Housing Solutions for advice and appointments contact through HDL’s or tel: 0303 333 4300 and ask for Housing Solutions Team.

Illegal Money Lending Team contact in confidence on 0300 555 2222 
(local call including inclusive minutes from mobiles) stoploansharks@liverpool.gov.uk text loan(space)shark(space)+ your message to 60003.

Job Centre Plus JobCentre Plus (Runcorn) 01928 753 600 
JobCentre Plus (Widnes) 0151 422 2300

Red Cross Memorial House, Northwich Road, Knutsford, WA16 OAW. 
(T) 01565 650 201. Fax 01565 633 885. www.redcross.org.uk

Riverside College (T) 0151 257 2800 or 01928 508 600

Shelter 3 York Terrace, York St, Chester; CH1 3LR 0844 515 2315 www.shelter.org.uk 
Helpline: 8am-midnight (7 days a week). Also see people by appointment at CAB offices.

Sure Start to Later Life (T) 0151 907 8311, www.ss2ll.co.uk , ss2ll@halton.gov.uk

Trading Standards Service via Consumer Direct 08454 04 05 06 (8:00am - 6:30pm) 
Monday to Friday 9:00am - 1:00pm Saturday). In limited circumstances and where necessary face-to-face advice an be given. www.consumerdirect.gov.uk

Vision Support Halton Halton Independent Living Centre, Collier Street, Runcorn, 
WA7 1HB. (T) 01928 582946 Monday – Friday: 10 a.m. – 3 p.m. 
halton@visionsupport.org.uk http://www.visionsupport.org.uk/halton.htm

Welfare Benefits (T) 0151 471 7448

Widnes and Runcorn Cancer Support Group 
21 - 23 Alforde Street, Widnes, Cheshire WA8 7TR. (T) 0151 423 5730. 
Mon-Fri 10am-3pm  dee.graal@tiscali.co.uk  www.widnesruncornccsg.co.uk

Welfare Rights Service First Floor, Catalyst House, Catalyst Trading Park, Sankey Street, Widnes. WA8 0GH 0151 471 7448 www.halton.gov.uk  welfare.rights@halton.gov.uk 
Ring for appointment at ; Halton Direct Link, Runcorn on: 
Tuesdays & Thursdays 9.30am - 1pm, 2 - 4.30pm and Fridays 9.30 - 12pm. Thursday PM is “drop in” service only.

Women’s Centre Pendennis Court, Castlefields, Runcorn. WA7 2SW Tel. 01928 566073.
Definition of a Carer
Someone who provides regular and substantive care which goes over and above his or her usual role as a spouse/parent/family member. This may include people that do not necessarily live with the “Cared For” person, but without the care that they provide it would be difficult for the “Cared For” person to maintain a sense of independence.

Caring in Halton
The 2001 Census found that there were 13,528 carers in Halton, helping to support an adult, relative friend or neighbour.

Who is a Carer?
A carer is someone who, without payment, provides help and support to a partner, child (with a disability), relative, friend or neighbour who could not manage without their help. This could be due to an age, physical or mental disability, a substance mis-use issue or a learning disability.

Working Carers
Carers who work may have good reason to do so. It may include the carers well-being, income and to keep social contacts.

Working carers now have statutory rights at work to help balance the responsibilities of caring with work. Government legislation in the form of ‘The Work and Families Act 2006’, gives working carers the right to request flexible working.

Social Services
How can Social Services help me?
Social Services can give advice on services available and arrange care that may be needed, subject to assessment.

What sort of help can Social Services provide?
• Emergency Respite Service for carers (subject to assessment of need)
• Help for those who care for people in their own home
• Help for people who need to develop new skills
• Support for those who wish to return back to work
• A break from caring
• Emotional support

Carers Assessments
Social Services can complete an assessment for you as a carer so that they can help you look at the support you need. Having this assessment will not affect any benefits you are claiming.

If you care for an adult, this can be done together with the cared for person or on your own. You can have an assessment, even if the person you are caring for refuses help.

If you care for a disabled child, your needs will be considered as part of an assessment of the needs of your child and family.
Carer Breaks
Social Services may be able to arrange breaks for people who care for an adult or child who needs looking after.

If you are a carer there are different ways to get a break, you would need an assessment by Social Services to look at what service would best suit your need and that of the person you care for.

An assessment is a meeting between you and staff from Social Services to look into your need for a break and also the care needs of the person you usually look after.

The assessment is to help work out what type of break would be best for you and also the person you care for:

- Breaks in care home
- Daytime activities and support for you and the person you look after
- Care within their home
- Carer break funding

Emergency Respite for Carers
The Emergency Respite Service is available to those adult carers that have received a Carer’s Assessment during which it has been identified that there is a potential need for an emergency respite plan to be put in place, for the person they care for should the carer be unable to provide support due to illness or other emergencies.

