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Section 5

Finance

Sefton CVS Signposting Service

Is there an aspect of health and social care, community safety, support at home, social activities or financial services that you need some further advice and information on?

Are you unsure which services or activities would be most appropriate for you?

Would you like to speak to someone about the services or activities that are available?

If so contact the Sefton CVS Signposting Service on:

Telephone: 0151 920 0726 ext 241
to be connected to services for south Sefton (Maghull, Lydiate, Litherland, Bootle, Seaforth, Crosby, Thornton and Hightown areas)

or

Telephone: 01704 517810
to be connected to services for north Sefton (Formby, Ainsdale, Birkdale and Southport areas)



Sefton CVS
Supporting Local Communities

Question

Card 64

**I want to know
more about
direct payments.
Where can I get
information?**



Answer

Card 64

A direct payment is a cash payment that allows you to organise care services yourself, enabling you to choose the most appropriate services.

Sefton Direct Payments Team

are based at Sefton Carers Centre,
27 – 37 South Road, Waterloo
L22 5PE

Telephone: 0151 288 6060

Email: help@carers.sefton.gov.uk

Question

Card 65

**Where can I
check that I
am getting all
the benefits I
am entitled to?**



Answer

Card 65

Sefton Citizen's Advice Bureau

Telephone: 0344 493 0012

St Leonard's Youth and Community Centre

Peel Road, Bootle

Telephone: 0151 933 1300

Age UK Advice

Telephone: 0800 6781174

Welfare Rights Advisory Service (Sefton Council)

Telephone: 0151 934 3660

Sefton Pensioners' Advocacy Centre

Telephone: 01704 538411

Royal British Legion

Telephone: 0808 802 8080

SSAFA

(Armed Forces Charity)

Telephone: 0800 731 4880

Universal Credit Helpline

Telephone: 0345 600 0723

Textphone: 0345 600 0743

Monday to Friday 8am to 6pm

Question

Card 66

**What benefits
are available for
people who care
for someone?**



Answer

Card 66

For information and advice,
or to make a claim, contact the
Carers Allowance Unit.

Telephone: 0345 608 4321

Alternatively visit:

Website: www.gov.uk/carers-allowance/how-to-claim

Contact **Sefton Carers Centre**
for help and advice.

Telephone: 0151 288 6060

Website: www.sefton-carers.org.uk

Question

Card 67

**What benefits
are available for
people who have
disabilities?**



Answer

Card 67

Personal Independence Payment

To make a claim contact
the **PIP Claimline**.

Telephone: 0800 917 2222

Alternatively visit:

Website: www.gov.uk/pip

Attendance Allowance

To make a claim or for information
and advice contact:

Telephone: 0345 605 6055

Alternatively visit:

Website: [www.gov.uk/
attendance-allowance/overview](http://www.gov.uk/attendance-allowance/overview)

Question

Card 68

How do I find out about the state pension?



Answer

Card 68

For general help and advice
contact the **Pension Service**:

Telephone: 0345 606 0265

To obtain a State Pension
Statement contact:

Telephone: 0345 300 0168

To claim State Pension contact:

Telephone: 0800 731 7898

Alternatively visit:

Website: [www.gov.uk/
claim-state-pension-online](http://www.gov.uk/claim-state-pension-online)

Question

Card 69

**Where can I
get help around
my personal
or workplace
pension?**



Answer

Card 69

The Money Advice Service

Call for free and impartial
money advice.

Telephone: 0800 138 7777
(calls are free)

Monday to Friday

8am-8pm

Saturday

9am-1pm

Sunday and bank holidays closed

Website: www.moneyadvice.org.uk

Question

Card 70

**How do I
claim Pension
Credit?**



Answer

Card 70

To claim Pension Credit contact the

Pension Credit Claim Line:

Telephone: 0800 99 1234

Alternatively visit:

Website: www.gov.uk/pension-credit

For more information about Pension Credit contact the **Pension Service:**

Telephone: 0345 606 0265

Question

Card 71

**Do I have
to pay for
prescriptions,
dental services
or eye tests?**



You are entitled to free NHS prescriptions or eye tests if you are:

- under 16 or over 60 (or aged 16 to 18 and in full-time education)
- have a medical condition which qualifies for an exemption
- on Income Support
- receive other qualifying benefits or tax credits

You are entitled to free dental treatment if, when your treatment starts, you are:

- under 18 (or under 19 and in full-time education)

- pregnant or you've had a baby within the 12 months before treatment starts
- on Income Support or other qualifying benefits or tax credits
- staying in an NHS hospital and the hospital dentist carries out your treatment

For more information contact **NHS England**:
Telephone: 0300 311 2233

If you are required to pay for NHS prescriptions, eye tests or dental treatment contact the **Help with Health Costs Helpline**:
Telephone: 0300 330 1343

Question

Card 72

**How do I find
out about winter
fuel payments?**



Answer

Card 72

Winter Fuel Payment Centre

The centre accepts telephone claims from people who are eligible to receive Winter Fuel Payment for the first time. You can ask the centre to send you an application form by post if you don't want to claim by telephone.

Telephone: 0345 915 1515

Monday to Friday

8am-6pm

Website: www.nidirect.gov.uk/contacts/contacts-az/winter-fuel-payment-centre

Question

Card 73

**How do I find out
if I am entitled
to help with
my housing or
council tax costs?**



Answer

Card 73

Sefton Council

Telephone: 0345 140 0845

and book an appointment with one of their advisors who will help you complete an application form over the telephone.

Or call in at one of the **Sefton One Stop Shop** offices (open Monday to Friday 9am-5pm):

- **Bootle One Stop Shop**, 324-342 Stanley Road, Bootle L20 6ET
- **Southport One Stop Shop**, Cambridge Arcade, Southport PR9 1DA

Question

Card 74

**Where can I
access safe
and affordable
lending and
savings schemes?**



Credit unions provide a range of local financial services including savings, savings-based lending and, in some circumstances, instant loans.

Sefton Credit Union Ltd

Bootle Office: 0151 363 7300

Town Hall, Oriel Road,
Bootle L20 7AE

Crosby Office: 0151 363 7299

73 Liverpool Road, Crosby L23 5SE

Website: www.seftoncreditunion.org

Loan sharks offer illegal loans at extremely high cost. Because they are not registered, loan sharks operate outside the law.

You can report a loan shark in confidence to an **Illegal Money Lending Team**.

Telephone: 0300 555 2222

Email: [reportaloanshark@
stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk)

Question

Card 75

**I am struggling
to pay my bills
and debts.
Where can I go
for help?**



Answer

Card 75

Citizens Advice Sefton

Telephone: 0344 493 0012

St Leonard's Youth and Community Centre

Peel Road, Bootle L20 4RW

Telephone: 0151 933 3897

Money Advice Service

Telephone: 0800 138 7777

Southport Debt Centre

Telephone: 0800 328 0006

Emergency Limited Assistance Scheme (ELAS)

This Sefton scheme is available to support local residents who are experiencing severe hardship, a disaster or an emergency on a one-off basis. For further information contact **Sefton Council** on:

Telephone: 0151 934 3377

Question

Card 76

**Who can help
me get ready
for employment
and find a job?**

CV



The **Sefton@Work** service exists to provide high quality information, advice and guidance to Sefton residents aged 16 plus. The service is free of charge.

Bootle Office

286-288 Stanley Road,
Bootle L20 3ER

Telephone: 0151 934 2610

Southport Office

Sefton Council, Economy and
Tourism, Dept of Built Environment,
The Promenade Office, Southport
PR9 0DZ

Telephone: 0151 934 2759

Freepost address

Sefton@Work
FREEPOST
NAT 19351

The Life Rooms

A Mersey Care service which helps
people to find employment.

Telephone: 01704 383198