



Wirral Community
Health and Care
NHS Foundation Trust



Third Sector
Organisations Directory | 2019

Black, Asian and Minority Ethnic (BAME)

Wirral Change

Wirral Change is a black and racial minorities outreach service offering advice and guidance on jobs, education, training, self-employment, health and wellbeing.

Sessions from professionals and service providers aimed at increasing engagement and understanding within BAME communities:

- Women's Group meet every Wednesday and Friday 10.00am - 12.30pm, providing exercise and confidence classes.
- Carers Group meet on Thursdays from 1.00pm - 3.00pm, facilitating a range of activities to support the mental and physical wellbeing of carers.
- Polish Group meet every Tuesday 10.00am - 12noon for Polish communities who reside in Wirral.
- Arabic Group weekly meetings for individuals to meet, access peer to peer support and increase social inclusion in a culturally sensitive environment.
- The group meet every Saturday in a women only environment with children's activities for any children attending the group
- Offer a translation and interpreter service.
- Health and wellbeing team: One-to-one and outreach support with smoking cessation, drug and alcohol misuse and mental health issues.
- Employment: One-to-one tailored support with CV development, job searching and access to training and opportunities to improve employability prospects.

Contact details

St Laurence's School, St Laurence Drive,
Birkenhead, CH41 3JD

Tel: 0151 649 8177

Email: info@wirralchange.org.uk

Website: www.wirralchange.org.uk

Black, Asian and Minority Ethnic (BAME)

Wirral Multicultural Organisation

Wirral Multicultural Organisation offers a range of professional and culturally sensitive services to improve the overall health and wellbeing of the local BAME communities. A key focus is to support more vulnerable members of the local BAME community by providing language support, advocacy, social support and activities, assistance to access primary care services and advice and education services.

Services include:

- Bi-lingual health workers offer confidential, health related support and advice to women, men and families from the diverse communities on Wirral and support them to access primary health care and help with GP appointments. From time to time WMO also organises health checks, awareness events and various healthy activities and days out. Contact head office for further information.
- Community Services provide one to one advocacy, advice, guidance and support with benefits, housing, debt, finance, immigration, work related and personal issues for people from a range of black and minority ethnic communities. Contact head office for more information.

Contact details

Wirral Multicultural Centre, 111 Conway Street,
Birkenhead, Wirral, Merseyside, CH41 4AF

Tel: 0151 666 4547

Email: info@wmo.org.uk

Website: www.wmo.org.uk

Bereavement

Cruse Bereavement Care

Offers one-to-one support and bereavement support groups to adults aged 18 and over.

Contact details

Royal Standard House,
334 New Chester Road,
Birkenhead,
Wirral, CH42 1LE

Tel: 0151 645 6604

Email: wirral@cruse.org.uk

Website: www.cruse.org.uk/get-help/local-services/north-west/wirral



Dementia

Admiral Nurses (Dementia UK)

Admiral Nurses provide the specialist dementia support that families need. Nurses work alongside people with dementia and their families giving them one-to-one support, expert guidance and practical solutions.

Admiral Nurses are trained to help those suffering with dementia and their families through:

- Communication skills and techniques to help families stay in touch with loved ones.
- Ways of managing and preventing loved ones from being distressed.
- Help with additional support and care needs when times get hard.
- Support and advice line.

Contact details

Tel: 0800 888 6678 from 9.00am to 9.00pm Monday to Friday, and from 9.00am to 5.00pm during the weekend

Email: helpline@dementiauk.org

Website: www.dementiauk.org

Disability

Wired Wirral

Operating under the name Wired which stands for Wirral Information Resource for Equality and Diversity, the organisation aims to help disadvantaged people to live full and independent lives so that they can fully participate in society.

