

# Sefton Local Offer for Care Leavers



## Introduction



*'As Corporate Parents to all of our looked after children, young people and care leavers in Sefton we want to make sure that you have all the information and support you need to help you successfully move on to independent living.*

*We know it can be an uncertain time for you with lots of different things to think about which is why we have put together this guide to outline what you are entitled to and what support is available to you.*

*We have worked with lots of our partners, both in the council and from the public and voluntary sectors, to provide a range of information, advice, guidance and support the details of which are in this guide.*

*If there is anything you don't understand or you have any questions you can always speak to your Social Worker, Leaving Care Personal Advisor or the Leaving Care Team Manager.*

*I can also promise you that the Sefton Corporate Parenting Board will continue to work to secure the best possible outcomes for you'*

Cllr John Joseph Kelly

Lead Member. Children, Schools and Safeguarding and Chair of the Sefton Corporate Parenting Board.

## About this guide

This guide tells you about all the support that we have in Sefton for you as a care leaver.

It has been put together with the help of local looked after children and care leavers and includes all the things that you are entitled to as well as contact details of other agencies or groups that can offer you additional advice, support and information.

Your personal advisor will be able to go through all the information in the guide with you.

To be able to get the support set out in this guide, you must have been in care for at least 13 weeks between the ages of 14 and 16 (including your 16th birthday) or for 13 weeks after your 16th birthday. If you are not sure whether you qualify for support you can check with your social worker or personal advisor.

You can also find out more information at:

<https://coramvoice.org.uk/young-peoples-zone/am-i-care-leaver>

This guide is available online at

[www.sefton.gov.uk](http://www.sefton.gov.uk).

# 1. Named Leaving Care Personal Advisor

You will have a named personal advisor from age 18yrs to 21yrs with the option to continue with their support up to age 25yrs if needed. They will provide support, advice and guidance in all areas relating to you moving on into independence.

We will try to enable you to keep the same Personal Adviser, though this will not always be possible. The amount of support that you receive from your Personal Adviser will depend on what you need and your circumstances.

Your leaving care team will consider with you what extra support you may need. You might, for example, need extra support because:

- You have special educational needs or a disability.
- You are an unaccompanied Asylum Seeking Child (UASC) and your immigration status is unclear.
- You are in or leaving custody or you have had contact with the criminal justice system;

- You are a young parent; or
- You are going through a difficult time in your personal life.

## Leaving care before turning 18

We will encourage you to stay in care until you are 18. Most young people still live at home with their families at this age.

If you choose to leave care before age 18, the law says we must provide you with suitable accommodation.

We will work with our Social Housing and Semi Independent providers to secure suitable accommodation to meet your needs.

## Pathway Plan

You will have a pathway plan that outlines your achievements and any areas that you may need assistance with. Your PA will work with you, and others important to you, to develop your plan. Your pathway plan will be reviewed with your leaving care personal advisor every six months.

# 2. Accommodation

*“It is essential to keep your accommodation as homely and clean as you can, this really has a positive effect on your mood and motivation. Try talking to neighbours and get a good idea of the area.” - Sefton Care Leaver*

If you are aged over 18, your personal adviser will help you to find suitable accommodation. This might involve:

- Working with the Council’s Housing Options Services to come up with suitable housing options for you.
- Help to obtain supported accommodation if you are not ready or don’t want to have

your own tenancy.

- If this is what you and your foster carers want we can support you to remain with your foster carers under what’s called a ‘Staying Put’ arrangement. This can last until you are 21.
- Support to access social housing (this is accommodation managed by a housing association) by applying through PropertyPoolPlus with One Vision Housing.
- All care leavers to age 25yrs will be given band B priority status upon registering for social housing.
- One Vision Housing will provide you with

a Independent Living Officer when you first start a tenancy with them. They will support you to settle into your tenancy and will stay involved for as long as you need them.

- Advice about holding down a tenancy, including avoiding rent or arrears, paying bills and budgeting.
- Helping you to claim housing benefit/ universal credit.
- The Council will provide up to 100% discount of the Council Tax to Sefton care leavers aged 18 or over and up to the date of their 25th birthday, who live in Sefton and who were, previously, looked after by the local authority. The Discount will be applied after any other discounts such as Sole Occupier Discount and Council Tax Reduction. Where there is shared liability for the Council Tax due, the discount may only be paid to cover the share that the care leaver would be liable for depending on the individual circumstances.
- If you are a Sefton Care Leaver living outside of Sefton your council tax liability will be paid on a quarterly basis until your 25th birthday. Your PA will support you with this.
- Practical support with moving into and furnishing your new home.
- Supporting you if you have a housing crisis, including helping if you are threatened with losing, or lose, a tenancy.

