Care

1

Your local Chemist can advise and provide treatment for minor ailments. Ask at you 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 Clinic

0151 244 31 80

Mon-Sat

8am - 8pm

Sundays inc Bank holidays

10am - 8pm

Huyton Walk in Centre

Nutgrove Villa

0151 244 3150

Mon til Sat

7am - 10pm

Sundays inc bank holidays

9am - 10pm

Halewood Walk in Centre

The Halewood Centre

0151 244 3535

Mon-Sat

8am - 8pm

Sundays inc bank holidays

10 am - 8pm

Knowsley



Primary Care Trust

Question

I need some advice and information about the NHS and social care I receive, who can I call confidentially?



Answer overleaf

Answer

Health & Social Care

1

The Patient Advice and Liaison Service (PALS) provides on-the-spot help, advice and information for patients, carers, friends or relatives.

**You can contact PALS on
FREEPHONE 0800 073 0578.**

Knowsley
Primary Care Trust



Question

**I have had a stroke were
do I go for help?**

Answer overleaf

1

Answer

Health & Social Care **1**

Contact the Stroke Association

0151 529 3125

northwest@stroke.org.uk

Family & Carer Support

0151 529 3753 or

01744 646 160

Communication Support

01744 646 163

Question

I have a neurological condition, where will I find help and support for myself and my family?

Answer overleaf

1

Answer

The Neurosupport Centre provides advice and information based on both individual disabilities, and also on issues such as welfare rights, employment issues and the law, holidays for disabled people, aids to communication, book launches, theatre productions, employment, work retention, retraining and alternatives to work.

0151 298 2999
0151 298 3289 (text phone)
0151 298 3282 (working lives).

Question

**Where do I go for
information about
Alzheimer's Disease
or Dementia?**



Answer overleaf

Answer

Health & Social Care

1

**Call Knowsley Borough
Alzheimer's Society**

Helpline 0151 426 4433

or

National 0845 300 0336

Willow House
168 Dragon Lane
Whiston
L35 3QY

**Alzheimer's
Society**

Leading the
fight against
dementia

Question

**I care for someone else,
where can I go to get
some support?**



Answer overleaf

Answer

Health & Social Care

1



**The Princess Royal Trust
Knowsley Carers Centre**

Kirkby office **0151 549 1412**

Halewood office **0151 448 9771**

Supporting Carers
Throughout Knowsley

Question

1

**Where are the Knowsley
Cancer Information and
Support Drop In Centres?**

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Know
Cancer in Knowsley


Knowsley Council

NHS
Knowsley

Answer overleaf

**Knowsley Cancer Information & Support Service
(KCISS)**

The free and friendly services are located at:-

Halewood,**One Stop Shop**

Every Mon 10.00 – 3.00pm

Kirkby**One Stop Shop**

Every Wed 10.00 – 3.00pm

Lyndale

Knowsley Cancer

Support Centre

40 Huyton Lane

Liverpool, L36 7XG

Every Tue 10.00 – 3.00pm

If you would like further information about the
Knowsley Cancer Information and Support Service
please contact Ann Turtle on **07824 597907** or
ann.turtle@knowsley.nhs.uk

Question

1

**How often will I be invited
to the NHS Cancer
Screening programmes?**



Answer overleaf

Answer

Health & Social Care **1**

Bowel Cancer Screening - men and women aged 60-69 (60 - 75 from April 2010) 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 self refer please phone for free on **0800 707 60 60**.

Breast Cancer Screening - women aged between 50 and 70 will be invited every three years. Women over the age of 70 can self refer. For further information please contact your GP practice.

Cervical Screening – women aged 25 to 64 years will be invited every three to five years. For further information and/or to book an appointment please contact your GP practice.

To receive invites to attend any of the above screening programmes you must be registered with a GP

Question

I have a query or would like more information about my medication, who can I ask?



