



We're all eagerly awaiting the next steps along the roadmap and the way out of lockdown. It's been a long winter but hopefully we'll soon be able to visit our family and friends in gardens and soak up some sun and fresh air in our local parks and green spaces. In this edition you can read some reflections on the past twelve months from our mental health support workers, Sarah and Julie and find out about what's happening in our parks to shake off the winter blues. On page 20

you can find out about the Easter Egg Hunt happening in various locations across the borough. There are some other online activities to help look after your mental health too.

For those of you who haven't yet received your Covid vaccine see page 5 regarding how to make an appointment. If you want to talk to a support worker about anything featured in the newsletter call us on Tel 0151 549 1412 or email to enquiries@knowsleycarers.co.uk

To access services from Knowsley Carers Centre please Tel 0151 549 1412 leaving clear contact details or email to enquiries@knowsleycarers.co.uk

What a year that was!

Sarah and Julie reflect on the past twelve months

Sarah and Julie are our two dedicated support workers for those caring for people with mental health problems. Here they give an insight into their work over the past 12 months.

When we went into the first lockdown last March, we all thought it would only last a few weeks and then we'd all be back to normal and the virus would be gone for good. We had arranged some lovely trips for the spring such as afternoon tea on the Llangollen canal, trips to Blackpool and so on and we never thought for one minute that they would all be cancelled or that the annual Christmas party and shopping trips would be a dream!

The first few weeks saw all the staff from the Carers Centre being very proactive.



Sarah Bird



Julie Barrett

We all busied ourselves calling carers who had been identified as particularly vulnerable and we ensured they had emergency plans in place to provide support within their own bubbles should they be affected.

New referrals continued to come in and we responded to queries from registered carers - it felt like we had been busier than ever but all the staff rallied around to support each other in an unprecedented and difficult time.

Initially the majority of carers seemed to be coping really well, a lot of people told us that they were used to staying at home, accustomed to being isolated from family and friends; lockdown was no different but they still welcomed the calls

...continued on overleaf

and the opportunity to make emergency plans, talk through fears and answer the 'what ifs' and the 'may-bes'.

We don't think anyone thought that the pandemic would last this long but the day-to-day reality of life in these circumstances has impacted on most people's mental health as time has gone by. The fear of a deadly virus and the restrictions it has placed on all of our lives has been life changing; it's been a rollercoaster twelve months full of ups and downs. The impact for people with existing mental health issues has been massive and many individuals have become very ill and have faced a mental health crisis that has required extra support from the NHS including hospital admissions. Those who care, support and love them have also faced extra pressures of caring for loved ones, ensuring that they are safe, providing reassurance in an uncertain time, filling the gaps in services that Covid has highlighted and this has inevitably impacted on carers own mental health and wellbeing.

Throughout this time the staff at the Carers Centre have been here at the end of the phone with a caring, non-judgmental, confidential and compassionate listening ear providing advice, information, advocacy and clarity on issues. When needed, we have supported carers on a daily basis over the phone, advocated to social services, mental health teams and signposted on to external organisations. It has been frustrating that some of the activities at the Carers Centre have been impacted by Covid and we have been unable to offer holistic therapies, meet up in coffee groups or go on days out where you might see a friendly face and have a catch up.



Rosie

Carers have been patient and understood that we too as staff members have faced the difficulties and frustrations of this pandemic; it has been a new experience for us all. Carers have also shown us kindness, patience and compassion during these difficult times. And as always carers have used humour to get through this period. Lots of carers have had a good few laughs at my constantly barking Chihuahua, Rosie, and my three children who have been having wrestling matches in the living room while I've hidden away in my bedroom working, not to mention the constant interruption of the Amazon deliveries!

We'll all be glad to get back to some sort of normality when we can see people face to face, book some exciting trips and look forward to the future.

Carers ID Card

The Carer ID card is a useful form of photo ID to prove you have a caring role. During the Covid 19 outbreak these cards are proving useful for carers as proof that they are supporting someone if they are stopped while travelling, and carers have also used the card to gain entry to the supermarkets during

the key worker opening times. Under normal circumstances the card can help you to gain free or discounted entry to a number of venues including cinemas and sporting events. Please contact us on 0151 549 1412 or email to enquiries@knowsleycarers.co.uk

I have used my card with work as proof that I am a carer when they have tried to move my location, which is important to me to be closer to home.

