



## Signposting Agencies

### Women's Support Organisations:

**Blackburne House Group** (Offering training and support) Nicola Harris attends a drop in service contact her on 0151 3185698

(Moved to online learning and support during COVID19)

Blackburne Place

Liverpool

L8 7PE

Tel: 0151 709 4356

Email: [reception@blackburnehouse.co.uk](mailto:reception@blackburnehouse.co.uk)

Website: [www.BlackburneHouse.co.uk](http://www.BlackburneHouse.co.uk)

**RASA Merseyside** (Rape and Sexually Abused Service) Wendy Eves works closely with them contact her on 0151 5221286

(Offering helpline support, face to face conferencing and online support during COVID19)

Helpline: 0151 666 1392

Email: [helpline@rasamerseyside.org](mailto:helpline@rasamerseyside.org)

General enquiries:

PO BOX 35

Birkenhead

CH42 4RX

[rasa@rasamerseyside.org](mailto:rasa@rasamerseyside.org)

Website: [www.rasamerseyside.org](http://www.rasamerseyside.org)

**SAVERA** (Honour Based Abuse Service Inc. FGM, Forced Marriage and Harmful Practices) Wendy Eves works closely with them contact her on 0151 5221286  
(Offering telephone support and working remotely and still accepting referrals via email and helpline and supporting MARAC & Strategy Meetings via Skype during COVID19)

Savera UK

151 Dale Street

Liverpool

L2 2AH

Tel: 0800 107 0726

Email: [info@saverauk.co.uk](mailto:info@saverauk.co.uk)

Website: [www.savera.co.uk](http://www.savera.co.uk)



**Tomorrow's Women Wirral** (Women supporting Women) (Offering telephone and social media support during COVID19) Nicole Kerr attends a drop in service contact her on 0151 3185703

Beckwith Street East

Birkenhead

Merseyside

CH41 3JE

Tel: 0151 647 7907 / 07927335655

Email: [admin@tomorrowswomen.org.uk](mailto:admin@tomorrowswomen.org.uk)

Website: [www.tomorrowswomen.org.uk](http://www.tomorrowswomen.org.uk)

**The Women's Org** (Developer and Deliverer of Training and Support to Women in UK) (Delivering online courses via group video chat during COVID19) Wendy Eves works closely with them contact her on 0151 5221286

**Liverpool**

54 St James Street, Liverpool, L1 0AB

Tel: 0151 706 8111

Email: [hello@thewo.org.uk](mailto:hello@thewo.org.uk)

**Manchester**

Ada House, 77 Thompson Street, Manchester, M4 5FY

Tel: 0161 833 8800

Email: [hello@thewo.org.uk](mailto:hello@thewo.org.uk)

Website: [www.thewomesorganisation.org.uk](http://www.thewomesorganisation.org.uk)

**Whisc** (Women's Health & Information Service Centre with support groups and complimentary therapies) (Offering email support during COVID19) Amelia-Jade Thompson is a Trustee and works closely with them contact her on 0151 3185701

120 Bold Street

Liverpool

L1 4JA

Tel: 0151 707 1826

Email: [women@whisc.org.uk](mailto:women@whisc.org.uk)

Website: [www.whisc.org.uk](http://www.whisc.org.uk)

**Women's Aid** (24 hour helpline) (Offering online and email support during COVID19)

Women's Aid Federation of England

PO BOX 3245

Bristol

BS2 2EH

England



Tel: 0800 2000 247

Email: [info@womensaid.org.uk](mailto:info@womensaid.org.uk)

Helpline: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

Website: [www.womensaid.org.uk](http://www.womensaid.org.uk)

**Home Office Forced Marriage Unit** (Offering telephone, online, email and outreach support during COVID19)

Tel: 020 7008 0151

Email: [fmu@fco.gov.uk](mailto:fmu@fco.gov.uk)

Outreach work email: [fmuoutreach@fco.gov.uk](mailto:fmuoutreach@fco.gov.uk)

Facebook: <https://www.facebook.com/forcedmarriage>

Twitter: <https://twitter.com/FMUnit>

Foreign and Commonwealth Office +44 (0) 20 7008 3100

Home Office +44 (0) 20 7035 3535

Website: [www.gov.uk/guidance/forced-marriage](http://www.gov.uk/guidance/forced-marriage)

**Karma Nirvana** (Forced Marriage Helpline in Confidence) (Ceased face to face support but is offering online support during COVID19)

Tel: 0800 5999 247

Email: [support@karmanirvana.org.uk](mailto:support@karmanirvana.org.uk)

Website: [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)

Advocacy: [advocacy@karmanirvana.org.uk](mailto:advocacy@karmanirvana.org.uk)

**City Hearts** (Services in - Vulnerability, Exploitation, Modern Slavery and Controlling Issues) (Not offering face to face support but is offering support via telephone and is continuing to provide financial allowances to clients) ) Wendy Eves works closely with them contact her on 0151 5221286

