

## CRISIS SUPPORT ADVICE / REFERRAL MODEL

This staff directory provides information and contact details for Services across Liverpool City Council which can offer help and support to residents suffering financial hardship, struggling with debt, in need of benefits advice, at risk of homelessness or otherwise in need of help and support. Click on the arrow to get more details of help and support available under each heading.

### WITHOUT MONEY / FUEL OR FOOD

Vulnerable people and people on a low income without funds to purchase food and essential items.

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Liverpool Citizens Support Scheme – Urgent Needs Award	Refer customer to make application via contact centre. <b>Call Freephone 0800 456 1523 or 0151 233 3053 Monday to Friday, 8am to 8pm.</b> Benefit Maximisation Service staff can complete application via portal	<a href="https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/">https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/</a>
Liverpool Citizens Support Scheme – Mayoral Hardship Fund	Refer customer to make application via contact centre <b>Call Freephone 0800 456 1523 or 0151 233 3053 Monday to Friday, 8am to 8pm.</b> Benefit Maximisation Service staff can complete application via portal	<a href="https://liverpool.gov.uk/benefits/help-in-a-crisis/mayoral-hardship-fund/">https://liverpool.gov.uk/benefits/help-in-a-crisis/mayoral-hardship-fund/</a>

## BENEFIT ADVICE

For customers who require a benefit check to see if they are entitled to any additional benefits, help to fill in forms. Help to query or challenge DWP decisions.

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Benefits Maximisation Team	On Line referral form please see link below <a href="#">Benefit Maximisation Service online referral form</a>	<a href="mailto:Benefits.Maximisation.Service@Liverpool.gov.uk">Benefits.Maximisation.Service@Liverpool.gov.uk</a>

## UNIVERSAL CREDIT HELP TO CLAIM

Customers requiring help to make a claim Universal Credit

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Citizens Advice Liverpool (ReferNet)	For assistance with claiming Universal Credit on Line referral form please see link below <a href="https://liverpool.refernet.co.uk">https://liverpool.refernet.co.uk</a> Alternatively customers can call on - <b>Call: Freephone 0800 144 8 444</b> Email: <a href="mailto:helptoclaim@caliverpool.org.uk">helptoclaim@caliverpool.org.uk</a>	<a href="https://www.citizensadvice.liverpool.org.uk/help-to-claim">https://www.citizensadvice.liverpool.org.uk/help-to-claim</a>

## DEBT / BUDGETING ADVICE

Customers requiring help and support when dealing with debt.

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Citizens Advice Liverpool (ReferNet)	For assistance with debt on line referral form please see link below <a href="https://liverpool.refernet.co.uk">https://liverpool.refernet.co.uk</a> Alternatively customers can call on - <b>0300 330 1196 Mon-Thu 8am-8pm Fri 8am-4pm</b> e-mail <a href="mailto:debthelp@citizensadviceqmmmap.org.uk">debthelp@citizensadviceqmmmap.org.uk</a>	<a href="https://www.citizensadvice.liverpool.org.uk/">https://www.citizensadvice.liverpool.org.uk/</a>

## STRUGGLING TO PAY FUEL BILLS

Customers who would benefit from energy saving advice and help for people who cannot pay fuel bills

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Healthy Homes	You can speak to a member of the team or arrange a home visit by calling <b>Freephone: 0800 012 1754</b> email <a href="mailto:healthyhomesprogramme@liverpool.gov.uk">healthyhomesprogramme@liverpool.gov.uk</a>	<a href="https://www.liverpool.gov.uk/housing/fuel-poverty-and-energy-efficiency/">https://www.liverpool.gov.uk/housing/fuel-poverty-and-energy-efficiency/</a>

Liverpool Citizens Support Scheme - Urgent Needs Award	<p>Refer customer to make application via contact centre</p> <p><b>Call Freephone 0800 456 1523 or 0151 233 3053 Monday to Friday, 8am to 8pm.</b></p> <p>Benefit Maximisation Service staff can complete application via portal</p>	<p><a href="https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/">https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/</a></p>
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### MOVING HOME / WITHOUT FURNITURE / WHITE GOODS

Vulnerable people and people on a low income without funds to purchase, furniture or white goods, removal fees etc.

