

WELFARE AND HOUSING



Advocacy in Wirral

(see page 53)

Birkenhead YMCA

56 Whetstone Lane

Birkenhead

CH41 2TJ

Tel: 0151 650 1015

Email: info@birkenheadymca.co.uk

Website: www.birkenheadymca.co.uk

Opening hours: 24 hours a day, direct access.

Supported living for homeless men and women aged 16+, with staff specially trained in supporting people with drug and alcohol issues.

Services provided:

- accommodation
- dedicated 24 hour support worker team
- key worker
- sign posting/accessing service providers
- training - life skills, IT, catering, personal development and support in getting back into work
- self development and social enterprises.

Who is the service for?

Residents of YMCA - homeless men and women aged 16+.

Facilities available:

Disabled rooms and access.

Wallasey YMCA

(see page 44)

Charles Thompson Mission

2 Hemingford Street
Birkenhead
CH41 4AP

Tel: 0151 647 7303

Email: admin@livercm.org.uk

Opening hours: Monday - Friday 9am - 1pm.

Services provided:

To help anyone in need, with practical help i.e. free meal during the above times, clothing and furniture. To provide a 'listening ear'.

Directions:

Hemingford Street runs in between Conway Street and Claughton Road. It is situated behind Wilkinsons and Pound Stretcher.

Children and Young People's Department

The Children and Young People's Department manages social care and education services for children and young people up to the age of 19. For further information, advice and support on what services may be available, please contact:

Children and Young People's Department

Hamilton Building
Conway Street
Birkenhead
Wirral
CH41 4FS

Tel: 0151 666 2000

E-mail: children@wirral.gov.uk

Website: www.wirral.gov.uk

or the Central Advice & Duty Team

Tel: 0151 606 2006

Out of hours emergency service: 0151 677 6557

Citizens Advice Bureau (CAB)

Arrowe Park Advice Centre

Arrowe Park Hospital
Arrowe Park Road
Upton
CH49 5PE

Drop in: Monday 12.30pm - 4pm, Tuesday and Wednesday 10am - 4pm, Thursday specialist appointment only.

Birkenhead CAB

50 Argyle Street
Birkenhead
CH41 6AF

Telephone advice line: 0151 647 6517

Telephone appointment line: 0151 647 3826

Drop in: Monday, Tuesday and Friday 9.30am - 3.30pm

Heswall Advice Centre

Hillcroft
Rocky Lane
Heswall

Tel: 0151 342 6371

Drop in: Monday and Tuesday 10am - 3.30pm,
Wednesday and Thursday 12.30pm - 4pm,
Friday 10am - 1pm.

New Ferry Advice Centre

57 New Chester Road
New Ferry
CH62 1AB

Tel: 0151 644 9478

Fax: 0151 644 9478

Wallasey Advice Centre

237-243 Liscard Road
Wallasey
CH44 5TH

Tel: 0151 639 7858

Drop in: Monday - Friday 9.30am - 11am
and 12.30pm - 2.30pm



West Kirby Advice Centre

1-3 Acacia Grove

West Kirby

CH48 4DD

Tel: 0151 625 9802

Drop in: Monday - Friday 10am - 4pm

Services provided:

Free confidential, independent and impartial information and advice on all areas of UK civil law including:

- debt management
- help with form filling
- welfare benefits/housing
- advocacy/representation services
- employment
- referrals to specialist services.
- consumer
- family

Some CABs also operate in other venues. Please ring your nearest CAB for opening hours and full information as to services provided.

One Stop Shops (OSS)

Bebington One Stop Shop

Pennant House

63 The Village

Bebington

CH63 7PL

(closes at 4pm Wednesday)

Birkenhead One Stop Shop

Conway Centre

Conway Street

Birkenhead

CH41 6JD

Bromborough One Stop Shop

Bromborough Jobcentre Plus

Port Causeway House

Bromborough

CH62 4TG

Opening hours: Monday 9am - 1pm and 2pm - 5pm,
Wednesday 10am - 1pm and 2pm - 5pm,
Friday 9am - 1pm and 2pm - 5pm

Eastham One Stop Shop

(within Eastham Library)

Mill Park Drive

Eastham

CH62 9AL

(closes at 4pm Wednesdays)

Heswall One Stop Shop

(within Heswall Library)

Telegraph Road

Heswall

CH60 OAF

(closed Wednesdays)

Hoylake One Stop Shop

Jobcentre Plus

Town Hall Chambers

1 The Quadrant

Hoylake

Opening hours: Monday and Tuesday 9am - 1pm,
Wednesday 1pm - 5pm

Liscard One Stop Shop (within Jobcentre Plus)

Dominick House

St Albans Road

Liscard

(closed 1pm - 2pm daily and 9am - 10am Wednesdays)

Moreton One Stop Shop

Knutsford Road

Moreton

CH46 8TN

Opening hours: Monday, Tuesday, Thursday, Friday 9am - 5pm
Wednesday 10am - 5pm

New Brighton One Stop Shop

New Brighton Community Centre

1a Hope Street

New Brighton

CH45 2LN

Opening hours: Monday - Friday 11am - 3pm



Rock Ferry One Stop Shop

257 Old Chester Road
Birkenhead
CH42 3TD

Opening hours: Monday, Tuesday, Thursday, Friday 9am - 5pm
Wednesday 10am - 5pm

Seacombe One Stop Shop

The Dave Jackson Suite
Town Hall
Brighton Street
Wallasey
CH44 8ED

Opening hours: Monday, Tuesday, Thursday, Friday 9am - 5pm
Wednesday 10am - 5pm

Upton One Stop Shop (within Jobcentre Plus)

52 Arrowe Park Road
Upton
CH49 0UE

Opening hours: Monday, Tuesday and Thursday 9am - 1pm

West Kirby One Stop Shop

The Concourse
Grange Road
West Kirby
CH48 4HX

Opening hours: Monday, Tuesday and Thursday, Friday 9am - 5pm
Wednesday 10am - 5pm

No telephone - one to one only

Opening hours: Monday - Friday 9am to 5am unless otherwise specified. Birkenhead OSS is also open Saturday 9am - 12.30pm and Heswall OSS is open Saturday 9am - 1pm.

