

Wirral Support Directory



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Riverside

Riverside Support Services



ASB, hate crime and domestic abuse

Our focus is to make sure all of our customers feel safe and have the support they need. We want our neighbourhoods to be safe places for everyone. We won't tolerate behaviour that prevents our customers feeling secure in their home and their neighbourhood.

To find out more about what support is available or to report incidents please visit

<https://www.riverside.org.uk/you-your-home/asb-hate-crime-and-domestic-abuse/hate-crime/>

Money and benefit welfare advice

Our Money Advice Team are specialists in assisting and advising with Welfare Benefits. They can help you to make a claim, submit an appeal if you have been refused, explain how the different types of Benefits work and ensure that you are receiving your full entitlement.

For benefit advice please visit

<https://www.riverside.org.uk/you-your-home/money-advice/benefit-advice/>

For support from our money advisors please visit

<https://www.riverside.org.uk/you-your-home/money-advice/debt-advice/>

Energy and heating

Heating your home can be a real cost pressure. Here you can find guidance around keeping your costs down while keeping your home warm and free of damp.

For support from our Affordable warmth Team please visit

<https://www.riverside.org.uk/you-your-home/energy-and-heating/affordable-warmth-team/>

Employment and Training

Our Employment and Training Team provides free support to anyone living in a Riverside home. The team offer a tailored service for each person we work with. So whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term – we are here to help!

We can help support you in

- Getting back to work if you're unemployed, disabled or have a criminal record
- Help with searching for jobs, CV writing and interview techniques to help secure your next role
- Accessing funding to support apprenticeships, learning and qualifications
- Working with you to become self-employed or start your own business

To find out more visit

<https://www.riverside.org.uk/you-your-home/employment-training/>
or email

Safety and Support

We take our responsibility to make sure you are safe and comfortable in your home very seriously. Find out about asbestos, water and fire safety as well as advice on domestic abuse and report nuisances here.

<https://www.riverside.org.uk/you-your-home/safety-support/>

Riverside

Food Support Services in Wirral



Council Support

Household Support Fund

Financial help for vulnerable residents in Wirral

Help is available for people in Wirral who are struggling with the cost of living. The council will help people who are most vulnerable to increases in the cost of living. This work is done with local agencies, groups and organisations.

Support Available

The financial support available includes:

- Government Fuel Rebate scheme
- Winter Fuel Payments
- Help with Council Tax
- Emergency financial support schemes
- Discretionary Housing Payments
- Additional financial support for most vulnerable pensioners
- Costing of Living Support – Government Guidance

Wirral Foodbank works with local agencies to help people who are struggling to put food on the table. If you need an emergency food parcel, a local agency may be able to provide you with an emergency foodbank voucher for the Wirral Foodbank.

Visit Wirral Foodbank for details of agencies who can assist or call 0151 606 2005 who can also assess you for help for Wirral Foodbank.

Emergency financial support may be available from Wirral Council for individuals and families in crisis who are in urgent need of specialist food that cannot be supplied by Wirral Foodbank and who cannot pay. We may be able to provide financial help for three days' worth of food for people with a specific food need related to a medical or health condition or due to religion or culture.

To find out more visit:

https://my.wirral.gov.uk/service/Wirral_Emergency_Food_Request

Help with something else (for example, other items, bills and expenses)

Financial support may be available to help with other household items, bills and expenses. This is to provide immediate help in an emergency situation; it is not to provide ongoing regular support.

- Essential transport costs. This could cover emergency travel. It could be for caring duties. It could also be for essential health appointments like dialysis or chemotherapy.
- Veterinary bills. This may be for unexpected veterinary treatment required for a pet critical to its health and wellbeing, where pet insurance is not in place.
- General health needs. This may be for the limited cost of important health needs such as 'Flu vaccinations, paid-for treatments and unexpected high prescription costs.
- Help may be available for other items or bills

For Advice and help contact 0151 606 2005.

Riverside

Food Support Services in Wirral



Wirral Foodbank

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

0151 638 7090

<http://wirral.foodbank.org.uk>
enquiries@wirralfoodbank.org.uk

Enquiries before 2 pm Monday to Thursday
0151 638 7090

Out of hours support between 2pm – 5pm
Monday – Friday
07947 387930

Emergency out office hours, between 5pm –
9am Monday – Friday and all day Saturday,
Sunday Emergency Social Services
0151 677 6557

Seacombe Children's Centre

St Paul's Road, Wallasey, CH44 7AN
0151 666 3506

**Open Monday and Wednesday 1 pm to 3 pm
and Friday 10 am to 12 pm**

St James Church, New Brighton

Albion Street, New Brighton, CH45 9LF
0151 630 6677

Open Thursday 11 am to 12.30 pm

North Birkenhead Development Centre

St James Centre, 344 Laird Street, CH41 7AL
0151 670 9974

Open Monday 3 pm to 4.30 pm

Christ Church, Moreton

Christ Church, Upton Road, CH46 0PA
0151 604 0049

Open Monday 1 pm to 2.30 pm

St Mark's, New Ferry

St Mark's Church, New Chester Road,
CH62 1DG

0151 601 4872

Open Thursday 10.30 am to 12.30 pm

Salvation Army Charity Shop

Salvation Army, 19 Oxtan Road, Birkenhead
CH41 2QQ

0151 6522569

Open Saturday 10.30 am to 12.30 pm

St Chads, Liscard

Twickenham Drive, Leasowe, CH46 1RW
0151 678 6497

Open Tuesday 11 am to 1.30 pm

St Joseph and St Alban's

St Alban's Parish Centre, St Alban's Road
Wallasey, CH44 5UD

0151 638 1520

Open Tuesday 5.30 pm to 7 pm

St Catherine's Tranmere

Church Road, Tranmere, CH42 0LQ
01516527379

Open Friday 11 am to 1 pm

St Vincent's Centre

15 - 17 Grange Road West, Birkenhead,
CH41 4BY

0151 673 1313

Open Monday to Friday 12.30 pm to 3 pm

St David's Church

Crossthwaite Avenue, Eastham, CH62 9DG
0151 327 3722

Open Wednesday 12 pm to 1.30 pm

Riverside

Food Support Services in Wirral



The Pet Food Project

47 Cobham Road, Wirral, CH46 0QZ **kFed Up
Wallasey - Egremont Community Centre**
arl@petfoodproject.org

Community Stores/Social Supermarkets

Social Supermarket - St Paul's Church

Church Crescent, Seacombe, Wirral, CH44 7AY
0151 528 5777

stpauls@seacombeeparish.com

**Open Thursday and Friday 2 pm to 4 pm and
Sunday 12.15pm to 1 pm**

Social Supermarket

Hoole Road, Woodchurch, Wirral, CH49 8EG
0151 522 0738

carrbridgemakeithappen@gmail.com

**Open Monday, Tuesday, Thursday and Friday
1 pm to 3 pm**

Fed Up Wallasey

Sandbrook Community Centre, 11
Sunningdale, Chapelhill Road, Moreton,
CH46 9RG

0151 604 0374

sandbrookcommunity@hotmail.com

**Open Monday 2 pm to 3 pm
Thursdays 3.30pm to 4.30 pm**

Fed Up Wallasey

Egremont Community Centre, Old Mission
Building, Guildford Street, Egremont, Wirral,
CH44 0BP

0151 639 4441

Egremontcommunitycentre2023@gmail.com

Open Monday to Friday 10 am to 2 pm

Social Supermarket - Fed Up Wallasey

Charlotte's Brightside, New Brighton
Community Centre, 1A Hope Street, New
Brighton, Wirral CH45 2LN

0151 630 2626

charlottesbrightside2011@gmail.com

**Open Monday and Tuesday 12 pm to 3pm
Thursday 9 am to 1 pm**

Social Supermarket - Shaftesbury Youth Club

60 Mendip Road, Tranmere, CH42 8NU

07933 970 964/ 0151 608 7165

michellenaylor@shaftes.org.uk

Open Monday to Friday 9.30 am to 4 pm

Social Supermarket - Make It Happen in Birkenhead

72-74 Market Street, Birkenhead, CH41 5BT
07875 692142/0151 306 4840

info@makeithappenbirkenhead.co.uk

**Open Monday to Friday from 9 am to 5 pm
Saturday from 9.30 am to 1.30 pm**

Social Supermarket - Fed Up Wallasey - Leasowe Community Centre

Twickenham Drive, Leasowe, Wirral, CH46 1PF

0151 691 1595

fedup@wirraldt.org.uk

**Open Monday, Wednesday and Friday
9 am to 3 pm**

Social Supermarket - The Core Project Bidston Rise

29 Clover Drive, Bidston, Wirral, CH41 7DZ

corebirkenhead@outlook.com

Open Friday 11.30 am to 2.30 pm

Riverside

Food Support Services in Wirral



Social Supermarket - Community Spirit Wirral

Community Food, 71 Mill Lane, Wallasey,
Wirral, CH44 5UB
07498 180066
mandyleeupton@gmail.com

Open Monday to Saturday 10 am to 4 pm

Social Supermarket - Break the Mould

St Peter's RC Church, St Peter's Way, Prenton,
Birkenhead, CH43 9QR
07584420917
info@breakthemould.org.uk

**Open Monday to Friday 9.30 am to 2.30 pm
(Tuesday and Friday from 10.30 am)**

Social Supermarket - Neo Community

Beaconsfield Community House, Rock Ferry,
Birkenhead, CH42 3YN
0151 647 5981
info@neocommunity.org.uk