Carers or the ‘Cared For’ person can then access the service 24 hours a day, 7 days a week if an emergency arises that requires a break.

Halton Families Information Service
Halton Families Information Service (FIS) provides free, impartial information and advice on a full range of childcare and children’s services to parents and carers. This includes details of childminders, nurseries, preschools, out of school clubs, holiday play schemes, toddler groups, leisure activities and nursery education grant.

Contact: 01928 704306
www.halton.gov.uk/FIS
The FIS Team also maintains the Help4me service directory http://www.help4me.infor/
Services included on Help4me are aimed at 0-20 year olds.

The Community Bridge Building Team
Offers one to one support to enable carers, older people or people with disabilities to think about the things that they like to do and where they can be done.

The bridge builder worker will support the carer or cared for person to overcome any obstacles or barriers, including isolation - that may have previously stopped them from doing what they want to do.

The bridge builder will help people with accessing:

- Leisure activities, sports
- Arts and Culture
- Volunteering
- Community activities
- Education, hobbies
- Accessing faith communities

Contact: 0151 471 7560

Sure Start Later Life
Sure Start Later Life can offer a signposting and information service to people over 55 including Carers that live in Halton. For more information call 0151 907 8311 or email: ss2llhalton.gov.uk
Caring for someone with Drug and/or Alcohol Problems
Caring for someone with a drug or alcohol problem can be very stressful, not least because of the stigma attached to problems with substance misuse in society generally. This can make caring for a family member doubly isolating. Added to this the fact that the person cared for often resists support or help or struggles to keep to a treatment plan. Many carers find themselves at the mercy of unpredictable behaviour and this can make carrying on with their own life very difficult.

All drug and alcohol services for adults in Halton are based at Ashley House in Widnes.

Ashley House and Halton Carers Centre have developed new partnership links providing a drop in service and support group, they can also provide a signposting service for other specialist services including: mental health, housing (SHAP) and benefits (Welfare Benefits).

Halton Drug and Alcohol Services
Ashley House
Ashley Way West
Adjacent to Victoria Road
Widnes
WA8 7RP
Tel: 0151 422 1400

Services at Ashley House include:

- health promotion
- counselling
- home visits
- needle exchange
- out-patients clinics
- prescribing
- detox
- community in-patient
- rehabilitation
- service user support
- criminal justice interventions
- outreach
- family support services
  (for adults and children effected by parental substance misuse)

Young Carers
Young Carers Project - HITS (Hope, Inclusion, Time, Success)
HITS provides services to a carer who is under eighteen and whose life is affected because they care for a member of their family or close friend who is unwell.

HITS is a local independent voluntary agency who provide a support for young people from lots of different backgrounds.

HITS runs young carers groups which give you the chance to meet other young carers of your age who might share some of your experiences.

HITS will provide information and give advice about services that are available to you and your family, and offer guidance to help with many issues that you may be facing.

Other activities include joining groups where young carers can socialise and make new friends, put on activities, provide snacks and go on outings during school holidays.

Contact freephone: 0800 0431034 or 01928 564663

Halton Carers Centre
Halton Carers Centre is an independently run service, under the umbrella of The Princess Royal Trust; that provide services for carers. The Carers Centre operates from 62 Church Street, Runcorn and provides services to carers who live in Widnes and Runcorn.

These include:

- Information and advice
- Training courses, i.e., first aid, moving & handling
- Day trips, football and rugby matches and coach trips
- Coffee groups
- Complementary therapies
- Pamper sessions, i.e., manicure, facials and pedicure
- Leisure cards

All services are offered free to carers who register with the centre. Contact: 01928 580182
Benefits
There is a range of benefits, tax credits and other financial support that you may be able to receive as a carer. Please refer to the Welfare Rights Service for further details, as this is only a brief outline of services available to carers. Contact details at the end of the booklet.

Carers Allowance
You may be able to claim Carers Allowance if you are 16 and over and you spend 35 hours a week caring for someone. The cared for person must be in receipt of Attendance Allowance or medium/high care component of Disability Care Allowance.

Income Support
If you are aged between 16 and 40, on a low income, not working or working on average less than 16 hours a week you may be able to claim Income Support. If you are also entitled to Carers Allowance, you may be able to get an extra amount included in your Income Support. This is called a ‘Carer Premium’.

Community Care Grant
If you are getting Income Support, income based Jobseekers Allowance or Pension Credit and you need financial help to ease hardship on your family, you may be able to get a Community Care Grant. You could be eligible if you are caring for someone who is ill or disabled.

Housing Benefit
If you are on a low income and need financial help to pay your rent, you may be able to get Housing Benefit. You may get extra money if you are caring for a disabled child or adult.

Help with Council Tax
If you are on a low income and need financial help to help pay your Council Tax, you may be able to get Council Tax Benefit. You may get extra money if you are caring for a disabled child or an adult.