Answer overleaf

Answer

**Ask your pharmacy.
You'll be taking good advice!**

If you don't know the number of your local
pharmacy then contact PALS
(Patient Advice and Liaison Service)
0800 073 0578

Question

Are you over 55 and need help and advice but don't know who to contact?

Answer overleaf

1

Answer

Health & Social Care 1

Contact the **IKAN Team** on
0800 694 0270

We'll arrange a convenient time to come and see you in your own home and discuss any issues or concerns you may have. The team member will then seek to find solutions for you.



Question

1

What is telecare and do I need telecare?

Answer overleaf



Answer

Health & Social Care **1**

Telecare provides a non-intrusive lifeline alarm unit which offers you and your carers new ways to manage home safety and help you to live more independently. A range of sensors can also be attached to the alarm unit, including:

Falls detectors

Smoke alarms

Bogus caller alarms

Flood detectors

Natural gas alarms

Pull cords

Chair and bed

occupancy sensors

Property exit sensors

Contact **Knowsley Access Team** on

0151 443 2600

You can also download the referral form at

www.knowsley.gov.uk/telecare

Question

1

**Are you interested in
your health and the
health of you
community?**



Answer overleaf

Answer

Health & Social Care **1**

If the answer is yes,
why not join your local **Community Health Forum**.

Halewood Huyton Kirkby
Prescot, Whiston & Cronton

For more information about when the next meeting
for your area takes place phone
0151 285 6016



Question

How can I get someone to speak on my behalf?

4



Answer overleaf

Answer

**Contact KNOWSLEY PENSIONERS
ADVOCACY AND INFORMATION
SERVICE on**

KIRKBY 0151 546 3088

HUYTON 0151 449 3706

KPAIS offer advocacy and information
services within the Knowsley Area

"Pensioners Supporting Pensioners"



Question

How do I get involved in shaping the services of the future?

1

Answer overleaf

Answer

Health & Social Care **1**

You can get involved in many ways:

Attending Public meetings

Join a focus group

Complete a survey or questionnaire

Become a Volunteer or Community Champion

Please call **Engagement and Involvement Team**
for more information

0151 244 3457



Question

**How can I make my
opinion matter?**

1

Answer overleaf

Answer

Health & Social Care **1**

By getting involved with **Knowsley LINK** you can help shape Health and Social Care Services in your community.

**Contact the
Knowsley LINK Support Team on:**

0151 489 1222

kls@knowsleycvs.org

www.knowsleylink.org.uk



The following cards are all relating to
Community Safety

Question

How can I get minor repair work carried out on my home?



Answer overleaf

Answer

**Contact the Care and Repair
Handyperson
0151 548 6668**

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



Question

2

**Can I report a crime
without anyone
knowing it was me?**



Answer overleaf

Community Safety **2**

Answer

**For your safety you will not
be asked for your name or details.**

Calls will not be traced or recorded.

Call CRIMESTOPPERS

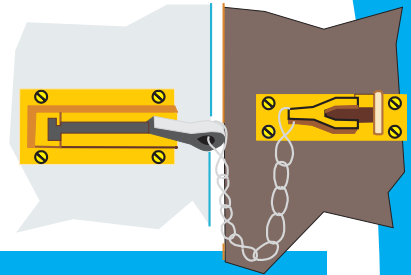
0800 555 111



Question

2

Who can I get advice from about home security?



Answer overleaf

Answer

Community Safety 2

**Crime Reduction Officer
0151 709 6010**



Knowsl@y Council



Question

**How do I get support
after being a victim
of crime?**



Answer overleaf

Answer

Community Safety **2**

**Contact your Local Victim Support
Knowsley
0151 480 9704**

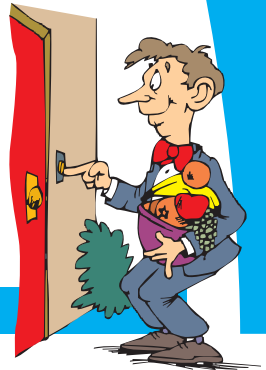
Provides support and information
for anyone affected by crime



Question

How can I feel confident to say NO to unwanted callers?