**Open Monday, Tuesday and Wednesday
12 am to 3 pm**

**Friday from 12 pm to 2 pm and 4 pm to 6 pm
Saturdays 11 am to 1 pm**

Social Supermarket - The Gate

Gateway Church, Woodchurch Road,
Woodchurch, Birkenhead, Wirral, CH41 2UF
07838 155828
thegate@gatewaywirral.com

Open Monday to Friday 9 am to 11 am

Social Supermarket - Bargain Bags

397 Poulton Road, Seacombe, CH44 9DE
07869214776
info@citcuk.org.uk

Open Monday to Friday 10 am to 12.30 pm

Inspire Community Cafe

The Spire, Breck Road, Wallasey, Wirral CH44
3BD

0151 639 4918

inspirecommunitycafe@yahoo.com

The Port Grocery

Ellesmere Port, CH65 9BE, UK

0151 356 8200

Grow Wellbeing

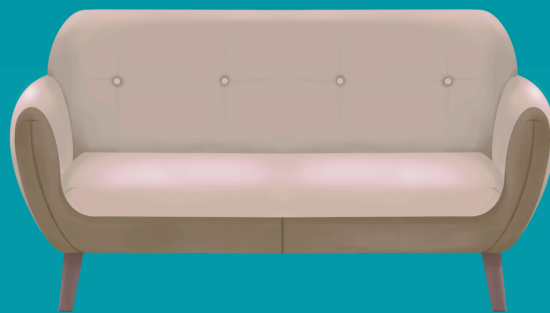
Boundary Rd, Birkenhead, Prenton, CH43 7PD
<https://www.grow-wellbeing.com/>

For additional food support services please download our National Support Directory



Riverside

Furniture Support in Wirral



Council Support

Apply for emergency financial support with welfare needs

Financial support for individuals and families in crisis due to an emergency or disaster may be available from Wirral Council. This may include help for those leaving a care home, prison, hospital or similar, to become established in the community.

You must be:

- aged 16 or over
- a Wirral resident or intending to be (that is, has accommodation secured)
- requiring support to address your own essential needs or the needs of their dependant(s)
- able to demonstrate that you are unable to access any other timely resource or other ways of meeting this need which are considered reasonable
- able to demonstrate that your health and safety, and that of your dependant(s), would be adversely affected if an award was not made

Discretionary Support Scheme

Help with household items

Emergency financial support may be available from Wirral Council for individuals and families who meet the above criteria and who need help with household items such as: white goods; essential furniture and kitchen items; bedding and clothing.

To find out more visit

<https://my.wirral.gov.uk/service/>

Recipro (UK) Ltd

Work with suppliers and contractors, who donate unwanted, materials to sell on at low cost.

Unit 2 Britannia House, Dock Road, CH41 1DF

0151 639 0651

Facebook Groups

There are several groups on Facebook that offer free or low cost furniture.

These include:

People Help The People (Liverpool), Liverpool FREEcycle, Everything's free Liverpool

Resources

Reuse Network

Reuse Network supports reuse charities across the UK to help them alleviate poverty, reduce waste and tackle climate change.

<https://reuse-network.org.uk/>

Second Hand Furniture Websites

Facebook Market Place and Groups

Gumtree, FreeCycle, Pre-Loved, Freeads, VivaStreet, Freegal

Charities

Glasspool Trust

UK-wide charity that provides grants support for people experiencing financial hardship, with no restrictions on who they can help.

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

Buttle UK

Support children and their families, including the provision of beds, and offer more comprehensive packages of support.

<https://buttleuk.org/apply-for-a-grant/>

Family Fund

Helping vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency. They provide essential furniture items and they accept direct applications.

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

Riverside

Furniture Support in Wirral



Charity Shops

Age UK Wirral

3 Vittoria St, Birkenhead CH41 3LQ

0151 647 7329

Open Monday to Saturday 9 am to 4.30 pm

Wirral Hospice Stores

All stores Open Monday to Saturday 9 am to 4.30 pm

Bebington

Teehey Lane, Bebington CH63 8QT

0151 332 3505

Birkenhead

6 St John's Pavement, Grange Precinct, CH41 2YB

0151 345 6638

Bromborough

148 Allport Road, Bromborough CH62 4BB

0151 203 8468

Bromborough Croft Showroom

Unit 4 Croft Trade Park, Welton Road, CH62 3PQ

0151 334 2558

Claughton

64 Upton Road, Claughton CH41 0DH

0151 652 5621

Heswall

254 Telegraph Road, Heswall CH60 7SG

0151 342 6030

Heswall

254 Telegraph Road, Heswall CH60 7SG

0151 342 6030

Liscard

24-30 Liscard Way, Liscard CH44 5TP

0151 638 1005

Moreton

268 Hoylake Road, Moreton CH46 6AF

0151 604 0171

New Brighton

118 Victoria Road, New Brighton CH45 2JF

0151 639 2531

West Kirby

12 Banks Road, West Kirby CH48 4HB

0151 625 2917

British Heart Foundation

Birkenhead Home Store, Unit 3, 178 Grange Road, CH41 6EA

0151 515 7010

**Open Monday to Saturday 9.30 to 5 pm and
Sunday 10 am to 4 pm**

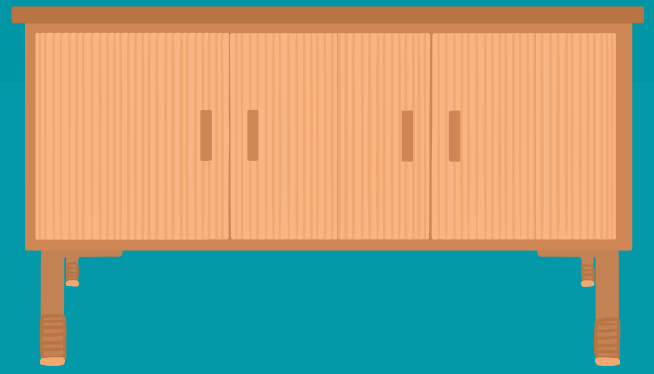
Roy Castle Furniture Store

25 Pensby Road, Heswall, CH60 7RA

0151 342 7043

**Open Monday to Saturday 9 am to 5.30 pm and
Sunday 10 am to 4 pm**

Furniture Support in Wirral



Claire House Children's Hospice Stores Bromborough

16 The Precinct, Bromborough, CH62 7AD
0151 334 0512

Open Monday to Saturday 9am to 5 pm

Ellesmere Port

5 Mercer Walk, The Port arcades shopping
Centre. CH65 0AP
0151 356 4040

Open Monday to Saturday 9am to 5 pm

Heswall

155 Telegraph Road, Heswall, CH60 7SE
0151 342 4287

**Open Monday to Saturday 9am to 5 pm and
Sunday 10 am to 4 pm**

Liscard

7 Coronation Buildings, Wallasey Road,
CH45 4NE
0151 639 0480

Open Monday to Saturday 9am to 5 pm

Hospice of the good Shepherd Ellesmere Port Shop

5 Rivington Road, Ellesmere Port, CH65 0AW
0151 357 1209

Open Monday to Saturday 9.30 am to 4.30 pm

Neston Shop

10 High Street, Neston, Wirral, CH64 9TY
0151 353 0301

Open Tuesday to Saturday 10 am to 4.30 pm

The Besom

Christian organisation that can provide furniture,
kitchen equipment, bed linen and much more.
Referrals can be made by contacting local
support agencies.

www.besominwirral.co.uk

Charities

Glasspool Trust

UK-wide charity that provides grants support for
people experiencing financial hardship, with no
restrictions on who they can help.

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

Buttle UK

Support children and their families, including the
provision of beds, and offer more comprehensive
packages of support.

<https://buddleuk.org/apply-for-a-grant/>

Family Fund

Helping vulnerable children and young people up
to the age of 18 who are experiencing a crisis or
emergency. They provide essential furniture
items and they accept direct applications.

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

Riverside

Cost of Living Support in Wirral



Council Support

Discretionary Housing Payment Scheme

The Discretionary Housing Payment scheme is for people struggling to pay rent or other housing costs. You must already receive Housing Benefit or Universal Credit. These payments give short-term help with rent for tenants in financial hardship. The fund for these payments is limited. Demand often exceeds the available fund each year.

Discretionary Housing Payments are payments that can be made in addition to main Housing Benefit or Universal Credit if housing costs are paid

Libraries

Bebington Central Library

**Civic Way, Bebington, Wirral, CH63 7PN
0151 666 4192**

Open Monday to Saturday 9am to 1pm and 2pm to 5pm

Birkenhead Central Library

**Borough Road, Birkenhead, Wirral, CH41 2XB
0151 606 2114**

Open Monday to Saturday 9am to 1pm and 2pm to 5pm (Tuesday and Thursday until 7pm)

Eastham Library

**Mill Park Drive, Eastham, Wirral, CH62 9AN
0151 666 5283**

Open Tuesday to Friday 9 am to 1 pm and 2 pm to 5 pm and Saturday 9 am to 1 pm

Community Partner Library - Leasowe Library

**Millennium Centre, Twickenham Drive, CH46 1PQ
0151 638 9599**

Open Monday to Friday 10 am to 4 pm

Moreton Library

**Moreton Library, Pasture Road, Moreton, CH46 8SA
0151 666 4884**

Open Tuesday to Friday 9 am to 1 pm and 2 pm to 5 pm and Saturday 9 am to 1 pm

Rock Ferry Library

**259 Old Chester Road, Rock Ferry, CH42 3TD
0151 606 2858**

Open Monday to Thursday 9 am to 1 pm and 2 pm to 5 pm and Saturday 9 am to 1 pm

Upton Library

**Ford Road, Upton, CH49 0TB
0151 677 5677**

Open Monday to Thursday 9 am to 1 pm and 2 pm to 5 pm and Saturday 9 am to 1 pm

St James Library

**St James Centre, Laird Street, Birkenhead, CH41 7AL
0151 670 9974**

Open Monday to Friday 10 am to 4 pm

Seacombe Library

**St Paul's Road, Seacombe, Wallasey, CH44 7AN
0151 606 2665**

Open Tuesday and Thursday 9 am to 1 pm and 2 pm to 5pm

Wallasey Central Library

**Earlston Road, Wallasey, CH45 5DX
0151 639 2334**

Open Monday to Saturday 9am to 1pm and 2pm to 5pm (Tuesday and Thursday until 7pm)

Employment Support

Households into Work

Households into Work is a programme to help people find work and supporting people to get to a point where they start to think about work as a realistic option. They support long-term unemployed people who have difficulty finding and sustaining employment due to a range of issues, including financial crises, mental health problems, the risk of eviction or homelessness, domestic abuse, social isolation or chronic health issues.

