



Vauxhall Community
Law & Information
Centre

Low Income Support Pack

An information pack for households with a low income in the Liverpool area.

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Introduction

Who are we

Vauxhall Law Centre has been in existence for over 45 years and is based in an area suffering from exceptionally high levels of disadvantage and poverty. The Centre was originally set up as a result of collaboration between local Community Activists, Liverpool City Council, Liverpool Law Society and the John Moores Foundation all of whom remain broadly supportive of the work undertaken at the Centre. This pack is aimed at people on low incomes and we have received financial support from the Alex Ferry Foundation to work with people on low incomes working in the zero hours/gig economies.

The Centre has an excellent reputation for delivering a high quality free legal advice service combatting poverty. We are members of the National Law Centre's Network and provide services accredited to the Advice Quality Service Standard, which independently audit the standards and quality of the work we undertake. We provide advice and support in the Law Centre and by telephone. We advise over 1,500 people per year and also provide representation in over 100 cases at Social Security appeal tribunals.

Our Service Aims

1. Combat social exclusion by raising income levels and helping to control debt levels through legal advice work
2. Make available to people legal advice and representation to which they would not otherwise have access so that they can better assert their rights.
3. Provide a high quality, independent advice service which is free to users.
4. Reduce poverty and improve people's sense of health and well-being and promote independence for disabled people and their carers through the provision of welfare law advice.
5. Promote equality and the active challenging of discrimination through legal advice and representation.

Purpose

The purpose of this pack is to inform all families and persons affected by low income and/or £20 weekly universal credit cut of additional support that is available to people based in Liverpool. The information provided is available to everyone affected by a low income

including those working in the gig economy or zero hours contracts. The following gives information that will provide help with food, fuel, clothing, white goods, travel, computer access, emotional support, out of hours services and bereavement.

Our Services and Support

We offer a number of services at our law centre however this is mainly in respect of advice. We currently offer advice on Welfare Benefits and Housing. Below is an outline of our services and issues that we can deal with.

Welfare Benefits

We provide advice on all benefits, particularly those for people who are sick, disabled, retired, unable to work, carers, lone parents, and anyone who is having difficulty getting any benefits they believe they may be entitled to. We also advise on appeals and provide representation at Social Security Appeal Tribunals

We can help with:

Advice and guidance on completing benefit application forms including:

- Personal Independence Payments including reviews
- Universal Credit
- Employment and Support Allowance Work Capability forms
- Child Disability and Living Allowance
- Attendance Allowance
- Carers Allowance

The majority of forms can now be requested either online or downloaded. We can help you complete both online and paper forms.

Advice on disputing and reconsidering benefit claims:

Advice and help to complete online appeals. We can complete online appeal forms for you and advise you fully on the appeals procedure as well as offer you representation at Hearings where appropriate, up to and including Upper Tribunals.

Representation at Benefit appeal Tribunal Hearings, including Upper Tribunals.

Benefit Entitlement Advice including:

- We can advise you on benefits you may be able to claim and how to claim them
- Better off calculations for people of working and retirements ages, adults and children with disabilities
- Carers and mobility support through availability of road tax and bus pass concessions and the Blue Badge scheme.
- How you may be able to obtain Discretionary Payments and Welfare Assistance Support if you are in financial hardship.

Mandatory Reconsideration:

We can help and advise you on how to take up your right to have the Department for Work and Pensions reconsider decisions made regarding your benefits, and guide you by sending letters and evidence to relevant departments. We can assist you with this online, by post by telephone and text message

Discretionary and charitable support available.

Housing

We provide early legal advice in the hopes of avoiding more serious disputes down the line. If you are having problems relating to housing please do get in touch and we can offer advice and representation. We can also help in matters of destitution.

We can help with

- Issues regarding your house if you rent from either a private landlord, a social landlord or in Home Office accommodation
- If you are having problems with disrepair or conditions at your home we may be able to offer advice and assistance.
- We may also be able to help if you are homeless, or need help moving to a new property.
- We may be able to help with deposit disputes, rent arrears and help and advice regarding Property Pool or Discretionary Housing Payments
- We can also assist where you are a person with no recourse to public funds or are a failed asylum seeker and are destitute and/or homeless.

Bereavement Advice

If you have suffered a bereavement and need advice on benefits, debts and funeral costs Vauxhall Law Centre is here to help you. We can also help identify financial support that may ease some of your hardship. Don't do this alone. We are here for you.

We can help with assessing any benefit entitlements or any debt issues arising from bereavement.

Our service will also help with establishing whether there could be any charitable contributions or grants that may be applicable to you as well as give general advice and guidance.

Our advisors will run a complete benefit check to see if there are any available Welfare Benefits to support you.

Our Housing Solicitor will be able to provide advice on issues that may affect your housing situation as well as how to find new accommodation.

We can also check to see if there are any charitable grants or discretionary payments that you may be entitled to.

We have also created a full comprehensive bereavement information pack that gives practical guidance on what to do after you have suffered a bereavement. It covers things like funerals, money and finances and charitable support available. You can view it on our website [here](#).

Fuel

From April 1st 2023, the Energy Bills regulator Ofgem has increased the price cap to £3,280. However, the government has announced its Energy Price Guarantee will remain in place until March 2024. It is set a £3,000, meaning this is the highest energy price a single household will be expected to pay. An exponential rise since the beginning of the 'gas crisis'. This will be reviewed, and changes will be announced on May 25th 2023.



We can help with concerns around rising fuels costs through our Welfare Benefits team, who can complete a benefits check with you to ensure you are receiving the maximum amount of benefits available to you. . We can advise you on where to get help with an application for a Warm Home Discount and making an application directly to your energy provider for financial support through trust fund applications.

If you are worried about fuel please contact the centre so that we can support and advise you on your options that are available.