Answer overleaf



Answer

Community Safety **2**

Just contact
Consumer Direct
0845 04 0506

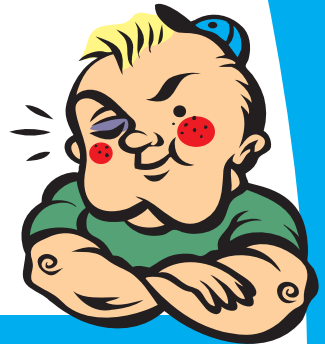


Knowsl@y Council

Question

2

**Do you have problems
with anti-social
behaviour?**



Answer overleaf

Answer

Community Safety **2**

If you are having trouble with
anti-social behaviour

PREVENTION SERVICES
0151 443 2000



Knowsl@y Council

The following cards are all relating to

Home Life

Question

Home Life

CARD

31

3

How can I make my home more warm and cosy?

Answer overleaf



Answer

Contact

THE ENERGY EFFICIENCY TEAM

to find out about the range of information
on how to save energy

0800 512 012

Phone if you own or rent your home and
live in Knowsley to check if you qualify
for a grant for loft and/or cavity wall
insulation.



Question

3

**Can I get help
with my house work
and shopping?**



Answer overleaf

Answer

Home Life **3**

**Call AGE CONCERN KNOWSLEY on
0151 449 3537**

and speak to the Home Services Manager
to find out about the hourly rates for house
work and for shopping services.

AGE Knowsley
Concern

Question

Home Life

CARD

33

3

**What is the phone
number of the
Refuse Collectors?**



Answer overleaf

Answer

Home Life **3**

**Contact the
Refuse Collection Service
0151 443 2400**



Knowsl@y Council

Question

**How can I get in touch
with my Borough
Council?**



Answer overleaf

Answer

Home Life

3

**Contact the Main Switchboard
for Knowsley Metropolitan
Borough Council on
0151 489 6000**



Knowsl@y Council

Question

I own or rent my home.

Can I get help to make it warmer?

Answer overleaf

3



Answer

Home Life

3

Contact

THE GOVERNMENT WARM FRONT TEAM
0800 316 2814

You could qualify for insulation and heating measures, if you own or privately rent your home and have children under 16; are pregnant and have been given a MAT B1 Certificate; are over 60 or disabled and are on a qualifying income related benefit such as:

- Income Support
- Housing Benefit
- Council Tax Benefit
- Pension Credit (guaranteed income part only)
- A disability benefit



Question

3

How can I get a home fire safety check and smoke alarms fitted free of charge?



Answer overleaf

Answer

Home Life **3**

**Call Free on
0800 731 5958**

If your community group would like a talk
on fire safety then contact
Community Fire Safety Team
on **0151 480 8926**



Question

3

What are the emergency numbers for Gas & Water?



Answer overleaf

Answer

Home Life **3**

**For Gas contact:
0800 111 999**

**For Water contact:
0845 7 46 22 00
0800 33 00 33**

Question

How can I get in touch with my Local Police?



Answer overleaf

Answer

Home Life **3**

Contact your
Local Police Call Centre
0151 709 6010
to report crimes that don't require
urgent assistance.

In an EMERGENCY always call 999



Question

**How do I get a tradesman
or gardener that I
can rely on?**

3

Answer overleaf



Answer

Home Life **3**

Contact

TRADER APPROVED SCHEME KNOWSLEY
0151 546 6680

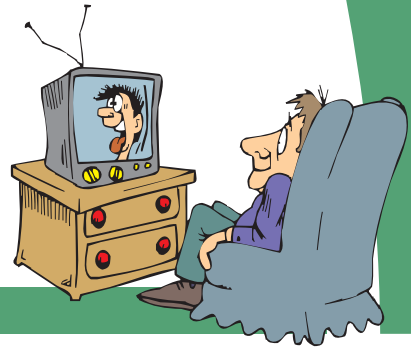
T.A.S.K. is a trader approved scheme specifically designed to help the elderly and vulnerable members of the community



Question

3

How can I apply for a free TV licence if I'm over 75?