0151 330 1005

hiw@liverpoolcityregion-ca.gov.uk

Wirral Ways To Work Programme

The Wirral Ways to Work Programme supports eligible workless young people and adults to move into education, employment and training. Wirral Ways to Work offers four different services aimed at different groups of people. 56-58 Argyle Street, Birkenhead, Wirral, CH41 6AF

0151 556 2620 wirral@careerconnect.org.uk

Wirral Worklessness Support Service

This service is aimed at adults aged 16-years-plus. It provides specialist job coaches who will support you into sustainable employment, including self-employment, on a one-to-one basis. Involve Northwest delivers the service with more than 20 weekly work clubs in community venues throughout Wirral. The Lauries Centre, 142 Claughton Road Birkenhead, CH41 6EY

0151 644 4500

Wirral Careers Information Advice and Guidance service

This service is for eligible young people not in employment, education or training. It aims to raise the aspirations of young people and support you into employment or learning. Career Connect delivers the service, providing face to

face guidance as well as telephone support and online access to services.

0151 556 2620 wirral@careerconnect.org.uk

PLUSS Employment Support

Pluss supports thousands of people with disabilities and other disadvantages move into employment each year.

0800 334 5525

employment.bureau@pluss.org.uk

Employment Team - Wirral Change

The service provides tailored employment advice, but also caring, positive one-to-one culturally sensitive support, which helps tackle employment issues to ensure the empowerment of our community.

They offer one-to-one tailored support with: CV development, job searching and access to training opportunities to improve employability prospects. The team also support benefit issues and appeals, NI registration, housing issues and referrals for immigration advice.

Saint Laurence Close, Birkenhead, CH41 3JD

0151 649 8177 info@wirralchange.org.uk

Credit Unions

Wirral Credit Union

403 Poulton Road, Wallasey, Wirral, CH44 4DF

0151 638 4332

WCU Birkenhead Branch

114 Laird Street, Birkenhead, CH41 8EN

0151 201 1051

info@wirralcu.org.uk

www.wirralcu.org.uk

Central Liverpool Credit Union

141 Park Street, Liverpool, L8 6QF

centralcu.co.uk

0151 708 5515 enquiries@clcu.co.uk

Partners Credit Union

2nd Floor, LCVS, 151 Dale Street, L2 2AH

partnerscreditunion.co.uk

0151 258 1014

enquiries@partnerscreditunion.co.uk

Welcoming Spaces in Wirral



Libraries

Bebington Central Library

**Civic Way, Bebington, Wirral, CH63 7PN
0151 666 4192**

**Open Monday to Saturday 9am to 1pm and
2pm to 5pm**

Birkenhead Central Library

**Borough Road, Birkenhead, Wirral, CH41 2XB
0151 606 2114**

**Open Monday to Saturday 9am to 1pm and
2pm to 5pm (Tuesday and Thursday until
7pm)**

Eastham Library

**Mill Park Drive, Eastham, Wirral, CH62 9AN
0151 666 5283**

**Open Tuesday to Friday 9 am to 1 pm and 2
pm to 5 pm and Saturday 9 am to 1 pm**

Community Partner Library - Leasowe Library

**Millennium Centre, Twickenham Drive, CH46
1PQ**

0151 638 9599

Open Monday to Friday 10 am to 4 pm

Moreton Library

**Pasture Road, Moreton, CH46 8SA
0151 666 4884**

**Open Tuesday to Friday 9 am to 1 pm and 2
pm to 5 pm and Saturday 9 am to 1 pm**

Rock Ferry Library

**259 Old Chester Road, Rock Ferry, CH42 3TD
0151 606 2858**

**Open Monday to Thursday 9 am to 1 pm and
2 pm to 5 pm and Saturday 9 am to 1 pm**

Upton Library

**Ford Road, Upton, CH49 0TB
0151 677 5677**

**Open Monday to Thursday 9 am to 1 pm and
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0151 670 9974**

Open Monday to Friday 10 am to 4 pm

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**St Paul's Road, Seacombe, Wallasey, CH44 7AN
0151 606 2665**

**Open Tuesday and Thursday 9 am to 1 pm and
2 pm to 5pm**

Wallasey Central Library

**Earlston Road, Wallasey, CH45 5DX
0151 639 2334**

**Open Monday to Saturday 9am to 1pm and 2pm to
5pm (Tuesday and Thursday until 7pm)**

Moreton Methodist Church

**Pasture Road, Moreton, Wirral, CH46 7TQ
0151 678 9339 lyn1peter1@hotmail.co.uk**

Wednesday 9 am to 2 pm

St James Garden

**192 and 194 Tollemache Road CH41
0151 639 2121 wen@la21.net**

Wednesday 10 am to 1 pm

Warm Hub - Moreton Baptist Church

**326 Hoylake Road, Moreton, Wirral, CH46 6DF
0151 677 7902**

heretohelp@moretonbaptistchurch.org.uk

**Wednesday 1 pm to 2 pm and Fridays 9 am to 11 am
(term time only)**



Riverside

Digital Inclusion Support in Wirral



Libraries

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Civic Way, Bebington, Wirral, CH63 7PN
0151 666 4192

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2pm to 5pm

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**Open Monday to Thursday 9 am to 1 pm and
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Open Monday to Friday 10 am to 4 pm

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0151 606 2665

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2 pm to 5pm**

Wallasey Central Library

Earlston Road, Wallasey, CH45 5DX
0151 639 2334

**Open Monday to Saturday 9am to 1pm and 2pm to
5pm (Tuesday and Thursday until 7pm)**

Age UK Wirral

Age UK have several groups delivering IT Support and
training across Wirral.

Mariners Park, Royden Avenue, CH44 0HN

Christ the King Church, CH41 4JF

Heart of Egremount, Old Guilford Street, CH440BP

Tomorrows Women, Beckwith Street, CH413JE

Wirral Mind, 90-92 Chester Road, CH415DL

**Neo Community, Beaconsfield Community House,
CH42 3YN**

**Christ Church, Kings Road, 112 Church Road, CH63
3EE**

**Bromborough Evangelical Church , Croft Lane,
CH622DA**

To find out more contact 0151 482 3456



Riverside

Digital Inclusion Support in Wirral



Resilient (NW) CIC

Bespoke and tailor made training for young people with additional support needs.

118 Liscard Road , CH44 5TN

To find out more contact 07878907591

Energy Project Plus

Falklands Road, Wirral, CH4 48ER

To find out more contact 0800 043 0151

Amber Button Community CIC

Adults aged 19+

3 Kelvinside , CH44 7JY

To find out more contact 07727102956

Gautby Road Play, Youth & Community Centre

69 Gautby Road, CH41 7DS

To find out more contact 0151 652 5645

Wirral Change

12-14 St Laurence Drive, CH41 3JD

To find out more contact 0151 649 8177

Wirral Lifelong Learning Service

Lauries Birkenhead, CH41 6EY

Royal Standard House, 330-334 New Chester Rd, CH42 1LE

Byrne Ave Baths, CH42 4PQ

Bebington Road, CH637NX

To find out more contact 0151 666 3330

Wirral Multicultural Organisation

111 Conway Street. Birkenhead CH41 4AF

0151 792 5116

The Hive, Wirral Youth Zone

Bright Street, Wirral, CH41 4EA

To find out more contact 0151 705 8000

Make IT Happen Birkenhead

POC, 34 Argyle Street, CH416AE

To find out more contact 0151 306 4840

Wirral Mencap

Supporting adults with a learning disability

42-44 Market Street , CH41 5BT

To find out more contact 0151 666 1829

Spider Project

56 Hamilton Street, Birkenhead, CH41 5A8

To find out more contact 0151 647 7723

The Positivitree Ltd

Vale House Community Centre, CH45 1LZ

To find out more contact 07877 782 826

Involve Northwest

3 Abbey Close, Birkenhead CH415FQ

0151 644 4500

Wirral Ways

84 Market Street, CH41 6HB

To find out more contact 0151 556 1335

Crea8ting Communities

Rideview Road, Prenton, CH43 9HG

To find out more contact 0151 345 5836

Shaftesbury YC

60 Mendip Road, Birkenhead, CH42 8NU

To find out more contact 0151 608 7165

Citizens Advice Wirral

237-243 Liscard Road, CH44 5TH

Haymarket Court, CH415BX

To find out more contact 07801569064

Our Happy Hub

St Andrews Church, Moorfields Avenue, CH43 9YU

07411316236

Riverside **Youth Provision** **in Wirral**



Children's Centres

Wirral's Children's Centres are warm and welcoming environments where parents, carers and their children under the age of 5 years can access a range of Early Help support services; this support is available both universally (e.g. drop-in play sessions or general advice) or is targeted for families who may need a little more support at a challenging time in their lives.