Services provided:

Advice on all council services including:

- information on housing services including Wirralhomes (see page 74)
- advice on environmental issues such as refuse collection, street cleaning etc

- basic consumer advice
- enquiries about housing benefit, council tax and business rates
- full payment service including council rents and council tax
- social services enquiries
- information on education benefits, including free school meals, school uniforms and transport
- free phone links to all council departments
- disabled keys for public toilets
- access to wide range of general advice and information leaflets.

Rose Brae (Stonham Housing Association)

Rose Brae
100 Bridge Street
Birkenhead
CH41 1AN

Tel: 0151 647 8650

Services provided:

- 24 hour staffed temporary accommodation for male ex-offenders (over the age of 18) with housing and support needs
- partnership working with other agencies, in particular the Probation Service and other specialist drug, alcohol and mental health services
- support plans to assist with resettlement and rehabilitation
- allocated link worker
- opportunity to move on into other Stonham Projects e.g. tenancy support scheme.

How to access:

Not a drop in centre - all referrals are received via Edge Hill (National Probation Service Specialist Unit).

Referrals must be made by a referring officer e.g. Probation Officer, Drug Rehabilitation Requirement Officer (DRRO).



Social Services Adults' Department (Wirral)

Wirral Social Services Department ensures that people in Wirral with social care needs are provided with help, care, support and protection.

It works in partnership with a wide range of organisations in planning, providing and arranging services for those who need them.

Examples of the services that can be provided:

- full assessment of needs
- home care
- residential services
- family and carers support
- adoption and fostering
- day centres
- signposting and referral to other services.

Services are for:

- vulnerable older people
- people with disabilities including learning disabilities
- people with drug and alcohol problems
- people with mental health problems
- carers.

(For information on the Children and Young People's Department please see page 66.)

For further advice, support and information on what services may be available to you please contact:

Central Advice and Duty Team
PO Box 32
Birkenhead
CH41 5WE

Tel: 0151 606 2006

Fax: 0151 606 2600

Out of Hours Emergency Service: 0151 677 6557

Email: cadt@wirral.gov.uk

Tranmere Alliance

225 Church Road
Tranmere
Wirral
CH42 0LD

Tel: 0151 644 1100

Fax: 0151 644 9427

Advice Centre opening hours: Monday - Friday 10am - 4pm,
Saturday 10am - 12pm.

Services provided:

- advice service covering welfare benefits, debts, CVs, job search and home visits. Also offers services at other venues
- youth provision - covering twice weekly youth club, diversionary activities every holiday, summer play scheme
- Wirral mediation service - covering all neighbour disputes across Wirral
- community development - dedicated person who supports resident groups and helps with funding
- ReachOut Service - six dedicated teams door knock across Wirral to support people into work and training.

How to access:

Drop in service. Appointments also available. Full disabled access. For information about community events please ring the number above.

Wirral Churches Ark Project

Mary Cole House
6 Sandford Street
Birkenhead
CH41 1BN

Tel: 0151 649 0111

Website: www.wirralark.org.uk

Opening hours: 24 hour night shelter.





Services provided:

- provision of shelter/bed and three meals a day
- housing advice
- drug and alcohol help/advice from other agencies
- key work/counselling - support planning
- nursing services
- outreach support
- disabled facilities - one room
- Arkangel - six two-bedroom supported 'move-on' houses (Arkangel offers a route back to independent living for hostel residents, via our supported housing in the community).

How to access:

- self referral or referral
- residents must present themselves at Ark front door - first come first served.

Wirralhomes (for housing)

Wirralhomes
 Department of Regeneration
 Wallasey Town Hall
 Brighton
 Wallasey
 CH44 8ED

Tel: 0151 691 8040 (9am - 5pm weekdays - out of hours answer machine).

Email: wirralhomesenq@wirral.gov.uk

Opening hours: 9am - 5pm weekdays for telephone and email enquiries.

A partnership between the council and 12 registered social landlords. It operates a database of applicants who wish to apply for properties/accommodation advertised in the weekly advertisement. The properties are allocated according to a common allocation policy.

How to access:

In person - at any Metropolitan Borough of Wirral One Stop Shop (see page 68).

Wirral Welfare Rights Unit

Conway Building
 Conway Street
 Birkenhead
 Wirral
 CH41 6LA

Tel: 0151 666 4570 (public advice line)

Email: wbau.sservices@wirral.gov.uk

Opening hours: Monday, Tuesday, Thursday and Friday
 9.30am - 12.30pm and 2pm - 4pm.

Services provided:

Advice for all Wirral residents on all benefits, pensions and tax credit problems. Representation in appeals.

All advice available over the telephone or by dropping in at the Conway Building.

Facilities provided:

Fully accessible with disabled toilet, baby changing facilities and induction loops etc.