Answer overleaf

Answer

Home Life 3

To find out call
0845 602 33 34
to apply for a **free TV Licence**
for the over 75's



Question

How can I get fresh fruit and vegetables delivered to my front door?



Answer overleaf

Answer

Home Life 3

The Veggie Van delivers fresh fruit and vegetables to Knowsley residents.

For more information or
to place an order please call

0151 290 0193



The following cards are all relating to

Leisure & Social Activities

Question

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

4



Answer overleaf

Answer

**Give ACTIVITY FOR LIFE a call on
0151 443 3109**

If you want to get back into gentle exercise, or to try different activities such as chair based exercise, then contact the Activity for Life team.



Knowsley Council

Question

4

**Who can swim for free
and where?**



Answer overleaf

Answer

Anyone aged 19 or under or if your over the age of 60

Scotchbarn Leisure Centre, Halewood Leisure Centre, Huyton Leisure Centre and Kirkby Leisure Centre.

Over 60's can swim:

Mon - Fri 6.30am - 3.00p.m. Sat & Sun all day including summer holidays and bank holidays.

For more information contact **0151 443 2200** or your local Leisure Centre.

swim 4 life



Question

4

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



Answer overleaf

Answer

Leisure & Social Activities



Why not join in the **Older People's Fun Olympics** sessions taking place in a leisure centre near you.

You could try Boccia, Curling, Dominoes, Connect 4, Scrabble and much more.

Kirkby Sport Centre	Wed 1pm - 4pm
Halewood Leisure Centre	Thurs 10.30am - 12.00noon
Huyton Leisure Centre	Thurs 1pm - 3pm
Whiston Willis Space for Sports and Arts Building	Thurs 1pm - 3pm

For more information contact **0151 443 2157**

Question

4

**How can I join a
Sequence Dancing
group or Tea Dance?**



Answer overleaf

Answer

There are lots of **Sequence Dancing Groups and Tea Dance** afternoons happening around the borough.

If you would like more information about where and when they are taking place please phone:

Kirkby Suite

0151 443 4063/4064

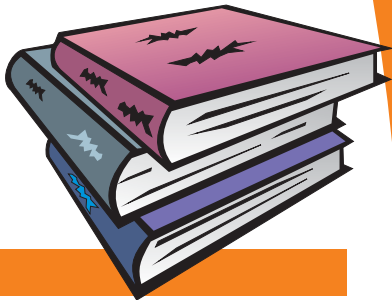
Huyton Suite

0151 443 3761

Question

4

I can't get out of the house, so how can I use the library?



Answer overleaf

Answer

Leisure & Social Activities

4

**The Library will come to you, call
0151 443 4223**

Knowsley Library Service can either arrange for books to be delivered to you or let you know the nearest Mobile Library stop to your home, allowing you to select your own books.

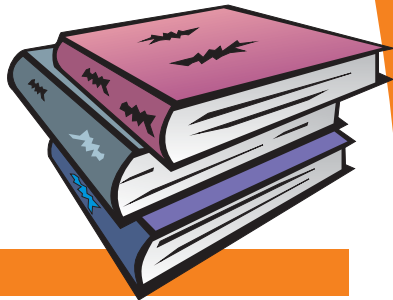


Knowsl@y Council

Question

4

**What does Knowsley
Library have to offer me?**



Answer overleaf

Answer

Leisure & Social Activities

4

Something for everyone - including
Borrow up to 20 items free of charges
Books, Stories on tape, CD and MP3
Free Internet use
Family and Local History resources
Reading groups