Food

Free school meals

All children in Reception, Year 1 and Year 2 get free school meals regardless of your income. You should speak to your school about this.

If you or your partner **do** receive one of the following benefits, please complete [this online application form](#).

Qualifying benefits:

- Income Support.
- Income based Jobseeker's Allowance.
- Income related Employment Support Allowance.
- Support under Part VI of the Immigration and Asylum Act 1999 (known as Asylum Support).
- The guaranteed element of State Pension Credit.
- Child Tax Credit - as long as you have a yearly household income of less than £16,190 (as assessed by HM Revenue and Customs) and do not get Working Tax Credit.
- Working Tax Credit run-on (paid for 4 weeks after you stop qualifying for Working Tax Credit).
- Universal Credit - provided you have an annual net earned income not exceeding £7,400 (£616.67 per month).

The government has recently announced that families who are subject to No Recourse to Public Funds conditions **are** eligible for free school meals.

If you are subject to immigration controls and are having problems accessing free school meals, please email ourlivepool@liverpool.gov.uk for help.

Food Services in Liverpool

Please see the below table to assist you with the location of food banks, pantries and any other drop in services that provide a meal. Some foodbanks may require a voucher, if you need help with this please contact us to enquire.

There is also a list of food services that offer deliveries at the end of the table.

Most food banks do not check your immigration status and you do not have to be a British Citizen to access their support.

The below table is a list of all food providers across Liverpool. This list includes food banks that provide food packages for free, food pantries that provide you with a number of goods for a membership fee. At Vauxhall Law Centre's local food pantry membership costs £3.50 and you can obtain food items at a total worth of £20 - £30. We have also included delivery services in this list.

Service	Contact	Provides?	Who Can Access?	Source?
South Liverpool Food Banks Centres VOUCHER REQUIRED	Address: Bridge Chapel Centre, Heath Road, Liverpool L19 4XR Mon and Fri 10:30-12 Noah's Ark Centre	Provide three days' nutritionally balanced emergency food and support to local people who are referred in crisis. part of a	Foodbanks partner with a wide range of care professionals such as doctors, health visitors, social workers and police to identify people	https://southliverpool.foodbank.org.uk/about/how-do-foodbanks-work/

	<p>Ganworth Road Speke Liverpool L24 2SA Tue and Thurs 10-12</p> <p>St. Mark's Church Cranwell Road off Hartsbourne Avenue Childwall Valley Liverpool L25 1NZ Sat 10-12</p> <p>Netherley Youth & Community Initiative St. Gregory's Church Damson Road Netherley Liverpool L27 8XR Thu 10-1</p> <p>Frontline Centre Frontline Centre 147 Lawrence Road Liverpool L15 3HA Mon and Wed 1-3</p> <p>Deeper Life Bible Church Deeper Life Bible Church Solway St East L8 0QL Thu 2-4</p>	<p>nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.</p> <p>A typical food parcel includes:</p> <ul style="list-style-type: none"> • Breakfast cereals • Soup • Pasta • Rice • Pasta sauce • Tinned beans • Tinned meat • Tinned vegetables • Tinned fruit • Tea or coffee • Biscuits • Snacks <p>foodbank can usually adapt your food parcel to meet your dietary needs, for example, gluten free, halal or vegetarian. When you arrive at the foodbank centre, a volunteer will</p>	<p>in crisis and issue them with a foodbank voucher. Foodbank clients bring their voucher to a foodbank centre where it can be redeemed for three days' emergency food. Volunteers meet clients over a warm drink or free hot meal and are able to signpost people to agencies able to solve the longer-term problem. When you visit a referral agency they will take some basic details from you to complete the voucher. This will help them to identify the cause of your crisis and offer practical guidance. It also means we are able to prepare suitable emergency food for the right number of people. Once you have been</p>	
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	<p>Sat 12-2</p> <p>St. Mary's Church South Drive, Wavertree L15 8JJ Fri 1-3</p> <p>Jubilee Church, The Hub, Ramilies Road, Penny Lane, Mossley Hill, L18 1ED Sat 10:30-12</p> <p>To be issued a food voucher call: 0344 848 7700</p> <p>office@southliverpool.foodbank.org.uk</p>	<p>chat to you about any special dietary requirements you may have. We may also ask about your cooking facilities. Can try to provide basic toiletries with each food parcel, for example toilet paper, toothpaste, soap.</p> <p>Can sometimes provide cat or dog food as well</p>	<p>issued a voucher, you can exchange this for a minimum of three days of emergency food at your nearest foodbank centre.</p>	
<p>North Liverpool Food Bank CENTRES MULTIPLE LOCATIONS</p> <p>VOUCHER REQUIRED</p>	<p>St Andrew's Community Network</p> <p>Good Shepherd Church Lower House Ln, Liverpool L11 2SF Wed 9:30-11:30</p> <p>Christ Church Anfield 157 Hartnup St Liverpool L5 1UW Tue 10-12</p>	<p>^</p>	<p>^</p>	<p>https://northliverpool.foodbank.org.uk/locations/</p>

