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/helptoclaim**

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**.

Knowsley
BETTER
TOGETHER

Knowsley Council