To find out more please contact your local Library

Halewood

0151 443 2086

Huyton

0151 4433734

Kirkby

0151 443 4290

Page Moss

0151 489 9814

Prescot

0151 426 6449

Stockbridge

0151 480 3925

Whiston

0151 426 4757

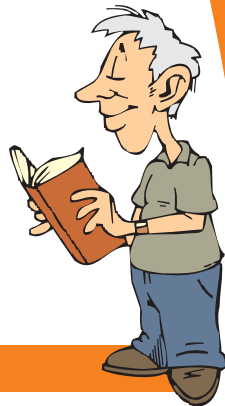
Mobile

0151 443 4223

Question

4

**How can I join a group
where I will continue to
learn?**



Answer overleaf

Answer

Join your local U3A Group

Huyton	0151 480 9404
Halewood	0151 475 5870
Prescot	0151 426 5881

U3A groups are members of the Third Age Trust. The main purpose is to encourage lifelong learning for those who are no longer in gainful employment.



Question

4

How can I get my voice heard on the issues affecting me?



Answer overleaf

Answer

If you are aged over 50
and live in Knowsley
**Join the KNOWSLEY OLDER
PEOPLE'S VOICE
0151 443 4875**

This is your opportunity to get
your voice heard!



Question

**How can I get in touch
with my local Age
Concern?**



Answer overleaf

Answer

Contact
AGE CONCERN KNOWSLEY
0151 480 4632

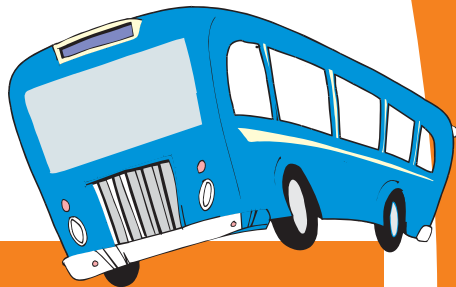
Nutgrove Villa,
1 Griffiths Road, Huyton, Merseyside,
L36 6NA

AGE Knowsley
Concern

Question

4

How can I find out the times of my local buses or trains?



Answer overleaf

Answer

**Ring Traveline for up-to-date
information on all local & national
buses, trains and the Mersey Ferries.**

Open 7am-8pm Monday - Friday
and 8am-8pm Saturdays,
Sundays and Bank Holidays.

364 days a year

0871 200 2233



5

The following cards are all relating to

Finance

Question

**I want to know more about
Direct Payments? Where
can I get information?**

Answer overleaf

Answer

Finances **5**

**Knowsley Disability Concern –
Direct Payments Support Service.**

We provide information, advice and guidance
about Direct Payments.

For more information please
call Development Officer **0151 480 8873**
or email **andrew.gilbert@knowsley.gov.uk**

Question

How can I check that I am getting all the benefits I am entitled to?



Answer overleaf

Answer

Finances **5**

**Simply call The Pension Service on
0845 6060265**

And ask for a benefit health check

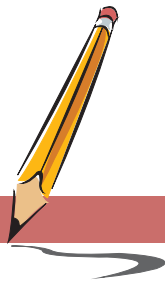
**Knowsley MBC
0151 443 4042
www.knowsley.gov.uk**



Question

I need help completing my benefit form. Where can I go for help?

Answer overleaf



Answer

Finances **5**

You can contact
The Pension service on
0845 6060265

Knowsley Councils Housing Benefit Visitors
0151 443 4042

Age Concern
0151 480 4632

Knowsley Pensioners Advocacy Service
0151 449 3706

Question

What benefits are available for people who care for someone?



Answer overleaf

Answer

Finances **5**

If you are caring for someone
in receipt of a health based benefit
you may be able to claim
CARERS ALLOWANCE,

to find out contact

0845 608 4321

or contact

The Pension Centre on

0845 60 60 265

Knowsley MBC

0151 443 4042

www.knowsley.gov.uk



Knowsl@y Council

Question

Finance

CARD
56

5

What benefits are available for people who have disabilities?