	<p>St Christophers Church Lorenzo Drive, Norris Green L11 1BQ Tue 12-2</p> <p>All Saints Stoneycroft Broadgreen Road Liverpool L13 4BW Thu 9-12</p> <p>St John's Church Brockman Hall Snaefell Avenue Liverpool L13 7HA Wed 10-12</p> <p>St Andrew's Church, Adshead Road, Liverpool, L13 0AL 10:30-12:30</p> <p>Kensington & Fairfield Fairfield Centre Sheil Road L6 3AA Sat 10-12</p> <p>West Everton Community Council WECC The Friary Building Bute Street Liverpool L5 3LA Wed 2-3:30</p>			
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	<p>Salvation Army Cavendish Dr Liverpool L9 1NB Mon 10-12</p> <p>St Paul's Formosa Dr Liverpool L10 7LD Fri 12-1:30</p> <p>Walton Cornerstone 2 Liston St, Liverpool L4 5RT Tue 9:30-12</p>			
<p>Micah Liverpool: Emergency Food Aid and Community Market</p> <p>OPEN TO ANYONE IN NEED</p>	<p>Pantry Sessions: Tuesdays 10:30- 12:30, The Parish Church of St Vincent de Paul L1 5JP</p> <p>Thursdays 10:30-12:30, St Bride's Percy Street / Catharine Street, Liverpool, L8 7LT</p> <p>Community Market: Fridays 10:30- 12:30. 15 food and grocery items for £1.50. No membership required.</p> <p>0151 702 7206</p>	<p>A charity that aims to relieve Liverpool residents of social injustice and poverty. Food bank pantry sessions are open to anybody in need, where we will provide an emergency 3 day food parcel once a week, for four weeks. If after this period further support is needed, evidence shall be required.</p> <p>Micah Liverpool operates two pantries a week where we provide 3 days</p>	<p>Open to anyone in need.</p>	<p>https://www.thelivewelldirectory.com/Services/1961</p>

	Paul.Obrien@liverpoolcathedral.org.uk	of Emergency Food Aid for each guest. In general, bags contain: Milk, cereal, tea/coffee & sugar Tinned tomatoes/beans/vegetables, soup, pasta/rice Fruit/vegetables Bread/cakes/biscuits/crisps		
Flowers Food Bank Citron Close Food bank for people in L9. Bring something with your proof of address on it and ID Bring a bag with you	1 Citron Close, Walton, Liverpool, L9 1LG Every Wednesday from 2.30 - 4.30 (times may vary check facebook for any updates)	One person per household and you can take ten items for £3.50.	Food bank for people in L9. From 22 September, it has opened to all areas. Bring something with your proof of address on it and ID Bring a bag with you and a mask if possible.	https://www.facebook.com/groups/192095715564004/
FoodCycle Liverpool Old Swan Everyone is welcome, no matter your background or circumstances. No referral needed, just turn up.	The Salvation Army Prescot Road, (corner of Ashton Street), Old Swan, Liverpool, L13 3BT oldswan@foodcycle.org.uk	Free weekly meals in Salvation Army in L13 Free meals every Thursday at 7pm.	18+. Wheelchair accessible. Disabled Toilet. You can just turn up. People from anywhere in the city.	https://www.foodcycle.org.uk/location/liverpool-old-swan/
Food Support that can deliver	The Florrie, 377 Mill Street, L8 4RF on Friday 9am-3pm.	The Florrie Food Support Programme helps people &	To become a member please head down to The Florrie, 377	https://www.theflorrie.org/whatwedo/foodsupport/

		<p>families across Liverpool who may be struggling with food poverty. Our Food Union provides people access to affordable groceries, toiletries, baby products & clothing. We also deliver food parcels to vulnerable people in our community using our electric delivery van which was kindly donated by Nivea & Liverpool Football Club. The Florrie Food Union is open to anyone who lives in Liverpool. It costs £1 to become a member which gives you access to a fortnightly shop in the union. Each shop costs £5 for which you'll receive 10 items worth a far greater value. Members also have access to a range of discount</p>	<p>Mill Street, L8 4RF on Friday 9am-3pm. To sign up you will need proof of address & your £1 membership fee.</p>	
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		clothing & other household items which will vary from visit to visit.		
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Travel

Below are some discounts and options which will allow to travel in the city for a discounted price.

Merseyrail Discounted tickets

Children aged 5 and young people under the age of 18 travel half price fare throughout Merseyside (as far as Chester).

School children aged 5-16 travelling to and from school - some can have concessionary passes but certain criteria apply, such as distance of nearest school with spaces, disability and age. Concessionary passes are not determined by immigration status. See [home-to-school-transport-policy-2020-21.doc \(live.com\)](#) and [School travel support - Liverpool City Council](#)

Passengers aged 18 years or under can buy Young Person's Railpass, Day Saver, Trio, Solo and Saveaway tickets for travel in the Merseyside area. See www.merseyrail.org/tickets-passes/ticket-information/ticket-prices.aspx

Family Tickets for days out. Whether it's a planned or unplanned day out, our frequent and reliable service will get you to most major attractions and destinations in Merseyside, Cheshire and Lancashire. A Family Ticket can be used for a family of up to 5 for £13. See www.merseyrail.org/tickets-passes/daily-travel/family-tick...

Student Bus Travel in Liverpool, Wirral and Chester - Student bus travel from just 90p** per day. The Merseyside Plus Unirider is a flexible student bus pass that gives you cheaper travel anywhere throughout Merseyside and Chester see: www.stagecoachbus.com/promos-and-offers/merseysid...

Student train travel - Season **tickets** are available for regular **travel** discounts. Check out Merseyrails Railpass, Trio **pass**, corporate **travel** and GEM **pass** for **students**. See <https://www.merseyrail.org/tickets-passes/season-tickets.aspx>

Adult Passengers with disabilities. For qualifying criteria and how to apply see: [Disability Concessions Travel | Merseytravel](#)

Passengers aged 60 plus can travel free on buses, trains and commuter ferries throughout Merseyside (as far as Chester).

All Senior Citizens can travel free on all buses nationwide and local trains (as far as Chester) and commuter ferries.

Government Concessions for Public Transport

Support for young people

Local authorities offer a range of travel support for young people. These include:

Extended Rights to Free Home to School Transport

There is an additional entitlement to free travel for children from low income families (that is those entitled to free school meals or whose parents receive the maximum working tax credit).