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Liverpool Citizens Support Scheme - Home Needs Awards	<p>Refer customer to make application via contact centre</p> <p><b>Call Freephone 0800 456 1523 or 0151 233 3053 Monday to Friday, 8am to 8pm.</b></p> <p>Benefit Maximisation Service staff can complete application via portal</p>	<p><a href="https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/">https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/</a></p>
Liverpool Citizens Support Scheme – Mayoral Hardship Fund	<p>Refer customer to make application via contact centre</p> <p><b>Call Freephone 0800 456 1523 or 0151 233 3053 Monday to Friday, 8am to 8pm</b></p>	<p><a href="https://liverpool.gov.uk/benefits/help-in-a-crisis/mayoral-hardship-fund/">https://liverpool.gov.uk/benefits/help-in-a-crisis/mayoral-hardship-fund/</a></p>

## SUPPORT WITH RENT ARREARS / SHORTFALL IN RENT

Customers who require help and support when dealing with a shortfall in rent or rent arrears

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Revenues and Benefits Service – Discretionary Housing Payment (DHP)	<p>Direct customer to online DHP form <a href="#">DHP online application form</a></p> <p>If customer is having difficulty with completion of on-line form refer to nearest OSS for digital assistance.</p> <p>If none of the above possible a paper form can be issued via Civica:</p> <ul style="list-style-type: none"><li>• Generate letter/memo</li><li>• Ben Cap folder</li><li>• HB/DHP form</li></ul>	<a href="https://liverpool.gov.uk/benefits/housing-benefits/discretionary-housing-payments/">https://liverpool.gov.uk/benefits/housing-benefits/discretionary-housing-payments/</a>
Housing Options Team	<b>Careline 233 3800 (Freephone 0800 731 6844). TBC</b>	<a href="https://www.liverpool.gov.uk/housing/homeless-or-at-risk/at-risk-of-becoming-homeless/">https://www.liverpool.gov.uk/housing/homeless-or-at-risk/at-risk-of-becoming-homeless/</a>

## SUPPORT WITH COUNCIL TAX ARREARS

Customers requiring help and support when dealing with Council Tax arrears

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
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Revenues Service	<p>Direct customer to online Manageable Payments form</p> <p><a href="#"><u>Manageable Council Tax repayments application form</u></a></p> <p>If customer is having difficulty with completion of on-line form refer to nearest OSS for digital assistance.</p> <p>If none of the above possible paper form can be issued via Civica :</p> <ul style="list-style-type: none"> <li>• Generate letter/memo</li> <li>• outgoing folder</li> <li>• Recovery folder</li> <li>• CTax financial statement</li> </ul>	
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## EVICTION

Residents who are at risk of losing their home

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Housing Options	<p>To make a referral to Housing Options call Careline on</p> <p><b>0151 233 3800 24 hours a day, 7 days a week.</b></p> <p>You can also email a referral to</p> <p><a href="mailto:HousingOptionsService@liverpool.gov.uk"><u>HousingOptionsService@liverpool.gov.uk</u></a></p>	<p><a href="https://www.liverpool.gov.uk/housing/homeless-or-at-risk/homeless/"><u>https://www.liverpool.gov.uk/housing/homeless-or-at-risk/homeless/</u></a></p>