If you provide at least 35 hours of care a week for someone in your household, you may be able to get a separate reduction on your Council Tax bill. The person you are caring for cannot be your spouse, partner or child. This reduction can be made in addition to Council Tax Benefit.

Council Tax Disregard – Carers
A discount of 25% may be awarded to those engaged in the provision of care and support to others.

To qualify for this disregard, the person receiving the care must be entitled to one of the following benefits; High Rate Attendance Allowance, Disability Living Allowance (high rate care component), an increase in the rate of Disablement Pension (due to constant Attendance Allowance or War Disablement/Industrial Injuries), by the highest amount or an increase in the rate of Constant Attendance Allowance (due to War Disablement/Industrial Injuries).

The carer must be resident in the same dwelling as the person to whom they are providing care, provide care for at least 35 hours per week, not be the spouse of the person receiving care and not be providing care for a person below the age of 18.

For further information relating to Council Tax Disregards contact the Council Tax Section on 0151 907 8301.

If you are on a low income or receiving any other benefits you may qualify for help towards your rent and/or Council Tax from Housing Benefits and/or Council Tax benefits. You will need to complete an application form to claim this benefit. More information is available from the Benefits Service on 0151 907 8302 or our website: www.halton.gov.uk/benefits.
Return to Work

Halton People into Jobs Service

Halton People into Jobs (HPIJ) is an employment support service run by Halton Borough Council to support Halton residents looking for work locally.

The service offers a range of tailored support methods from one to one job matching where a job broker will work with you to identify suitable employment opportunities, to help developing your CV, completing application forms, preparing for interviews, information advice, learning and skills.

HPIJ offers weekly surgeries at different locations across Halton.

To find out how HPIJ can help please call the team on 0151 471 7516

HPIJ 1st Floor, Rutland House, Halton Lea, Runcorn WA7 2ES

• JobCentre Plus (Runcorn) 01928 753 600
• JobCentre Plus ( Widnes) 0151 422 2300

Useful Telephone Numbers

Acorn Learning Centre Kingshead Close, Runcorn,WA7 2JE. (T) 01928 573 721

Addaction (T) 0845 126 4130. www.actiononaddiction.org.uk

Adult and Community Education Team Kingsway Learning Centre, Widnes. (T) 0151 471 7486

Age Concern 44 Church Street, Runcorn,WA7 1LR. (T) 01928 590600 enquiries@ac-halton.org.uk Monday, Tuesday, Thursday & Friday 9:30am to 3:00pm and Wednesday 9:30 to 12 noon.

Age Concern 106 Albert Road, Widnes,WA8 6LF. (T) 0151 424 9000

Alzheimer’s Society Public Hall Court, Public Hall Street, Runcorn, Cheshire, WA7 1NG. (T) 01928 574384. Halton@alzheimers.org.uk

Arch Initiatives Ashley House, Ashley Way West, Widnes, WA8 7RP. (T) 0151 422 1440

CAB Ground Floor, Grosvenor House, Runcorn,WA7 2HF. (T) 08451 304055 advice@haltoncab.org.uk www.haltoncab.org.uk Mon, Tues, Thurs, Fri 10am-1pm

Carers Direct Information, advice and support for carers 0808 802 02 02 www.nhs.uk/carersdirect

Carers UK (National Helpline) 0800 009 966

Cheshire Halton & Warrington Racial Equality Council 92 Watergate Street, Chester; CH1 2LF, (T) 01244 400730.

Energy Projects Plus Wirral Environment Centre, The Sandon Building, Falkland Road, Wallasey, CH44 8ER, Tel 0151 637 3688, email sandra.manning@epplus.org.uk.

For energy efficiency advice phone the Energy Saving Trust 0800 512 012.

Halton Carers Centre (Princess Royal Trust) 62 Church St, Runcorn, WA7 1LD. (T) 01928 580182. help@haltoncarers.co.uk

Halton Credit Union The Old Police Station, Mersey Road, Runcorn, WA7 1DF. (T) 01928 588520. www2.halton.gov.uk

Halton Happy Hearts 0151 420 5432

Halton Library Service Halton Lea Library (T) 01928 715351, Runcorn Library Egerton St, Runcorn, (T) 01928 574495 via www.halton.gov.uk

Halton Pensions Service Catalyst House, Sankey Street, Widnes WA8 0GH. (T) 0845 60 60 265 www.pensions.gov.uk Monday - Friday (8am to 8pm). Also at Age Concern Runcorn Monday 10:00 am 1:00 pm

Halton Zipper Club (T) 01928 771218

HITS Free phone 0800 043 1034 or 01928 564663

Hospital: Halton (T) 01928 714567

Hospital: Warrington (T) 01925 635911

Hospital: Whiston (T) 0151 426 1600

Let’s Go Club (T) 01928 572587

Parkinson Society (T) 0151 257 7954

Stroke Association (T) 01928 753145

Mencap 01928 722910