## Staying Put Offer

A Staying Put arrangement is an agreement between you, your foster carer and the Local Authority which enables you to stay with them when you stop being Looked After at the age of 18.

## The arrangement

### It is the duty of the local authority:

- To monitor the Staying Put arrangement; and
- To provide advice, assistance and support to the Former Relevant child and the former foster parent with a view to maintaining the Staying Put arrangement (this must include financial support), until the child reaches the age of 21 (unless the local authority consider that the Staying Put arrangement is not consistent with the child's welfare).

## Supported Lodgings Offer

Sefton Supported Lodgings (SSL) provide opportunities for care leavers to live within family homes throughout the Sefton area. SSL can also convert foster placements to supported lodging placements for those young people who wish to remain with their carers after the age of 18.

## Semi - Independent Accommodation

Providers are available who offer shared housing with 24/7 staffing as the first step for young people moving out of care settings. This allows a period of assessment to ensure that you have the basic independent living skills required before you move on to a more semi-independent provision.

Providers offer semi-independent accommodation with differing levels of support that can be customised to your individual needs. Whenever possible, accommodation is identified that is affordable post -18 so that you have the option of taking over the tenancy when leaving care financial support ceases.



## 3. Finances

*“Finances can dictate how your calendar month goes. If you budget and spend money wisely you will be in a good cycle and better position long term. Whereas if you don’t budget you can struggle tremendously, and this can be draining.”*

- Sefton Care Leaver

We will try to help you financially, including:

- Access to a £2,000 Setting Up Home allowance to pay for essential items and furnishings when moving into your own home.
- The Council will provide up to 100% discount of the Council Tax to Sefton care leavers aged 18 or over and up to the date of their 25th birthday, who live in Sefton and who were, previously, looked after by the local authority. The Discount will be applied after any other discounts such as Sole Occupier Discount and Council Tax Reduction. Where there is shared liability for the Council Tax due, the discount may only be paid to cover the share that the care leaver would be liable for depending on the individual circumstances.
- If you are a Sefton Care Leaver living outside of Sefton your council tax liability will be paid on a quarterly basis until your 25th birthday. Your PA will support you with this.
- Providing rent ‘top up’ to those completing a LA Apprenticeship.
- Providing information about money management support and advice.
- Information on how to access your Junior ISA or Child Trust Fund.
- Support to open a bank account.
- Support to gain important identification documents, such as a passport and/or provisional driving licence, before your 18th birthday.
- Support to get your National Insurance number.

- Exceptional financial support in emergencies.
- Providing a financial gift at birthdays and Christmas or other celebrations.
- We will pay for your first TV licence.
- If not available in your first home we will provide two smoke detectors and one carbon monoxide detector and additional health and safety items such as secure door locks, fire blanket and first aid kit where appropriate. **Total Amount is not transferable and will not exceed £200**

### Birthday and Christmas Gifts

**Birthday Gifts:** you will receive the following

18yrs - £50    19yrs - £25  
20yrs - £25    21yrs - £50

**Christmas Gifts:** Christmas gifts will amount to £25 and young people living independently will additionally receive a hamper to the value of £25

### Universal Credit Claims

- During the 5 week delay in payment of the initial claim for Universal Credit care leavers would receive equivalent to the benefit rate.
- Your leaving care personal advisor will ensure claims are submitted at the earliest date and processed quickly by the benefit agency.
- Job Centre Plus in Sefton have named advisors for care leavers who are familiar with the leaving care process and can advise and assist you with an issues you face.
- During a sanction period, and where necessary, care leavers would receive support with basic living such as food, heating and travel costs but no money would be given directly.



## 4. Education, Training and Employment

*“– continue your job and education search, this is the key to a brighter future and there are many benefits to being in a routine and this will also help financially.”* - Sefton Care Leaver

You will have access to a Leaving Care Employability Officer who can support you to access education, training and employment opportunities. You will also be given priority access to Sefton@Work who will support you to develop your CV and provide advice and support when job seeking.

### Further Education

Young people in education or training are able to access the 16-19 Bursary via the relevant education / training provider. Your Leaving Care personal advisor will provide guidance and support to access this. Additional, discretionary, financial assistance will be assessed on an individual basis.

### Higher Education

For young people over the age of eighteen entering higher education, a weekly allowance will be given throughout the year, regardless of whether the young person accesses their student loan. This is intended to reduce the amount of student debt accrued and is in recognition that care leavers are unlikely to have any significant family support. Additional allowances are available during the summer vacations to cover accommodation costs.

The allowances are as follows:

- Weekly living allowance of £60 per week
- Higher Education Bursary of £2,000 paid over the duration of the course to assist with equipment and text book costs.
- Accommodation costs paid over summer

vacation, if required.

- £500 completion gift.
- Graduation costs of cap, gown & photos.
- Advice & support.

### Pathway to Employment Programme

The local authority has an initiative, 'Pathway to Employment', to help looked after young people and care leavers to develop employability skills. The programme is in three supported stages leading to a full 12 month apprenticeship opportunity within Sefton Council. The programme offers an opportunity to gain structured and planned work experience, in 'protected' placements with wraparound support, to enable the development of your employability skills.

### Local Authority Apprenticeships and Traineeships

- You will be able to access all apprenticeship and traineeship opportunities provide by Sefton Council. Some of the apprenticeships on offer are only open to Sefton Care Leavers and your personal advisor will make you aware of these and support you to apply for them.

### Connexions Sefton

If you are **14- 18 years** old Connexions/Career Connect can support you to explore your career pathway, looking at your Education, Employment and Training choices and helping you to plan your post 16 options which will include;

- Ensuring you have access to Careers support within school.
- In Year 11 we will help you choose and plan your post 16 transition.

- We can provide advice, information and guidance on a number of opportunities to help you progress and reach your true potential

If you are **16-18 years** old and Not in Education Employment or Training you will have a named advisor who will help you move into learning or employment, providing individual support this could include help with CV's, applications to College/Training Providers, Job Search, Interview tips.

You have access to a professionally qualified adviser who will help and support you to make informed decisions and if necessary, support you

to access other specialist services.

Email [Kate.timmins@careerconnect.org.uk](mailto:Kate.timmins@careerconnect.org.uk) if you would like support or phone 07837418241

### **Volunteering and Work Experience Opportunities**

- We work with Sefton CVS to offer a wide range of volunteering and work experience opportunities to Sefton Care Leavers. Volunteering in the community can be an excellent way of building your confidence while gaining valuable skills and knowledge.

## 5. Health and Wellbeing

*“– Health is wealth and staying positive and healthy is the most vital trait you need. This can affect everything you do and decisions you make. Eat well, sleep well and live well.”*

– Sefton Care Leaver

Below are some of the ways our care leaving team and your personal adviser can support you to stay healthy and look after your physical and mental health. We can:

- Give you information on healthy living.
- Give you information on getting help to pay for prescriptions.
- Support you to register with a GP.
- Support you to move from CAMHS to adult mental health services.
- Give you information about counselling services that are available locally.
- Give you help with transport costs when attending health appointments.
- If you are a young parent, we will support you to do the best for them. We will help

you arrange childcare, if this is what you want.

- Offer free or subsidised access to the leisure centres we run.
- Give you information about health drop-in centres.
- Support to access LA Adult Social Care
- The looked after children's health team will work with you to develop a 'health passport' containing key information from your childhood (for example, when and if you have had immunisations) and your current health needs.

### **Free Leisure Pass and Choices Card**

Active Sefton will provide all care leavers in Sefton with a free leisure pass up to age 21yrs.. Your leaving care personal advisors will assist you to apply for one. At age 22yrs the leisure pass will convert to a free 'Choices Card' which gives you 40% discount on any leisure activities and facilities provided by Sefton Council.

## 6. Having Your Say

*“giving feedback to your PA and services is important for all parties. The services get a good insight on things they need to change as nobody understands more than someone using the services. Keep in touch with you PA.”*

- Sefton Care Leaver

It is really important that you are involved in all decisions about your plans for leaving care. You can be supported in doing this by an Independent Advocate who can help you to find out about your rights and have your voice heard in meetings. Advocates are separate from social services.

Your leaving care personal advisor can help you to access an advocate or you can contact:

**Email:** Advocacy and Independent Visitor

**Officer:** [Cheryl.Yates@sefton.gov.uk](mailto:Cheryl.Yates@sefton.gov.uk)

**Phone:** 0151 934 4167

Or you can contact:

**Sefton Advocacy** is an Independent Advocacy Service for people who live in Sefton.

Every individual has the right to say what they want and need when important decisions are being made which will affect their lives.