	<p>Alternatively customers can make a referral on line</p> <p><a href="https://liverpool.gov.uk/contact-us/careline-for-adults-and-older-people/">https://liverpool.gov.uk/contact-us/careline-for-adults-and-older-people/</a></p> <p>or visit</p> <p>Housing Options service, based in St John's Market,</p> <p>Housing Options First Floor of St John's Market Elliot Street St John's Precinct L1 1LR</p> <p>Opening times and appointments</p> <p>Monday to Friday 9-5pm.</p> <p>Customer can also visit a <a href="#">One Stop Shop</a> outside of the city centre to book an appointment</p>	
<p>Liverpool Citizens Support Scheme - Urgent Needs Award and Home Needs Awards</p>	<p>Refer customer to make application via contact centre</p> <p><b>Call Freephone 0800 456 1523 or 0151 233 3053 Monday to Friday, 8am to 8pm.</b></p>	<p><a href="https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/">https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/</a></p>

	Benefit Maximisation Service staff can complete application via portal	
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### FREE SCHOOL MEALS

Free School Meal Application

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Online referral form via Liverpool City Council Website	Online referral form <a href="#">Free School Meals online application form</a>	<a href="https://liverpool.gov.uk/benefits/free-school-meals/">https://liverpool.gov.uk/benefits/free-school-meals/</a>

### HELP TO FIND TRAINING OR WORK

Customers requiring advice and support to find work

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Liverpool In Work	Customers can complete the online referral form or call the <b>helpline on 0151 233 3026</b> <a href="#">Liverpool in Work online referral form</a>	<a href="https://liverpool.gov.uk/schools-and-learning/adult-learning/liverpool-ways-to-work/">https://liverpool.gov.uk/schools-and-learning/adult-learning/liverpool-ways-to-work/</a>

### HOMELESSNESS / ROUGH SLEEPERS

If you are worried about someone who is sleeping rough



NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
<p>Housing Options</p>	<p>You can email a referral to  <a href="mailto:HousingOptionsService@liverpool.gov.uk">HousingOptionsService@liverpool.gov.uk</a></p> <p>Alternatively professionals can make an referral on line  <a href="https://forms.liverpool.gov.uk/contour-forms/housing-options-referral-partner-agencies/">https://forms.liverpool.gov.uk/contour-forms/housing-options-referral-partner-agencies/</a></p> <p>or visit  Housing Options service, based in St John's Market,  Housing Options  First Floor of St John's Market  Elliot Street  St John's Precinct  L1 1LR</p> <p>Opening times and appointments  Monday to Friday 9-5pm.</p> <p>Customer can also visit a <a href="#">One Stop Shop</a> outside of the city centre to book an appointment</p> <p>Telephone referrals can be made to Housing Options on  <b>0151 233 3044 24 hours a day, 7 days a week.</b></p>	<p><a href="https://www.liverpool.gov.uk/housing/homeless-or-at-risk/homeless/">https://www.liverpool.gov.uk/housing/homeless-or-at-risk/homeless/</a></p>

Always Room Inside	<p>Call the 24-hour 'Always Room Inside' helpline on <b>0300 123 2041</b>.</p> <p>You can also make an online referral</p> <p><a href="https://www.whitechapelcentre.co.uk/alwaysroominside.html">https://www.whitechapelcentre.co.uk/alwaysroominside.html</a></p> <p><b>Email</b> <a href="mailto:N2NO@whitechapelcentre.co.uk">N2NO@whitechapelcentre.co.uk</a></p>	<a href="https://liverpool.gov.uk/housing/homeless-or-at-risk/help-for-rough-sleepers/">https://liverpool.gov.uk/housing/homeless-or-at-risk/help-for-rough-sleepers/</a>
Liverpool Citizens Support Scheme - Urgent Needs Award and Home Needs Awards	<p>Refer customer to make application via contact centre</p> <p><b>Call Freephone 0800 456 1523 or 0151 233 3053 Monday to Friday, 8am to 8pm.</b></p> <p>Benefit Maximisation Service staff can complete application via portal</p>	<a href="https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/">https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/</a>

### FAMILIES AND INDIVIDUALS REQUIRING SUPPORT

If you are worried about a family or an individual who needs additional help and support

