



Knowsley Council

What **you can do** to help



"No Silence, No Secrets"

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Introduction

Many people who may seem vulnerable in some ways can continue living quite safely in their homes with a little bit of help from family, neighbours, friends, community volunteers and/or services.

All adults have the right to live as independently as possible and make choices which can sometimes involve risk.

Sometimes people just need a bit of help to manage safely at home. It is up to all of us to be a good friend/neighbour and offer whatever help we can.

Some signs which might give you concern:

- A person starts to look neglected, or suddenly seems to be short of money.
- They may not dress suitably for the weather.
- You may notice changes in their behaviour, for example, they may forget where they live.

What can you do to help?

- If you are worried about someone you know, think about talking to the person and asking them if there is anything you can do to help.
- Remember - if things don't seem right then they probably aren't. Don't be afraid to get involved.
- If you are still worried you could talk to anyone who visits the person - a friend, relative, nurse etc - and let them know your concerns.

Health

- You could also ask the person if they would like you to contact their **GP or other health worker for assistance**. (If the person has contact with a health care professional do not assume that the professional will have all the information about the person's circumstances - make sure they are alerted to your concerns).

Voluntary support

- For information about local clubs and groups, community champions and volunteer services you can call your local **Knowsley Community and Voluntary Services (KCVS)**. KCVS promotes and supports voluntary action throughout the borough. Information about their activities and services, and a directory of voluntary and community groups can be obtained by contacting **0151 489 1222**.

If you would like to become a volunteer visit <https://do-it.org/organisations/volunteer-centre-knowsley>

Community Centres

- Community Centres offer community activities, events, support, courses and health checks. Contact your local centre to find out more.

Huyton:

Mosscroft Centre

0151 480 4064

Roby Centre

0151 559 3061

Info Zone

St John's

Community Centre

0151 443 0425

Swanside Centre

0151 489 2370

Kirkby:

Southdene Centre

0151 289 0419

Westvale Centre

0151 443 4193

Northwood

Centre

0151 480 3910

Prescot:

Bryer Road

Centre

0151 443 4542

Halewood:

Arncliffe Sports

& Community

Centre

0151 428 1929

Advocacy

- You could ask the person if they would like someone to help them to speak up for themselves or to speak on their behalf, support them in any appointments or ensure they can voice their wishes if they are facing changes or difficulties. If so contact the **Advocacy Hub** on **0151 244 4090**.

Hate incidents

- A **Hate Incident** is any behaviour which may or may not be a criminal offence but is perceived by the victim or others to be motivated by prejudice or hate. Hate can be based on:
 - Race, colour, ethnic origin, nationality
 - Religion
 - Gender or gender identity
 - Sexual orientation
 - Disability
 - Age
 - Any other lifestyle choice. Examples would include the homeless, rough sleepers, sex workers, Goths
 - If you have been or know someone who has been a victim of a hate incident call **Stop Hate UK** on **0800 138 1625**

Anti social behaviour

- If you are concerned that someone may be targeted and/or a victim of anti-social behaviour, call the **Police** on **101**.

If you are a housing tenant, you can contact your housing provider for assistance.

If anyone is in immediate danger call 999 and ask for the police.

Domestic abuse

- **Domestic Abuse** includes any form of physical, sexual, emotional and financial abuse between people who are, or have been, in an intimate or family relationship. It has a serious effect on any children in the family as well as the adult victim.

It can be hard to know what to do if you are concerned that someone may be a victim of domestic abuse but there is help and support available. If you would like more information you can contact **The First Step** on **0151 548 3333**.

If an adult or child is in immediate danger call 999 and ask for the police; if anyone is hurt call 999 and ask for an ambulance.

Trading standards

- If you are concerned that someone may be a victim of a rogue trader or doorstep crime, call **Trading Standards** on **0151 443 4712** or **Consumer Direct** on **0345 404 0506**.
- Older and vulnerable people can contact the **Trader Approved Scheme Knowsley (TASK)** for details of local traders registered to the scheme on **0151 546 6680**.

- If you or someone you know is the victim of or has information about a loan shark, please report them to **England Illegal Money Lending Team**. All calls and messages will be treated in confidence and you can remain anonymous if you wish. There are several ways you can do this:
 - You can call **0300 555 2222** - calls are answered 24/7 by a trained investigator.
 - You can text 'loan shark + your message' to **60003**
 - You can send us a private message at **www.facebook.com/stoploansharkproject**
 - You can email **reportaloanshark@stoploansharks.gov.uk**

Home maintenance

- If you want to stay in your own home but are worried about how you will manage, **Care and Repair Knowsley** can provide advice on repairing or adapting your home and will support you in maintaining your independence at home call **0151 548 6668**.

Social care

- Many people can continue to live safely and well in the community without more formal support but if you think that the person needs more than good neighbourliness you could ask whether they think they are in need of professional services to help them manage at home; if they think so call **Knowsley Access Team** on **0151 443 2600** and ask for a social care assessment. You can also phone the Knowsley Access Team if you just want some advice about what help is available.

Safeguarding adults and children from abuse

If you are concerned that an adult or child is at risk of abuse or neglect by someone else you must report this immediately.

Call **Knowsley Multi-agency Safeguarding Hub** on **0151 443 2600**. (The Emergency Duty Team can be contacted on this number after 5pm and at weekends/holidays if your concerns are urgent).

If anyone in any circumstances is in immediate danger call 999 and ask for the police; if anyone is hurt call 999 and ask for an ambulance.

Don't be afraid to get involved - you may be the only person who can help.

Don't wait for someone else to raise concerns; do this yourself.

Hoarding Disorder

When someone keeps an unmanageable number of items and stores them in a chaotic way this can become a serious problem. It can interfere with everyday living and the person may be unable to access rooms in their home. It is important to encourage someone who is hoarding to seek help.

Hoarding can cause loneliness and mental health problems, it can also pose a health and safety risk. The Care Act 2014 introduced 'self-neglect' as a category which would come under Safeguarding Adults Procedures, if you are concerned call **0151 443 2600** to speak to someone for advice.

You can also get this information in other formats. Please phone Customer Services on 0151 443 4031.

If you want additional copies of this booklet please contact 0151 443 4888

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