



Halton Strategic **PARTNERSHIP**

Local Services Available to Support Halton **Residents Affected by Welfare Reforms**

Please note that this document is not available in a printed format, as the intention is to keep it electronic so it will be easier to refresh when information changes. If you want a hard copy, please feel to print as you see fit. If you wish to add information, or make any amendments, please email lsp@halton.gov.uk.

Organis ation	Service	Times/ Venues	Signposting Agreements	Finance	Resources	Contact	
Halton Borough Council	Benefits Service and Welfare Service		Happy to have any residents signposted to us	For Housing Benefit, Discretionary Housing Payments can be applied for. Discretionary Support Scheme has been established to assist the most vulnerable residents of Halton who either, face an emergency situation and require assistance with food or, need help with basic household items or services to facilitate a move back into or to remain in the community. For more information please email: DiscretionarySupport@halton.gov.uk	Service delivery leaflets that can be circulated	Benefits Service - 0151 511 7772 Welfare Rights Service - 0151 511 8930	
		Provision - Available to all Halton residents					
		Advice is provided up to and including specialist level. Benefits Service cover new claims for Housing Benefit and Council Tax Reduction scheme, and all queries relating to this. Welfare Rights Service give advice on any welfare benefits issue. Benefits service does not have to be accredited. The Welfare Rights Service maintain quality mark standards.					

Service	Times/ Venues	Signposting Agreements	Finance	Resources	Contact
Halton Children's Centres	Each Children's centre differs in terms of access to community access, discuss on an individual need with each children's centre	Agreements with Jobcentre and housing associations	Centres hold Food Bank Vouchers		0303 333 4300 (Contact Centre)
	Provision				
	We will offer IT support and signpost				
Service	Times/ Venues	Signposting Agreements	Finance	Resources	Contact
Halton Library Service	Available during library opening hours (see below)			Resources available	0303 333 4300 (Contact Centre)
	Provision				
	Library staff will provide IT support				
Service	Times/ Venues	Signposting Agreements	Finance	Resources	Contact
Castlefields Community Centre	9am - 8pm			3 public access computers available.	ken.neale@halton.gov.uk
	Provision				
	Residents need a library card to use the computers. They can obtain one from Halton Lea Library. Public access Wi-Fi is also available				

Organisation	Service	Times/ Venues	Signposting Agreements	Financial Support	Resources	Contact
Christians Against Poverty		Monday, Tuesday, Thursday, Friday 9:30-2:30. Hope Corner Community Church 70 Clifton Road Runcorn WA7 4TD	We are quite happy to have people sent to us. We are currently setting up partnerships with Housing Associations, GP Offices, and other agencies across the area. We can provide leaflets and posters relating to our services and run presentations for both service providers and clients	None	An IT advisor will be available at some times	Theresa Worrall, Centre Manager, 70 Clifton Road, Runcorn, WA7 4TD, theresaworrall@capuk.org 07194 672579
	Provision - Available to all Halton residents					
	We provide accredited free debt counselling to people who are both unemployed and on benefits. While we are not benefit specialists, when we look at people's situations, we would make sure that they are receiving all that they are entitled to. Our service is more to help people budget and resolve their debt situations over the short and long term					

Organisation	Service	Times/ Venues	Signposting Agreements	Financial Support	Resources	Contact
Age UK Mid Mersey			We are very happy to work in partnership. We have signposting agreement with other local providers	None	Resources available	Dawn Kenwright Halton Borough Co-ordinator, 44 Church Street, Runcorn, WA7 1LR Tel 01928 575400, dawnkenwright@aukmm.org.uk
	Provision - Available to residents aged 65+					
	Benefits advice for over 65s					

Organisation	Service	Times/ Venues	Signposting Agreements	Financial Support	Resources	Contact
Bridgewater Community Healthcare	Live Life Well website			None	The website Live life well, www.live-life-well.net has a section on debt support. The direct link to that section is www.live-lifewell.net/resources/debt-support/	Jen Brown, Health Improvement Specialist, 0151 495 5450
	Provision					
	Dedicated website for mental well-being support					