We have been providing advocacy services in the Borough for over 10 years. The service is unique within the area. The reputation and demand for our service continues to grow. Sefton Advocacy is INDEPENDENT, FREE and CONFIDENTIAL.

[www.seftonadvocacy.org](http://www.seftonadvocacy.org)

### Access to Files

You have the right to request access to your personal social care file. You can do this by contacting the Access to Files Officer on: 0151 934 3760 or on line at [www.Sefton.gov.uk](http://www.Sefton.gov.uk)

## Relationships

As well as support from a Personal Adviser, we may be able to offer you additional practical and emotional support, such as through:

- Help to maintain or regain contact with people special to you or who cared for you in the past, like former foster carers, Independent Visitors or social workers.
- Support to re-connect with family where it is in your best interests.

## Participation in Society

We want our care leavers to be active members of society, and to have all the chances in life that other young adults have. We can help you participate in society in the following ways:

- Providing information on groups and clubs you may wish to join.
- Informing you about relevant awards, schemes and competitions you can enter, in line with your talents and interests.
- Encouraging and helping you to enrol on the Electoral Register, so you can vote in elections.
- Informing you about voluntary work that we think you may be interested in.
- Support to access a free leisure pass or Choices Card for all LA leisure facilities in Sefton.
- Giving you advice and helping you to challenge any discrimination you face as a care leaver.



## Making A Difference (MAD) Group. Sefton Children in Care and Care Leavers Forum

The MAD (Making A Difference) Group are all young people aged 14yrs plus who work closely with Sefton Council to support the improvement and development of services for our looked after children and care leavers. The group get involved in all sorts of activities including: staff interview

panels / training foster carers / training social workers / delivering training at John Moore's University / sitting on Council boards and working groups / designing and developing information for children and young people.

If you would like to join the group or would like more information you can contact: Karen Gray. Corporate Parenting Officer 0151 934 3226 / [Karen.Gray@sefton.gov.uk](mailto:Karen.Gray@sefton.gov.uk)

## Comments, Compliments and Complaints

Every young person receiving advice or assistance under the Leaving Care act can make **Representations** about the services they receive.

Representations can be

- A **comment** – telling us what you think
- A **compliment** – saying thank you or well done, or
- A **complaint** – telling us when you think we've done something wrong.

### Comments

If you make a comment or a suggestion we will write to you to say what we are going to do with it. We might ask a manager or the Participation Officer to talk to you about it. We might ask if you want to help us to plan changes. If we do not reply to your suggestions, you can make a complaint about this.

### Compliments

Most of the time, if you want to say thank you or well done you can do this face to face. Sometimes you might want other people to know that someone has done a good job. If you contact us we will pass on your good wishes. We will also write back to let you know what we have done.

### Complaints

We will try to sort out any problems as quickly as possible. Your leaving care worker will be able to deal with most things, but if they can't do this, or if you want someone else to deal with it, you can contact the Complaints Officer. The complaints officer can advise you on how to make a complaint and will keep you informed of what is happening with your complaint.

Any young person who wants to make a complaint also has the right to an advocate. They can support you to speak up for yourself, or sometimes can speak for you. You can choose who you want to be your advocate. It could be someone you know and trust or you can ask for somebody independent.

If you want to make a comment, compliment or complaint, contact

#### Kathryn Penlington

Children's Social Care Complaints Officer  
Sefton Council  
1st Floor, Magdalen House  
30 Trinity Road  
Bootle  
L20 3NJ

**Tel:** 0151 934 3953

**Or you can go to the Sefton Council Website**

using the following link: [www.Sefton.gov.uk](http://www.Sefton.gov.uk)

## Useful Information

### Sefton Leaving Care Team

**Joe Hulse**

Team Manager Leaving Care

[Joseph.Hulse@sefton.gov.uk](mailto:Joseph.Hulse@sefton.gov.uk)

0151 934 3037

07976892841

**Rob Wilcoxson**

Leaving Care PA

[Rob.Wilcoxson@sefton.gov.uk](mailto:Rob.Wilcoxson@sefton.gov.uk)

0151 934 3883

07814059914

**Leanne**

Leaving Care PA

0151 934 3874

07973457714

**Cathy Brown**

Leaving Care PA

[Catherine.Brown@sefton.gov.uk](mailto:Catherine.Brown@sefton.gov.uk)

0151 934 3834

07814059901

**Amy Lahiff**

Leaving Care PA

[Amy.Lahiff@sefton.gov.uk](mailto:Amy.Lahiff@sefton.gov.uk)

0151 934 4583

07811129694

**Dennis Bate**

Leaving Care PA

[Dennis.Bate@sefton.gov.uk](mailto:Dennis.Bate@sefton.gov.uk)

0151 934 3052

07792009301

**Dan Copp**

Leaving Care PA

[Daniel.Copp@sefton.gov.uk](mailto:Daniel.Copp@sefton.gov.uk)

0151 934 3401

07773216115

**Gill Burke**

Leaving Care PA

[Gillian.Burke@sefton.gov.uk](mailto:Gillian.Burke@sefton.gov.uk)

0151 934 3860

07968333104

**Angela Gerrard**

Leaving Care PA

[Angela.Gerrard@sefton.gov.uk](mailto:Angela.Gerrard@sefton.gov.uk)

0151 934 3453

07805302574

**Laura Griffin**

Leaving Care PA

[Laura.Griffin@sefton.gov.uk](mailto:Laura.Griffin@sefton.gov.uk)

07929769317

**Kate Timmins**

Career Connect Leaving Care PA

[kate.timmins@careerconnect.org.uk](mailto:kate.timmins@careerconnect.org.uk)

07837418241

**The following agencies can provide you with additional support.**

## Accommodation

### One Vision Housing / Property Pool Plus

[www.ovh.org.uk](http://www.ovh.org.uk) / [www.propertypoolplus.org.uk](http://www.propertypoolplus.org.uk)

Largest Housing Association in Sefton providing high quality, affordable homes in thriving communities.

**All enquiries:** 0300 365 1111

**Email:** [enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)

### Sefton Council Housing advice

#### Housing Options Team

Ground Floor  
Magdalen House  
Trinity Rd  
Bootle  
L20 3NJ

**Tel:** 0151 934 3541

#### Opening Times:

Monday-Thursday 10 am to 4 pm  
Friday 10am to 3 pm

### Whitechapel Centre

[www.whitechapelcentre.co.uk](http://www.whitechapelcentre.co.uk)

Working with people who are sleeping rough, living in hostels or struggling to manage their accommodation.

Committed to helping people find and maintain a home and learn the life skills essential for independent living.

Langsdale Street  
Liverpool  
L3 8DT

**Tel:** 0151 207 7617

**Fax:** 0151 207 4093

### The Basement Advisory Centre

Providing evening drop-in service for people experiencing homelessness.

56-60 Parr Street  
Liverpool  
L1 4JN

**Tel:** 0151 707 1515

**Fax:** 0151 709 6572

[reception@the-basement.org.uk](mailto:reception@the-basement.org.uk)



## Education and Training

### Connexions Sefton

If you are 16-18 years old and Not in Education Employment or Training you will have a named advisor who will help you move into learning or employment, providing individual support this could include help with CV's, applications to College/Training Providers, Job Search, Interview tips.

You have access to a professionally qualified adviser who will help and support you to make informed decisions and if necessary, support you to access other specialist services.

Email [Kate.timmins@careerconnect.org.uk](mailto:Kate.timmins@careerconnect.org.uk) if you would like support or phone **07837418241**

### The Bridge

At The Bridge we believe that everyone is entitled to education, regardless of their abilities or experience. No matter what your age, background, skill level or interests The Bridge will have a course to suit you. We can provide that first step back on the learning path.

**Tel:** 0151 949 9710

201 Moss Lane  
Litherland  
Merseyside  
L21 7NW

**Email:** [chris.mcallister@bridgelearning.org.uk](mailto:chris.mcallister@bridgelearning.org.uk)

## Employment

### Sefton@Work

[www.seftonatwork.net](http://www.seftonatwork.net)

Providing job seekers with free and confidential information, advice, guidance and resources to support job seeking activities.

### Hugh Baird College

[www.hughbaird.ac.uk](http://www.hughbaird.ac.uk)

Further education college in South Sefton providing a range of courses for 14yrs plus students.

#### Hugh Baird College

Balliol Road  
Bootle  
Liverpool  
L20 7EW

**Tel:** 0151 353 4444

**Fax:** 0151 353 4469

### Southport College

[www.southport.ac.uk](http://www.southport.ac.uk)

Further education college offering a wide range of full or part time courses.

Mornington Rd  
Southport  
Liverpool  
PR9 0TT

**Tel:** 01704 392 794

#### Bootle Office

286 - 288 Stanley Road,  
Bootle, Liverpool L20 3ER

### **Southport Office**

SMBC, Economy & Tourism  
Dept of Built Environment

The Promenade Office

Southport PR9 0DZ

## Health & Wellbeing

To register with a doctor all you need to do is visit your nearest surgery.

