

Outreach for Our People Project



Information
for the **Borough of Knowsley**

The Information Pack is supported by the following agencies



5 Boroughs Partnership 
NHS Foundation Trust




Knowsley
Clinical Commissioning Group



Alzheimer's Society
Leading the fight against dementia



healthwatch
Knowsley

First published October 2005 - This update March 2016

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 became 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 has been thoroughly updated and now reflects 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:**

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 449 3954**

1

The following cards are all relating to

Health & Social Care

Question

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



Answer overleaf

Answer

Health & Social Care

1

Contact Knowsley CCG
on **0151 244 4126**

NHS

Knowsley

Clinical Commissioning Group

or NHS England
0300 311 22 33

NHS

England

or contact the Practice you wish to
change to and complete a form

Question

I'm feeling unwell but cannot easily get out to visit my GP. Who can I contact for advice?

Answer overleaf



Health & Social Care **1**

Answer

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.



Question

I am struggling at home due to an injury or disability. How do I obtain therapy at home?



Answer overleaf

1

Answer

Health & Social Care 1

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.

5 Boroughs Partnership 
NHS Foundation Trust

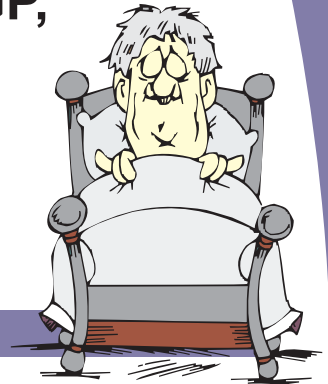
Alternatively, you can call Knowsley Council who will talk through what you might need and the support that is available on 0151 443 2600 or visit www.livewellknowsley.info



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 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

5 Boroughs Partnership



NHS Foundation Trust

Question

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



Answer overleaf

Answer

Health & Social Care 1

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



Question

How do I arrange an
Opticians visit at
home?



Answer overleaf

Answer

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.

Question

1

What can I do if I have concerns about my teeth, gums, or mouth?



Answer overleaf

Answer

Health & Social Care **1**

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

Question

What should I do if I have a foot problem?



Answer overleaf

Answer

Health & Social Care 1

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 offer home visits for patients who are housebound but referrals must be made by a health care professional who can confirm that the person is unable to leave their home to receive their care.

Question

**I'm worried about mine or
someone else's
mental health.**

What should I do?

Answer overleaf



Answer

Health & Social Care 1

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.

Question

What can I do for myself to help stay mentally healthy?

Answer overleaf



Answer

Health & Social Care 1

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.

Question

Who can I contact if I am worried about my memory, or have a diagnosis of Alzheimer's Disease or other form of Dementia?

1

Answer overleaf



Answer

Health & Social Care **1**

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**



5 Boroughs Partnership 
NHS Foundation Trust

Question

1

Where can people diagnosed with cancer access information and support?



Answer overleaf

Answer

Health & Social Care **1**

Lyndale Cancer Support
40 Huyton Lane
Huyton
L36 7XG
0151 489 3538



Macmillan Cancer Support
St. Helens & Knowsley drop in Centre
01744 647000

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Question

1

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

Answer overleaf



Health & Social Care 1

Answer

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



Question

**Who can I talk to about
HIV issues for myself or a
family member?**

Answer overleaf

1

Answer

Health & Social Care **1**

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



Question

1

How do I access support to stop smoking?



Answer overleaf

Answer

Health & Social Care **1**

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

Answer

Health & Social Care **1**

Integrated Wellness Service

0800 0731202 (free)

or

0151 289 9555



Question

**Where can I go for advice
on alcohol or drug
addiction?**

Answer overleaf

1

Answer

Health & Social Care **1**

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**



Knowsley Council

Question

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



Answer overleaf

Answer

Health & Social Care

1

The Stroke Association for Knowsley

0151 529 3125

(Information, Advice & Support Service)

0151 529 2210

(Communication Support Service)

Stroke
association

You can also contact The Brain Charity

Tel: 0151 298 2999

E-mail: info@thebraincharity.org.uk

www.thebraincharity.org.uk



Question

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

Answer overleaf

1

Answer

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



Question

1

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



Answer overleaf

Answer

Health & Social Care **1**

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.wellbeingsservice@5bp.nhs.uk

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

5 Boroughs Partnership 
NHS Foundation Trust

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.livewellknowsley.info**

Question

How can I call for help in the event that I fall at home, or have a similar emergency?