Organisation	Service	Times/ Venues	Signposting Agreements	Financial Support	Resources	Contact
Deafness Resource Centre		32-40 Dentons Green Lane, St Helens, WA10 2QB	Yes happy to signpost and be signposted to. Cross referring in place with Halton Disability Partnership.		We have a self-advocacy room at St Helens. With computer/skype/webcam . Access to minicom. Advocacy Manager can be available to support if booked at same time as room.	Ruth Turner, Advocacy and Community Services Manager, ruth.turner@deafnessresourcecentre.org SMS number available for D/deaf clients 07501 496 367
	Provision - support and advice to D/deaf and hard of hearing clients.					
	Basic advice given. Not accredited as delivering specialist advice.					

Organisation	Service	Times/Venues	Signposting Agreements	Financial Support	Resources	Contact
Halton Housing Trust		*Helpline manned every Tuesday, but will respond to messages at other times	We are happy to assist Halton Housing Trust tenants		We have a Welfare Reform video on YouTube http://www.youtube.com/watch?v=nsSgiggqDtY	Jeanette Gustafson MIMA(Cert) 0151 510 5226 Money Advice Team 0151 510 5024 email welfare@haltonhousing.org Welfare reform helpline* 0151 510 5023
	Provision - For Halton Housing Trust Customers and members of the tenants household only.					
	We provide basic level welfare benefit/debt and money advice services to HHT customers. We do not carry out insolvency work such as DROs/Bankruptcy petitions but can advise on insolvency options and refer as appropriate. We do not carry out welfare appeal work but will assist up to reconsideration stage. We are licensed by the OFT to provide free, not for profit consumer counselling. The three Welfare Benefit and Money Advice Officers are members of the Institute of Money Advisors and one is accredited by the IMA (MIMA (Cert)) holding a Certificate in Money Advice Practice. Home visits are carried out by the Welfare Benefit and Money Advice Officers who have their own company provided Ipad for internet access as well as a mobile phone with internet access. The Ipad has its limitations when accessing some online forms such as Attendance Allowance applications as the submit button doesn't appear when making an online application via an Ipad.					

Organisation	Service	Times/Venues	Signposting Agreements	Financial Support	Resources	Contact
Places for People		Phone line available 8am-8pm weekdays and 9am-4pm Saturday.				0800 138 1111. www.stepchange.org
	Provision					
	P for P have partnered with "Stepchange Debt Advice" (formerly the Consumer Credit Counselling Service) to provide advice as P for P has a national footprint, with small stock holdings in some areas with no local offices. This is a telephone based service only.					

Organisation	Service	Times/ Venues	Signposting Agreements	Financial Support	Resources	Contact
Halton Citizens Advice Bureau		Widnes office, Unit 3 Victoria Building, Lugsdale Rd, Widnes, WA8 6DJ. Open Monday - Friday 10am - 1pm (closed last Wednesday of every month). Runcorn office, Ground floor, Grosvenor House, Runcorn, WA7 2HF. Open Monday, Tuesday & Thursday 10am - 1pm				0151 257 2449 (direct line for Halton residents) www.haltoncab.org.uk Public advice line 08451 304055 open Monday-Friday 10am-4pm
	Provision					
	Halton CAB provides independent advice on the following: Debt, welfare benefits, consumer rights, family issues, housing, employment rights and legal issues					

Organisation	Service	Times/ Venues	Signposting Agreements	Financial Support	Resources	Contact
Halton Credit Union						01928 790571 www.haltoncu.co.uk
	Provision					
	Halton Credit Union is a savings and loan co-operative. Loans are allocated based upon regular savings and savings amount.					