I use my card when supporting my adult son, it's proof that I am his carer and gives me consent to speak on his behalf.

Helped us get seats with more legroom on the plane.

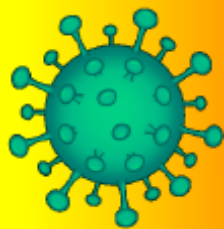


I've used mine when we have been together to the cinema so I have got in for free.

Do you have a Carers ID Card?

I forgot the Disability Concessions Card but my Carers Card was taken as proof instead.

Sometimes when booking events I show the card as proof that I need the same access as him.



Carers Receive COVID-19 Vaccine

Are you a carer living in Knowsley or a carer registered with a Knowsley GP?

As a carer, you play an invaluable role in our communities so it's important that you are vaccinated as quickly as possible, to not only protect yourself, but also the people you care for.

If you have informed your GP that you are a carer or if you are in receipt of a Carers Allowance, then you will be contacted shortly to arrange an appointment for the COVID-19 vaccine.

Carers registered as a carer with their GP

If you are registered as a carer with your GP, they will contact you to arrange an appointment at one of the vaccination sites in Huyton or Kirkby. You don't need to do anything as you will be contacted directly.

Carers in receipt of a Carers Allowance

If you're in receipt of a Carers Allowance, the Department for Work and Pensions will write to you with instructions on how to book an appointment through the national

booking system. However, you don't have to wait to be contacted, you can call 119 or visit www.nhs.uk/covidvaccine to make an appointment.

Other carers

If you are a carer in Knowsley, but do not fall into one of the above two categories, it's important that you make it known that you are a carer so that an appointment can be made for you to be vaccinated.

You can do this by ringing Knowsley Clinical Commissioning Group on 0151 244 4121.

You will be asked about your caring role, who you care for and information about their health conditions. An appointment will then be made for you to be vaccinated. You will also be asked if you wish your GP and the Carers Centre to know you are a carer.

Vaccination Key Facts

The COVID-19 vaccine is a huge step forward in our fight against coronavirus, potentially saving tens of thousands of lives.

The COVID-19 vaccine has been through three phases of clinical trials to ensure it meets the highest standard of safety and effectiveness. Just like any other vaccine, the COVID-19 vaccine works by teaching your immune system how to defend itself against attack.

You can't catch the virus from the COVID-19 vaccine.

Healthwatch Knowsley

COVID-19 Vaccine Survey

Healthwatch Knowsley are keen to understand your thoughts about the COVID-19 Vaccine. We are trying to capture local attitudes towards the vaccine and also how you have accessed or found the information available to you on the vaccine. We would really appreciate your input by completing the survey, which can be accessed by [clicking here](#)

Tell us your COVID experiences on the vaccination process and accessing information

The Government COVID-19 vaccines delivery plan aims to vaccinate tens of millions of people and what you have to say will also be important to the Knowsley health and care system running our local programme to know how the vaccine programme is working.



Have you had your vaccine, waiting to receive yours or do you have queries which make you unsure? We want to know more about your attitude towards the vaccination process and also how you have been accessing information relating to the vaccine and local roll out.

You can access the survey [here](#).

Have you already had the vaccine?

If so we are keen to hear about your experience on our Feedback Centre, please click on the link below to share your story:

[https://
www.healthwatchknowsley.co.uk/
services/covid-vaccination-service](https://www.healthwatchknowsley.co.uk/services/covid-vaccination-service)

For any further information, please contact Healthwatch Knowsley on 0151 449 3954 or email: enquiries@healthwatchknowsley.co.uk



A 'CUPPA' For Carers

Mobilise is an organisation providing a daily e-support package for carers through the Covid19 pandemic. Carers can sign up for the daily mailing here:

<https://james816492.typeform.com/to/NZSI88>

They are running a virtual 'Cuppa' for carers at 4pm, which is proving popular: www.mobiliseonline.co.uk/cuppa

PPE for carers who do not live with the person they care for

The government has recently announced the roll out of a programme that will see free Personal Protective Equipment (PPE) given to unpaid carers who do not live with the person they care for. The scheme will run until the end of June 2021.