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Careline (Childrens)	<p>Careline child services manages all child social care enquiries and referrals. Members of the public can make a referral by calling <b>0151 233 3700 24 hours a day, 7 days a week</b>. Professionals who have concerns of an urgent nature should also report these by telephone.</p>	<a href="https://liverpool.gov.uk/social-care/childrens-social-care/getting-help/careline-child-services/">https://liverpool.gov.uk/social-care/childrens-social-care/getting-help/careline-child-services/</a>

	<p>If a professional wishes to make a referral where the child is not at immediate risk they should submit a <a href="#">Multi-Agency Referral Form</a> (MARF) through the following link:</p> <ul style="list-style-type: none"> <li>• <a href="#">Submit a non-urgent enquiry to Careline</a></li> <li>• Click <a href="#">here</a> for information about a <a href="#">child at risk</a> (if a child is at immediate risk call 101 or 999 in an emergency).</li> </ul>	
<p>Careline (Adults)</p>	<p>Careline adult services manages all adult social care enquiries and referrals.</p> <p>Click <a href="#">here</a> for information about an Adult at Risk (if an adult is at immediate risk call 101 or 999 in an emergency).</p> <p>If you are a member of the public you can make a referral by calling <b>0151 233 3800 24 hours a day, 7 days a week</b>. Professionals who want to make an urgent referral should also contact this number.</p> <p>There are a number of online referral pathways including:</p> <ul style="list-style-type: none"> <li>• Professionals can make a non urgent safeguarding referral <a href="#">here</a></li> <li>• Request a <a href="#">needs assessment</a>.</li> </ul>	<p><a href="https://liverpool.gov.uk/social-care/adult-social-care/getting-help/careline-adult-services/">https://liverpool.gov.uk/social-care/adult-social-care/getting-help/careline-adult-services/</a></p>

	<ul style="list-style-type: none"> <li>• <a href="#">Submit a non-urgent general enquiry to Careline.</a></li> <li>• <a href="#">Request an occupational therapy assessment.</a></li> <li>• <a href="#">Request a carer's assessment.</a></li> </ul>	
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### ACCESSING AN INTERPRETER / SIGN LANGUAGE

Customers requiring help from an interpreter

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Merseyside SDP	<p>Merseyside Society for Deaf People Preferred supplier for BSL interpretation. <b>Phone: 0151 228 0888.</b> <b>Email: <a href="mailto:reception@msdp.org.uk">reception@msdp.org.uk</a></b> Book online via the MSDF website.</p>	
DA Interpreter Service	<p><b>Call 0330 088 2443</b> direct from your phone. Each team will have a PIN which can be obtained from your Manager Work Instruction <a href="#">HERE</a></p>	

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## ACCESS TO DIGIAL SUPPORT

Customers requiring help to make referrals on line

NAME OF SERVICE ORGANISATION	REFERRAL METHOD	CONTACTS/WEB PAGES
Citizens Advice Liverpool – Universal Credit Help to Claim	<p>For assistance with claiming Universal Credit on Line referral form please see link below</p> <p><a href="https://liverpool.refernet.co.uk">https://liverpool.refernet.co.uk</a></p> <p>Alternatively customers can call on -</p> <p><b>Call: Freephone 0800 144 8 444</b></p> <p>Email: <a href="mailto:helptoclaim@caliverpool.org.uk">helptoclaim@caliverpool.org.uk</a></p>	<p><a href="https://www.citizensadvice.liverpool.org.uk/help-to-claim">https://www.citizensadvice.liverpool.org.uk/help-to-claim</a></p>
Digital Hubs	<p>There are various locations of digital hubs across the city, where customers can access computers and the internet. There are also trained Digital Champions on hand at these organisations who can help.</p> <p>See Digital Hub locations in map below</p> <p><a href="https://liverpool.gov.uk/support/public-internet-access/">https://liverpool.gov.uk/support/public-internet-access/</a></p>	<p><a href="https://liverpool.gov.uk/support/public-internet-access/">https://liverpool.gov.uk/support/public-internet-access/</a></p>