Floor 2,

79-81 Kempston St

Liverpool

L3 8HE

Tel: 0151 329 2949

Website: [www.cityheartsglobal](http://www.cityheartsglobal)



## **Domestic Abuse Services:**

**Merseyside Domestic Violence Service** (Offering telephone and email support during COVID19) Emma Palmer & Katie Brown work closely with them contact them on 0151 2304155 & 0151 2304141 retrospectively

Dovecot Multi Activity Centre

Liverpool

L14 9BA

Tel: 0151 7098770 or 07780 948890

Email: [merseysidedvs@gmail.com](mailto:merseysidedvs@gmail.com)

Website: [www.mdvs.co.uk](http://www.mdvs.co.uk)

**The Freedom Programme** (Domestic Violence Courses either face to face or online) (Only online courses during COVID19)

Freedom Programme

PO Box 41

Knighton

LD7 9AF

Helpline: 01942 262 270

Business phone: 01547 520 228

[chris@fpcharity.co.uk](mailto:chris@fpcharity.co.uk)

Website: [www.freedomprogramme.co.uk](http://www.freedomprogramme.co.uk)

**LDAS** (Liverpool Domestic Abuse Services) (Offering telephone and online support during COVID19) Susie Packer attends a drop in service contact her on 0151 3185684

Tel: 0151 263 7474

Free phone: 0800 084 2744

Services Mobile/Text for hard of hearing: 0756 201 3316

Email: <https://liverpooldomesticabuseservice.org.uk/contact-us/> (form to complete)

Website: [www.liverpooldomesticabuseservice.org.uk](http://www.liverpooldomesticabuseservice.org.uk)

## **Refuges in Liverpool:**

**Amadudu Women's Refuge Liverpool**

Tel: 0151 734 0083

**Grace House (South Liverpool)**

Tel: 0151 734 1074

**Faye House (North Liverpool)**

Tel: 0151 207 1511



## **Drug and Alcohol Services:**

**Live Well** (formally known as Addaction) (Offering telephone and email support during COVID19)

**Central:** The Foundry, 36 Henry Street, Liverpool, L1 5AY

Tel: 07790 560085

**North:** 83-93 Stonebridge Lane, Croxteth, L11 4SJ

Tel: 0151 546 1141

**South:** 2-12 St Mary's Road, Liverpool, L19 2RY

Tel: 0151 541 2856

Website: <https://www.thelivewelldirectory.com/Services/33/Liverpool-Addaction>

Email: [thelivewellteam@healthwatchliverpool.co.uk](mailto:thelivewellteam@healthwatchliverpool.co.uk)

National Helpline: 0300 77 77 007

**LCAS** (Liverpool Community Alcohol Service) (Offering online and telephone support during COVID19)

Tel: 0151 471 7784

Website: Website: <https://www.thelivewelldirectory.com/Services/33/Liverpool-Addaction>

**The Brink** (Action on Addiction) (Offering telephone and email support during COVID19)

15-21 Parr Street, Liverpool, L1 4JN

Email: [info@thebrinkliverpool.com](mailto:info@thebrinkliverpool.com)

Tel: 0151 703 0582

Website: [www.thebrinkliverpool.com](http://www.thebrinkliverpool.com)

**The Whitechapel Centre** (Homeless and Housing Support) (Business as usual unless staff become unwell or show symptoms during COVID19)

Langsdale Street

Liverpool

L3 8DT

Tel: 0151 207 7617

Website: [www.thewhitechapelcentre.co.uk](http://www.thewhitechapelcentre.co.uk)

Always Room Inside: 0300 123 2041

(24 hours, please only use this number to tell us about a rough sleeper)



## **Community Support and Advisory Organisations**

**Citizens Advice Bureaus** (Offering a 7 day service over the telephone until 8pm during COVID19)

### **Citizens Advice lines**

General Advice

Tel: 0844 848 7700 or email [callback@caliverpool.org.uk](mailto:callback@caliverpool.org.uk)

Debt

Tel: 03003301196

Help claiming Universal Credit

Tel: (0800) 144 8444

Pension wise

Tel: 03081383944

Alternatively, fill in your contact details form on their website

[www.citizenadvice.liverpool.org.uk](http://www.citizenadvice.liverpool.org.uk) and you will receive a call back

**Merseyside Law Centre** (Asylum seekers, vulnerable migrants, housing, homelessness, benefit support and domestic violence victims needing help and support with housing/homelessness) (Only offering telephone and email support during COVID19)

Tel: 01517090504

There is the ability to leave voicemail for a call back or alternatively

Email: [enquiries@merseysidelawcentre.co.uk](mailto:enquiries@merseysidelawcentre.co.uk)