Answer overleaf



Answer

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**

Question

**Who do I contact if I
require a wheelchair?**



Answer overleaf

Answer

Health & Social Care **1**

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

Question

I have finished using the equipment supplied to me by the therapist, who do I contact to collect it?

Answer overleaf

1

Answer

Health & Social Care **1**

Call the Knowsley Equipment Service

0151 244 4380

or email

ICES@5bp.nhs.uk

5 Boroughs Partnership 
NHS Foundation Trust

Question

Who should I contact to get a regular delivery of continence products?

Answer overleaf

1

Answer

Health & Social Care **1**

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@5bp.nhs.uk

5 Boroughs Partnership 

NHS Foundation Trust

Question

**I am struggling at home
and need advice about
special equipment or
adaptations for my home?**

1

Answer overleaf



Answer

Health & Social Care **1**

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.livewellknowsley.info**



Knowsley Council

Question

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?



Answer overleaf

Answer

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.livewellknowsley.info**



Knowsley Council

Question

I find cooking for myself difficult. Who can deliver ready prepared meals?



Answer overleaf

Health & Social Care **1**

Answer

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.livewellknowsley.info**



Knowsley Council

Question

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



Answer overleaf

Answer

Health & Social Care

1

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**



Knowsley Council

Question

I have a long-term health condition. What support groups are available?



Answer overleaf

Answer

Health & Social Care **1**

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.livewellknowsley.info



Knowsley Council

Question

Who can I ask to speak on my behalf?

1



Answer overleaf

Answer

Health & Social Care **1**

For older people: Knowsley Pensioners
Advocacy and Information Service (KPAIS)

0151 449 3706 or 0151 546 3088



For other adults: Advocacy Hub

Tel. 0151 244 4090



Question

What services are available to support those who are bereaved?



Answer overleaf

Answer

Health & Social Care **1**

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

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**



Question

I would like to provide feedback on the health and/or social care I have received?



Answer overleaf

Answer

Health & Social Care

1

Contact Healthwatch Knowsley

0151 449 3954

or visit

www.healthwatchknowsley.co.uk

healthwatch
Knowsley

Question

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

1

Answer overleaf

Answer

Health & Social Care **1**

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



Question

1

How do I apply for a
Blue Badge?



Answer overleaf

Answer

Health & Social Care **1**

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

www.knowsley.gov.uk/residents/roads/apply-for-a-parking-blue-badge

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.

The following cards are all relating to
Community Safety

Question

2

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



Answer overleaf

Answer

Community Safety **2**

Contact **CrimeStoppers** anonymously on
0800 555 111

Twitter: @crimestoppersuk

Facebook: @crimestoppers

YouTube: @crimestoppersuk



Question

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



Answer overleaf

Answer

Community Safety 2

General advice for victims

Victim Support Merseyside:
0151 353 4003

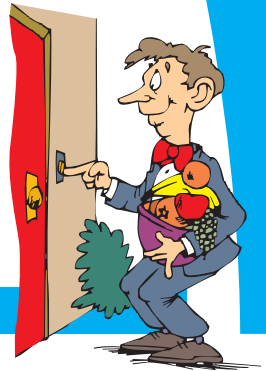
Second floor, Bridgewater Complex, Canal Street
Liverpool, L20 8AH



Question

How can I report unwanted callers and other rogue traders?

Answer overleaf



Community Safety **2**

Answer

- 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:

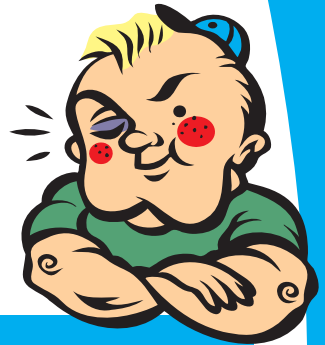
Citizens Advice Consumer Services
03454 04 05 06



Question

2

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



Answer overleaf

Answer

You can report anti-social behaviour to the police by calling **101** or dial **999** in an emergency.

Alternatively, you can report anti-social behaviour to your registered social landlord, who will also provide support and advice.