To be eligible for PPE as an unpaid carer you must not live with the person you care for and you will have to be assessed to ensure you meet the eligibility criteria for PPE. If you are eligible for PPE you must collect this from one of the two collection points in either Kirkby or Huyton.

If you would like to apply for PPE as an unpaid carer please telephone Knowsley Carers Centre on 549 1412 or email enquiries@knowsleycarers.co.uk

**JOIN US ON
FACEBOOK**



Knowsley Carers Centre has another way that you can stay in touch with us. Using Facebook you can keep up to date with all our news and events.

We'd love you to join us!

Get involved and help us promote the work of Knowsley Carers Centre



Kind to your mind campaign
www.kindtoyourmind.org

During the coronavirus outbreak having access to resources which support good mental health is vitally important as many of us are finding ourselves outside of our usual routines and have less social contact. The Kind to your Mind website was developed for people who live or work in Cheshire and Merseyside as a one stop shop for information. The website links to the NHS Every Mind Matters website which contains expert advice and lots of practical tips to help you look after your mental health and wellbeing.

The website also promotes awareness of a wellbeing portal – ALMA. ALMA provides free access to resources such as approved apps to improve health and wellbeing and free self-referral access to online cognitive behavioural therapy. There are short courses which focus on dealing with stress and anxiety, building mental resilience and getting better quality sleep.

The campaign also has its own Podcast (search Kind to Your Mind) to support people during this time.



Tide is an involvement network for carers and former carers of people living with dementia. We help to build skills, knowledge and confidence so that carers can speak up and influence change in society.

- Become a member sign up here: <https://www.tide.uk.net/>
- Join our private peer support group on Facebook: **Facebook Group**
- Follow us on **Facebook & Twitter**
- Share your experiences
- Get involved in projects that influence policy, research, & practice

Merseyside/Cheshire Virtual Meet-Up - Every Thursday, 12.00 noon - 1.00pm

All carers and former carers of people living with dementia are welcome to come along to this local virtual meet-up - for peer support, discussion, advice and ideas. You can register on the link below and a zoom link will be automatically sent to you.

<https://zoom.us/join/join?j=6grz4uHdEurLwW2rluV1brSk4IldX>

National Coffee Morning - Every Wednesday, 10.30am - 11.30am

A chance to meet up with Tide carers from across the 4 nations. After registering, you will receive a

confirmation email containing information about joining the meeting.
<https://zoom.us/join/join?j=tJMrceqtqD8vGtYgEleXm67j2VvoZ5egJJoB>

Specific Carer Groups:

Carers of People living with Young Onset Dementia:

1st Tuesday of the month, 7.00pm - 8.00 pm.

<https://zoom.us/join/join?j=tJlkdemvpjlrHdz5mE6CG8scvZBiG4hGfJN7>

Carers of someone living in Residential Care:

2nd Tuesday of the month, 1.30pm - 2.30pm

<https://zoom.us/join/join?j=tJArfu6vqDijHNENgV-36FGlluiFhEowW1p>

Former Carers:

Last Wednesday of the month, 4.00pm - 5.00pm

https://zoom.us/join/join?j=tJMucemvqTksHN0nkdvrg_qYaVbks4eME8Rr

Home Carers:

2nd Wednesday of the month, 7.00pm - 8.00pm

<https://zoom.us/join/join?j=tJApcOyqrDkiEtfGZXBczlezORxr9KffEv2r>

Living Grief & Bereavement Group: 4th

Monday of the month, 1.00pm - 2.00pm
This group is for those who have already attended a Living Grief & Bereavement session.

<https://zoom.us/join/join?j=tJYkdemtqDsrE9QnHjGdnOVeb8Jvoq7Cr6sT>



The Practical Carer:

1st Wednesday of the month, 3.00pm - 4.00pm

In partnership with Pooja Jain from CogniHealth, these sessions look at various practical aspects of caring, such as sleep and communication, and give the opportunity for live product testing and a focus on strategies.

<https://zoom.us/join/join?secret=4DSAsf72FVhbeRiQwgq>

Workshop Sessions March - April 2021

Welcome to Tide:

An overview of Tide's work and the variety of opportunities available

Thursday 8th April: 12.30pm – 1.30pm

<https://zoom.us/join/join?secret=tJ0kdOutqj4vGtNtiHjqeKQASTYH2oq1Q-TR>

You Can't Pour from an Empty Cup:

Take time to look at your own emotional wellbeing, understand your triggers, and find key practical skills to use.