Website: [www.merseysidelawcentre.co.uk](http://www.merseysidelawcentre.co.uk)

**Housing Options** – Emergency Accommodation (Offering telephone support during COVID19) (Careline operating this service for now and no update as of 27.3.2020 but update will be on Liverpool City Council website [www.liverpoolexpress.co.uk](http://www.liverpoolexpress.co.uk))

Tel: 0151 233 3800

**Talk Liverpool** (Mental Health Service) (Offering telephone and email services during COVID19)

151 Dale Street,

Liverpool

L2 2AH

Tel: 0151 228 2300

[talkliverpool@merseycare.nhs.uk](mailto:talkliverpool@merseycare.nhs.uk)

Website: [www.talkliverpool.nhs.uk](http://www.talkliverpool.nhs.uk)



**HEAT Kensington** (Health Energy Advice Team) (Offering telephone support during COVID19)

HEAT Kensington,

Life Bank

23 Quorn Street

Liverpool

L7 2QR

Tel: 0151 263 2620

Website: [www.heatkensington.org.uk](http://www.heatkensington.org.uk)

**Liverpool Community Advice** (Offering telephone and email advice during COVID19)

Danielle Blaylock attends a drop in service contact her on 0151 2552013

1<sup>st</sup> Floor

Dale Street

Liverpool

L2 2JH

Tel: 0151 237 2677

Email: [enquiries@liverpoolcommunityadvice.org.uk](mailto:enquiries@liverpoolcommunityadvice.org.uk)

**NYAS** (National Youth Advocacy Services & Contact Centre) (Telephone and email support during COVID19)

Tel: 0151 249 4247

Email: [main@nyas.net](mailto:main@nyas.net)

**Vauxhall Law Centre** (Providing advice in relation to welfare benefits, fuel, housing and debt) (Offering telephone and email services during COVID19) Emma Palmer & Katie Brown work closely with them contact on 0151 2304155 & 0151 2304141 retrospectively

Tel: 0151 4822540

Email: [advice@vauxhalllawcentre.org.uk](mailto:advice@vauxhalllawcentre.org.uk)

Website: [www.vauxhalllawcentre.org.uk](http://www.vauxhalllawcentre.org.uk)

**Raise Liverpool** (RAISE is an independent charity which provides free, confidential, high quality advice and training around Welfare Benefits, Debt, and Money Management) (Offering telephone and email support during COVID19) Emma Palmer works closely with them you can contact her on 0151 2304155

286 Scotland Road,

Liverpool

L5 5AE

Tel: 0151 4822475

Email: [admin@benefitsadviceteam.co.uk](mailto:admin@benefitsadviceteam.co.uk)

Website: [www.benefitsadviceteam.co.uk](http://www.benefitsadviceteam.co.uk)



**Debt Helpline** (Telephone and email support during COVID19)

Tel: 0300 330 1196

**Universal Credit** (Telephone and email support during COVID19)

Helpline: 0800 144 8444

Email: [helptoclaim@caliverpool.org.uk](mailto:helptoclaim@caliverpool.org.uk)

**Pension wise** (Telephone support during COVID19)

Tel: 03081383944

**Liverpool Citizen Support Scheme** (Liverpool City Council) (for food, gas or electricity vouchers)

Tel: 0800 456 1523 or 0151 233 3053

**Liverpool Good Neighbour Scheme** (Liverpool City Council) for help (Telephone and website online form during COVID19)

Tel: 0151 233 3066 or fill in the online form

[www.liverpool.gov.uk/communities-and-safety/emergency-planning/coronavirus/coronavirus-request-support/](http://www.liverpool.gov.uk/communities-and-safety/emergency-planning/coronavirus/coronavirus-request-support/)

**Hate Crime**

**Stop Hate UK** (Telephone and online support during COVID19)

Tel: 0800 138 1625

Or report online [www.stophateuk.org/talk/](http://www.stophateuk.org/talk/)

**The Anthony Walker Foundation** (Offering telephone and online support during COVID19)

General Contact:

LVCS United Way Building

2nd floor

151 Dale St

Liverpool

L2 2AH

Tel: 0151 237 3974

Email: [info@anthonywalkerfoundation.com](mailto:info@anthonywalkerfoundation.com)

Website: [www.anthonywalkerfoundation.com](http://www.anthonywalkerfoundation.com)





Hate Crime Support:

Tel: 0800 876 6646

Email: [support@anthonywalkerfoundation.com](mailto:support@anthonywalkerfoundation.com)

## **Legal Services**

MSB Solicitors are fully operational to advise in relation to any legal issues. All direct dials appear on our website. For urgent Domestic Violence or Child Protections issues please call Emma Carey, Nicola Harris and Emma Palmer on 0151 230 4145, 0151 3185698 and 0151 2304155 respectively.

[www.msbsolicitors.co.uk](http://www.msbsolicitors.co.uk)