Services include:

- Carer support - Wirral – Helpline, news bulletin, counselling, carers register, emergency contact service and carers grants. The Carers Helpline aims to help carers by providing emotional/practical support. Furthermore, they provide advice on letting healthcare professionals know that you are a carer, how to continue working flexibly whilst caring and how to check for suitable benefits/extra money that you can claim.
- PALS team: provides a confidential service, helping sort out any concerns that a person may have about the care they are receiving, providing advice and guiding people through the different services available from the NHS.
- SEND - Wirral SEND Partnership is an impartial, independent and confidential service which gives free information, advice and support about matters relating to Special Educational Needs or Disabilities and is for parents or carers of children aged 0-25.
- Shopmobility: a scheme that hires manual and powered wheelchairs and powered scooters to members of the public who have limited mobility.
- Managed Personal budget: A personal budget is funding that is given to people who have been assessed as needing social care. People who might need this support are assessed and the results of the assessment are put in a support plan. The personal budget or direct payment is then used to provide the support listed in the plan.

Contact details

5 St John Street,
Birkenhead,
Wirral, CH41 6HY.

Tel: 0151 647 6162

Email: contact@wired.me.uk

Website: www.wired.me.uk

Carers Helpline: 0151 670 0777

(staffed Monday to Friday 9am until 4pm).

Email: cws@wired.me.uk

PALS Team Email: WirralPals@wired.me.uk

Disability

Wirral Mencap

Wirral Mencap is a local, independent charity that promotes equality for people with a learning disability - helping them to discover new opportunities, make new friends and feel valued and safe in their community.

Appointments are available for a confidential chat to identify ways of prioritising difficulties and finding solutions to overcome them. Services include:

- Help and support with paperwork.
- Support and guidance to ensure access to relevant services and to develop good working relationships with professionals.
- Guidance on planning for the future with information available concerning Wills and Trusts, Care Providers, Housing etc. Information on inclusive clubs and activities across Wirral. Contact head office for appointments.

Drop- in activities include:

- Monday lunch club - every Monday 12noon - 2.00pm
- Health club - Mondays 2.00pm - 3.30pm
- Men's club - Tuesdays 12noon - 2.00pm

Contact details

Wirral Mencap, 42 - 44 Market Street,
Birkenhead, Wirral, CH41 5BT

Tel: 0151 666 1829

Email: info@mencapwirral.org.uk

Website: www.mencapwirral.org.uk

Disability

Wirral Society of the Blind & Partially Sighted

Provide services to the blind/partially sighted people of Wirral. Financial support, daily living, advocacy support, social support groups, and services for children, younger people and families. Can help to face and overcome challenges through providing practical, social and emotional support.

Services include:

- Financial Support.
- Training to help users to use low level vision equipment, information technology and open up more opportunities for learning new skills.
- Advocacy Support
- Daily Living - through Ashville Lodge Resource Centre - users can receive demonstrations of a wide range of low vision equipment to help maintain independence.
- Social Support Groups - social and creative activity groups providing opportunities to talk to people who have faced difficulties and found ways to overcome them.

Contact details

Ashville Lodge, Ashville Road,
Birkenhead, Wirral, CH41 8AU

Tel: 0151 652 8877

Email: info@wirralsociety.org.uk

Website: www.wirralsociety.org.uk

Disability

Autism Together

Autism Together has grown from providing support to people with autism, to providing a wide range of living options, day services and community support to people from all over the UK.

Wirral specific services include:

- Registered care to over 90 people in a wide variety of housing across the Wirral.
- Community and Vocational Services to develop essential skills and reach their full potential. These are structured person centred programmes - ring the number given to book a place.
- Individual supported living packages for those who want to remain at home.
- Rainbow Resource Centre in Birkenhead offers a place where families and children can go to access a wide range of activities and support services. Parents can use the centre as respite and a place where their children can interact with others.
- Respite, short stay and emergency support. Operating out of The Ferns, they are able to offer overnight stays, weekend-long planned breaks, emergency and urgent breaks and sessional/school holiday support.