Wirral's Family Hubs

Family Hubs are spaces where families can easily access a wide range of non-judgemental support to help them live well in Wirral. They bring together maternity services, health visitors, library and foodbank services and children's centre activities.

Wirral's Family Hubs make services easier to navigate and more joined-up, ensuring families receive the right service at the right time. They provide:

- a 'one stop shop' style of support to build connections and strengthen relationships
- a service for families with children aged 0-19 (up to age 25 with SEND)
- provide information and support to adults in those families, for example, women's health issues, advice on lifelong learning and employment
- a space for parents and carers to meet each other attend group sessions

Seacombe Family Hub

St Paul's Road, Seacombe, Wirral, CH44 7AN
0151 666 3506

Open Monday to Friday 9 am to 5 pm

Brassey Gardens Family Hub and Rock Ferry Children's Centres

Brassey Gardens Family Hub, 2 Brassey Street
Birkenhead, CH41 8DA
0151 666 3323

Open Monday to Friday 9 am to 5 pm

Bromborough Children's Centre

Gratrix Road, Bromborough, Wirral, CH62 7BW
0151 666 3246
westwirralcc@wirral.gov.uk

Open Monday to Friday 9 am to 5 pm

Support Services and Groups

YPAS Young People Advisory Service

YPAS offers a wide range of support, wellbeing and therapeutic services for children, young people and families in Merseyside.

YPAS North Hub, Croxdale Road West, Liverpool, L14 8YA

0151 305 2040 support@ypas.org.uk

Muslim Youth Helpline (MYH)

0808 808 2008 help@myh.org.uk

Virtual KEEN

Inclusive online activities for young people
<https://www.keenuk.org/virtualkeen>

Riverside

Youth Provision in Wirral



Youth Matters Wirral

The Youth Matters team provides early help through a wide range of targeted youth support and play activities to meet the needs and aspirations of Wirral children aged 6-19 years. The team work to build futures and shape the lives of those young people in Wirral in need of support.

Through their work they aim to raise awareness, build confidence, promote resilience and support young people into adulthood.

Staff build trusted relationships with young people to let them know that they don't have to face any problems alone.

Youth Matters deliver a range of services to help young people, including:

- Drug and Alcohol advice and support
- Counselling
- Detached Youth Work
- Youth Hubs and Clubs
- Play Schemes
- Health Services in Schools
- Creative Youth Development
- Participation and Engagement through a range of projects

The Youth Matters approach is friendly and flexible to ensure that wherever possible, young people get the 'right' service at the 'right time'.

For more information on any of the services you can email youthmatters@wirral.gov.uk

Wirral Youth Spaces - Neighbourhood Youth Provision

The Neighbourhood youth provision offers a range of activities for young people aged 11 to 19 years (20-25 for young people with disabilities) across Wirral. Youth workers provide a safe space for young people to be themselves meet and socialise with friends and participate in positive activities to learn, develop, grow, have a voice and be inspired whilst having fun.

Eastham Youth Space

St. Anselmians Rugby Club, Eastham Village Rd, Eastham, Wirral CH62 0AN
amienolan@wirral.gov.uk

Open Tuesday, Thursday, Friday 6 pm to 8.30pm

Liscard Youth Space

Wallasey Fire Station, Mill Lane, CH44 5UE
darronwright@wirral.gov.uk
07391738115

**Open Wednesday and Friday 6 pm to 8.30 pm
and Thursday 7 pm to 9.30 pm**

Moreton Youth Space

Moreton Family Centre, Pasture Road, CH46 8HA
christinemarchant@wirral.gov.uk
07796613922

Open Monday to Wednesday 7 pm to 10 pm

New Brighton Youth Space

TimEdwards@wirral.gov.uk

Open Tuesday to Thursday 6 pm to 9 pm

Woodchurch Youth Space

Neighbourhood Youth Worker: Moira Bridge
moirabridge@wirral.gov.uk

Open Monday, Thursday, Friday 6.30 pm to 9.30 pm

Riverside

Youth Provision in Wirral



New Ferry Youth Space

Cornwell Close, New Ferry, CH62 1BG (temp. venue
New Ferry Village Hall)

lynnegordon@wirral.gov.uk

07859938154

Open Monday and Wednesday 6 pm to 8.30pm

West Kirby Youth Space

The Concourse, Grange Road, CH48 4HX

mariamodena@wirral.gov.uk

johannebretherton@wirral.gov.uk

0791 921 0485

Open Tuesday, Wednesday, Thursday 7pm to 10 pm

Clubs and Organisations

The Hive

The Hive deliver a timetable of activities supporting
Young People in the community.

Wirral Youth Zone, Bright Street, CH41 4EA

0151 705 8000

enquiries@thehiveyouthzone.org

To find out more visit

www.thehiveyouthzone.org

Hype Youth Clubs

HYPE's year round Youth Clubs reach the heart of
the community using local community centres as
their base to reach more young people each year.

Hype Central Park Hub

109 Liscard Road, Wallasey CH44 9AE

Beechwood Hub

18 Beechwood Drive, Birkenhead CH43 7ZU

Courtney Park

10 Courtney Rd, Birkenhead CH42 1QS

Operational Hub - Grand Entrance South Lodge,
Birkenhead Park, Park Road North, CH41 4HD

0151 653 7024

enquiries@hype-merseyside.co.uk

Family Club - Neo Community

Beaconsfield Community House, Rock Ferry,
Wirral, CH42 3YN

0151 647 5981

info@neocommunity.org.uk

Ferries Family Groups

Support families across Wirral struggling to cope
with the stresses of life to feel supported and
empowered. When we experience support, it
improves family life for us and our children,
helping them move towards a more positive
future.

Creative Warm Hub

Community Village, Units 2 - 4, 330/334 New
Chester Road, Rock Ferry, CH42 1LE.

0151 345 6920

office@ferriesfamilygroups.org.uk

Open Thursday (Term Time) 9 am to 4 pm

Cornerstone Church - Toddler Group

216 Bebington Road, Bebington, CH63 7NY

Open Tuesdays 10.15 am

Citywide Organisations

Autism in Motion

St Georges hub, Waresley crescent L9 6BW

aimautism@hotmail.com

Al-Ghazali Centre: 'Youth Mental Health Support Programme'

Mental health workshops and activities for young
people aged 12 to 18 years.

Addressing mental health promotion in youth
outside of educational settings

35 Earle Road Liverpool L7 6HA

0151 734 3843 info@alghazalicentre.co.uk

Riverside **Youth Provision** **in Wirral**



Citywide Organisations

Autism Adventures Training CIC: 'My Mental Health- What's OK?'

Project aimed at people with autism to improve understanding of and break down barriers to mental health, as well as providing tools and strategies to manage emotions and feelings. Addressing mental health promotion in youth outside of educational setting, financial insecurity, debt and loneliness.
info@liverpoolautismadventures.co.uk

ADDvanced Solutions

ADDvanced Solutions Community Network encourages, equips and empowers children, young people and their families living with neurodevelopmental conditions, learning difficulties and associated mental health needs.
0151 486 1788
info@advancedsolutions.co.uk

The Mix

Essential support for Under 25's, 365 days a year, for absolutely anything you're going through. You can contact them by phone, email or web chat. They also have an app. The website provides information and support for several mental health issues. **0808 808 4994**

Imagine If Trust: 'The Zone Youth Hub'

Fun, safe and active sessions for primary school aged children, providing a stimulating environment where children can thrive and grow in confidence.
147 Lawrence Road, Liverpool, L15 3HA
info@imagineiftrust.org

Priority Youth Project: 'Priority Youth Counselling Support Programme'

A 1-1 counselling service for children and young people aged 8-19 years.
St Mary's Millennium Centre, Meadow Lane, West Derby, Liverpool, L12 5EA
07523 650 956 **hello@priorityyouth.co.uk**

National Services

National Citizenship Service

Delivers a range of experiences for young people across the UK. <https://wearencs.com/>
0800 197 8010

Duke of Edinburgh

Delivers a range of experiences for young people across the UK. **www.dofe.org**

Rise Above

Website containing interesting and useful stuff from the web and beyond to get young people talking about all the things that matter. You'll find inspiring and useful stories, videos, games and advice. Includes information on self help, confidence and stress. **<https://riseabove.org.uk/>**

Mako Create

Mako Create provide the young people with the opportunity to participate in a variety of workshops involving digital arts and technology.
0151 345 1419 **hello@makocreate.co.uk**

Riverside

Family Support in Wirral



CAMHS

Child and Adolescent Mental Health Services – also known as CAMHS – support children and young people up to age 18 with their emotional and mental health and wellbeing.

01928 568 162

CAMHS Crisis line

CRISIS LINE: 01744 415 640

You can contact CAMHS crisis response team 24 hours a day seven days a week.

Wirral CAMHS

The 0-18 Wirral CAMHS team is a community based specialist service providing mental health assessments and evidence based psychological treatments for children and young people with moderate to severe mental health difficulties, which is where mental health difficulties are having a significant impact upon day to day functioning.