Answer overleaf

Answer

Finances

5

**Disability Living Allowance
& Attendance Allowance**
are based purely on your health
and are tax free,

to find out more call

0800 88 22 00

or contact

The Pension Centre on

0845 60 60 265

Knowsley MBC

0151 443 4042

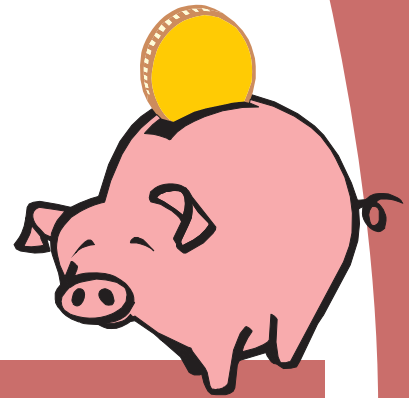
www.knowsley.gov.uk



Knowsl@y Council

Question

How can I get a forecast of my State Pension?



Answer overleaf

Answer

Finances **5**

**To find out call
0845 3000 168**

to request a forecast of
your State Pension at any
stage in your working life



Part of the Department
for Work and Pensions

Question

Finance

CARD

58

5

**How do I find out about
any aspect of my State
Pension?**



Answer overleaf

Answer

Finances

5

**Contact the Pension Service
0845 6060265**

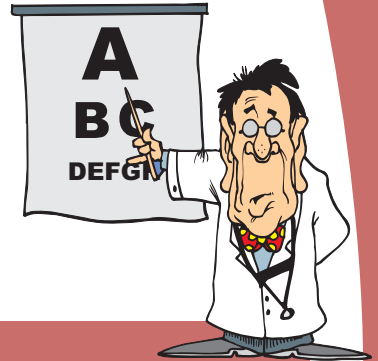
For advice and information
on any aspect of retirement
pension and other related
pension benefits



Part of the Department
for Work and Pensions

Question

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



Answer overleaf

Answer

Finances

5

**For more information contact
Patient Advice and Liaison Service (PALS)
Freephone 0800 073 0578**

Knowsley
Primary Care Trust



Question

I would like free and Independent welfare rights advice & information?

5



Answer overleaf

Answer

Finances **5**

Simply call one of the following

Knowsley Pensioners Advocacy Services	0151 546 3088
Age Concern	0151 480 4632
Citizens Advice Bureau	0845 1221 300
Huyton Advice Centre	0151 489 7313
Prescot Advice Centre	0151 443 4639
Kirkby Unemployed Centre	0151 548 0001
Knowsley MBC	0151 489 6000

Question

Finance

CARD

61

5

**How do I find out
about Winter Fuel
Payments?**



Answer overleaf

Answer

Finances **5**

To find out call
0845 9 151515
to apply for Winter Fuel Payments



Part of the Department
for Work and Pensions

Question

How do I find out if I am entitled to help with my Housing or Council Tax Benefit?



Answer overleaf

Answer

Finances

5

**Contact Knowsley Metropolitan
Borough Council on
0151 489 6000
0151 443 4042**



Knowsl@y Council

Contact	Telephone	CARD No.
Activity For Life	0151 443 3109	40
Age Concern Knowsley	0151 480 4632	32, 50, 60
Alzheimer's Society <i>Local Helpline</i> <i>National Helpline</i>	0151 426 4433 0845 300 0336	14
Benefits Advice <i>(Carers Allowance)</i>	0845 608 4321	55
Benefits Advice <i>(Disability Living Allowance/ Attendance Allowance)</i>	0800 88 22 00	48, 56
Cancer Information Drop-in	07824 597907	16

Contact	Telephone	CARD No.
Cancer Screening		17
Citizens Advice Bureau (CAB)	0845 1221 300	60
Community Health Forum	0151 285 6016	21
Community Older Persons Team (COPT)Well Being Service	0151 443 2870	4
Completing Benefit Forms		
<i>KMBC</i>	0151 443 4042	
<i>Age Concern</i>	0151 480 4632	
<i>The Pension Service</i>	0845 6060265	
<i>KPAIS</i>	0151 449 3706	54

Contact	Telephone	CARD No.
Crime Reduction Officer	0151 709 6010	27
Crimestoppers	0800 555 111	26
Dancing Groups		
<i>Kirkby Suite</i>	0151 443 4063	
	0151 443 4064	
<i>Huyton Suite</i>	0151 443 3761	45
Direct Payments	0151 480 8873	52
Energy Efficiency Team	0800 512 012	31
Engagement & Involvement	0151 244 3457	23
Expert Patient Programme	0800 073 0578	7
Fire Safety Officer	0800 731 5958	36

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Contact	Telephone	CARD No.
Gas Emergency	0800 111 999	37
Government Warm Front Grant	0800 316 2814	31
Handy Person Scheme	0151 548 6668	25
Health Visitor for Older People	0151 443 2870	6
Huyton Advice Centre	0151 489 7313	60
IKAN Team	0800 694 0270	19
Kirkby Unemployed Centre	0151 548 0001	60
Knowsley Access Team	0151 443 2600	1
Knowsley LINK	0151 489 1222	24

Contact**Telephone****Index**

Knowsley Metropolitan Borough Council	0151 489 6000	34
Knowsley Older People's Voice	0151 443 4875	49
Knowsley Older Peoples Mental Health Services	0151 289 5827	9
Knowsley Pensioners Advice and Information Service (KPAIS)		
<i>Kirkby</i>	0151 546 3088	
<i>Huyton</i>	0151 449 3706	22, 54, 60
Library Service	0151 443 4223	46, 47

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Contact	Telephone	CARD No.
Mental Health Promotion Team	0151 285 6012	8
Merseytravel Traveline	0871 200 2233	51
NHS Direct	0845 46 47	
<i>(text phone)</i>	0845 606 4647	3
Neurological Advice/Services	0151 298 2999	13
Older People's Fun Olympics	0151 443 2157	44
Patient Advice and Liaison Service (PALS)	0800 073 0578	2, 3, 11, 18, 59
Pension Service (Knowsley)	0845 606 0265	53
Police (Local call centre)	0151 709 6010	38

Contact	Telephone	CARD No.
Prescot Advice Centre	0151 443 4639	60
Prevention Services	0151 443 2000	30
Princess Royal Trust Carers Centre		
<i>Kirkby</i>	0151 549 1412	
<i>Halewood</i>	0151 448 9771	15
Refuse Collection Service	0151 443 2400	33
State Pension Forecast	0845 3000 168	57
Stroke Association	0151 529 3125	12
Swimming	0151 443 2200	43
Telecare	0151 443 2600	20

Contact	Telephone	CARD No.
The Pension Centre	0845 60 60265	55, 56, 58
Trader Approved Scheme Knowsley (TASK)	0151 546 6680	39
Trading Standards	0151 443 4713	22
TV Licence	0845 602 33 34	40
U3A (University of the Third Age)		
Huyton	0151 480 9404	
Halewood	0151 475 5870	
Prescot	0151 426 5881	48
Veggie Van	0151 290 0193	41

Contact**Telephone****CARD
No.**

Victim Support (Knowsley)	0151 480 9704	28
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Walk In Centres

<i>Halewood</i>	0151 244 3535	
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<i>Huyton</i>	0151 244 3150	
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<i>Kirkby</i>	0151 244 3180	10
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Water Emergency	08457 46 2200	37
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Well Being Service	0151 443 5159	13
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Winner of the
**“Public Health
Partnership Award”**
from North West Public
Health Awards 2006



Winner of the
**“Environmental
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from Groundwork Merseyside
Awards 2006



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