Tuesday 6th April: 8.00pm – 9.00pm

<https://zoom.us/join/join?secret=hrDIqGNNrmqJV8wiOBa05vfVijTAB>

Saturday 17th April: 11.30am – 12.30pm

<https://zoom.us/join/join?secret=tJwucuGuqTopHNfsCxSSLqs1rhpGTMUslw5F>

Getting Your Point Across:

Strategies, tips and hints to help you prepare for tricky conversations and get your point across effectively.

Monday 12th April: 11.00am – 12.00noon

<https://zoom.us/join/join?secret=tJApceGgrTgiGNX6K6WuYwfqDL6lorM6vqDu>

Living Grief & Bereavement:

When caring for someone living with dementia, loss is not only felt at the end of life. This session acknowledges and gives you the opportunity to talk about the grief and loss felt while caring for someone living with dementia.

Wednesday 14th April: 11.00am – 12.00 noon

https://zoom.us/join/join?secret=tJlpduCorjkiEtJGP9rkj1nhX8x1_xKISAzx

If you are interested in getting involved, have any questions, or would like to chat, please contact:

Sarah Butler-Boycott - Carer Involvement Lead (Merseyside & Cheshire)

Tide - Together in Dementia Everyday

Email: SarahBB@tide.uk.net **Phone:** 07704 168867



Courtesy of Ella (aged 7)

Dementia Support Knowsley



Living with dementia at any time brings challenges. If you need support we are here for you in 2021.

knowsley@alzheimers.org.uk

How to get personalised one-to-one support

Contact our Knowsley dementia support worker between 9:00am - 5:00pm
Monday to Friday

Melanie Campbell

melanie.campbell@alzheimers.org.uk

07525 403 832 or 0151 426 4433

We can help with issues such as:

- Understanding a diagnosis of dementia
- Legal matters including Lasting Power of Attorney
- Managing your money and benefit entitlements
- Living well with dementia and keeping active
- Support with everyday tasks and getting further help



Singing for the Brain

We look forward to welcoming you to our themed Singing for the Brain online sessions continuing at 2pm on Mondays fortnightly - next session 5th April 2021.

Young Carers Service

During the current lockdown measures our Young Carers Service is accepting referrals and we can now conduct home visits to complete Young Carers Assessments. Alternatively, this can be done over the telephone if you are not comfortable with us visiting.

We can provide advice or support over the phone and we're available to chat.

The Me Time programme provided by Vibe is up and running, they are providing our Young Carers with activities that they can do together in safe environments like in the park. Please feel free to contact us on 07717 301 325 – Chris Wong or 07760 991 108 – Mike Kehoe if you would like further information or know any child/young person who is looking after someone and would like support.



'Time for Me'

**Are you a Young Adult Carer
aged 16 - 25 years?**



a young adult carers programme

Are you aged 16-25 and live in the North West?

Would you like to meet other young people like yourself?

Want to learn new / fun ways of how to look after your own wellbeing?

**'Time for Me' is a FREE wellbeing & support programme designed
around your personal & emotional development!**

Gain a certificate in Mental Health First Aid!



MHFA England

Funded by the Quilter Foundation

Want to know more? Email: mariamelia.ccnw@gmail.com

Tel: Crossroads Care North West on: 01744 612499

Click below to visit our websites:

THE CARER'S EMERGENCY CARD



Peace of mind for carers in Knowsley

What is the carer's emergency card?

If you look after your partner, disabled child, relative or friend who relies on your support you could receive a carer's emergency card. If you were involved in an incident, accident or emergency, then you, another person or the emergency services would use this card to contact the 24 hour telephone response service to make sure the person you care for is safe and well. By carrying one, ideally in your purse or wallet, you can be confident that the person you care for won't be left without the support they need.

How much does it cost?

Nothing – the card and any emergency care that may be needed in the first 48 hours is free to all carers resident in Knowsley.