Hatch

Hatch is service for young people aged 8-16yrs, delivered by Utopia Project. They provide a range of programmes to improve your mental health and emotional wellbeing, in a relatable and non-clinical way.

These include;

- 1-1 mental health & wellbeing support via our three tailored interventions; Bazaar, Primal & hatch Wellbeing sessions
- hatch youth club
- Half term activities

Trinity Chambers, Ivy Street, CH41 4EF

To find out more visit:

www.hatchmerseyside.co.uk/about/

For support during the school holidays

MPAC

MPAC have a list of organisations that deliver food support and activities during the school holidays. To find out more visit:

<https://merseyplay.com/summer-haf-holiday-activities-food-2023/>

Period and Hygiene Product Support

Many food banks, pantries and community centres will have access to free sanitary products.

Bloody Good Period -

hello@bloodygoodperiod.com

Morrisons - Package for Sandy

Customers in need can now go to any Morrisons customer service desk nationwide and ask for a package for 'Sandy' or a 'period product pack'. The customers will then be given a free discreet envelope with sanitary products and no questions asked.

Freedom4Girls - provides period products to those in Leeds, Sheffield, West Yorkshire, and select other regions of the UK

<https://www.freedom4girls.co.uk/request-products/>

The Trussell Trust - Search the Trussell trust website to find your local centre.

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



Riverside Older People Support in Wirral



Age UK Advice Line - 0800 678 1602

Tax Help for Older People

01308 488066 taxvol@taxvol.org.uk

Dementia UK - 0800 888 6678

Re-engage

Group and one-to-one social activities will help older people connect with others.

0800 716543

The Silver Line - 0800 4 70 80 90

Friends of the Elderly

Grants to older people living on low incomes.

0330 332 1110 hello@fote.org.uk

Omega (befriending service for caregivers / carers)

Chatterbox Action Against Loneliness telephone chat

01743 245088 chatterbox@omega.uk.net

A Letter from Louise pen pal befriending

01743 245 088

aletterfromlouise@omega.uk.net

Merseyside Fire & Rescue Services: Home Fire Safety Checks

If you live in Merseyside, you can phone **0800 731 5958** for **free** fire safety advice or to request a Home Fire Safety Check visit

Merseyside Dementia Friendly Radio

Independent, online radio station that is run in collaboration with and for the benefit of those who live in the Merseyside area whose lives are affected by dementia. vianat@mdfr.co.uk

07768 139708 nat@mdfr.co.uk

City Wide Support

Liverpool Cares

Liverpool Cares is a community network of younger and older neighbours hanging out and helping one another in our rapidly changing city.

Liverpool Cares,

Studio D, Baltic Creative, 49 Jamaica Street, Liverpool, L1 0AH

0151 659 1789 liverpoolcares.org.uk

The Brain Charity

Helping people with all forms of neurological conditions to lead longer, healthier, happier lives
Norton Street, Liverpool, L3 8LR

0151 298 2999

Bradbury Fields

services for Blind and Partially Sighted People

The Bradbury Centre, Youens Way, Liverpool, L14 2EP.

0151 221 0888 ext 214

jabdullah@bradburyfields.org.uk

Local Solutions

Liverpool Carers Centre delivers a city wide community based programme of activities and training that ensures a range of support is available to unpaid carers in Liverpool

0151 705 2307

healthandwellbeing@localsolutions.org.uk

AbilityNet

Free computer support to disabled people and older people, provided by volunteers.

0800 048 7462 enquiries@abilitynet.org.uk

Older People Support in Wirral



Community groups and activities

Older People's Hubs - Wirral Older People's Parliament at Charlotte's Brightside

Wirral Older People's Parliament is a voluntary organisation working to inform, signpost and support over 55's living in Wirral. They provide information on housing, benefits, health services, local issues and crime and respect. They deliver a number of activities across the Wirral each week.

**For more information contact Julie -
07587167098/ julie@wirralopp.co.uk**

Charlotte's Brightside, New Brighton Community Centre, 1A Hope Street, New Brighton, Wirral CH45 2LN

Monday 10 am to 4 pm and Tuesday 1 pm to 3 pm
*they also run a coffee club the last Friday of the month from 2pm to 4 pm

Cherry Tree Shopping Centre, 6-8 Cherry Square, Liscard, Wallasey, Wirral CH44 5XU
Wednesday 10 am to 4 pm

Wirral Advice Centre, St Anne Street, Birkenhead, Wirral CH41 3JU
Thursday 10 am to 4 pm

Young at Heart - St John the Baptist - Meols

Young at Heart is held at St John the Baptist in Meols every second Monday of the month. It is a great warm space where they run a range of activities including games and jigsaws they also help to support people to learn IT skills and get online.

St John the Baptist, Birkenhead Road, CH47 6AU
0151 632 1661 grossiter1956@outlook.com

St Barnabas Village Centre

Deliver weekly activities, contact to find out more.

Church Square, Bromborough, Wirral CH62 7AB
0151 334 9503

Happy Times Activities

Deliver weekly activities, contact to find out more.

15 Yew Tree Road, Moreton, Wirral, CH46 8UA
0151 641 0716

info@happytimesactivities.co.uk

**Monday to Friday 9 am to 5 pm
Saturday -10 am to 1 pm**

Cinnamon Trust

The National Charity for the elderly, the terminally ill and their pets. Support with pets for example, walk a dog every day for a housebound owner, foster pets when owners need hospital care, collect cat food, or clean out the bird cage, etc.

01736 757 900

<https://cinnamon.org.uk/contact-us/>

Friendship Lunch Club Over 55's - Quirky Life Tree

Everyone is welcome to join the Friendship Lunch Club each Friday for a 2-course homemade meal. Donation only.

40 Birkenhead Road, Hoylake, CH44 7BX
0151 632 1370

TheLifetreewirral@gmail.com

Friday 12 pm to 2 pm

Riverside

Older People Support in Wirral



Age UK Wirral

Age UK deliver weekly activities across Wirral, a selection of the sessions they run are listed on this page. Before attending these sessions, please contact the Health and Activity team about availability. Many activities will include a small cost contribution.

To find out more and to see the full list of activities please contact 0151 482 3456
enquiries@ageukwirral.org.uk

Computer One 2 One Sessions

Meadowcroft, 304 Spital Road, Bromborough,
Wirral CH62 2DE

0151 482 3456/ enquiries@ageukwirral.org.uk
Monday 10 am to 2.30 pm

Wirral Companionship Cafe

Meadowcroft, 304 Spital Road, Bromborough,
Wirral CH62 2DE

0151 482 3456/ enquiries@ageukwirral.org.uk
Monday 2 pm to 4 pm

The Phoenix Group

Social group for older gay men.
Devonshire Resource Centre Park Road North,
Birkenhead, Wirral CH41 0DD

1st Friday of the Month

Goodfellas Film Club

Devonshire Resource Centre Park Road North,
Birkenhead, Wirral CH41 0DD

Second Tuesday of the month 1 pm to 3 pm

Walking Football

New Ferry Village Hall, Grove Street, CH62 5AZ

Monday 10.30 am to 11.30 am

Art and Drawing at Barncroft

Meadowcroft, 304 Spital Road, Bromborough,
Wirral CH62 2DE

Thursday 10 am to 12 pm

'Focus' Photography

Devonshire Resource Centre Park Road North,
Birkenhead, Wirral CH41 0DD

Thursday 7 pm to 9.30 pm

Wirralside Walkers (Easy)

Usually on the first Monday of the Month

Short Health Walks

The last Wednesday of every month

White Top Walkers

Usually on the third Monday of every month

***Contact to find times and meeting places**

Chiropody

Devonshire Resource Centre, 141 Park Road
North, Birkenhead, Wirral CH41 0DD

Monday 10 am to 11.40 pm

Meadowcroft, 304 Spital Road, Bromborough,
Wirral CH62 2DE

Tuesday 9.10 am to 12.10 pm

Larchwood Close, Pensby, Wirral CH61 6YH.

Thursday 1.45pm to 4 pm

Top 2 Toe Exercise

Meadowcroft, 304 Spital Road, CH62 2DE

Thursday 12 pm to 1 pm

Chair Based Exercise - Holy Trinity Church

Holy Trinity Church, Chorley Way, CH63 9LS

Friday 11 am to 11.45 am

Mental Health and Wellbeing Support in Wirral



City Wide Support Services

Liverpool CAMHS (age 0 to 25)

FRESH Building, Alder Hey Children's Hospital,
Liverpool, L12 2AP

0151 293 3662

camhs.referrals@alderhey.nhs.uk

Crown Hub

Crown hub is a day service offering support to adults experiencing mental health issues. This is a short term re enablement service offering support for up to 6 – 10 weeks.

Crown Hub, Crown Street, Liverpool, L7 3LZ

0151 233 3800

Crownhub@liverpool.gov.uk

Change Grow Live (CGL) Integrated Recovery Service.

Help people experiencing problems with drugs and alcohol in Widnes and Runcorn.

76 High Street, Runcorn. WA7 1AF

Aston Dane Building, Waterloo Road, Widnes.
WA8 0QR

0151 422 1400 halton.info@cgl.org.uk

Nightstop

Safe & secure Emergency Accommodation for vulnerable young people (16-35yrs old). They Also offer Mental Health Support services, Counselling, Anger Management, Mediation and Property pathway support to children and adults. 194 Warrington road, Widnes. WA8 0AT.

0151 345 6454

info@nightstopcommunitites.co.uk

Priority Youth Project: 'Priority Youth Counselling Support Programme'

A 1-1 counselling service for children and young people aged 8-19 years.