Apply via the Liverpool City Council's website [here](#)

Care To Learn

The Care to Learn scheme can help with childcare costs and associated travel costs while you study. You must be aged under 20 at the start of your course.

Eligibility for the scheme can be found here: <https://www.gov.uk/care-to-learn/eligibility>

Healthcare Travel Costs Scheme (HTCS) - NHS

Medical Appointments if on certain welfare benefits. If you're referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or

another primary care health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).

Patients who are not in receipt of a qualifying benefit, but are on a low income, and whose savings are £16,000 or less (or £23,250 or less if in a care home, or £24,000 or less if residents in Wales) may be eligible for assistance with their NHS travel expenses.

For more information such as eligibility and how to apply visit the website [here](#)

Liverpool Citizens Support Scheme.

Help in an emergency such as travel costs to get to a food bank, Job Centre Plus, medical appointment, etc. See:- [Liverpool Citizens Support Scheme - Liverpool City Council](#).

Jobseekers Travel Discounts

Jobcentre Plus Travel Discount Card

This is provided to those unemployed claiming Jobseekers Allowance or Universal Credit for 3-9 months (18-24 year olds) or 3-12 months (over 25s). Other benefit recipients may receive a Jobcentre Plus Travel Discount Card from 3 months of their claim and if they are actively engaged with a Jobcentre Plus adviser. Cardholders are entitled to a 50% discount on selected rail tickets.

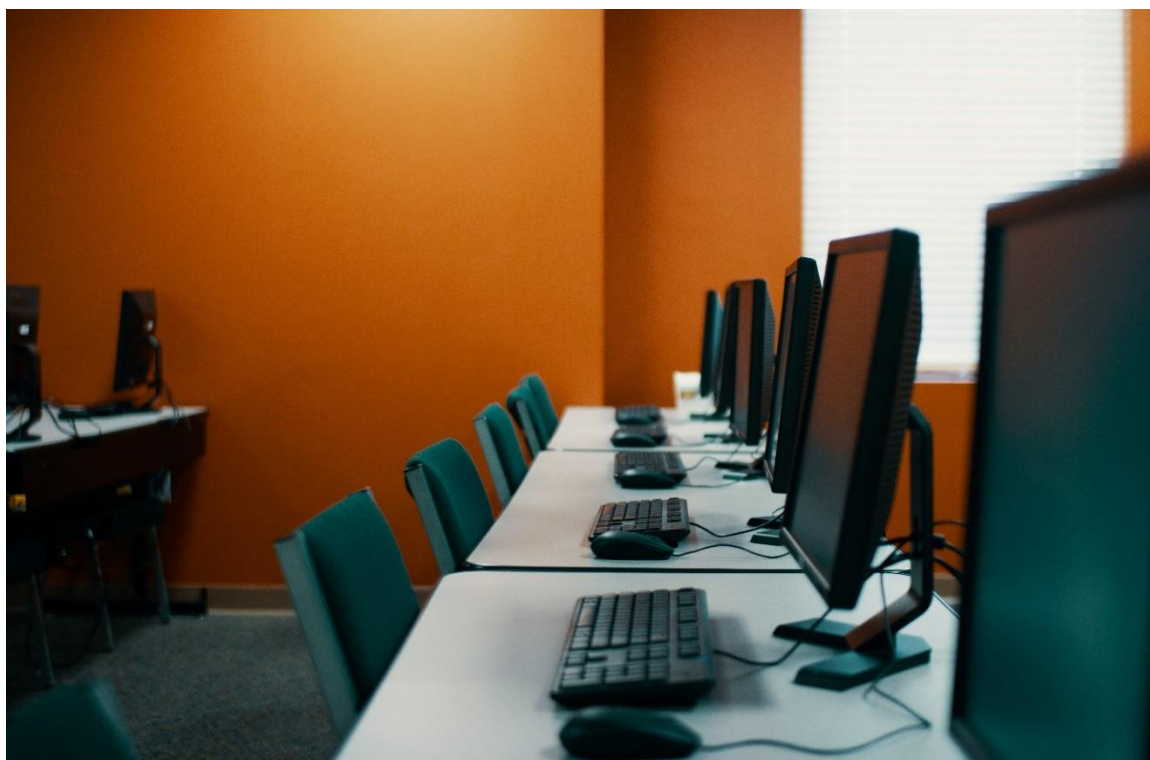
Flexible support fund

May be used at the discretion of Jobcentre Plus staff to help with the cost of travelling to an interview, training or for the first months of travelling to work.

Stagecoach Jobcentre Plus Travel Card

Half-price fares if seeking employment. See:- [Jobseeker discounts | Jobseeker Half Price Single and Return Tickets | Stagecoach \(stagecoachbus.com\)](#)

Computer and Internet Access Support



In this section, we will cover a number of options that will help you to get online including libraries, which can be a great source of free internet access. We will also cover cheaper options and alternatives that are available if you are in receipt of benefits.

Liverpool Libraries

All Liverpool libraries have computers with free access to the internet, as well as Microsoft Office, scanning, printing and networked reference information. All computers have adaptive software, but you will need to bring your own headphones as our computers do not have speakers. Advise staff at the time of booking if you have any access requirements.