How to register with the Carer's Emergency Card scheme

You can download a registration form from :

http://www.knowsleycarers.co.uk/forms/6084.18_carers_registration_form.pdf

Once completed it should be posted to :
Home Care Link (CC)
Freepost LV5348
Ormskirk, Lancashire, L39 2HT

healthwatch
Knowsley

Your views and comments are important to us

Healthwatch Knowsley makes sure your views on local health and social care services are heard. If you have received a service from Knowsley Carers Centre—whether that be information support, advice or any other service, please feedback your comments to the Knowsley Healthwatch website www.healthwatchknowsley.co.uk

If you are using the Healthwatch Knowsley website to leave feedback about Knowsley Carers Centre, why don't you leave feedback about your GP surgery at the same time? It is really important for us to hear how people are accessing services.

WELFARE BENEFITS ADVICE



Our Benefits Advisor, Paul Murphy continues to provide telephone advice, information, benefits calculations, and support to help complete forms.

Please call on 0151 549 1412 leaving clear contact details or email enquiries@knowsleycarers.co.uk



Help and support from KDC to employ your own carers

One of our key aims here at KDC is to make it as easy possible for people using direct payments to employ their own personal assistants (PAs). I joined KDC's Direct Payments Support Service six weeks ago and have taken the lead on helping individuals find and recruit suitable PAs. I am delighted to say that in this short space of time, I have found and appointed new PAs on behalf of 3 individual employers and am currently working on recruiting to a number of PA vacancies. I would like to share some feedback from a family we have recently supported: "I found the process easy and with all the help and support that KDC has given me I've now got a fantastic PA".

Thanks to funding from Knowsley Council, we are embarking on a major project to redesign the KDC-Connections PA-finder website and develop a mobile app which will make the process much smoother and easier for everyone. We are currently



collecting feedback from a survey of over 2,000 employers and PAs which will be key to designing and developing this new facility. Our aim is to have the website and mobile app up and running by August this year.

In the meantime, if you need help to find and recruit care and support staff – or if you are interested in working as a PA – please contact me, Mike Atkinson on 0151 480 8873 or email mike.atkinson@kdc.org.uk.



Knowsley All Age Carers Strategy

2020-2025 Progress Update



Having established the terms of reference and membership of the group, regular Carers Strategy meetings are now booked in on a monthly basis for the rest of the year. The meetings are attended by carers alongside officers from the local authority, agency staff such as from Knowsley Carers Centre, the Alzheimer's Society, Tide, and Sight and Mind. Working together members are currently looking closely at the All- Age Carers Strategy 2020 -2025 to start implementing actions to make things happen. Some of the priority areas such as Priority 1 Health and Social Care are difficult to progress due to the heavy workload affecting everyone working in health and social care during the pandemic but there are still things that we can get moving such as the following.

**Digital Technology:
Grancare initiative to be
trialled by carers**

**Identifying Carers Champions
in Adult Social Care Teams**

**Begin consultation with
health and fitness providers
about concessions for carers**

**Tide offers peer to peer
workshops.**

Would you like to come and join us to help make things happen and improve the experience of carers across the borough? We'd love you to join us because hearing what carers think and know helps to make better plans. For more information about getting involved contact Jan Box at Knowsley Carers Centre on Tel 0151 549 1412 janbox@knowsleycarers.co.uk or David Aspin at Healthwatch Knowsley by email to David.Aspin@healthwatchknowsley.co.uk

Carers Consultation – Concessionary Access

The members of the All Age Carers Strategy 2020 - 25 and Knowsley MBC recognise the immense efforts and hard work of carers during the pandemic. Therefore, as a way of providing a break locally which carers can look forward to in the coming months, we are looking at opportunities for concessionary access for carers to local leisure and cultural facilities, etc. across the borough.

We would welcome your feedback on what you feel would be most beneficial to you.

Please follow the link [here](#) to complete the brief survey or use the QR code below.



Knowsley Heritage Walks

Spring is in the air and it's time to step out and shake off the winter blues. By clicking on the link below you'll be able to access a pdf that you can print off. The text will provide lots of interesting information about local history to accompany you on your walks around and about our local towns. Some of the routes take you through parks and most walks are no longer than an hour. Here is the link to Knowsley Councils Heritage walks [Heritage Walks | Knowsley Council](#)

Knowsley has many parks and open green spaces and more information can be found on the Knowsley Council [website](#)



Local nature reserve
Acornfield Plantation

BIG Science Club

A new free science
programme for adults
with learning disabilities
and/or autism.

Explore:

- ⇒ Climate change, plastics
and the environment
- ⇒ Chemistry in our homes
- ⇒ Colour and Flames



Places are limited, to book your place contact.

Cheryl at KDC
on 07957121371 or
Cheryl.keogh@kdc.org.uk



www.kdc.org.uk



Knowsley Disability Concern | 263a Tarbock Road | Huyton | L36 0SD
Charity Reg: 1103477 | Company No: 5002948

Drumming for Fun

Tuesday 6th April 2.30pm-3.30pm (4 weeks)

Use household items as DIY drums and percussion instruments. Have fun learning how to create your own rhythms.

Join us online via Zoom -
Register on our webpage :
www.wellbeingenterprises.org.uk/whats-on/

T: 01928 589 799

Food and Your Mood

Thursday 15th April 2.00pm-3.00pm (4 weeks)

Learn how food and dietary habits can improve your mood. Discover how to incorporate these into a balanced diet for maximum benefit.

Join us online via Zoom -
Register on our webpage :
www.wellbeingenterprises.org.uk/whats-on/

T: 01928 589 799

Sing Your Heart Out

Wednesday 21st April 3.30pm-4.30pm (4 weeks)

Discover the joy and power of singing. Learn how singing techniques can boost your confidence and help you to express your feelings.

Join us online via Zoom -
Register on our webpage :
www.wellbeingenterprises.org.uk/whats-on/

T: 01928 589 799

Yoga for All

Tuesday 4th May 7.30pm-8.30pm (4 weeks)

Unwind and improve your health and wellbeing by learning gentle yoga exercises. No experience needed, wear comfortable clothing.

Join us online via Zoom -
Register on our webpage :
www.wellbeingenterprises.org.uk/whats-on/

T: 01928 589 799

Living Life to the Full (in partnership with Halton Carers Centre)

Wednesday 19th May 11.30am-12.45pm (6 weeks)

Learn top tips to tackle everyday challenges and to improve your confidence and mood. Discover new skills to increase motivation and feel great again!

Join us online via Zoom -
Register on our webpage :
www.wellbeingenterprises.org.uk/whats-on/

T: 01928 589 799

To book:

Call: 01928 589799

Email: info@wellbeingenterprises.org.uk

Online: www.wellbeingenterprises.org.uk

Virtual Zoologist - (in partnership with Knowsley Safari Park)

Tuesday 8th June 2.30pm-3.30pm (4 weeks)

A great opportunity to expand your knowledge about animals from around the world! Watch their feeding time and take a tour around some of the exhibits.

Join us online via YouTube; links will be sent out weekly
Register on our webpage :
www.wellbeingenterprises.org.uk/whats-on/

T: 01928 589 799

The Mess and Beauty of Drawing!

Wednesday 9th June 3.30pm-4.30pm (4 weeks)

Have fun learning how to draw. Interactive sessions using the materials and household items that you have around the home. No experience needed!

Join us online via Zoom -
Register on our webpage :
www.wellbeingenterprises.org.uk/whats-on/

T: 01928 589 799

Art in the Park (in partnership with Kirkby Gallery)

Thursday 10th June 11.00am-11.45am (3 weeks)

Art meets nature! In these virtual sessions four artists produce a piece of artwork inspired by Knowsley Safari Park. The episodes chart the creation of these inspiring art pieces.

Join us online via YouTube; links will be sent out weekly
Register on our webpage :
www.wellbeingenterprises.org.uk/whats-on/

T: 01928 589 799

For a list of our Programme of Activities and upcoming webinars please follow the link [here](#)

To book:

Call: 01928 589799

Email: info@wellbeingenterprises.org.uk

Online: www.wellbeingenterprises.org.uk

Direct Payments

Giving you CHOICE and CONTROL

Do you have health and social care needs - or know someone who does?

did you know?

- you can choose how your care and support is provided
- you can decide who does your care and when it happens

To find out more about Direct Payments and how they can help.

Call us on **0151 480 8873**

Email: **info@kdc.org.uk**

Visit our website: **www.kdc.org.uk**

We make it simple and straightforward for you to use Direct Payments and with our help you can employ your own carers (personal assistants).



Oaksy's

EASTER EGG HUNT

29 March to 14 April

Knowsley's Forest Elf Oaksy is back!



**He has been busy decorating and hiding eggs for you
to find around Knowsley's parks.**

Can you find them all?

**He has left maps on the notice boards in Court Hey Park,
Mill Dam Park, Halewood Park and Stadt Moers Park.**

**On each egg is a clue that makes up a word,
can you crack Oaksy's egg code?**

Let us know how you did by tweeting the mystery word

 **@KnowsleyParks** and posting on
 **Facebook KnowsleyParks**



Knowsley Council



OTHER SUPPORT

AVAILABLE
DURING THESE
CHALLENGING
TIMES



We know that the pandemic is presenting many challenges for our residents and that food is just one thing that you need support with.

Whether it's advice on employment and training opportunities, how to manage your budget or just someone to talk to, help and support is available.



Help and support if you're self-isolating

Help and financial support is available if you're self-isolating. Find out more on the Council's website – www.knowsley.gov.uk (search Test and Trace support payment).

In addition, the Knowsley Support and Volunteer Line – **0800 073 0043** – could help you with picking up shopping, medication, dog walking or just someone to talk to.



Citizens Advice Bureau

For a range of impartial, independent and confidential advice, including benefits and debt advice, email advice@citizensadviceknowsley.org.uk, visit www.citizensadviceknowsley.org.uk for further information or a webchat or call **0808 278 7839**.



Financial advice and support

The Money Advice Service – www.moneyadviceservice.org.uk - has some useful advice about budgeting, avoiding debt and being open about money troubles. Visit their website or call **0300 500 5000** for free impartial advice.

Stepchange provides advice around debt management. Further information is available at www.stepchange.org or by calling **0800 138 1111**.

For money saving tips and budgeting advice, visit Martin Lewis' Money Saving Expert's website at www.moneysavingexpert.com. You can sign up to a weekly email for money saving tips straight to your inbox.



Universal Credit

To make a claim for Universal Credit visit www.gov.uk/how-to-claim-universal-credit, or contact the Universal Credit Helpline on **0800 328 5644** if you cannot get online. Citizens Advice Knowsley run 'Help to Claim' to support residents to make their claim for Universal Credit. Call **0800 144 8 444** or visit www.citizensadvice.org/helpclaim



Knowsley Works

If you'd like help and support to get into employment or training, contact the Knowsley Works team on **0151 443 5010** (Huyton), **0151 443 2040** (Halewood) or **0151 443 4933** (Kirkby).



Registered Social Landlord support

If you're a tenant in Knowsley, you may be eligible for support from your housing provider. Find out more by contacting your registered social landlord directly:

Livv Housing Group – visit www.livvhousinggroup.com or call **0151 290 7000**

For Housing – email hello@forhousing.co.uk or call **0300 123 55 22**

Plus Dane Group – visit www.plusdane.co.uk or call **0800 169 2988**

Riverside Housing Association – visit www.riverside.org.uk



Support with fuel costs

Emergency support with fuel costs may be available if you have a prepayment meter and are on a means tested benefit. Visit the Council's website (www.knowsley.gov.uk) and search 'Emergency Support Scheme' to find out if you are eligible and apply. If you cannot get online, call the Council's Contact Centre on **0151 443 3200**.

If you are not on a means tested benefit but have a prepayment meter and are struggling to afford to top it up, call the Council's Contact Centre on **0151 443 3200** to see what support could be available.

If you have a credit meter and are worried about paying for your energy, you should talk to your supplier directly.



Heating support

Merseyside Fire and Rescue Service could support you if your heating is not suitable or you can't afford to heat your home. Find out more by calling **0151 296 4000**.

Knowsley Council also run a Warm Homes programme which now includes emergency repairs for boilers and central heating systems. Fuel vouchers may also be provided. To find out more, contact Simon.Rugen@knowsley.gov.uk



Looking after your mental health

A range of advice and tips to look after your mental health can be found at www.kindtoyourmind.org.uk including helping you to manage anxiety, coping with loneliness and looking after children's mental health.

There's also a 24/7 crisis line you can call if you need help and support – call **0800 051 1508**.