Addressing mental health promotion in youth outside of educational setting

**St Mary's Millennium Centre, Meadow Lane,
West Derby, Liverpool, L12 5EA**

07523 650 956 hello@priorityyouth.co.uk

The Comedy Trust: 'Laughter After Loss'

Workshops, drop-ins and discussion groups to for adults following a bereavement, supporting their journey through the power of laughter.

Royal Court Theatre, 1 Roe Street, L1 1HL

0151 702 5893 info@thecomedytrust.com

Hub of Hope

Hub of Hope is the UK's most comprehensive national mental health support database.

Download the free app or text HOPE to 85258 to find relevant services near you.

Resilience and Wellbeing Course - Be Well Learning

For more information on courses and support please get in touch.

Flourish Wellbeing Hub, Victoria Central Hospital, Mill Lane, Wirral CH44 5UF

07594 862719

support@bewelllearning.com

Liverpool Bereavement Service Service

1st Floor, Granite Buildings, 6 Stanley Street,
Liverpool, L1 6AF

0151 236 3932 (9am to 5pm)

enquiries@liverpoolbereavement.co.uk

Riverside **Mental Health and** **Wellbeing Support** **in Wirral**



Counselling - Wirral Mind at Flourish Wellbeing Hub

The Flourish Wellbeing Hub situated in Wing A, second floor of Victoria Central Hospital offers a drop in service where you can share your issues and get the support you may need, all under one roof. Call to book appointment.
Victoria Central Health Centre, Mill Lane, CH44 5UF
0151 512 2200
learning@wirralmind.org.uk

Headspace - Beechwood Community Shop

Beechwood Community Shop hosts an affordable, warm and welcoming Community Kitchen and Cafe called The Beechwood Community Kitchen. They also offer a 10 week course supporting mental health. Contact for further information.
Manor House, Beechwood Drive, CH43 7ZU
07841 048873
julia.jones@community-shop.co.uk

PaNDAS Drop-in - PANDAS Wirral at Bromborough Family Hub

PaNDAS is a community offering peer-to-peer support for you, your family and your network affected by perinatal mental illness.
Bromborough Family Hub, Gratrix Road, CH62 7BW
0808 1961 776
pandaswirral@hotmail.com
Monday 10 am to 11 am

WEB Merseyside

WEB is a community-based service that supports women, girls, men and boys with complex needs. Supporting with confidence, self-esteem and empowerment on the Wirral.
0151 653 3771/ info@webmerseyside.org

Mind

Mind offers help and support to those who need it most. There's more than 100 local Minds across England and Wales, offering specialised support and care based on the needs of their communities.
Local Minds run mental health services in local communities. Anyone can get in touch – you don't need to have a GP referral. Each local Mind is different, but the services they offer might include:

- Talking therapy
- Crisis helplines
- Advocacy
- Employment and training schemes
- Counselling
- Befriending services

To find support near you visit

<https://www.mind.org.uk/information-support/local-minds/>

The Martin Gallier Project

The Martin Gallier Project is fiercely dedicated to preventing suicides, breaking down stigmas & supporting families in the North West.
57 New Chester Road, New Ferry, CH62 1AB
0151 644 0294
admin@gallierhouse.co.uk
Phone line open Monday to Sunday 9.30 am to 4.30 pm

Riverside

Domestic Abuse Services in Wirral



If you are in immediate danger, call 999 and ask for the police.

If prompted, press 55 to Make Yourself Heard and this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

Call 999 from a landline

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

If you are deaf or can't use a phone

You can register with the emergencySMS. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

<https://www.emergencysms.net/>

Bright Sky app

Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else.

The app can be downloaded for free from the app stores. **Only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.**

Safe Spaces

Safe Spaces are available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK.

Liverpool Support

Merseyside Domestic Violence Services (MDVS)

PO Box 200, Liverpool, L14 9WU

07802 722703 info@mdvs.org

Local Solutions - Independent Domestic Violence Advisory Service (IDVA)

0151 709 0990 info@localsolutions.org.uk

PSS: Domestic abuse support

0151 702 5500 ruby@pss.org.uk

Liverpool Domestic Abuse Service (LDAS)

07923 232327/0800 084 2744 / 0151 263 7474

The Crossing Point - Domestic Abuse Service

Free Confidential Domestic Abuse Service working with women, men, and young people.

07731 878076 info@thecrossingpoint.co.uk

Tomorrow's Women Wirral

Courses, counselling, mentoring and legal support for women who have experienced domestic abuse.

0151 647 7907

Involve Northwest - 0151 644 1100

Wirral Women and Children's Aid - 0151 643 9766

Disability Support in Wirral



Employment Support

Government Support

Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability.

<https://www.gov.uk/access-to-work>

Citywide Support

The Brain Charity

Norton Street, Liverpool, L3 8LR
0151 298 2999

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

Mencap

Mencap Cottage House 6-8 Mariners Road L23 6SX
<https://yournetwork.mencap.org.uk/group/512>

0151 707 8582

Strawberry Field

Beaconsfield Road, Liverpool L25 6EJ
0151 252 6130

Community Integrated Care

Information@c-i-c.co.uk
Phone: 0800 2218 522

Activities and support

Wirral Society of the Blind and Partially Sighted (WSBPS)

The Wirral Society of the Blind and Partially Sighted work locally supporting people of all age groups living with and coming to terms with sight loss.

Ashville Lodge, Ashville Road, CH41 8AU

0151 652 8877 hello@wirralsociety.org.uk

Open Monday Friday 9 am to 4.30 pm

Asthma + Lung UK

The UK's leading asthma charity. Offer support and information for people affected by Asthma. Runs a helpline ran by a team of health care advisors and respiratory nurse specialists who can support you with expert asthma advice.

0300 222 5800

helpline@asthmaandlung.org.uk

BSL 999 UK emergency relay service

999 BSL is an emergency VRS service for Deaf BSL users to contact the emergency services through an interpreter.

Available 24/7 through the website, iOS or Android. BSL users can contact the Police, Ambulance, Fire service or Coastguard using this service. For Emergency use only.

How the service works: You use 999 BSL app or Website to make a call to 999, it will go to British Sign Language (BSL) interpreter first, who will appear on the screen. The BSL interpreter will then call the 999 operator through landline and will relay the conversation.

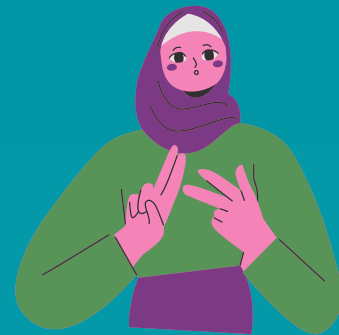
Deafness Resource Centre

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, Halton and Knowsley areas.

- Information & Advice
- BSL & Deaf Awareness Training
- Advocacy for Deaf people
- Youth, Children & Families Support Services
- Room Hire & Meeting Facilities
- Interpreting
- Equipment

01744 23887 (voice) 07722095710 (text)

Disability Support in Wirral



Wirral Evolutions

People centred service for adults with disabilities with locations across the Wirral.

The Grange, Grove Road, Wallasey, CH45 0JA

0151 637 2030

<https://www.wirralevolutions.org/>

Happy Times Activities

15 Yew Tree Road, Moreton, CH46 8UA.

0151 641 0716

info@happytimesactivities.co.uk

Wirral Wired

Wirral Association for Disability

Independent Living and Carers Resource Centre

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

0151 647 6162

wscowired@me.uk

Wirral Mencap

Activities and Support for adults with a learning disability.

42-44 Market Street, Birkenhead, CH41 5BT

0151 666 1829 **info@mencapwirral.org.uk**

Together All Are Able

Community Interest Company focusing on Self Advocacy. We work with Self Advocates, Carers and Professionals to make Self Advocacy happen.

Grange Road West Sports Centre, Birkenhead, CH43 4XE

07984 532 410 **toaaa@outlook.com**

Together We Will

Wirral independent living and learning, supporting those living with a disability and their carers.

18-20 Tower Quays Business Park, Tower Road

Birkenhead, CH41 1BP

01516499393

Wirral Children with Disabilities Services

The Wirral children with disabilities service is focused on supporting children with disabilities to access support and services that will promote their quality of life and achieve positive results.

Millennium Centre, Twickenham Drive, CH46 1PQ

0151 666 4700

People First

Disability led organisation aiming to help people with learning disabilities to speak out, be respected and live active, healthy and happy lives.

0151 329 2137 **info@peoplefirst.uk.com**

SeeAbility

SeeAbility specialise in supporting people who have learning disabilities or who are autistic, who may also have sight loss or complex support needs, to live ambitious lives and achieve things they never thought possible. Whether that is forming more friendships and relationships, enjoying new experiences and activities or finding employment.

01372 755 000 **enquiries@seeability.org**



Riverside Migrant and Multi- Cultural Support in Wirral



Liverpool Muslim Society and Al Rahma Mosque

29-31 Hatherley St, Liverpool L8 2TJ
0151 709 2560

info@liverpoolmuslimsociety.org.uk

Christ Church Norris Green - Triple C

The Church of the Good Shepherd, Lower House Lane L11 2SF

07871 914364 0151 226 2992

info@triplecliverpool.org

Pagoda Chinese Community Centre

Pagoda Arts Henry Street, Liverpool, L1 5BU

Email: info@pagodaarts.org.uk

Tel: 07542339019

4Wings - Support for women

Church House, 1 Hanover Street, L1 3DN

0151 558 1442 info@4wings.co.uk

Amadudu Women's Refuge

0151 734 0083 info@amadudu.org

Muslim Community Helpline

0208 904 8193 or 0208 908 6715

ess4m@btinternet.com

Savera UK

151 Dale Street, Liverpool, L2 2AH

0800 107 0726 info@saverauk.co.uk

Liverpool Malayalee Association

07736 352874 limaliverpool@gmail.com

Kadampa Meditation Centre (KMC) Liverpool

0151 726 8900

info@meditationinliverpool.org.uk

Osun Arts Foundation: African arts and culture

Osun Foundation, The Old Saint Lawrence School Building, Westminster Road, Liverpool, L4 3TQ

0151 922 2911 sunartsfoundation@gmail.com

Liverpool Irish Centre - Sláinte Le Chéile Health Together

Liverpool Irish Centre, 6 Boundary Lane, Liverpool, L6 5JG

0151 263 1808 info@liverpoolirishcentre.org

Merseyside Jewish Community Care (MJCC) - Key services

Shifrin House, 433 Smithdown Road, Liverpool, L15 3JL

0151 733 2292 info@mjccshifrin.co.uk

Al-Ghazali Multicultural Centre

Al-Ghazali Multicultural Centre, 35 Earle Road, Liverpool, L7 6HD

0151 734 3843 info@alghazalicentre.co.uk

Liverpool Arabic Centre (LAC)

Tiber Enterprise Facilities, Tiber Street, Lodge Lane, Liverpool, L8 0TP

0151 727 2855

info@liverpoolarabiccentre.org.uk

Merseyside Polonia

Kirkdale Neighbourhood Community Centre 238a Stanley Road Liverpool L5 7QP

0151 237 2674 info@merseysidepolonia.com

Muslim Youth Helpline (MYH)

0808 808 2008 help@myh.org.uk

Mary Seacole House

91 Upper Parliament Street, Liverpool, L8 7LB

0151 707 0319 info@maryseacolehouse.com

Migrant and Multi-Cultural Support in Wirral



Pal Multicultural Centre

68A Mulgrave St, Liverpool L8 2TF
0151 708 9669

The Kuumba Imani Mellinum Centre

4 Princes R, Liverpool, L8 1TH
0151 708 5278 0741 477 51 51
Info@Moulana.co.uk

Florrie

377 Mill St, Liverpool, L8 4RF
0151 728 2323 info@theflorrie.org

Liverpool Arabic Centre: 'Your Safe Space'

A culturally sensitive mental health support service, which combines Western and Arab/Muslim traditional therapies to provide support for people experiencing poor emotional and mental well-being due to financial hardship. Tiber enterprise facilities, Tiber street site, Lodge Lane, Liverpool, L8 0TP
0151 727 2855

Mary Seacole House

A mental health charity and resource service set up to offer support and advice in emotional and practical matters, primarily Black, Asian, Minority, Ethnic and Refugee communities. Mary Seacole House, 91 Upper Parliament Street, Liverpool, L8 7LB
info@maryseacolehouse.com

Everton in the Community: Welcome Through Football Refugee And Asylum Seeker Football Project

The People's Hub Cruyff Court, 46 Spellow Lane, Liverpool, L4 4DF
jonathan.garside@evertonfc.com

Merseyside Refugee Support Network (MRSN)

1st Floor, St Anne's Centre, 7 Overbury Street, Liverpool, L7 3HJ
0151 709 7557 info@mrsnliverpool.org.uk

Family Refugee Support Project (FRSP)

Provides practical help to refugees "moving-on" from the asylum system and support to onward social and economic integration into life in Liverpool and beyond.
Toxteth Town Hall, 15 High Park Street, L8 8DX
0151 728 9340 info@frsp.org.uk

Opoko

Opoka aims to help women and children in the Polish community improve health, well-being, financial stability, and happiness by stopping domestic violence and abuse.
0300 365 1700
info@opoka.org.uk

Art Therapy - Heart4Refugees

Offer well-being and emotional and practical support to refugees and asylum seekers living in the Wirral area.
Grange Baptist Church, Whetstone Lane, Birkenhead, CH41 2QS
enquiries@aheart4refugees.org
Wednesday 1 pm to 3 pm

Jewish Women's Aid

Jewish Women's Aid (JWA) was founded to support the thousands of Jewish women who, each year, will face physical, emotional, psychological, sexual or economic abuse from within their own close family.
020 8445 8060 info@jwa.org.uk

Women's Groups in Wirral



Women's Groups

Women's Health Information and Support Centre (WHISC):

Our Listening Ear service is available for women, telephone 0151 707 1826 to make an appointment or drop in to WHISC Centre. Open Monday, Tuesday and Thursday 10 am to 4pm
Daily activities available
120 Bold Street, Liverpool, L1 4JA
0152 707 1826 women@whisc.org.uk

Granby Somali Women's Group: 'GSWG Befriend Me'

A social network where elderly Muslim and minority ethnic women will come together, exchange ideas, have interesting discussions and participate in a number of activities, which will alleviate their loneliness.
12 Beaconsfield Street, Liverpool, L8 2UU
contact@granbysomaliwomensgroup.org

The Women's Organisation: Enterprise Hub

54 St James Street, Liverpool, L1 0AB
0151 706 8113 enterprisehub@thewo.org.uk

National Association of Women's Clubs (NAWC) - Liverpool

01708 730805 nawc@btconnect.com

Paperwork Theatre - Women's Drama Group

Luna, Northern Lights, 5 Mann Street, L8 5AF
info@paperworktheatre.co.uk

Females First

The Rock Ferry Salvation Army Community Church, 179 Old Chester Road, Rock Ferry, Birkenhead, CH42 3TA
lburns128@gmail.com
Tuesday 10 am to 12 pm

Tomorrow's Women

Tomorrow's Women deliver weekly activities across Wirral, please find a select list below. For more information contact the team.
0151 647 7907
admin@tomorrowswomen.org.uk

**All Activities delivered at their centre
Tomorrow's Women, Beckwith Street East,
Birkenhead, Wirral, CH41 3JE**

We Need Your Help group - Helping to support the continuous growth of the organisations Garden.
Monday, Wednesday and Friday 9.30 am to 2 pm

Better Solutions

Better Solutions is a 3 week rolling group consisting of three sessions that look into offending behaviours and how to change them.
Tuesday 5.30 pm to 6.30 pm

Yoga with Grace- 6 week Yoga course.
Wednesday 11 am

Money Management and Debt Support
Thursday 11 am to 1 pm

Guided Meditation
Friday 3 pm to 3.30 pm

Domestic Abuse Specialist with Morecrofts
Drop in Wednesday 12.30 pm to 1.30 pm

Households into Work - Tomorrow's Women
Monday 11 am to 1 pm

They also deliver a drop in advice sessions with local solicitors to find out more contact -
0151 647 7907
admin@tomorrowswomen.org.uk

Riverside **Women's Groups in** **Wirral**



Women's Groups

GotTheTeeShirt Coffee Morning

The Lighthouse Centre at Involve Northwest
330 - 334 New Chester Road, Community Village,
Rock Ferry, CH42 1LE
0151 644 4839
dateam@involvenorthwest.org.uk
Friday 9.30 am to 11.30 am

Women's Motiv8! Gym - Motiv8! at Wirral Mind

Wirral Mind, 90-92 Chester Street, Birkenhead,
Wirral CH41 5DL
0151 512 2200
learning@wirralmind.org.uk
Thursday 3 pm to 5 pm

Blossom and Bloom Wellbeing Session - Our Happy Hub (Girls aged 11 to 16)

Our Happy Hub, Hillside School, Ridgeview Road,
Noctorum, Wirral, CH43 9HG
07411316236
ginaourhappyhub@gmail.com
Bi-weekly Saturday 11.30 am to 2.30 pm

Womens Wellbeing Workshop - Our Happy Hub

Our Happy Hub Ridgeview Road, CH43 9HG
07563531234
helenourhappyhub@gmail.com
Tuesday 5 pm to 8 pm

Young Women's Trust

Young Women's Trust champions young women aged 18 to 30 on low or no pay. They offer young women free coaching, feedback on job applications and information to help them get where they want to be. To find out more visit
<https://www.youngwomenstrust.org/get-support/>

The National Women's register

The website has a map of activities running across the UK, you can search groups by visiting
<https://nwr.org.uk/network/groups/>

Ladies Circle

Ladies Circle provides the opportunity for women to connect across the UK.
<https://www.ladiescircle.co.uk/>

Men's Groups in Wirral



Men's Groups

Active Through Football - Men's Football

Brookvale Recreation Centre, WA7 6EP

Fridays 4 pm to 5pm

Richard.Jones@liverpoolfa.com

Sean's Place

Mental Health Support for Men in Sefton and Liverpool

211 Linacre Lane, Bootle, Liverpool, L20 6AD

0151 922 5444

Andys Man Club Liverpool

Meet Monday at 7 pm

UNIS Compliance Stadium, Cantilever Park,
Common Ln, Warrington WA4 2RS

info@andysmanclub.co.uk

James' Place Liverpool

Offer free, life-saving treatment to suicidal men

0151 303 5757 liverpool@jamesplace.org.uk

ManKind Project

There are MKP men's groups all over the UK & Ireland. Some of these groups meet online and in person. For more information about finding your nearest group contact

mensgroups@mankindprojectuki.org

Mind Halton

Peer support and social groups offer an opportunity to talk to others who know what you're going through in a safe, supportive environment. All groups are facilitated by staff and assisted by trained volunteers.