List of Liverpool Libraries

Library	Address	Opening Hours
Allerton Library	Allerton Road, L18 6HG.	Tues to Fri 10:00 - 18:00 Sat 10:00 – 16:00
Breck Road Community Library	8-10 The Mall Breck Road, L5 6PX.	Mon - Thurs 08:30 16:30 Friday 08:30 15:30
Central Library	William Brown Street, L3 8EW	Mon - Fri 09:00 20:00 Sat 09:00 17:00
Childwall Library	Childwall Fiveways, L15 6UT	Mon - Wed 10:00 18:00 Thurs - Fri 10:00 17:00

Croxteth Library	The Communiversity, Altcross House, Altcross Road, L11 OBS 0151 233 3069	Mon - Thurs 08:30 16:30 Friday 08:30 15:30
Dovecot Community Library	Back Dovecot Place, L14 9BA.	Mon - Thurs 08:30 16:30 Fri 08:30 15:30
Fazakerley Community Library	Formosa Drive, L10 7LQ.	Mon - Fri 10:00 16:00
Garton Library	Bowden Road, L19 1QN.	Mon - Fri 09:00 16:30
Kensington Library	Kensington, L7 2RJ.	Monday 10:00 18:00 Wednesday 10:00 18:00 Thurs - Fri 10:00 17:00
Lee Valley Library	Childwall Valley Road, L25 2RF	Tuesday 10:00 18:00 Thurs - Fri 10:00 17:00 Saturday 10:00 16:00
Norris Green Library	Townsend Avenue, L11 5AF	Mon - Wed 10:00 18:00 Friday 10:00 18:00 Saturday 10:00 16:00
Old Swan Library	Prescot Road, L13 5XG.	Mon - Tues 10:00 18:00 Friday 10:00 17:00 Saturday 10:00 16:00
Parklands Library	Conleach Road, L24 0TY	Mon - Fri 09:00 16:30
Sefton Park Library	Aigburth Road, L17 4JS	Wednesday 10:00 18:00 Thurs - Fri 10:00 17:00 Saturday 10:00 16:00
Spellow Library	County Road, L4 3QF	Monday 10:00 18:00 Tuesday 09:30 16:30 Wednesday 10:00 18:00 Thursday 10:00 17:00 Friday 09:30 16:00 Saturday 10:00 16:00
Toxteth Library	Windsor Street, L8 1XF.	Mon - Weds 10:00 18:00 Saturday 10:00 16:00
Wavertree Library	Picton Road, L15 4LP.	Mon - Tues 10:00 18:00 Thursday 10:00 17:00 Saturday 10:00 16:00
Walton Library (Life Rooms) (Temporarily closed)	Evered Avenue, L9 2AF	
West Derby Library	West Derby Road, L13 7HQ.	Mon - Weds 10:00 18:00 Friday 10:00 17:00

You must be a member to use library computers. [Join a library here](#). You must also agree to the library's [public computers code of conduct](#) when logging on.

Once you receive your membership card, you can log on with your membership card and pin number. If you have forgotten your PIN, speak to a member of staff.

How long can I use a computer for?

You can use computers for up to one hour, from 10am. The final sessions will start at 1.45pm, subject to availability. To give everyone the chance to use a computer, libraries cannot extend the one-hour time slot. They ask that customers restrict use for essential services at this time.

Computer networks shut down automatically 15 minutes before the library closes.

You can save work on the computer for the duration you are using it. Files will then be deleted to comply with Data Protection. You can also use your own USB or email items to yourself.

Printing charges

Computers are free to use but you will be charged the following fees for printing:

- Black and white A4 - 10p per sheet
- Black and white A3 - 20p per sheet
- Colour A4 - 40p per sheet
- Colour A3 - £1.00 per sheet

Printers are coin operated, so please bring the correct change with you. Copper coins and notes are not accepted. You can also make a payment in advance using contactless payment.

Free Wi-Fi areas

There are free Wi-Fi areas in all libraries with sockets for you to plug in your personal devices and charging stations. There is no time limit for the Wi-Fi and you don't need to be a library member to use the free Wi-Fi area.

Online Centres Network

The Online Centres Network is made up of thousands of grassroots organisations, all working to tackle digital and social exclusion by providing people with the skills and confidence they need to access digital technology.

You can search for an Online Centre near you. For best results use your full postcode - you can also use the tick boxes in the right column to narrow down your search.

<https://www.onlinecentresnetwork.org/>

You can access free wifi during appointments at the Law centre or at the VNC Millenium resource building.

Discounted Computers

Visit choose.co.uk via the link below to find out detailed information about schemes that can help reduce the cost of a computer or a laptop.

[Are you eligible for a free or cheap laptop or tablet? \(choose.co.uk\)](https://choose.co.uk)

Getonline@home

Offers heavily discounts, refurbished computers, tablets and laptops if you're in receipt of eligible benefits.

To be eligible you must be:

- A member of a low-income family receiving any state benefits based on need
- In a community with limited access to technology
- Have a disability

<https://www.getonlineathome.org/>

Broadband Social Tariffs

BT's Social Tariff

BT launched a tariff costing £15 a month for broadband and phone which aims to help those on low incomes or who are in receipt of benefits. This allows those who qualify to have their internet bills halved.

Eligibility and How to Apply.

To qualify, you need to be in receipt of either: Universal Credit, Jobseeker's Allowance, Income Support, or Employment and Support Allowance, or the Guarantee Credit Element of Pension Credit.

To apply you need to fill in an online form stating which benefits you are in receipt of, along with your national insurance number. This can take around 24 hours to approve. The form is available online, but you can call BT if you wish.

Visit BT's website [here](#) to find out more about the package and how to apply.

Virgin Media Essential Broadband

Essential broadband helps you get online for £12.50 a month with a 15Mbps fibre broadband speed.

Eligibility and How to Apply.