Question

2

I think I am targeted due to my disability, Race, Religion, sexuality or gender who can I contact for advice?

Answer overleaf

Answer

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**

Question

I think I might be suffering from domestic abuse, how can I get support?



Answer overleaf

Answer

Community Safety **2**

**The First Step
0151 548 3333**



**National Domestic Violence Helpline
0808 2000 247**

Question

How can I contact my local Police Station?



Answer overleaf

Answer

Community Safety 2

Police neighbourhood Offices;

Huyton – **0151 777 6229/6228**

Prescot – **0151 777 6346/6335**

Halewood – **0151 777 6455/6440**

Kirkby – **0151 777 6585/6557**



Question

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



Answer overleaf

Answer

Community Safety **2**

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

I'm concerned about my own or someone else's safety. Who can I contact?

Answer overleaf

Answer

Community Safety 2

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

Question

Home Life

CARD

44

3

How can I make my home more warm and cosy?

Answer overleaf



Answer

Home Life 3

Contact
Knowsley's Energy Efficiency Officer
0151 443 5817



Knowsley Council

Question

3

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



Answer overleaf

Answer

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.

Question

3

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

Answer overleaf



Answer

Home Life 3

Contact
Trader Approved Scheme Knowsley
0151 546 6680



Question

3

Where can I get advice about moving to more suitable housing, or about homelessness?

Answer overleaf

Answer

Home Life **3**

Knowsley Housing Options Service
0800 694 0280



Question

Home Life

CARD

48

3

What is the phone number of the Refuse Collectors?



Answer overleaf

Answer

Home Life 3

For information about:

- When to put your refuse bins out
- Requesting a new bin
- Help putting your bin out
(if you are elderly or have a disability)

Contact Knowsley Council's
Waste and Environment department on
0151 443 2400



Knowsley Council

Question

3

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



Answer overleaf

Answer

Home Life 3

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**



Knowsley Council

Question

3

What are the emergency numbers for Gas & Water?



Answer overleaf

Answer

Home Life 3

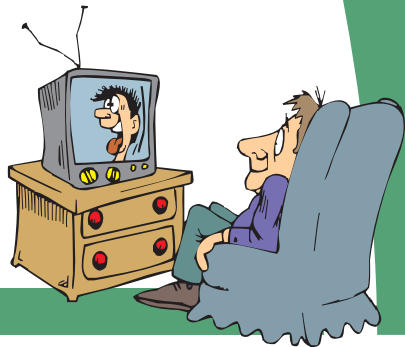
**For Gas contact:
0800 111 999**

**For Water contact:
0800 33 00 33
03456 723723**

Question

3

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



Answer overleaf

Answer

Home Life **3**

Call
0300 790 6165

or apply online
www.tvlicensing.co.uk

 **TV LICENSING**

Question

3

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



Answer overleaf

Answer

Home Life 3

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

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

4



Answer overleaf

Answer

Leisure & Social Activities

4

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

Question

How can I access Leisure Centres in Knowsley?



Answer overleaf

Answer

Leisure & Social Activities

4

There are 5 leisure Centres in the borough:

**Knowsley Leisure and Culture Park
Kirkby Leisure Centre
Halewood Leisure Centre
Stockbridge Neighbourhood Centre and
Prescot Soccer Centre**

For information on available activities and timetables contact

0151 443 2200

www.activeknowsley.com

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

Contact **0151 443 2200**

or **www.activeknowsley.com/Account/Join**



Knowsley Council

Question

4

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



Answer overleaf

Answer

Leisure & Social Activities

4

The Older People's Fun Olympics sessions take place each week in local 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



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

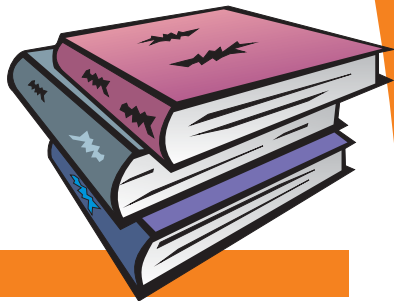
Contact **0800 694 0270**

5 Boroughs Partnership 
NHS Foundation Trust


Knowsley Council

Question

**What do Knowsley Libraries
have to offer me?**



Answer overleaf

Answer

Leisure & Social Activities

4

- 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

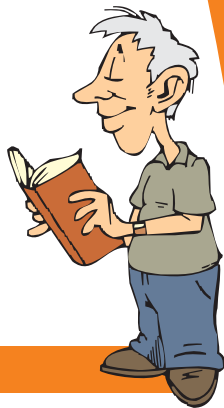
Sat 10am-1pm except Halewood
which is 10am-12:30pm

A mobile Library and Home Delivery Service, for those with mobility problems, are also available **0151 443 4202**

Question

4

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



Answer overleaf

Answer

Leisure & Social Activities

4

Family And Community Education (FACE) is Knowsley Council's adult and community learning 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.