### **SWAN Women's Centre**

We provide a range of services that promote mental well-being such as Mindfulness, Yoga and Complementary Therapies such as Reflexology, Thai Yoga, Reiki, Tui Na, Body Massage, Indian Head Massage, Hopi Candles etc. We also run a Therapeutic Allotment that women can get involved in, support each other, build friendships as well as their confidence. For women who are affected by or experience anxiety, depression, stress, isolation or other mental health problems we provide a range of services such as a free Counselling Service, Outreach Service, Support Groups, as well as Craft and Activity groups.

**Phone:** 0151 933 3292

**Email:** [contact@swanwomenscentre.org](mailto:contact@swanwomenscentre.org)

### **Swan Women's Centre**

Former Litherland Library  
Linacre Road  
Litherland  
Liverpool  
L21 6NR

### **Inclusion Matters Sefton**

Inclusion Matters Liverpool is a free NHS Service providing a range of proven talking therapies for common mental health problems. They offer information, guidance and talking therapies from over 65 GP practices and a further 13 easy-to-reach community locations across Liverpool, and our aim is to provide the help you need in convenient locations within easy reach of where you live or work.

**Website:** [inclusion-matters-sefton.org.uk/](http://inclusion-matters-sefton.org.uk/)

**Telephone:** 0151 955 3200

Unit 5

Stella Nova

Washtington Parade

Bootle, L20 4TQ

### **Samaritans of Liverpool and Merseyside**

If something's troubling you, get in touch:

**Telephone our branch:**

0151 708 8888 (local call charges apply)

**National telephone:**

116 123 (this number is free to call)

**Email Samaritans:** [jo@samaritans.org](mailto:jo@samaritans.org)



**Visit our branch:** Samaritans Liverpool,  
25 Clarence Street, Liverpool, Merseyside, L3 5TN

**Usual hours open to receive callers at the door:**  
10am - 8pm every day of the week

## NHS 111 service

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals.

They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

## Active Sefton

[www.sefton.gov.uk/1267](http://www.sefton.gov.uk/1267)

Active Sefton offers a host of sport and fitness activities, regardless of age or ability. Whether you are new to sport and fitness or need professional coaching advice, we can help you on your way to a more active lifestyle.

With six Activate fitness suites, three swimming pools, hundreds of classes, a cycling track and athletics track and a huge selection of other activities, we have something for everyone to enjoy.

## CALM (Campaign Against Living Miserably)

[www.thecalmzone.net](http://www.thecalmzone.net)

**Tel:** 0800 585 858

Our helpline is for men who are down or have hit a wall for any reason, who need to talk or find information and support. We're open 5pm-midnight, 365 days a year.

## FRANK:

**Helpline:** 0300 123 6600

[www.talktofrank.com](http://www.talktofrank.com)

**Provides:** help, support and information about all commonly used legal and illegal drugs including alcohol.

## Alcoholics Anonymous

**Helpline:** 0800 9177 650

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**Provides:** Support and advice for alcoholics.

## Gamblers Anonymous

[www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

**Provides:** Support and advice for gamblers.

## Sefton Sexual Health Service

[www.seftonsexualhealth.co.uk](http://www.seftonsexualhealth.co.uk)

**Helpline:** 01704 51330

Provides sexual health services across the communities of Sefton. Our service is free and confidential for everyone.

## RASA MERSEYSIDE

RASA is here for anyone who has been sexually abused or raped, or who has been affected by sexual violence at any time in their lives. We have particular experience in working with adults who have been sexually abused as children. We offer emotional support, counselling, advocacy and other services to help survivors in ways that work for them. We will also work with non-offending family and friends of survivors.

**Our Helpline:** 0151 666 1392

Tuesday 6-8 pm

Thursday 6-8 pm

Friday 12-2 pm

## Sefton Women's and Children's Aid (SWACA)

166 Knowsley Rd  
Bootle L20 4NR

**Tel:** 0151 922 8606

**Provides:** Range of support services for women, children and young people experiencing domestic violence/abuse.

**Services include:** helpline, advice centres, outreach, refuge, counselling and children's workers.

Mon, Tue & Thu 9.30am to 5pm / Wed 9.30am to 7pm / Fri 9.30am to 3pm.

**24hr National Domestic Violence Helpline:**  
0808 2000 247

## Access Sefton

Finding it hard to cope, feeling low, anxious or stressed? Talking therapies can help. Our aim is to provide psychological therapies, sometimes called talking therapy, to help people who have common mental health problems such as feeling stressed, feeling low in mood (depressed) or very nervous (anxiety).

- Anxiety and Depression / Relationship Issues / Low Self Esteem / Bereavement and Loss / Adjustment Issues / Stress / Low Mood / Generalised Anxiety Disorder / Post Traumatic Stress Disorder / Obsessive Compulsive Disorder / Post Natal Depression / Specific Phobia / Health and Social Anxiety / Panic
- The service is confidential and free and available to anyone aged 16yrs plus.
- The first step is to contact the service Mon to Fri between 9am and 1pm on 0300 303 2708 to arrange and assessment appointment.

## Eating Disorders [www.b-eat.co.uk](http://www.b-eat.co.uk)

### Help for adults

The Beat Adult Helpline is open to anyone over 18. Parents, teachers or any concerned adults should call the adult helpline.

**Helpline:** 0808 801 0677

**Email:** [help@b-eat.co.uk](mailto:help@b-eat.co.uk)

### Help for young people

The Beat Youthline is open to anyone under 18.

**Youthline:** 0808 801 0711

**Email:** [fyp@b-eat.co.uk](mailto:fyp@b-eat.co.uk)

## Addaction

Providing drug and alcohol support and services to young people 10yr to 19yr olds and their families.

**Landmark House,**  
43-45 Merton Road,  
Bootle  
L20 7AP

**Duty No:** 07983430995

## Ambition Sefton

Providing drug and alcohol support and services to those aged 19yrs plus.

### Ambition Sefton

8 Church Street  
Southport, PR9 0QT  
Tel: 01704 534 759

### Ambition Sefton

Canal Street  
Bootle, L20 8AH  
Tel: 0151 944 5334

## Participation in Society

### Citizens Advice Sefton

The Citizens Advice service gives free, impartial, confidential advice to help people to solve their legal, financial, benefit, employment, housing, consumer and other problems.

Citizens Advice Sefton covers the whole of Sefton. We provide drop-in advice in Bootle and Southport, and a telephone service.

**Bootle Goddard Hall**, Knowsley Road

0151 288 5683

**Tues:** 9.30 - 2pm / **Wed:** 9.30 - 2pm /

**Fri:** 9.30 - 2pm

Southport, Wright Street

01704 38 5627

**Mon:** 9.30 - 2.30pm / **Tues:** 9.30 - 2.30pm /

**Thurs:** 9.30 - 2.30pm

### Sefton Advocacy Service

[www.seftonadvocacy.org](http://www.seftonadvocacy.org)

**Sefton Advocacy** is an Independent Advocacy Service for people who live in Sefton. Every individual has the right to say what they want and need when important decisions are being made which will affect their lives.

We have been providing advocacy services in the Borough for over 10 years. The service is unique within the area. The reputation and demand for our service continues to grow. Sefton Advocacy is INDEPENDENT, FREE and CONFIDENTIAL

Anyone can contact Sefton Advocacy either directly themselves or a friend/colleague may telephone on their behalf.

### Sefton Advocacy

1st Floor,  
Gordon House,  
3-5 Leicester Street,  
Southport  
PR9 0ER

**Telephone:** 01704 500500

**Fax:** 01704 500900

**Email:** [info@seftonadvocacy.org](mailto:info@seftonadvocacy.org)

### Refugee Action

Refugee Action is an independent national charity, working to enable refugees to build new lives in the UK. We provide practical emergency support for newly arrived asylum seekers and long term commitment to their settlement.

**Who to contact:**

**Tel:** 0151 214 3020

**Fax:** 0151 709 6684

**Email:** [notmanh@refugee-action.org.uk](mailto:notmanh@refugee-action.org.uk)

**Website:** [www.refugee-action.org.uk](http://www.refugee-action.org.uk)

### Southport Mosque & Islamic Cultural Centre

[www.southportmosque.com](http://www.southportmosque.com)

102a Sussex Road,  
Southport,  
Merseyside,  
PR9 0SL

**Tel:** 01704 539859

### Muslim Youth Helpline (MYH)

[www.myh.org.uk](http://www.myh.org.uk)

**Helpline:** 0808 808 2008

## Merseyside Jewish Representative Council

[www.liverpooljewish.co.uk](http://www.liverpooljewish.co.uk)

**Tel:** 0151-733 2292

## Somali Umbrella Group

The Somali Umbrella Group's (SUG) main purpose is to provide, maintain and enhance vital services to the whole of the Somali Community within Merseyside, combined with highlighting other Somali interests in the City. Subsequently, it looks to establish itself as a beacon and as an example for the other racial minority and community based organisations both regionally, exemplifying best practice, innovation and initiative.