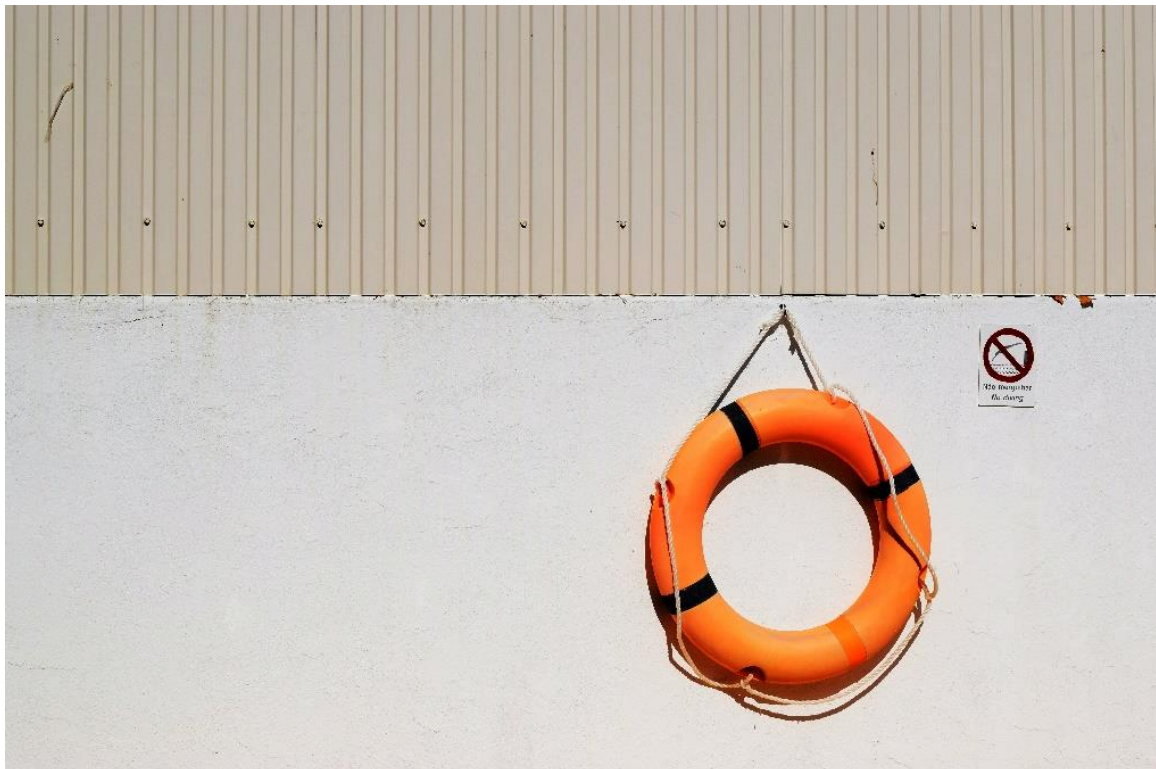
It's a broadband-only package available if **you're already a Virgin Media customer and you receive Universal Credit.**

Essential broadband is available via a 30-day rolling contract. To apply, you need fill in an online application form and they'll email you back with how to complete eligibility checks. The account owner will need to show proof that they receive Universal Credit. As soon as you're approved Virgin Media will swap you over and you won't have to pay any extra fees or charges for changing from your current Virgin Media services.

Sign up [here](#).

Social Tariffs for Mobile Devices with Data

Lebara offer cheap affordable sim only deals that include data in their packages. To see the current list available which start at just as little as £5 with no contract, click [here](#).



Emotional Support

Emergency Services

- If you or somebody you know is in danger, call 999
- Non-emergency out of hours health advice is 111

Emotional Support Services Across Liverpool

Mersey Care (provided by the NHS)

Source: <https://www.merseycare.nhs.uk/urgent-help>

They offer a range of help for people who are feeling an overwhelming amount of stress and need support to improve their mental health. They will provide support and will direct you to long-term help.

Help via Phone call

If it is urgent, there is a free 24/7 help line for all ages:

- Liverpool and Sefton- 0800 145 6570
- Halton, Knowsley, St Helens, and Warrington- 0800 051 1508

If non-urgent, *Think Wellbeing* helps people find local services so they can manage symptoms of depression and anxiety. They do this by calling the number of the team in their local area:

- Liverpool – 0151 228 2300
- Halton- 0151 292 6954
- Knowsley- 0151 430 1707
- St Helens- 01744 647 100
- Other areas can be found on NHS website

Help via Texting

They also provide a 24/7 free and confidential texting service to help people who are overwhelmed or struggling to cope:

- Liverpool and Sefton – Text HEAL to 85258
- Halton, Knowsley, St Helens, and Warrington – Text REACH to 85258

Talk Liverpool

Mersey Care also provides a service called Talk Liverpool for people 16 years and over who are registered with a Liverpool GP. They provide a free service that offers in-person or online access to help for people suffering from anxiety or depression. You can refer yourself through their website:

- <https://www.talkliverpool.nhs.uk/about-us/>

RASA Merseyside

RASA is a free counselling service for anyone who has been sexually abused or raped, or who has been affected by sexual violence at any time in their lives. RASA supports people of all ages and gender identities.

- <https://www.rasamerseyside.org/>

Compass Counselling

Compass provides free counselling to people who are seeking asylum in Liverpool and can provide an interpreter if required.

- <https://compasscounselling.org.uk/asylum-seekers/>

Samaritans of Liverpool and Merseyside

Source: <https://www.samaritans.org/branches/liverpool/>

To reach out for help or talk to somebody, the Samaritans can be reached at any time for free by calling 116 123. Alternatively, they can be called on 0330 094 5717 but local call charges apply.

SHOUT

Source: <https://giveusashout.org/>

SHOUT is a free 24/7 messaging service where people can get reach out for free by texting 'SHOUT' to 85258.

CALM: Campaign Against Living Miserably

Source: <https://www.thecalmzone.net/>

They provide a free and confidential helpline and webchat between 5pm and midnight every day for anybody who needs to reach out and talk to somebody. It is for everybody, but there is a strong focus on men's mental health and preventing male suicide.

- Helpline- 0800 58 58 58
- Website- accessible through their website

The Open-Door Centre in Wirral

Source: <https://localofferwirral.org/listing/the-open-door-centre/>

Free support is provided for all ages but there is a strong focus on people aged 15-30 years old. They offer CBT programmes, ways to reduce stress and an abundance of programmes. An initial appointment must be booked in advance.

- Bloom Building, Birkenhead Industrial Park, Unit 1, 3 Abbey Close, CH41 5FQ
- 0151 639 4545
- Greg@theopendoorcentre.org

Lee Cooper Foundation

Source: <https://theleecooperfoundation.co.uk/>

Provide mental health support for young people in Knowsley and surrounding areas.

- #LetsChat drop-in session every Thursday for 11–24-year-olds at 4:30 to 6pm
- Location: 10 Vicarage Place, L34 1LA
- Football Therapy Sessions every Tuesday for 11-16-years-olds at 6pm
- Location: The Purple Hub, Longview Lane, Huyton L367UN
- They also run other activities such as yoga and mindfulness programmes

Kooth

Source: <https://www.kooth.com/>

A free and anonymous app for under 18's where they can message a professional on the app, track their mood, share stories and watch helpful videos.

James' Place

Source: <https://www.jamesplace.org.uk/about/>

Free support for men aged 18+ who need mental health support or/ and struggling with suicidal thoughts. Liverpool centre can be found in the Georgian Quarter.

- Text JP to 85258
- Or contact the centre to be invited for a welcome assessment

Beacon Counselling Trust

Source: <https://beaconcounsellingtrust.co.uk/>

Free counselling and mental health support. Aimed towards people who are struggling with a gambling addiction.

- Get in touch over phone for free on 0151 226 0696
- Email any questions to gamcare@beaconcounsellingtrust.co.uk
- Find them at 263 Townsend Ln, Clubmoor, Liverpool, L13 9DG

The Liverpool Light

Source: <https://www.liverpool-light.org.uk/>

An out of hours mental health support service that provide a specialised referral service outside of GP and A&E department at Royal Liverpool University Hospital. They also provide list of a wide range of emotional support

- Operates between 6pm and 1am everyday
- Self-referrals are carried out on the website: <https://www.liverpool-light.org.uk/referral/>

SANE

Source: <http://www.sane.org.uk/home>

Emotional support is offered through their free helpline, text care and support forum for those 16 and over:

- Helpline - everyday between 4:30 and 10:30pm on 0300 304 7000
- To message their volunteers an online form must be filled out
- Support forum also accessible through their website

Hub of Hope

Source: <https://hubofhope.co.uk/>

A free app that allows easy access to mental health charities and support in your local area.

Silver cloud

Source: <https://uk.silvercloudhealth.com/>

Clothing

Flexible Support Fund - Discretionary Help available by the Job Centre

The Flexible Support Fund is extra help available at the discretion of the jobcentre. There are restrictions and eligibility requirements and any award must be to help improve your job prospects and help you get back into work.

Unlike a loan, the Flexible Support Fund does not need to be repaid.

Eligibility

You must be receiving one of the benefits below and must be looking for work.

- Universal Credit
- Pension Credit
- Income Support
- Employment and Support Allowance (ESA)
- Jobseeker's Allowance (JSA)
- Carer's Allowance

What does it pay for?

Awards are for one of the following purposes@

- training and education
- barriers to work
- travel expenses

The grant pays for things such as:-

- smart clothing for interviews or to start work
- essential work wear (but not safety wear as the employer has a duty to provide this)
- essential tools and equipment, for example, chef's knives
- travel costs
- childcare costs

There is no set minimum or maximum that can be provided as it all depends on each situation, it is, however, unlikely that anything already paid for will be reimbursed.

How to apply

You need to approach the jobcentre and/or your work coach. You will need to show them that you aren't able to afford the expenses yourself.

School Uniform

If you are struggling to obtain school uniform for your child, it is a good idea to reach out to your child's school and explain your circumstances. Often, they will be able to help you source free, second hand school uniform.

Liverpool 6 Community Centre

A community centre in Everton providing practical support and opportunities to socialise to anyone in Liverpool regardless of income or postcode. The Community Centre can provide help with school uniform.

- <https://www.thelivewelldirectory.com/Services/1797>

UNISON School Uniform Grant

UNISON offer an annual School Uniform Grant Programme, for a one-off grant of between £50 per child, to a maximum of £150, for members of their Union. For 2023, this opens twice on June 1st at 08:30am and 5pm. For more info on eligibility follow this link:

<https://www.unison.org.uk/get-help/services-support/there-for-you/school-uniform-grant/>

Children

16-19 Bursary fund

You could get a bursary to help with education-related costs if you're aged 16-19 and studying at a public school or college or on a training course (including unpaid work experience). The bursary is money you can use to pay for things like clothing, books, equipment, transport or lunch.

You may be able to get a bursary if at least one of the following applies:

- you're in or you recently left local authority care
- you get Income Support or Universal Credit because you're financially supporting yourself
- you get Disability Living Allowance (DLA) in your name and either Employment and Support Allowance (ESA) or Universal Credit
- you get Personal Independence Payment (PIP) in your name and either ESA or Universal Credit

The amount you may get depends on the costs you have and what you need for your course.

To apply, you must speak to your school, college or training provider.

- <https://www.gov.uk/1619-bursary-fund>

Free childcare

Free early learning for two year olds

Your two-year-old will get 15 hours free early education each week, for 38 weeks, if you receive:

- Income Support, income-based Job Seeker's Allowance or income-related Employment Support Allowance
- Universal Credit based on an annual combined income of £15,400, after tax
- tax credits with earnings of no more than £16,190 per year, before tax
- the guaranteed element of State Pension Credit
- support through Part 6 of the Immigration and Asylum Act
- Working Tax Credit four week-run on

A two-year-old may also qualify for a free place if he or she:

- gets a Disability Living Allowance
- is looked after by the local authority
- has left care under a special guardianship order, child arrangements order or adoption order
- gets support from the Home Office under Section 4 of the Immigration and Asylum Act
- has leave to remain in the UK with no recourse to public funds on family or private life grounds
- can live in the UK because their main carer is a British citizen or Zambrano Carer

To find a local approved nursery, playgroup, childminder or school that offers free places, you can:

- search [Liverpool's Early Help Directory](#) or
- call our early years team on 0800 085 2022

Free early learning for 3 and 4 year olds

All families with 3 and 4 year old children can get 15 hours of free children or early education a week, 38 weeks per year.

Working families with 3 and 4-year-old children can get an extra 15 hours a week of free childcare, so 30 hours in total. This can be administered over three terms or stretched out to suit your needs. You won't be eligible for this extended entitlement if you or your partner earn £100,000 or more.

To find a local approved nursery, playgroup, childminder or school that offers free places, you can:

- search [Liverpool's Early Help Directory](#) or
- call our early years team on 0800 085 2022

Activities for children

There are lots of Children's Centres across Liverpool that offer free activities to children and their families.

[Use this link](#) to find your local children's centre and see the activities they have planned.

Emergency Assistance

Liverpool Citizens Support Scheme

<https://liverpool.gov.uk/benefits/help-in-a-crisis/liverpool-citizens-support-scheme/>

If you find yourself in crisis you can apply for support to get food and basic necessities for you and your family including gas and electric vouchers (urgent needs) and furniture and household essentials (home needs).

An emergency or crisis might be a fire or flood, or you have had to move due to violence or fear of violence, or you are leaving care or prison and need support to stay in the community.

Am I eligible for support?

If you live in Liverpool or you're moving to the area, you can apply for support if you are over 16 and unemployed or on a low income, or receive any of the following benefits:

- Income Support
- Income Based Job Seekers Allowance (JSA)
- Income related Employment and Support Allowance (ESA)
- Pension Credit (Guarantee Credit only)
- Tax Credits
- Personal Independence Payments
- Universal Credit

They can also help if you are leaving care or need support to stay in the community after an emergency or crisis.

How to apply

Call Freephone 0800 456 1523 or 0151 233 3053 Monday to Friday, 8am to 6pm.

You will need to confirm your identity and address and we will get in touch with you if we need further information to support your application.

Funding for the scheme is limited and we need to consider the number of people applying for help and what funds are available.

How many times can I apply for a home needs or urgent needs award?

There is normally a limit of two awards in a 12-month period following the date you receive your first award.

If you receive a home needs and urgent needs award as part of your first application, this counts as one award.

However, we know that additional problems or crises occur and in special circumstances we may consider making another award.

What happens next?

Where possible, we will let you know our decision within two working days for urgent needs and 15 working days for home needs. If we need more information it may take longer.

If you are unhappy with our decision you can ask for a review by emailing LCSS@liverpool.gov.uk or write to Liverpool Citizen Support Scheme, Revenues and Benefits Service, Cunard Building, Water Street, L3 1AH.

You can also call the Freephone helpline on 0800 456 1523 or 0151 233 3053 Monday to Friday, 8am to 6pm.

How will I receive an award?

Urgent needs

You will receive an email or text with you a voucher or you can collect it from any One Stop Shop if you don't have a mobile or email.

We give paper Energy vouchers for fuel costs.

You can cash in the vouchers at PayPoint outlets across the city.

Home needs

The Furniture Resource Centre will contact you to arrange free delivery, which is normally 10 working days from the order date.

If you have been awarded quality used goods you can select the item directly from Bulky Bob's Furniture World, 129-139 London Road. Items will be delivered for free and have a three-month warranty.

Installation is included for gas/electric cookers. We can arrange furniture assembly for you - please tell the adviser to include this on your application or mention it to us when we contact you about your claim.

What if items become damaged or broken?


All white goods are new and come with a 12-month warranty. You should complete and return the warranty to the manufacturer when your goods arrive to validate the warranty. If you don't, faulty items may not be replaced.

Report damages or faults with any other new items to the Furniture Resource Centre on 0151 702 0550 or email sales@frcgroup.co.uk.

Access to Information in Various languages

Our Liverpool Project

The Our Liverpool project provides support for refugees, people seeking asylum and vulnerable migrants they help with the following:

- 
- **Education:** We get school-aged children into a classroom as fast as possible, and work with schools and other organisations to make this happen.
 - **Community development:** Our team members based in Picton, Tuebrook and Kensington children's centres link those in need up with all the services they are entitled to access.
 - **Money and housing:** As soon as a person gains refugee status, we want to reduce their risk of becoming homeless by helping them set up a bank account, find housing and apply for a job or benefits.
 - **Employment:** We help refugees find a job, work experience or a chance to volunteer or study.
 - **Migrant rough sleeping:** We work with existing services to help European Union migrants find a place to live and stop them becoming homeless.
 - **Wellbeing:** We will provide more places on the 5 ways to wellbeing course for people new to our city, as well as other learners.
 - **Learning English:** English classes with a crèche are open to people with refugee status or asylum seekers who have been waiting a decision for over six months.

The provide a variety of information on Liverpool based organisations in different languages. You can find some information on the link below.

<https://liverpool.gov.uk/media/1360935/support-organisations-liverpool-as-of-21-07-2021-accessible-v2.pdf>

Contact us

Vauxhall Community Law & Information Centre

VNC Millennium Resource Centre, Blenheim Street, Liverpool, L5 8UX

Tel: 0151 360 777

Email: advice@vauxhalllawcentre.org.uk

Mon - Fri 8:30am until 4:30pm