Knowsley Council

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**



Question

4

Who can I contact for training to use a personal computer or laptop?

Answer overleaf



Answer

Leisure & Social Activities

4

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**.

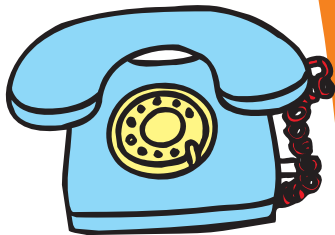
There are public PCs in all Knowsley Libraries, which are free to use. Library staff run "DigITal Helpdesk" bookable support sessions for anyone starting out with computers. These cover the basics, such as:

- 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.

Question

**How do I find out about
local community groups
and activities?**



Answer overleaf

Answer

4

Contact

Healthwatch Knowsley

for up to date details

0151 449 3954

or visit

www.healthwatchknowsley.co.uk

healthwatch
Knowsley

Question

4

**I'm lonely but don't feel
confident attending new
activities on my own**

Answer overleaf



Answer

Leisure & Social Activities

4

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**



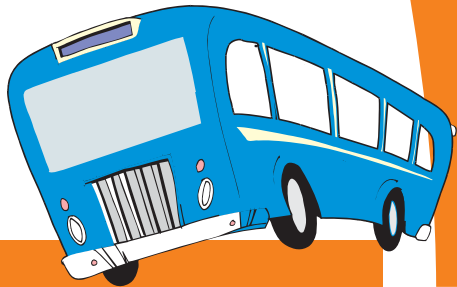
The **IKAN Team** provide a range of social and physical activities to promote independence, reduce isolation, and improve quality of life.

Contact **0800 694 0270**

Question

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

4



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-10pm Saturdays,
Sundays and Bank Holidays.

364 days a year

0871 200 2233

(calls charged at 12p per minute)



5

The following cards are all relating to

Finance

Question

Finance

CARD

62

5

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



Answer overleaf

Answer

Finances **5**

**Knowsley Disability Concern
Tel: 0151 480 4090**



Question

Finance

CARD
63

5

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



Answer overleaf

Answer

Finances **5**

There are a number of local agencies who can help you to check your circumstances and claim any entitlement:

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)

Question

What benefits are available for people who care for someone?



Answer overleaf

Answer

Finances **5**

For information and advice, or to make a claim
contact the Carers Allowance Unit

0345 608 4321

Alternatively visit:

www.gov.uk/carers-allowance/how-to-claim

Knowsley Council Visiting Team on

0151 443 4045/4150

Question

Finance

CARD
65

5

What benefits are available for people who have disabilities?

Answer overleaf



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:

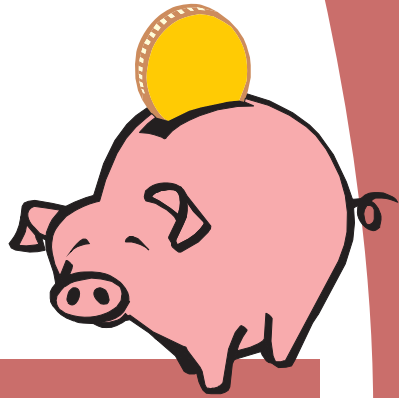
0345 605 6055

Alternatively visit:

www.gov.uk/attendance-allowance/overview

Question

How do I find out about the State Pension?



Answer overleaf

Answer

Finances **5**

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

Question

Finance



5

**Where can I get help
around my personal or
workplace pension?**

Answer overleaf

Answer

Finances 5

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**.



Question

Finance

CARD
68

5

How do I claim Pension Credit?



