

# **Section 2**

## Community Safety

# 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?**

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

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**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 37

**Can I report a  
crime without  
anyone knowing  
it was me?**

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## Answer

Card 37

### **Crimestoppers**

You can contact this service anonymously:

**Telephone:** 0800 555 111

**Twitter:** @crimestoppersuk

**Facebook:** @crimestoppers

**YouTube:** @crimestoppersuk

## Question

Card 38

**How do I get  
support after  
being a victim  
of crime?**

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## Answer

Card 38

### **Victim Support Merseyside**

**Telephone:** 0150 353 4003

This service provides general advice to people who have been the victims of a crime.

Second Floor, Bridgewater Complex,  
Canal Street, Liverpool L20 8AH

## Question

Card 39

**How can I  
report unwanted  
callers and other  
rogue traders?**

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## Answer

Card 39

If you wish to make a complaint about a business or trader you must contact the **Citizens Advice Consumer Helpline** in the first instance.

**Telephone:** 03454 04 05 06

You can set up **BT Call Protect** if you are receiving unwanted calls on your phone.

**Telephone:** 1572 to access this free service.



## Question

Card 40

**Who do I  
contact about  
a problem with  
anti-social  
behaviour?**

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## Answer

Card 40

**You can report anti-social behaviour to Merseyside Police by calling 101 or 999 in an emergency.**

Alternatively, you can report anti-social behaviour to your registered social landlord, who will also provide support and advice.

## Question

Card 41

**I think I am targeted  
due to my disability,  
race, religion,  
sexuality or gender.  
Who can I contact  
for advice?**

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## **Answer**

Card 41

**This could be a hate crime. Such crimes can include verbal abuse, violence, abusive calls or texts, damage to property, arson, dumping of rubbish, harassment and other behaviour.**

For advice and assistance please call 101 and ask to speak to **Merseyside SIGMA Unit Officers**. In an emergency always call 999.

### **Stop Hate Crime**

**Telephone:** 0800 138 1625  
24-hour Helpline

## Question

**I think I might  
be suffering from  
domestic abuse.  
How can I get  
support?**

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## **Answer**

Card 42

### **Independent Domestic Violence Advisors Team**

**Telephone:** 0151 934 5142

**Email:** IDVA.Team@sefton.gov.uk

### **Sefton Women and Children's Aid (SWACA)**

**Telephone:** 0151 922 8606

**Text Helpline:** 07779 745594

### **National Domestic Violence Helpline**

**Telephone:** 0808 2000 247

## Question

Card 43

**How can I contact  
my local police  
station?**

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## Answer

Card 43

Use one of the following numbers to contact the **Merseyside Neighbourhood Police Teams** in South, East, West and North Sefton  
**Telephone:** 0151 709 6010 or 101



## Question

Card 44

**How can I get  
minor repair  
work carried out  
on my home?**

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## Answer

Card 44

**Sefton Helping Hands** can provide practical assistance with some household tasks.

To check if they can assist you please contact:

### **Sefton Helping Hands**

Woodend Centre  
Woodend Avenue  
Crosby  
Liverpool L23 2TY

**Telephone/Fax:** 0151 932 9008

Office opening hours

**Monday-Thursday**

9am-4pm

**Friday**

9am-3pm

## Question

Card 45

**I'm concerned about my own or someone else's safety. Who can I contact?**

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## Answer

Card 45

Concerns can be reported  
to **Sefton Council**.

**Telephone:** 0151 934 3737

In an emergency you can call 999 at  
any time.