### Who to contact:

#### Toxteth Town Hall

15 High Park Street  
Toxteth  
Liverpool  
Merseyside  
L8 8DX

**Tel:** 0151 727 7744

**Fax:** 0151 727 7752

**Email:** [somaliumbrella@btconnect.com](mailto:somaliumbrella@btconnect.com)

## Sefton Equalities Partnership:

[seftoncvcs.org.uk/areas-of-work/equalities](http://seftoncvcs.org.uk/areas-of-work/equalities)

**Sefton CVS Equalities Team:** 0151 920 0726

Faith Communities / Black and Minority Ethnic Communities / Ability Forum etc

## Sefton Plus: 0845 140 0345

[www.sefton.gov.uk](http://www.sefton.gov.uk)

All General community or environmental enquires including: refuse collection, play groups, libraries, leisure activities etc.

## Bootle and Southport One Stop Shops

Most of our services can be accessed online at [www.sefton.gov.uk](http://www.sefton.gov.uk). However, if you would prefer to make an enquiry face to face you can visit Bootle or Southport One Stop Shops where we can assist you with your enquiry in a face to face environment.

### Where to go:

#### Bootle One Stop Shop

Sefton Council One Stop Shop,  
324-342 Stanley Road,  
Bootle,  
L20 3ET

#### Southport One Stop Shop:

Sefton Council One Stop Shop,  
Cambridge Arcade,  
Southport,  
PR9 1DA

Both One Stop Shops provide a drop in service Monday to Friday between 9am and 5pm. So we can be sure to deal with your enquiry successfully, please arrive half an hour before the One Stop Shop closes. Please note Monday and Friday are our busiest days.

## Emergency Support / Sefton Social Care Emergency

**Duty Team Tel:** 0151 920 3555

**Provides:** Out of hours duty social work service. Focus on statutory duties that require a rapid response. The service covers the Sefton Borough.

**Mon - Thu:** 5.30pm to 9am

**Fri:** from 4pm to 9am Mon

# Relationships

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- The service is confidential and free and available to anyone aged 16yrs plus.
- The first step is to contact the service Mon to Fri between 9am and 1pm on **0300 303 2708** to arrange and assessment appointment.

## Parenting 2000

Parenting 2000 offer a wide range of support and services to parents / carers of children and young people delivered from three locations across Sefton. Services include parenting courses, support groups and 1-2-1 support.

**Contact us at:**

**Southport:** 01704 380 047

**Crosby:** 0151 932 1163

**Email:** [info@parenting2000.org.uk](mailto:info@parenting2000.org.uk)

## New Beginnings LGBTQI project

<http://www.seftonyouth.co.uk/lgbtq>

New Beginnings is a youth group for young people who are LGBTQI aged 11 – 25 years. The aim of the project is to provide a safe place for young people to make friends, get support, have fun, and help other LGBTQI youth.

## New Beginnings Crosby

Call or email for more information

**Phone:** 07974 267 767

**Email:** [new.beginnings@sefton.gov.uk](mailto:new.beginnings@sefton.gov.uk)

## New Beginnings Southport

Call or email for more information

**Phone:** 07974 267 767

**Email:** [new.beginnings@sefton.gov.uk](mailto:new.beginnings@sefton.gov.uk)

## Sefton Women's and Children's Aid (SWACA)

166 Knowsley Rd  
Bootle  
L20 4NR

**Tel:** 0151 922 8606

**Provides:** Range of support services for women, children and young people experiencing domestic violence/abuse.

**Services include:** helpline, advice centres, outreach, refuge, counselling and children's workers.

Mon, Tue & Thu 9.30am to 5pm / Wed 9.30am to 7pm / fri 9.30am to 3pm.

**24hr National Domestic Violence Helpline:**  
0808 2000 247



## Sefton Sexual Health Service

[www.seftonsexualhealth.co.uk](http://www.seftonsexualhealth.co.uk)

**Tel:** 01704 51330

Provides sexual health services across the communities of Sefton. Our service is free and confidential for everyone.

## RASA - Rape & Sexual Abuse Support

[www.rasamerseyside.org](http://www.rasamerseyside.org)

[helpline@rasamerseyside.org](mailto:helpline@rasamerseyside.org)

**Tel:** 0151 666 1392

Provide confidential support and advice for women, children and men.