Organisation	Service	Times/ Venues	Signposting Agreements	Financial Support	Resources	Contact
<p>Halton Disability Advice and Appeals Centre</p>			<p>We have informal sign posting with a variety of groups such as the carers, CAB etc.</p>	<p>No cash help available</p>	<p>We do have IT facilities that we offer for use by clients in DWP online benefit applications and job search we hope to expand this service mid 2013. There is a fully trained and experienced Welfare Rights Officer Available with the Service user to ensure any questions actioned</p>	<p>William Murphy, Terry Craven, Damian Matthews. The old Police Station Mersey Rd Runcorn WA7 2PQ. Tel:- 01928 567733 Email: hdaac@talktalk.net</p>
Provision						
<p>One to one advice and advocacy, representation at tribunal and when necessary The upper Tribunal (Commissioners) We have access to Solicitors for complex Fraud cases. We were accredited (CLS Quality Mark) but due to funding restrictions it was not renewed. The service provides advice and representation to residents of Halton and we offer advice to organisations on disability issues including the Equalities Act 2010</p>						

Organisation	Service	Times/ Venues	Signposting Agreements	Finance	Resources	Contact
Jobcentre Plus		*The systems are only available during office opening times via a booking system Monday, Tuesday, Thursday and Friday 9am to 5pm, Wednesday 10am to 5pm.		No cash help available		Deborah Ainsworth, Deborah.j.ainsworth@dwp.gsi.gov.uk – contact number 07966 566 465 or Hayley Dooley, Hayley.dooley@dwp.gsi.gov.uk – contact number 07500 942 541
	Provision					
	<p>1. Up-to-date benefit advice provided on website for customers to access information</p> <p>2. Advice and support provided on new and existing claims to benefit and advice on ongoing conditionality requirements on receiving benefits.</p> <p>3. Runcorn Jobcentre Plus has 4 computers systems and Widnes Jobcentre Plus has 3 systems that customers can access. These systems are for customers to access jobsearch systems and to make new claims to benefits. Customers need to book onto these systems and will obtain support from a Digital Champion from within the office*.</p>					

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Halton Disability Partnership		Sefton House, Public Hall Street, Runcorn, WA7 1NG. It is best to make an appointment.	Yes – very happy for residents to contact us.		Benefits advisor available. Equipment is in our office – located on the ground floor with disabled access. We have an information booklet about what we do. Website and Facebook site.	David Atkinson/Sue Molyneux, info@haltondisability.org.uk 01928 593 117
	Provision					
	Basic welfare/benefits advice. We are not accredited. We complete benefit welfare forms.					

Additional Information

GPs – Any resident for whom welfare reform/debt problems are causing anxiety should be encouraged to contact their GP for mental health advice or access the Live Life Well website (see previous page).

Parents should also check whether their schools operate a uniform swap scheme.

For Food Bank voucher providers see next page.

FOOD BANK VOUCHERS

Food bank vouchers are also available at the following venues: (Please note – Food bank vouchers are restricted to 3 visits per family)

RUNCORN	WIDNES
Age UK	Affinity Sutton Housing
Bridge Building Team	Attendance & Behaviour Service
British Red Cross	Barnado's
Brookvale & Windmill Hill Children's Centres	Bridge Building Team
Catholic Children's Society	Bridgewater NHS Trust
Citizens Advice Bureau	British Legion
Cosmopolitan Housing Association	British Red Cross Care in the Home
Halton Disability Partnership	Catch 22 Missing from Home
Halton Family Voice	Child In Need
Halton Housing Trust	Christians Against Poverty
Halton People Into Jobs	Crime Reduction Initiatives
Hope Corner Community Church	Ditton Children's Centre
Job Centre Plus	Halton and District Women's Aid
Liverpool Housing Trust	Halton Citizen's Advice Bureau
Plus Dane	Halton Housing Trust
Riverside Housing Association	HBC Mental Health Service
St Andrews	Intensive Family Work Service
St Bertelines Church	Jobcentre Plus
St Johns Weston	Navigate (Cheshire Police)
	Rapid Access Rehabilitation Service
	Riverside College
	Sure Start to Later Life
	St Vincent De Paul
	Warrington Road Children's Centre
	Wellbeing Appleton Village Surgery
	Wellbeing Beaconsfield Surgery
	Wellbeing Hough Green Surgery
	Widnes Walk-in Centre
	Young People's Team