Answer overleaf

Answer

Finances 5

To claim Pension Credit contact the Pension
Credit Claim Line :

0800 99 1234

Alternatively visit:

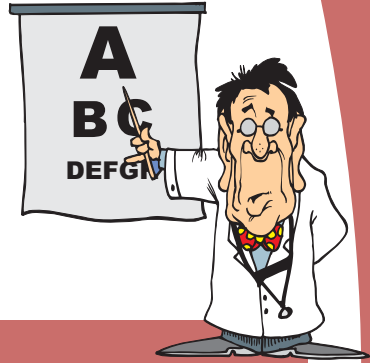
www.gov.uk/pension-credit

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

Answer

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**

Question

Finance

CARD

70

5

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



Answer overleaf

Answer

Finances **5**

Contact
Knowsley's Energy Efficiency Officer
0151 443 5817

Winter Fuel claim and helpline
0345 915 1515



Knowsley Council

Question

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

Answer overleaf

Finance

CARD

71

5



Answer

Finances **5**

Call the
Housing Benefits and Revenues Team
on
0151 443 4042



Knowsley Council

Question

Where can I access safe and affordable lending and savings schemes?



Answer overleaf

Answer

Finances 5

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

Answer

Finances 5

Knowsley Citizens Advice Bureau
0344 826 9694



Jubilee Debt Advice
0151 546 0470

JUBILEE
Debt Advice

Money Advice and Budgeting Services (MABS)
0151 292 5022

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**

Question

Who can help me get ready for employment and find a job?



Answer overleaf

Answer

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**



Contact**Telephone**

Activity for Life Team	0151 443 2200	53
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Admiral Nurses	0151 244 4369	11
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CAB (Citizens Advice Bureau - Knowsley)	0344 826 9694	63, 73
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Care & Repair Knowsley	0151 548 6668	22, 25, 42
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Change Grow Live	0151 546 9557	17
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Citizens Advice (National)	03454 04 05 06	37
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Housing Options Service (Knowsley)	0800 694 0280	47
IKAN Team	0800 694 0270	20, 53, 55, 60
Illegal Money Lending Team	0151 282 1122	73
Integrated Wellness Service	0800 0731202	16
Jubilee Debt Advice	0151 546 0470	73
KDC (Knowsley Disability Concern)	0151 480 4090	62

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Contact	Telephone	CARD No.
KHT (Knowsley Housing Trust)	0151 290 7000	63
Kirkby Foodbank	07341 907988	52
Knowsley Council (General number)	0151 489 6000	34,49
Knowsley Council (Service Enquiries)	0151 443 2600	3,17,20,21, 25,26,27,29
Knowsley Mutual Credit Union	0151 545 3380	72
Knowsley Works	0151 443 5010	74
KOPFO (Older Peoples Fun O'lympics)	0151 430 7710	55

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KOPV (Knowsley Older Peoples Voice)	0151 449 3954	33
KPAIS (Knowsley Pensioners Advocacy and Information Service)	0151 449 3706	30
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Lyndale Cancer Support	0151 489 3538	12

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MABS (Money Advice and Budgeting Service)	0151 292 5022	73
Macmillan Cancer Support	01744 647000	12
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Prescot & Whiston Advice Centre	0151 443 4639	63
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Southdene Credit Union	0151 548 5200	72
Stroke Association	0151 529 3125	18
Stroke Support		18
TASK (Trader Approved Scheme Knowsley)	0151 546 6680	46

Contact	Telephone	CARD No.
Telecare Equipment	0151 443 2600	21
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Victim Support Merseyside	0151 353 4003	36
Visiting Team (Knowsley Council)	0151 443 4045	63,64
Walk in Centre (Halewood)	0151 244 3532	4

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Contact	Telephone	CARD No.
Walk in Centre (Huyton)	0151 244 3150	4
Walk in Centre (Kirkby)	0151 244 3180	4
Water Emergencies	0800 33 00 33	50
Wheelchair Service (Knowsley)	0151 244 4100	22
Wheelchairs		22
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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)

Card Number	Amended information	Amended Contact details

Healthwatch Knowsley
Freepost RTCG-HGXH-LHRS
3rd Floor, North Wing, Suite 3b
Sefton CVS
Burlington House
Crosby Road North
Liverpool
L22 0LG

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



Designed and produced by Print Solutions, St Helens



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or scan the QR code below using these instructions:

