**SIGNPOSTING LIST**

Updated June 2016

Energy suppliers for emergency fuel and trust funds

**British Gas** – 0800 048 0303 / 0800 107 0188

<http://britishgas.co.uk>

**British Gas Energy Trust -** 01733 421060 – EMAIL bget@charisgrants.com

<https://bget.app.charisgrants.com/home/index>

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**EDF** – 0800 015 1733

<http://www.edfenergy.com>

**EDF Energy Trust** – 01733 421060 EMAIL edfet@charisgrants.com

<http://www.edfenergytrust.org.uk/>

Write to: **Freepost EDF ENERGY TRUST**

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**E-ON** – 0843 506 9877

<https://www.eonenergyfund.com/>

**E-On Energy Fund** – 03303 80 10 90

<https://www.eonenergy.com/for-your-home/help-and-support/energy-fund>

You can [apply for the fund via an online application form](https://www.eonenergyfund.com/)

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**First Utility** – 01926 320 700

[http://www.first-utility.com](http://www.first-utility.com/)

**The First Utility Foundation -** 07879 464 531 EMAIL foundation@first-utility.com

<http://www.first-utility-foundation.org.uk/apply-for-grant/>

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**N Power** - 0800 073 3000 - from Mob: 0330 100 0014

**N Power Trust Fund** – Request Application on 01733 421060 EMAIL: npef@charisgrants.com

Apply Online: <http://www.npowerenergyfund.com/>

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**Sainsbury Energy** - 0800 316 0316 – from Mob: 0330 100 0014

<http://sainsburysenergy.com>

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**Scottish Power** – **0800 027 0072 - from Mob: 0345 270 0700**

**Scottish Power Energy People Trust Fund** – 0141 614 4480 or 0141 614 8199

EMAIL SPEnergyPeopleTrust@ScottishPower.com Apply online: <http://www.energypeopletrust.com/content/>

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**Southern Electric** - 0800 980 8476 or 0345 076 7638

<http://www.southern-electric.co.uk/>

Running out of Pay As You Go credit, If you have a prepayment meter and you run out of credit, don’t panic. We’ll lend you £5 emergency credit until you get chance to top up. You can only use your emergency credit once your pre-paid credit is at or is below 50p. When you want to use your emergency credit, insert your key into the meter. When using your emergency credit, the display on your meter changes to show the letter 'e'. It'll also show the amount of emergency credit left.

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**United Utilities -** **0800 980 6050**

<http://www.unitedutilities.com/default.aspx>

**UUTF –** **0845 179 1791**

<http://www.uutf.org.uk/Index.html>

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**Utilita – Blue Card** 03303 337 442 **Red Card or White Card** 03303 337 4400

03452 072 000 - **from Mob:** 01962 397 097

**Utilita - Don't want to queue on the phone? - WeQ4U**

<http://www.utilita.co.uk/>

Download this mobile app, enabling you to queue for a Utilita Advisor without having to pay – we'll simply call you back when an advisor becomes free!

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**Winter Fuel payment** – 0845 9 15 15 15

<http://www.gov.uk/winter-fuel-payment/how-to-claim>

DWP Benefits

**DWP** - (Budgeting loans) – 0345 603 6967

<https://www.gov.uk/budgeting-loans/overview>

You could get a Budgeting Loan to help pay for [essential things](https://www.gov.uk/budgeting-help-benefits/eligibility) like furniture, clothes, moving costs or hire purchase debts. The smallest amount you can borrow is £100. Budgeting Loans are interest-free so you only pay back what you borrow. You normally have to repay the loan within 104 weeks. The repayments will come from your benefits. You’ll have to agree another way to repay if you stop getting benefits. You can apply for a loan if you’ve been getting [income-related benefits](https://www.gov.uk/budgeting-help-benefits/eligibility) for at least 26 weeks. You must still be getting income-related benefits when your application is assessed.

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**Universal Credit -** 0345 600 0723

<https://www.gov.uk/universal-credit>

**Universal Credit** is a single monthly payment for people in or out of work, which merges together some of the benefits and tax credits that you might be getting now. **Universal Credit** will replace: Income-based Jobseeker's Allowance. Income-related Employment and Support Allowance.

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**DWP** (IS, ESA, JSA, PG benefits) – 0345 608 8545

<http://www.dwp.gov.uk>

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**Working / Child Tax Credit** – 0345 300 3900

<http://www.revenuebenefits.org.uk/tax-credits/guidance/how-to-deal-with-hmrc/contacting-hmrc-about-tax-credits/>

[Tax credits](http://www.theguardian.com/money/taxcredits) are a mechanism to redistribute income to people on lower wages. There are two types: child tax credits, paid to families with children; and working tax credits, paid to people in work on lower incomes.

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**Pension Service** - 0345 6060 265 or 0800 731 7898

<http://www.dwp.gov.uk/about-dwp/customer-delivery/the-pension-service/>

Charities for support with furniture and white goods/grants

**Turn2US** – 0808 802 2000

<https://www.turn2us.org.uk/>

Turn2us helps people in financial need gain access to welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations. We believe that no one should have to live in financial hardship. So if you’re struggling financially or you’re worried about money, we’re here for you.

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**Charis –** 01733 421021

Request line 01733 421060 (automated) Email applications@charisgrants.com

<http://www.charisgrants.com/>

Charis’ schemes support those who are struggling to pay their bills or have other essential needs. We help individuals by using our skilled assessment processes to ensure those most in need receive the most appropriate help and services. Charis works with the following companies and Local Authorities to deliver a number of Charitable Trusts, Hardship Funds, (Welfare Schemes), Rebate Schemes and Social Tariffs: British Gas, EDF Energy, E.ON Energy Fund, Npower, Anglian Water, First Utility, Scottish Power, Sutton and East Surrey Water, OVO, Business Energy Solutions, Cambridgeshire County Council, Utility Warehouse

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**Nugent Care** - **0151 261 2000**

<http://www.nugentcare.org/>

A charitable organisation which offers a diverse range of support to adults and children across Liverpool and throughout the North West of England.

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**Halton Haven Shops** - 01928 500096 / 01928 575488 / 0151 424 4242

<http://www.haltonhavenhospice.co.uk/fundraising-events/shops/>

Apart from the normal clothes and bric-a-brac, all of our shops specialise in good quality donated furniture which we sell at each of our four shops

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**Glasspool Charity Trust -** 020 8520 4354

<http://www.glasspool.org.uk/grants/grants>

The Glasspool Trust is one of the few national charities making small grants to individuals in need, which has no restrictions on the type of beneficiary. The usual aim of the grant is to help the beneficiary over a short term crisis. We do not accept applications directly from individual members of the public.  Only organisations that operate in England, Wales, Northern Ireland or Scotland and meet our criteria are eligible to apply.  In order for an organisation to be eligible to apply they must be either a Statutory organisation that provides a health care, social care or advice service, A Charity that directly provides, or is contracted to provide, a statutory health care, social care or advice service / Citizens Advice Bureaux / Prison or Probation Service (National Offender Management Service, NOMS) / Tenancy support worker employed by either a Local Authority, Industrial and Provident Society or a Housing Association which is registered with the Housing Corporation.

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**Sure Start Maternity Grant** - 0370 000 2288 or 0345 603 6967

<https://www.gov.uk/sure-start-maternity-grant/overview>

You could get a one-off payment of £500 to help towards the costs of having a child. This is known as a Sure Start Maternity Grant. You usually [qualify](https://www.gov.uk/sure-start-maternity-grant/eligibility) for the grant if both of the following apply: you’re expecting your first child - or you’re expecting a multiple birth (eg twins) and have children already. You already get certain [benefits](https://www.gov.uk/sure-start-maternity-grant/eligibility). You must claim the grant within 11 weeks of the baby’s due date or within 3 months after the baby’s birth. You don’t have to pay the grant back and it won’t affect your other benefits or tax credits.

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**The Princes Trust** – 0800 842 842 for people aged between 14 – 30 check website

<http://www.princes-trust.org.uk/default.aspx>

We believe that every young person should have the chance to succeed. So, we help 13 to 30 year-olds who are unemployed or struggling at school to transform their lives. Many of the young people we help are in, or leaving, care, facing issues such as homelessness or mental health problems, or have been in trouble with the law. Our free [programs](https://www.princes-trust.org.uk/help-for-young-people/programmes) give young people the practical and financial support they need to stabilize their lives. We help them develop key skills while boosting their confidence and motivation.

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**Newby Trust Limited** – 01730 827557 EMAIL info@newby-trust.org.uk

<http://www.newby-trust.org.uk/>

The Trust only accepts applications on behalf of individuals from statutory agencies and voluntary organisations which are capable of assessing the needs of the applicant and administering payment of the grant. Grants are normally only given to support individuals whose poverty is exacerbated by additional misfortune including bereavement, divorce, abuse, homelessness, addiction, disability or ill health. The Trust accepts applications only where there is a proven need as demonstrated by a financial statement.

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**Frank Buttle Trust (Small Grants**) - 020 7828 7311

<http://www.buttleuk.org/>

As the largest grant awarding charity in the UK that focuses solely on children and young people in need, Buttle UK hear about children and young people in circumstances that most people are unaware of. They come to us because they are not having their needs met through statutory or other traditional routes of support. When we spot the same issues reoccurring and feel they are not being adequately addressed by other organisations we take a particular interest. Sometimes we commission research to understand the issues further or alternatively we may launch projects that specifically target children and young people facing the identified problem.

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**Vicars Relief Fund -** 020 7766 1125

<https://charity.stmartin-in-the-fields.org/grants/>

The VRF is a homelessness prevention fund. We offer a rapid response service by awarding small but essential grants to help alleviate housing difficulties for vulnerable people in their time of need. We aim to respond to all applications within three working days of them being submitted. Who can apply? We do not accept applications from the general public. Instead we rely on support workers employed by agencies working to alleviate and prevent homelessness to apply on behalf of the people they are supporting.  Most of our applications come from homeless charities, local authorities, charity-based housing associations, Citizen’s Advice, and other statutory organisations like the National Probation Service. How the VRF can help: We accept applications from support workers for people who: ·         are currently at risk of imminent street homelessness due to the accumulation of rent arrears or the repossession of rented property, ·         are currently experiencing street homelessness or residing in supported accommodation and need assistance in helping to clear historic rent arrears before being considered for rehousing, ·         are currently experiencing street homelessness or residing in temporary accommodation and need assistance in gathering a deposit, rent in advance and/or agency fees towards securing new accommodation, ·         after a period of homelessness, have recently secured new accommodation and need help setting up their new home with the purchase of either a cooker, fridge-freezer, beds, bedding and/or carpeting or after a period of homelessness, have recently secured new accommodation and need help with their removal costs. What is the maximum amount I can apply for? The amount you can apply for is restricted depending on what it is you are applying for; however, we award grants up to a maximum of £350.00. How can I apply? In order to make an application, support workers and the organisation they represent must be registered to the Vicar’s Relief Fund. Please note that we do not accept registrations from volunteers.

Halton Council Services

**Contact Centre** – 0303 333 4300

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**Welfare Rights & Money Advice** – 0151 511 8930

The Welfare Rights Service provides advice, information and representation on all aspects of Welfare Benefits and debt problems to residents of Halton.

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**Housing Benefit** – 0151 511 7772

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

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**Council Tax** – 0151 511 7771

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

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**Health Improvement Team (HBC)** – 0300 029 0029 EMAIL HIT@halton.gov.uk

<http://www.haltonhealthimprovement.co.uk/>

Welcome to the Halton Health Improvement Team, The Halton Health Improvement Team offers a wide range of services to help you improve your health and wellbeing, including support to quit smoking, lose weight and get fit and healthy. We also offer public health training to local organisations including local authority teams, Public Health, schools and colleges, health & social care, Police & Community Safety, trading standards, voluntary sector and housing associations. Our services are open to all residents across Runcorn and Widnes

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**Emergency Duty Team & Children’s Duty Team (HBC)**

**Run/Wid** – 0151 907 8305 **or** 0345 050 0148 **or** 0845 0500 148

The Emergency Duty Team aims to assess the needs of vulnerable individuals, adults, children and their families and, where necessary, offer temporary services to support those who may be at immediate and serious risk, Professional, independent and voluntary agencies, existing service users, carers, and anyone who is vulnerable and feels themselves to be at immediate risk, can contact the Emergency Duty Team

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**Initial Assessment Team IAT (HBC)** – 0151 907 8306

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**Integrated working Assessment Team (HBC) & Disabled Facilities Grants (HBC)**

Runcorn - 01928 715343 Widnes - 0151 511 8555 / 0151 907 8306

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**Halton Independent Living Centre –** 01928 582920

Halton's Independent Living Centre is a resource centre for anyone who wants to know more about equipment for independent living. It is for people with disabilities and their carers, professionals and other organisations. The centre houses permanent displays of basic and specialist equipment that assist with independence and caring. The centre also holds regular Open Days throughout the year for equipment demonstrations. These informal open days will give the opportunity to try out equipment and discuss equipment needs with companies and manufacturers of equipment for independence.

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**Disabled children and young people –** 0151 420 8130

[www.halton.gov.uk/shortbreaks](http://www.halton.gov.uk/shortbreaks)

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**Complex Care Wid/Run –** 0151 907 8306

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**Housing Solutions** - 0303 333 4300 EMAIL Housingsolutions@halton.gov.uk

<http://www.homelessuk.org/details.asp?id=UK12424>

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**Halton Supporting People –** 01928 704390 EMAIL supportingpeople@halton.gov.uk

Social Care, Welfare, and Support Services

**Police –** 101

<http://www.cheshire.police.uk>

**Widnes Police -** John Briggs House, Gerrard St, Widnes WA8 4BE – GEN ENQ - 0845 458 6374

**Runcorn Police** – Runcorn Police Station, Halton Lea, Runcorn, WA7 2HG – GEN ENQ - 0845 458 6377

runcorn.lpu@cheshire.pnn.police.uk

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**Halton CAB** – 0845 130 4055 / 0151 257 2449

**Widnes** - open Monday - Friday 10-1pm and also on Thursdays we offer a late night service 5-7pm. The Widnes office is closed the last Wednesday of every month

**Runcorn** - Monday, Tuesday, Friday, we are open 10am-1pm. On Thursdays we are open 10am-3pm.

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**Rays of Sunshine** – 0208 7821171 - <http://raysofsunshine.org.uk/>

Rays of Sunshine Children's Charity was formed in 2003 to brighten the lives of children who are living with serious or life-limiting illnesses, between the ages of 3-18, across the United Kingdom. Find out more below about what we do, who we are and how it works.

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**The Royal British Legion** – 0808 802 8080

<http://www.britishlegion.org.uk/get-support/>

We provide practical support to serving men and women, veterans (ex-Service of all ages) and their families. Explore how we can help you and get in touch for advice, information and guidance. We're here to serve you.

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**SAFFA** – 0800 731 4880

<https://www.ssafa.org.uk/>

EMAIL cheshire@ssafa.org.uk – 07766239226 EMAIL Merseyside@ssafa.org.uk – 0151 728 8285

We want our Armed Forces (both Regular and Reserves), veterans and their families to know they can depend on SSAFA for support now and for the rest of their lives. Our values mean we are committed, practical and understanding.

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**Army of Angels -** 01684 274 577 EMAIL info@armyofangels.org.uk

<http://www.armyofangels.org.uk/>

Household Necessities and Personal Items, Providing grants for those in need of help to purchase household items. For example: Providing a washing machine to a Veteran on low income or a hearing aid. Home Alterations, For physically injured personnel we can help those requiring alterations to their existing homes to help them. For example: Providing a grant for a wet room which can assist one of our wounded and make a huge difference in their lives. Rehabilitation Equipment, Providing equipment to help the wounded return to wellness is high on our list of priorities and we endeavor to help as much as we can. Respite Breaks. Army of Angels have acquired three holiday home’s which are subsidized by the public holidaying at times in the peak season allowing our heroes to holiday for free. If you would like to book a holiday and help subsidize the respite holidays. Research Grants, Army of Angels provided a grant to Bournemouth University for research in to combat related Post Traumatic Stress Disorder (PTSD). Need a Grant . . . Can we help you? If you are a current of former member of the British Armed Forces who have been injured mentally or physically while serving in conflicts, including veterans of the wars in Europe, the Far East, the Falklands and the Gulf and you are currently experiencing financial hardship, you can [apply for grants here.](http://www.armyofangels.org.uk/grant-application)

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**Cheshire, Halton and Warrington Race and Equality Centre (CHAWREC) –** 01244 400730

<http://chawrec.org.uk/>

CHAWREC was founded in 1995 originally as a Racial Equality Council. However, since then we have expanded into dealing with all areas of equality, although we still retain a specialist in race equality work.  You can see our [history here.](http://chawrec.org.uk/who-are-chawrec/history-chawrec/) Our objectives are to eliminate discrimination, especially racial discrimination and promote equality of opportunity and good relations. You can download a copy of our [Articles and Memorandum of Association.](http://chawrec.org.uk/resources/) Our main area of benefit is the area of old Cheshire, which comprises of the local authority areas of Cheshire West and Chester, Cheshire East, Warrington and Halton. However, some of our services also cover neighboring areas like North Wales and our [discrimination casework service](http://chawrec.org.uk/what-we-do/discrimination-casework/) is England and Wales wide.

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**Halton Women’s Centre** – 01925 576757 - EMAIL info@therelationshipscentre.co.uk

<http://www.haltonwomenscentre.co.uk/>

The Halton Women’s Centre opened in March 2008, it is a three-way partnership between Halton Care Commissioning Group, Halton Borough Council and The Relationships Centre. Halton Women’s Centre helps you to help yourself with practical activities and emotional support to improve your mental and physical health and wellbeing. Get that ‘feel-good’ factor, to improve your self confidence and self-esteem whilst moving forward to achieve your goals and dreams.

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**Halton Growth and Nutition Service** – 0151 290 4330 EMAIL dietitian@5bp.nhs.uk

<http://www.healthwatchhalton.co.uk/news/halton-growth-and-nutrition-service/>

The Halton Growth & Nutrition Service is a free community based programme by for children aged 4 to 16 who are above their ideal weight. The service, run by the Community Health Service from 5 Boroughs Partnership NHS Foundation Trust, offers a fun way to learn about how to achieve a healthier lifestyle for children and parents too. Referrals to Halton Growth and Nutrition Service can be made by speaking to the child’s GP or school nurse

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**The Barchester Healthcare foundation** – 0800 328 3328

<http://www.bhcfoundation.org.uk>

Barchester’s Charitable Foundation is a registered charity that helps older people and other adults with a disability across England, Scotland & Wales. This year our focus is about connecting or re-connecting people with others in their local community. Applications that combat loneliness and enable people to be active and engaged will receive our highest priority in 2016

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**Halton Disability Partnership** - 01928 248937 / 07821143446

<http://www.haltondisability.org.uk>

We can provide information and advice about a range of issues of concern to disabled people, their carers and their families. There are three ways to make use of this service. Call in to see us, at our [Runcorn Town Centre](http://www.haltondisability.org.uk/contact-us/) base, we are open weekdays 9.30 am to 4.30 pm. Telephone us on 01928 248937 or 07821143446. If we cannot deal with your issue on the phone we can arrange for you to come to our base, or visit you at home. Complete the Referral Form and send to us as an e-mail attachment or post it to us a hard copy: you should talk to us on the phone before completing the Form. Click here to download the Referral Form: [Service-Referral-Form.4](http://www.haltondisability.org.uk/wp-content/uploads/2012/08/Service-Referral-Form.4.pdf)   E-mail: davidatkinson@haltondisability.org.uk

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**Halton Carers Centre** - Runcorn 01928 580182 / Widnes 0151 257 9673

<http://www.haltoncarers.co.uk>

Halton Carers Centre offer numerous services from Info & Advice to free relaxation therapies, please see our services for more details. How can I register with Halton Carers Centre? It’s simply to register! You can either call into or telephone one of our offices and a support worker will go through the registration form. You can download our registration form (under forms & downloads) or you can ask your GP to refer your details directly to us and we can give you a call.

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**Halton Parent Partnership – SEND Partnership**

<http://www.haltonparentpartnership.co.uk/>

**Halton** [**SEND**](http://www.haltonparentpartnership.co.uk/glossary/send/) **Partnership is here for you – parents and carers of children and young people who have special educational needs and/or disability. Young people who have special educational needs and/or disability aged from 16 to 25 may also access the service. They may choose to do this with the support of their parents/carers or independently.** We have a confidential telephone helpline, with answering service in case we are unable to answer your call first time. We aim to return all messages with 2 working days. Home visits, Drop in sessions and open events across Runcorn and Widnes, Support at meetings, A termly newsletter, We’ll explain reports, help you fill in forms and write letters, Through our website you’ll find updates on training, events, education news and policies, Signposting to other sources of help, support and advice

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**Drugs and Alcohol Services (Halton Integrated Recovery Service/CRI** – 0151 422 1400

<http://www.changegrowlive.org/content/halton-integrated-recovery-service>

We are a leading charity championing people who have faced hardships such as addiction, homelessness and abuse, and supporting them into recovery. Based in England and Wales, we offer free, confidential treatment and support to anyone who needs us including adults and young people, families and friends, offenders and the wider community.

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**Deafness Resource Centre** – 01744 23887 EMAIL enquiries@deafnessresourcecentre.org

<http://www.deafnessresourcecentre.org/>

The Deafness Resource Centre provides services that aim to empower, support and enhance the quality of life of D/deaf people in the St Helens and Halton areas

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**Family Fund** – 01904 621115 <http://www.familyfund.org.uk/grants>

Family Fund is the UK’s largest charity providing grants for families raising disabled or seriously ill children and young people, helping 72,043 families last year with over £33 million of grants and services. We believe that all families raising disabled and seriously ill children and young people should have the same opportunities as others. Beginning with the most vulnerable, those on low incomes, and considering all conditions against our disability criteria, we aim to make a difference to outcomes for children and young people with disabilities or serious illnesses and the lives of the families raising them across the UK. We provide grants for a wide range of items, such as washing machines, sensory toys, family breaks, bedding, tablets, furniture, outdoor play equipment, clothing and computers. It can be a struggle financially, emotionally and physically for families raising a disabled or seriously ill child, and these grants help break down many of the barriers families face, improving their quality of life and easing the additional daily pressures.

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**CRMZ / Connexions** – 0151 257 2520 EMAIL info@crmz.co.uk

Run – 01928 706000 - 9 Orchard Walk/Halton Lea

Wid – 0151 422 9120 - 43 Albert Rd, Widnes, WA86JA

<http://www.crmz.co.uk/connexions/>

Career Connect Connexions support young people to make informed career choices and provide impartial advice on relevant Education, Training or Employment opportunities. To use our service at CRMZ you must be aged 16 to 19 (or up to 25 for young people with Learning Difficulties or Disabilities) and not in education, employment or training (NEET). Career Connect Connexions Advisers are informed on the full range of learning programmes, Apprenticeship opportunities, jobs and College courses within Halton and surrounding areas. We help young people to consider all of the options available and assist them to make an informed choice. We will help young people to choose a path that is relevant, interesting, realistic and more importantly lead them into a positive future. We also support young people that may have barriers to learning, which are preventing them to access Education, Employment or Training

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**Vision support** – 01928 582946 EMAIL halton@visionsupport.org.uk

<http://www.visionsupport.org.uk/index.php/resource-centres/halton>

We work closely with local authorities and other organisations to ensure we reach as many people as possible, offering specialist advice about any issues relating to vision impairment.  We also provide a wide variety of services within the local community

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**Kainos Community –** 01928 500797

<http://www.kainoscommunity.com>

We are determined and ambitious – committed to changing the lives of prisoners so that they live crime-free and positively upon release. Kainos Community is a registered charity which has been working in prisons in the UK for the past 10 years. We deliver a ‘Challenge to Change Programme’ within a community setting, aimed at preventing re-offending behavior through course work, community living, social interaction with volunteers and ongoing individual assessment.

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**Sure Start to LL** – 01928 569477 or 01928 569498

Runcorn Judo Club, Grange way Community and Youth Centre, Grange way, Runcorn, WA7 5HA

<http://www.ss2ll.co.uk>

Since 2007 Sure Start to Later Life has been offering the over 55s in Halton a personalised service to help people:- Maintain or regain independence

Improve health and fitness, Make new friends and get out more, Learn new skills, Remain in their own home, Feel less isolated or lonely, So if it’s a tea dance, guitar lessons, or a weekly cup of tea and a friendly face that you’re after, let us know. We can come to see you in your own home, or alternatively give us a call and tell us what you need and let us see how we can help you.

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**Age UK** <http://www.ageuk.org.uk/midmersey/>EMAIL enquiries@aukmm.org.uk

Run – 01928 575400

Wid – 0151 424 9000

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**MIND** – 0151 495 3991

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

We provide [advice and support](http://www.mind.org.uk/information-support/) to empower anyone experiencing a mental health problem. We [campaign](http://www.mind.org.uk/news-campaigns/campaigns/) to improve services, raise awareness and promote understanding. **We won't give up** until everyone experiencing a mental health problem gets **support and respect**

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**Alternative Futures** - 0151 489 5501 – EMAIL mail@alternativefuturesgroup.org.uk

<http://www.alternativefuturesgroup.org.uk>

With a strong track record of more than 20 years, we are one of the UK’s largest health and social care charities, currently supporting around 1,200 people across the UK and employing over 2,500 staff. We work [locally in the community](http://altfuturegroup.wpengine.com/our-services/) and through our [Treatment and Recovery Centres](http://altfuturegroup.wpengine.com/our-services/clinical-services/treatment-recovery-centres/) to provide a wide range of innovative and bespoke care services delivering life-enhancing person centred support to people with a diverse range of care needs, including: [Learning Disabilities](http://altfuturegroup.wpengine.com/our-services/), [Physical Disabilities](http://altfuturegroup.wpengine.com/our-services/), [Mental Health Concerns](http://altfuturegroup.wpengine.com/our-services/), [Substance misuse issues](http://altfuturegroup.wpengine.com/our-services/), [Complex care](http://altfuturegroup.wpengine.com/our-services/), [Autism](http://altfuturegroup.wpengine.com/our-services/community-support/autism-support/), [Dementia](http://altfuturegroup.wpengine.com/our-services/dementia-older-people/), [Young people in transition](http://altfuturegroup.wpengine.com/our-services/community-support/transitional-support/). Throughout all of our services we focus on personalised support, tailoring services to the needs and aspirations of each individual; supporting them to lead the lives they want as active citizens in their communities. Our services are usually commissioned by NHS Trusts and Local Authorities and may be accessed through GP / Social Service referral but you can find out more by visiting the [Our Support Services](http://altfuturegroup.wpengine.com/our-services/) page.

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**Red Cross** – 0844 871 1111

**Local –** 01772 707300

<http://www.redcross.org.uk/Where-we-work/In-the-UK/Northern-England/Lancashire-Merseyside-and-Greater-Manchester>

**The British Red Cross helps people in crisis, whoever and wherever they are.** We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We help vulnerable people in the UK and abroad prepare for, withstand and recover from emergencies in their own communities.

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**Home Office Asylum** – 0300 123 1690 EMAIL asylumsupportIAReferrals@homeoffice.gsi.gov.uk

<https://www.gov.uk/browse/visas-immigration/asylum>

You may be able to get housing and money to support you and your family while you’re waiting to find out if you’ll be given asylum. This also means your children will go to a free state school and you may get free healthcare from the National Health Service (NHS). You can still [apply for short-term support](https://www.gov.uk/asylum-support/how-to-claim) if you’ve been refused asylum and are preparing to leave the UK. Call an [asylum helpline](https://www.gov.uk/asylum-helplines) for free help with asylum support or short-term support.

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**Refugee Action –** 0808 800 0630 EMAIL info@refugee-action.org.uk

<http://fis.wandsworth.gov.uk/kb5/wandsworth/fsd/service.page?id=_lP6TXfPOZ8>

Refugee Action is an organisation working to help refugees and asylum seekers. This Service is for anyone affected by the issues surrounding refugees and asylum seekers.  Refugee Action offers : advice about claiming asylum; the asylum process; asylum support; and assisted voluntary return.

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**The Fred Pendlebury Trust Legacy** – 01925 652228

<http://opencharities.org/charities/242863>

PROVIDING FINANCIAL ASISTANCE FOR INDIVIDUALS, AGED 50 AND OVER, BORN OR LIVING IN WARRINGTON. FUNDING OF SOME WARRINGTON COMMUNITY GROUPS WHO CATER FOR PEOPLE AGED 50 AND OVER.

Housing Associations

**SHAP / PLUS DANE** - 0151 257 7502 / **0800 1692988 EMAIL** haltonhousingsupport@shap.org.uk

Jackson House, Second Ave, Halton Lea, Runcorn, Cheshire WA7 2PD

<http://www.shap.org.uk/housing-support/halton/plus-dane-shap-floating-support-service/>

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**Affinity Sutton** Widnes Branch – 0151 420 1300

Northern Lane, Widnes, Cheshire WA8 5PQ

<http://www.affinitysutton.com/>

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**Halton Housing Trust** – 0303 333 0101 EMAIL customer.services@haltonhousing.org

<http://www.haltonhousing.org/>

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**Riverside Housing** – 0345 111 0000 EMAIL info@riverside.org.uk

<http://www.riverside.org.uk>

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**Liverpool Housing Trust** – 0300 555 0131 EMAIL csc@lht.co.uk

<http://www.lht.co.uk/>

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**Your Housing Group (Arena, Plus Dane)** – 0345 345 0272 / 01925 593 000

<http://www.yourhousinggroup.co.uk/>

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**Regenda Group, North West** – 0344 736 0066 EMAIL info@regenda.org.uk

<http://www.regenda.org.uk/Cheshire>

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**Sanctuary Housing** - 0800 131 3348 or 0300 123 3511 EMAIL contactus@sanctuary-housing.co.uk

<http://www.sanctuary-housingnorthwest.co.uk>

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**Hanover Housing Association**  EMAIL general.enquiries@hanover.org.uk

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

**Runcorn -** Hanover Court, Runcorn, Cheshire WA7 6EJ – 01928 711478

**Widnes -** Runnymede Court, William Street, Widnes, WA86RN – 0151 420 2034

Homelessness and Hostels

**HALTON YMCA** – 01928 591680

<http://www.housing.ymca.org.uk>

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**Creative Support** – 0161 236 0829 EMAIL enquiries@creativesupport.co.uk

<http://www.creativesupport.co.uk/>

**Creative Support is a high quality provider of person centred social care services for people with learning disabilities, mental health and other needs.** To support our service users we provide a range of services to meet their differing needs, including supported living, supported housing, residential care, community and home support, floating support, extra-care and day services. We work with people who have a wide spectrum of needs, ranging from those who require short term support to regain their independence to people with complex needs who require intensive support to enjoy a good quality of life. Creative Support also develops and manages high quality housing to provide supported accommodation. As well as owning and managing our own houses and flats, we manage many properties belonging to our partner housing associations.

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**Grangeway Court -** 01928 569450 EMAIL northwest@p3charity.org

<http://www.p3charity.org/News/support-for-homeless-families-in-halton>

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**Changing Lives was Halton & District Women’s Aid** – 0300 11 11 247

<http://www.changing-lives.org.uk/> EMAIL office.support@changing-lives.org.uk

Changing Lives for better futures, **Changing Lives**is a national, registered charity which provides specialist support services throughout England to thousands of vulnerable people and their families. Through its pioneering and innovative work **Changing Lives**supports people to make positive, lasting changes in their lives.

**Changing Lives** works with people who are or have been experiencing homelessness, are recovering from addiction or are moving on from offending. These services are delivered in many different ways including being delivered in our own projects, by working in partnership with others and through specialist outreach teams in our communities. **Changing Lives** also delivers specialist women’s and family services and provides employment opportunities, all of which are supported by a number of successful social enterprises including charity shops, a furniture warehouse and a food redistribution service. **Our aim is to help more people change their lives together**

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**Housing Solutions** - 0303 333 4300 EMAIL Housingsolutions@halton.gov.uk

<http://www.homelessuk.org/details.asp?id=UK12424>

Assessment of entitlement to housing for people who are homeless or threatened with homelessness. Housing provided for people considered in priority need of housing. Temporary accommodation may be available while enquiries are made about eligibility. General housing advice and information for private tenants and homeless people.

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**Shelter** – 0344 515 2000 / 0808 800 4444 EMAIL info@shelter.org.uk

The Housing and Homelessness Charity - <https://england.shelter.org.uk/>

Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. And we campaign to make sure that one day, no one will have to turn to us for help. **We’re here so no one has to fight bad housing or homelessness on their own.**

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**Brennan Lodge Life House –** 0151 420 3794 / 0151 230 2315

88-92, Albert Road, Widnes WA8 6LG

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**Night Stop Communities** – 0151 345 6454

133 Albert Road, Widnes, WA8 6LB

<http://www.nightstopcommunities.co.uk/?page_id=231>

Nightstop Communities Northwest is a unique, community focused, not for profit organisation in Halton. We offer vulnerable young people, their families and the wider community a complete support package which include: Emergency Accommodation 16-25 years, Anger Management 15+ years, Mental Health/Wellbeing and wellness 15+ years, Life Skills 15+ years, Floating support 15+ years, Women at place – emotional and mental wellbeing support. The aim of NCNW is to prevent homelessness, rebuild relationships through individual, bespoke support. NCNW works with families to resolve issues in the hope that eventually the young person may return to the family home or to support the wider community in challenging day to day issues.

Foodbanks

**Foodbank Widnes** – 0151 422 0031 EMAIL info@widnes.foodbank.org.uk

<http://widnes.foodbank.org.uk/>

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**Foodbank Runcorn** – 07598264692 (voicemail) / 01928 840068 EMAIL info@runcorn.foodbank.org.uk

<http://runcorn.foodbank.org.uk/>

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**Wellbeing Enterprises was New Shoots (Healthy Start)** – 01928 589 799

<http://www.wellbeingenterprises.org.uk/what-we-do/new-shoots/>

Wellbeing Enterprises are a community organisation set up in 2006 in Halton and St Helens. They provide a range of community based activities for everyone who would like to improve their levels of wellbeing.

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**Trussell Trust** - 01722 580 180 EMAIL enquiries@trusselltrust.org

<http://www.trusselltrust.org/>

The Trussell Trust runs a network of over 400 foodbanks across the UK, giving emergency food and support to people in crisis. Thirteen million UK people live below the poverty line and in the last year we gave 1,084,604 three day emergency food supplies to people in crisis. Thirteen million people live below the poverty line in the UK, with individuals going hungry every day for a range of reasons, from benefit delays to receiving an unexpected bill on a low income. The Trussell Trust’s 400-strong network of foodbanks provides a minimum of three days’ emergency food and support to people experiencing crisis in the UK. In 2015/16, we gave 1,109,309 three day emergency food supplies to people in crisis.

Hospitals

**Brooker Centre Runcorn** - 01928 753926

<http://www.nhs.uk/Services/hospitals/Overview/DefaultView.aspx?id=RWWHG>

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**St Johns Mental Health Unit Widnes** - 0151 422 6800

<http://www.healthwatchhalton.co.uk/services/st-johns-community-health-improvement-centre-bridgewater-nhs-widnes/>

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**Halton Hospital** – 01928 714567

**Warrington Hospital** – 01925 635911

<http://www.warringtonandhaltonhospitals.nhs.uk>

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**Whiston Hospital** – 0151 426 1600

**St Helens Hospital** - **01744 646461**

<http://www.sthk.nhs.uk>

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**Adult Hospital Team (Social Workers)**

Whiston – 0151 430 1885

Warrington – 01925 275291

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**NHS DIRECT (now dissolved - Call 111)**