Contact details

6 Tebay Rd, Birkenhead, Wirral CH62 3PA

Tel: 0151 334 7510

Website: www.autismtogether.co.uk

Disability/older people

Merseyside Fire & Rescue Services

Merseyside Fire and Rescue Service is the statutory Fire and Rescue Authority responsible for all 999 fire brigade calls in Sefton, Knowsley, St. Helens, Liverpool and Wirral.

Providing essential fire and rescue control services in addition to:

- Free Home Fire Safety Checks.
- Protection for groups that may be vulnerable to a fire or escaping a fire, such as those who are deaf or hard of hearing.
- In some cases Merseyside Fire & Rescue Service may be able to provide a hard of hearing smoke alarm, which features a vibrating pad and light strobe.

Contact details

MF&RS Headquarters,
Bridle Road,
Bootle,
Merseyside, L30 4YD.

Tel: 0151 296 4000

Website: www.merseyfire.gov.uk

To arrange a Home Fire Safety Check call 0800 731 5958.

If you have concerns that a relative or friend may not be able to hear their smoke alarm in the event of a fire please call 0800 7315958.

If you are deaf or hard of hearing and require a Home Fire Safety Check, please Text 07864 995752.

Disability/older people

ICARE Meals

ICARE Meals have helped thousands of older people live independently at home, thanks to a wide range of home delivered hot and frozen meals and desserts.

Services include:

Wide range of meals and menus available for older people to release the burden of having to cook for themselves, and make life easier. Delivery is available for free but note that ICARE Meals is not a free of charge service. Ring the given number for pricing. Payment by credit/debit card only, and special dietary requirements can be accommodated - the meals are frozen and can be microwaved quickly.

Contact details

Unit 14, Commerce Park,
Campbeltown Road,
Birkenhead, Wirral CH41 9HP

Tel: 0151 644 1715

Website: www.icarecuisine.co.uk

Disability/older people

Helplink Community Support

This is a Wirral charity which provides practical help and friendship to older and vulnerable people in the community. Helplink aim to support local residents who are finding life a little difficult, by performing a range of tasks such as shopping, taking clients to medical appointments or social engagements, and offering friendship to those with no-one else.

Services include:

- Transport services - provide transport to day centres, lunch clubs, social groups, doctors, hospital and clinic appointments, shopping and general transport.
- Befriending - offering someone to chat to and a new friend to make. Offer support to all types of users but particularly those who are housebound or isolated, as these are usually the most lonely.

Contact details

7a Thingwall Rd, Irby, Wirral CH61 3UA

Tel: 0151 648 3322

Website: www.helplink.org.uk

Disability/older people

Medequip (including Manage at Home service)

Medequip Assistive Technology is the leading provider of community equipment services to local authorities and the NHS across the UK, delivering a wide range of equipment and support to people in their own homes, keeping people independent for longer.

Services include:

- Procurement, storage, delivery, installation, technical demonstration, repair, and maintenance, collection, cleaning and recycling homecare medical equipment.
- Continence products
- Ceiling track hoists
- Wheelchairs
- Sensory loss equipment
- Telecare
- Falls prevention services
- Minor adaptations

Contact details

Units 16-18, Croft Business Park
Thursby Road, Bromborough
Wirral, CH62 3PW

Email: wirral@medequip-uk.com

Tel: 0151 203 0404

Website: www.medequip-uk.com/contact/bromborough

8.30am to 5.00pm Monday - Friday

Manage at Home provide:

- An extensive range of mobility aids including walking aids such as rollators, walking sticks, walking frames and grab rails, seating aids such as support cushions, perching stools and chair raisers.
- A range of bedroom aids including profiling beds, overbed tables and Bradshaw beds as well as many kitchen aids, including kettle tippers, plus popular items such as circulation boosters and dressing aids.

Contact details

Email: info@manageathome.co.uk

Freephone: 0800 910 1864

Opening Hours: Help & Advice from 8.00am to 5.00pm, Monday - Friday.

Older people

Age UK Wirral

Age UK Wirral exists to promote the wellbeing of older people on the Wirral, helping to make later life a fulfilling and enjoyable experience. Services include carer support, health & activity classes, cancer patient support and support after being discharged from hospital, amongst many others.

Services include:

- Support after hospital: supports people who have been in hospital or who are at risk of being admitted to hospital. Support includes light housework, shopping and helping with referrals to other agencies. Transport services can help with getting to medical appointments and activities.
- Support people with a falls prevention exercise plan, and can look at ways to reduce risks associated with falling in the home. This may include assistance with occasional gardening or odd jobs to help make home a safer place.
- Health and Activity: based at Meadowcroft in Bromborough, offering an exciting range of physically, mentally and socially stimulating activities.
- Stanhope Court: offers residential accommodation and short term breaks for people with dementia, CQC rated good 31st July 2018.
- Day Care: There are two Elderly Mentally Ill units for people over 65. One is at the Devonshire Resource Centre, (Monday to Friday) and the other at Meadowcroft Community Wellbeing Hub, (Monday to Saturday), where they have a team of fully qualified professionals delivering a programme of stimulating activities to promote mental wellbeing.
- Phonelink: telephone service, which runs Mondays to Fridays, will give the elderly a regular telephone call for a friendly chat. (Call 0151 482 3456)
- Carer Support Service: Support service for those who care for older people with dementia to try to take some of the strain of caring with emotional and practical support.
- Cold weather army: a service provided by volunteers to help in emergency situations during a cold snap. Volunteers will call to warn about a change in the weather and offer support to stay safe and warm.
- Cancer patient support: working in partnership with Macmillan to provide practical and emotional support to people aged 60+ who have been diagnosed with cancer and are currently receiving treatment.

Contact details

Devonshire Resource Centre, 141 Park Road North, CH41 0DD.

Tel: 0151 482 3456

Email: enquiries@ageukwirral.org.uk

Website: www.ageuk.org.uk/Wirral

Older people

The Silver Line

The Silver Line is the only confidential, free helpline for older people across the UK open every day and night of the year. 68% of calls to the helpline are made at night and weekends.

Services include:

The specially-trained helpline team offer information, friendship and advice. They link callers to local groups and services, offer regular friendship calls and protect and support older people who are suffering abuse and neglect.

Contact details

Trade Tower, Calico Row, London, SW11 3YH

Tel: 0800 470 80 90

Email: info@thesilverline.org.uk

Website: www.thesilverline.org.uk



Housing/homelessness

Wirral Ark

Wirral Ark offer services for the homeless, for example a hostel which the homeless can access any time of the day. They also have a dedicated centre for the homeless, running a variety of sessions including budgeting, cookery, IT and creative skills.

Services include:

Homelessness prevention and accommodation services based in the address stated, provides self-contained studio flats, and a range of properties within the local community for more independent living.

Contact details

Mary Cole House,
7 Sidney Street,
Birkenhead,
Wirral, CH41 1BF

Tel: 0151 649 0111

Fax: 0151 649 0288

Email: enquiries@wirralark.org.uk

The Grand Trunk / Ark Angel Supported Housing,
43 Old Bidston Road,
Birkenhead,
Wirral, CH41 8EL

Tel: 0151 378 6787

Website: www.wirralark.org.uk

Housing/homelessness

Magenta Living

Magenta Living is the largest registered housing provider in Wirral and a not-for-profit organisation, owning and managing just under 13,000 properties.

Specialist welfare benefit advice service which aims to help maximise income and benefit entitlement and ensure users are in a good position to pay rent, charges and bills.

Specialist staff aim to help users:

- Manage budgets
- Reduce debts
- Apply for grants or funding
- Reduce bills
- Open a bank or Post Office account

Can offer help on the following:

- Housing Benefit
- Universal Credit
- Under Occupation
- Non-Dependent Deduction
- Benefit Cap

Contact details

Partnership Building,
Hamilton Street,
Birkenhead, CH41 5AA

Tel: 0808 100 9596

Email: contactus@magentalive.org.uk

Website: www.magentalive.org.uk

Housing/homelessness

Charles Thompson's Mission - Birkenhead

The Mission looks to help men and women who are homeless, poor and needy, out of poverty. They provide hot food, clothing, toiletries and other basic essentials, along with much love, care and compassion.

Open seven days a week, they have a drop in centre for the homeless and needy. Here they provide:

- Food
- Clothes
- Blankets
- Toiletries
- Pots and pans
- Shower facilities on site during opening hours
- Advice and someone to talk to

Contact details

Charles Thompson's Mission,
Hemingford Street,
Birkenhead CH41 4AP

Tel: 0151 647 7303

Website: www.charlesthompsonsmission.org.uk

Mental health

IAPT - Insight, Talking Together Wirral (TTW)

Talking Together Wirral (TTW) is a free and confidential service, commissioned by the NHS and is available to anyone aged 16+ who lives in the Wirral.

Insight Healthcare is a not-for-profit organisation providing free NHS talking therapy services across the UK.

TTW is delivered by Insight Healthcare and provides:

- Therapists with a broad range of specialist skills.
- Therapy for the following: low mood, depression, anxiety, stress, panic, anger, trauma, bereavement, loss, relationship difficulties, family problems, phobias.
- A range of talking therapies, advice, information and support.

Contact details

Tel: 0151 649 1859

Email: info@talkingtogetherwirral.org

Website: www.insighthealthcare.org/our-services/talking-therapies/find-a-service/wirral

Self referral process via website.

Mental health

Family Tree Wirral

Family Tree Wirral aim to support carers and families by providing the knowledge they need to be able to cope better with caring for someone with a mental illness, particularly where symptoms are more complex.

Family Tree Wirral run workshops and short courses helping people to understand what is going on when someone experiences a period of severe mental illness. They offer information sessions, advocacy and welfare benefits advice to carers and their family members and offer access to free counselling for carers. They also arrange theatre trips and days out.

Services include:

- Counselling for carers.
- Advocacy and advice for carers.
- Social activities.
- Family Action Support Group.
- Training and information events.
- Newsletter.

Contact details

The Stein Centre
St Catherine's Health Centre,
Derby Road,
Birkenhead CH42 0LQ

Tel: 0151 488 8159

Email: family.tree@cwpa.nhs.uk

Mental health

Wirral Mind

Help people in our local community achieve better mental health. Provides services for people who have mental health needs. Based at Chester Street Birkenhead, St Catherine's Health Centre and in the community throughout Wirral.

Drop in services at the Foundation Project Drop in Centre (Chester Street, Birkenhead):

- Drop in services include being able to access the café/restaurant in the Foundation project, daily activities and facilities which offer leisure and volunteering opportunities.
- Support workers on hand to talk about improving quality of life, taking back control and supporting one another.

Contact details

Tel: 0151 512 2200

Website: www.wirralmind.org.uk



Mental health/rehabilitation

Inclusion Matters Wirral

Inclusion Matters Wirral offers primary care based psychological interventions proven-to-work for common mental health issues (anxiety, depression and related disorders). It provides a stepped care approach (steps 2 and 3) and a range of interventions recommended by NICE guidance. They also work with those with coexisting problems with drugs and alcohol.

Referral into the service starts with an appointment with the GP. The service user must contact the GP and tell them about how they have been feeling. After visiting a GP, a service user and GP can then decide together to make a referral into Inclusion Matters to try a course of talking therapy. From here a suitable date and time will be made for the service users' appointment. Inclusion Matters offers face-to-face rehabilitation therapy.

Contact details

Units 24-28,
Woodside Business Park,
Birkenhead CH41 1EL

Website: www.inclusion-matters-wirral.org.uk

Pets

The Cinnamon Trust

Practical help, support and care for pets of older people and the terminally ill. The Cinnamon Trust works to preserve the relationship between owners and their pets helping owners to overcome any difficulties that might arise.

A national network of over 15,000 community service volunteers has been established to provide practical help when any aspect of day to day care poses a problem - for example, walking the dog for a housebound owner.

A national fostering service is provided for pets whose owners face a spell in hospital - volunteers take pets into their own homes and supply love and care until owner and pet can be reunited.

We also provide long term care for pets whose owners have died or moved to residential accommodation which will not accept pets.

Contact details

Tel: 01736 757 900



Palliative care

Wirral Hospice St John's

Wirral Hospice St John's provides specialist palliative care and support for people with severe and progressive disease, for which curative treatment is no longer possible. The hospice works in partnership with Wirral Hospital and Community Specialist Palliative Care team to provide a complete integrated service for patients, whilst extending care and support to their families and friends.

Wide range of patient care including:

- Hospice consultants.
- Admissions - caring for patients whose health needs are that complex they cannot be met elsewhere.
- Inpatients ward - 16 bed unit which operates 24 hours a day, 365 days a year.
- Outpatients provide supportive care to help patients to remain at home and enjoy a good quality of life wherever possible. Appointments are for patients under the care of the primary health care teams.
- Wellbeing centre has a relaxed and happy atmosphere and can help to improve quality of life and independence - sessions take place each week from Tuesday - Friday.

Contact details

Mount Road,
Higher Bebington,
Wirral, CH63 6JE

Tel: 0151 334 2778

Website: www.wirralhospice.org

Poverty

Wirral Food Bank

Wirral Food Bank provide three days' nutritionally balanced emergency food and support to local people who are referred to them in crisis. Part of a nationwide network of food banks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.

Provides three days' nutritionally balanced emergency food and support to local people who are referred in crisis. The food bank works with a range of local agencies who meet people at risk of going hungry. These may include Citizens Advice, children's centres and health visitors amongst others who can make referrals for people to the food bank by issuing them with a food bank voucher.

The food bank may be able to deliver a food parcel to a user's home, especially if they have mobility needs or are unwell.

Contact details

Unit 14,
Wirral Business Centre,
Dock Road,
Birkenhead, CH41 1JW

Tel: 0151 638 7090

Email: manager@wirralfoodbank.org.uk

Website: www.wirral.foodbank.org.uk

Rehabilitation

Wirral Ways to Recovery

Wirral Ways to Recovery is a free confidential drug and alcohol support for adults (including offenders), young adults, families, carers and affected others in Wirral. Referrals are usually self-referrals, or referrals from GPs. They provide a specialist health and wellbeing nursing team, community detox programme with residential and rehabilitation services.

Areas of experience include:

- Children and young people's services
- Criminal justice
- Family services
- Health and wellbeing
- Homelessness and accommodation
- Substance use
- Education and employment services
- Family/carers support services and a dedicated 'Think Family' team.

Contact details

Offices are based at:

Conway Street, Birkenhead

Chadwick Street, Moreton

Brighton Street, Wallasey

Tel: 0151 625 6902

Email: wirral.services@cgl.org.uk

Website: www.changegrowlive.org/content/wirral-ways-recovery

Book an appointment with any of the above services through the number given, or email to liaise with the team regarding appointment services.

Rehabilitation

Wirral Stroke Recovery Service

Wirral Stroke Recovery Service provides information, practical advice and emotional support following a stroke.

Support includes:

- Coordinated support throughout your stroke journey
- Home visits
- Leaflets, factsheets and information about living life after a stroke
- Help with returning to work
- Assistance with accessing local leisure and social activities
- Support for carers, and links to other organisations and networks

Contact details

109 Eastham Village Road,
Eastham,
Wirral, CH62 0AF

Tel: 0151 625 6902

Website: www.stroke.org.uk/finding-support/wirral-stroke-recovery-service

Email: julie.sartorius@stroke.org.uk

matthew.hebden@stroke.org.uk

liz.eddowes@stroke.org.uk

Rehabilitation

Spider Project

Spider Project is a well-being and recovery community project.

Spider project are partners with:

- Involve North West
- Wirral Ways to Recovery
- Hi-Impact Consultancy
- Wirral Borough Council

Services include a wide range of courses, many of these provide accredited and valuable qualifications to increase likelihood of employment. Classes also provided to increase well-being and activity, including:

- photography
- body fitness
- tai chi
- drama
- creative woodwork
- cycling
- cookery
- creative writing
- music production
- football

Contact details

56 Hamilton Street,
Birkenhead, CH41 5HZ

Tel: 0151 647 7723

Email: enquiries@spiderproject.org.uk

Website: www.spiderproject.org.uk

Rehabilitation

Headway Wirral

Headway Wirral is a local charity that works to improve life after brain injury. They provide support, services and information to people with an acquired brain injury, their relatives and carers. They work closely with health and legal professionals and provide guidance on such matters as social services and financial support.

Currently they provide a drop-in service (Tuesdays and Wednesdays), a social group (Thursdays) and a carers group which meets fortnightly.

These sessions takes place every Tuesday from 10.00am - 2.00pm at The Fountain Project, 90 - 92 Chester Street, Birkenhead, Wirral CH41 5DL and every Wednesday from 10.00am - 2.00pm at Meadowcroft, 304 Spital Road, Bromborough, Wirral CH62 2DE.

They also run a social group suitable for group members who have an acquired brain injury. This allows members to meet in a social setting, keep active, enjoy activities, and take part in outings and events.

Once a month, the group enjoy a day out to local places of interest, these trips take place on Thursdays and are generally the first Thursday of the month but can sometimes be altered to accommodate other events.

The carers group meets fortnightly at The Fountain Project, Birkenhead from 11.00am – 12noon.

Contact details

Fountain Project,
90 - 92 Chester Street,
Birkenhead CH41 5DL

Tel: 0750 697 5261

Email: headwaywirral@hotmail.co.uk

Website: www.headwaywirral.org.uk

Violence/abuse

Merseyside Domestic Violence Services

Merseyside Domestic Violence Services (MDVS) is a voluntary organisation working with women, children, young people and families whose lives have been affected in some way by the issues related to domestic violence and cultural/honour based crime.

Information, advice and training for women affected by domestic abuse in particular into its causes, remedies and prevention. Emails are monitored from Monday to Friday between 9.00am and 5.00pm. When you email the helpline it is very important that you specify when and if it is safe to respond and to which email address.

Contact details

St James Health and Community Centre,
Great George Square,
Liverpool, L1 5DZ

Tel: 0151 709 8770

Email: merseysidedvs@ymail.com

Website: www.mdvs.co.uk



Violence/abuse

RASA Merseyside

RASA is an organisation which aims to help anyone who has been sexually abused or raped, or who has been affected by sexual violence at any time in their lives. They have particular experience in working with adults who have been sexually abused as children. They offer emotional support, counselling, advocacy and other services to help survivors in ways that work for them.

Services include:

- An over the phone or face-to-face help line where those affected can speak to someone confidentially about current issues.
- A women only space for users to meet with a counsellor, therapist or group support.

If a user decides they want to contact the police they will provide an Individual Sexual Violence Advisor who will provide support every step of the way.

Self referrals can be made by emailing referrals@rasamerseyside.org

Contact details

122c Market Street,
Hoylake,
Wirral, CH47 3BH

Tel: 0151 633 2151

Email: westwirral@rasamerseyside.org

Tel: 0151 650 0155

Email: birkenhead@rasamerseyside.org

Units 2 and 3 Stella Nova,
Washington Parade,
Bootle, L20 4TZ

Tel: 0151 558 1801

Welfare / advice

Citizens Advice Wirral

Citizens Advice Wirral is an independent and impartial organisation that offer wide ranging help across subjects that include the management of debt, problems with housing and rent, relationship issues and consumer rights.

Over the phone advice, or pre-booked face to face appointments (ring the number provided to make appointments):

- Support with making a claim for Universal Credit
- Benefits
- Work
- Debt & Money
- Family & Education
- Law & Courts
- Discrimination
- Tax
- Health

Contact details

Citizens Advice Wirral,
237 - 243 Liscard Road,
Wallasey, CH44 5TH

Tel: 0300 33 00 111

Website: www.citizensadvicewirral.org.uk

Welfare / advice

Involve Northwest

Involve Northwest is a registered charity that aims to support individuals and families with issues affecting their quality of life. Involve Northwest have been developing and delivering core services which consist of a welfare and benefits advice centre, youth service, employment service and domestic abuse support service.

Services include:

- Independent advice team, who can provide free advice on a wide range of issues, including welfare benefits, tax credits, help with fuel bills, housing issues and assistance with completing application forms.
- Advisors hold drop-in sessions across the Wirral, as well as arranged appointments at Royal Standard House in Rock Ferry.

Contact details

Main Office:

Royal Standard House,
330 - 334 New Chester Road,
Rock Ferry, Wirral, CH42 1LE

The Lauries Centre,
142 Claughton Road,
Birkenhead, Wirral, CH41 6EY.

For more information on services, or to find out where you can see an advisor, call Tel: 0151 644 4500.

Email: connectus@involvenorthwest.org.uk

Website: www.involvenorthwest.org.uk

Welfare / advice

Wirral Council Welfare Rights Service

Wirral's Welfare Rights team offers free, impartial, advice on all benefit and tax credit problems. They can provide representation at appeal tribunals.

Offer help and support over the phone and in person regarding the following issues:

- Managing housing benefits
- Universal Credit
- Free school meals
- Money advice
- Changes to welfare benefits
- Help with energy costs
- Free childcare for 2 years
- Early Years Pupil Premium

Contact details

Wirral Welfare Rights Unit,
Brighton Street,
Wallasey, CH27 9FQ

Tel: 0151 666 4570

Email: welfarerights@wirral.gov.uk

Website: www.wirral.gov.uk



Welfare / advice

Wirral Advocacy Hub

The advocacy service supports adults and young people disadvantaged by disability, physical and mental illness, age or social exclusion. The Wirral Advocacy Hub is the single point of contact for all advocacy support available in Wirral.

The hub can help with a whole list of issues including:

- Making a complaint to social care
- Child protection information
- Rights as a patient
- NHS health complaints information
- Independent Mental Health Advocacy

Contact details

Wirral Welfare Rights Unit,
Brighton Street,
Wallasey, CH27 9FQ

Tel: 0300 2000 083

Email: referral@wirraladvocacyhub.net



Women/family

Tomorrow's Women Wirral

Tomorrow's Women Wirral is a project designed to benefit all women aged 18+ in the community and is committed to reducing female imprisonment, offending, and to provide assistance to those women who want to make positive lifestyle changes.

Self-referral process by dropping in. They provide a wide range of workshops, courses and activities including:

- Basic Maths
- Basic English
- Confidence building
- Mindfulness
- Domestic abuse
- Cookery
- Debt/Finance support
- Training/Employability advice
- Fitness classes
- Breakfast club runs every morning

The centre is open Monday to Friday 9.00am - 4.00pm.

Contact details

Main Office:
Beckwith St East,
Birkenhead,
Wirral CH41 3JE

Tel: 0151 647 7907

Mobile: 0792 733 5655

Email: admin@tomorrowswomen.org.uk

Website: www.tomorrowswomen.org.uk

Women/family

Wirral Women & Children's Aid

They run a friendly refuge for women and their children who need a place of safety. The refuge is a safe, comfortable home. They welcome women with children of all ages as well as women who do not have children, providing advice, information and support.

Provide help in finding a safe new home, and can also offer support with:

- Budgeting and benefits support
- Accessing health services
- Finding nurseries and schools
- Gaining legal advice, support through legal processes
- Safety planning
- Training, education and employment support

Contact details

Tel: 0151 643 9766