Mind Halton, 3 Wellington Street, WA7 1LB

01928 563612

info@mindhalton.org.uk

Men's Motiv8! Gym - Wirral Mind

Wirral Mind, 90-92 Chester Street, Birkenhead,
Wirral CH41 5DL

0151 512 2200

learning@wirralmind.org.uk

Wednesday 3 pm to 6 pm

Bee Wirral Projects

Bee Wirral's Elemental Project is a well-being project with activities just for men to improve their well-being. It aims to reduce the isolation of men in the Wirral through activities and community integration.

0739 505 4402/0151 647 7587

Info@beewirral.co.uk

Silverback Social

The Liberty Community Centre, 7 Whetstone Lane,
Birkenhead, Wirral CH41 2QS

Monday 10 am to 2 pm

Allotment - Bee Wirral Elemental Project

Bee Wirral Ecotherapy Hub, Lansdowne Place
Allotments, Lansdowne Place, Wirral CH43 7RP

Wednesdays 10 am to 4 pm

Woodwork Workshop

The Malebox Woodshop, Tam O'Shanter Farm, 25
Boundary Road, Birkenhead, Wirral CH43 7PD

Tuesday 11 am to 3 pm

Crown Green Bowling

Birkenhead Park, Park Dr, Birkenhead, CH41 4HY

Tuesday and Friday 10 am to 12 pm

Creating a Community Garden

Sandbrook Community Centre, 11 Sunningdale,
Chapelhill Road, Moreton, Wirral, CH46 9RG

Thursday 11 am to 3 pm

Riverside

Men's Groups in Wirral



Men's Wellbeing Group - Equilibrium North West CIC

Livingstone Street Play and Community Centre, 130 St Anne Street, Birkenhead, Wirral, CH41 3HX

07731 478096/0151 647 6044

equilibriumnwteam@gmail.com

Monday 6 pm to 8.30 pm, Friday 12 pm to 2pm

Men's One-to-One Listening Support & Signposting - WEB Merseyside

Please contact to register

WEB Merseyside, 32 Argyle Street, CH41 6AE

0151 653 3771

info@webmerseyside.org

Paul Lavelle Foundation

Offers therapeutic support to males who feel they are experiencing or have experienced domestic abuse.

The Community Village, 330-334 New Chester Rd, Birkenhead, CH42 1LE

0151 294 4176

info@paullavellefoundation.co.uk

ANDYSMANCLUB

ANDYSMANCLUB want to eliminate the stigma surrounding mental health and create a judgment-free, confidential space where men can be open about the storms in their lives. They have clubs across the UK that deliver weekly, free-to-attend peer-to-peer support groups for men aged over 18.

<https://andysmanclub.co.uk/find-your-nearest-group/>

Men's Shed Groups

Men's Shed Groups bring together social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter.

There are a number of groups across the UK, to find the one closest to you visit

<https://menssheds.org.uk/find-a-shed/>

LGBTQ+ Support in Wirral



LGBTQ+

Trans Support Service (TSS)

The Beat Hanover Street/David Lewis Street
Liverpool L1 4AF
0151 317 8581 Tss.merseycare@nhs.net

Spirit Level Transgender Support Group

<https://spiritlevel.org.uk/>
spirit.level@yahoo.com

Sahir

Sahir House, 4th Floor, 151 Dale Street L2 2AH
0151 673 1972 info@sahir.uk.com

THE Action Youth (Trans Health Education) (YPAS)

36 Bolton Street, L3 5LX www.ypas.org.uk
0151 702 6087 gyro@ypas.org.uk

Citizens Advice Liverpool - LGBTQ+ Hate Crime Support Service

Practical & emotional support for people who have been affected by LGBTQ+ hate incidents, and their families, across Merseyside.

0151 522 1400 ext 5006
LGBTHateCrime@caliverpool.org.uk

Switchboard LGBT+ Helpline

0800 0119 100 hello@switchboard.lgbt

Merseyside non-scene LGBT Social Group

<https://www.meetup.com/MERSEYSIDE-LGBT-SOCIAL-GROUP/>
stev_arts@yahoo.co.uk

Merseyside LGBT Creative Writing Group and Book Groups (18+)

<https://www.meetup.com/LGBT-Creative-Writing-And-Book-Group-MeetUp-Merseyside/>

Galop

Supports all LGBT+ people who've experienced hate crime, domestic abuse or sexual violence.

0800 9995428 help@galop.org.uk

Sahir House - HIV Support, Information and Training Centre

Sahir House, 4th Floor, 151 Dale Street, L2 2AH
0151 673 1972 info@sahir.uk.com

LIV.FAST Network

Provides peer support and advice for those who identify somewhere within the FTM (Female-to-Male) spectrum.

The Beat, Hanover Street/David Lewis Street, Liverpool, L1 4AF

liverpool.ftm@gmail.com

Body Positive

Body Positive is a Cheshire based charity providing a range of services in sexual health and relationships and to the LGBT+ communities. Information, support, counselling and condoms available.

01270 653150
health@bpcnw.co.uk info@silverrainbows.com

Loving Me

Loving Me is a service which provides one-to-one support and advocacy, for Trans and Non-Binary victims of domestic abuse or sexual violence who are aged 18 and over and live in England.

07902 478958/ help@lovingme.uk

Additional Support in Wirral



Sexual Violence Support

Rape and Sexual Abuse Centre (RASA)

RASA Merseyside provides support to anyone in Merseyside impacted by sexual violence.

0151 666 1392 helpline@rasamerseyside.org

Rape Crisis

A service for anyone aged 16+ in England and Wales who has been affected by rape, child sexual abuse, sexual assault, sexual harassment or any other form of sexual violence – at any point in their life.

0808 500 2222

SAFE Place Merseyside: Sexual Assault Referral Centre (SARC)

24 hour telephone support service

0151 295 3550

Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

Rape and Sexual Abuse Support RASASC (Cheshire & Merseyside)

The Rape and Sexual Abuse Support Centre (Cheshire & Merseyside) is a registered charity that aims to provide crucial specialist support, independent advocacy, counselling, help and information, for those affected by rape, sexual assault and/or abuse – a free of charge service delivered in a safe and non-threatening environment.

PO Box 35, Warrington. WA1 1DW

01928 477980/0330 363 0063

Rape Crisis

If something sexual happened to you without your consent – or you're not sure – you can talk to a member of the team. No matter when it happened.

0808 500 2222 open 24 hours a day

<https://rapecrisis.org.uk/get-help/>

Galop

A UK LGBT+ anti-abuse charity, provides a dedicated sexual violence helpline for LGBT+ people who have experienced sexual assault, violence or abuse, however or whenever it happened.

Victims can contact the Helpline by phone 0800 999 5428 or via email help@galop.org.uk.

The 24/7 Rape and Sexual Abuse Support Line

247 offers Free, specialist and confidential support delivered by Rape Crisis England &

0808 500 2222

To chat online or find out more visit

<https://247sexualabusesupport.org.uk>

National Online Helpline for Male Survivors

Operated by Survivors UK. Supports men and boys (trans or cisgender) and non-binary people who have ever experienced unwanted sexual activity. Live chat, SMS and email support.

<https://www.survivorsuk.org/>

The Survivors Trust

The Survivors Trust provides confidential information, advice and support for women, men and young people, their parents/carers or partners via a helpline or email.

08088 010818

info@thesurvivorstrust.org

More information can be found at

www.thesurvivorstrust.org

Additional Support in Wirral



Hate Crime

General victims of hate crime can call their Local Neighbourhood Police Team on telephone number **101** or Liverpool Direct on **0151 233 3001** to report

Stop Hate UK

Stop Hate UK is available 24 hours a day. The helpline is confidential and independent.

You can report a hate crime by:

0800 138 1625 Text: 07717 989 025

Text relay: 18001 0113 293 5100

Webchat at <https://www.stophateuk.org/talk-to-us>

Anthony Walker

Racial or religious hate crime - this support service is delivered by the Anthony Walker Foundation (AWF). AWF delivers specialist counselling and support for victims.

LCVS Building 3rd Floor, 151 Dale Street, L2 2AH

0151 237 3974

info@anthonywalkerfoundation.com

Daisy Inclusive UK

Disability hate crime - provided by charity Daisy Inclusive UK. Daisy UK have a dedicated hate crime officer who supports victims from the point of contact through to support and guidance through the judicial system, if required.

0151 261 0309

disabilityhatecrime@daisyuk.com

Citizens Advice Liverpool

LGBTQ+ hate crime - this support service is delivered by Citizens Advice Liverpool. They can help you to make a report to the police if you wish, understand your rights, liaise with organisations and help you to access specialist support services such as counselling.

0800 144 8848

Victim Support: (24/7 support)

Victim Support operates a 24/7 Supportline and live chat service, every day of the year, offering specialist emotional and practical support to anyone who has been a victim or a witness. You don't have to report a crime to get help from Victim Support.

0808 16 89 111

Live chat available by visiting

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>

Hate Crime Campaign

The Hate Crime Campaign provides information and services to those who have been a victim of Hate Crime.

<https://hatecrime.campaign.gov.uk/>

Hate Crime Victim Support – Remedi UK

The Cheshire Hate Crime Victim Service are a support service for all victims and witnesses of hate crime and hate incidents. They can offer

- Confidential emotional and practical support
- Support at court
- Advocacy
- Access to a range of support agencies
- Support with your Victim Personal Statement

0800 640 6466 (Mon-Fri, 9am-5pm)

hatecrimevictimservice@remediuk.org