

Support for struggling families in Knowsley

As a family, are you finding it hard to manage at home, worried about your future or losing your home?

Is this making your children feel anxious and unhappy, or are they struggling at school?

Do you need support with practical issues, such as housing problems, your benefits or paying the bills?



We are here to help

Our free service is able to offer long-term support to all the family. We can give you practical and emotional support, and we work closely with other local agencies to enable you to manage in your home and reduce the risk of your family becoming homeless.

Shelter Knowsley provides support to families who feel vulnerable, may have been homeless before, and have difficulty managing at home. Our staff are professional support workers who know that being homeless or threatened with losing your home is very difficult for the whole family. Call us on **0344 515 1570**.

Shelter

Contact us (or ask someone to refer you to us) for support, if:

- you have had to move home a few times, and/or you have been homeless before, which makes it hard for you to settle in the place where you live now
- you have children living with you, of any age up to 16 years
- you need some support to settle in to your new home or to manage in your current home, so you can avoid becoming homeless in the future.

Confidentiality and data protection

Shelter is an independent organisation. Information you give us is confidential* and will not be shared with anyone without your full agreement. In line with the Data Protection Act 1998, we keep your records secure and you may request a copy from us.

*We only refer details in exceptional circumstances, if we have concerns for your safety or the safety of your children.

How we provide the support

When we arrange to work together, and with your agreement:

- we will visit you and develop a plan of support that meets the needs of your family
- you will have one Support Worker dedicated to working with you while getting support
- if your children need some extra help, we could give them one-to-one support as part of the plan
- we will work with other key agencies on your behalf, such as local housing, social services, education and health departments if necessary, to enable you to be secure in your home.

If you want more information or you are interested in our support, call or email us.

Shelter Knowsley

Telephone: **0344 515 1570**

Email: **knowsleysupport@shelter.org.uk**

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LOTTERY FUNDED

Shelter, the housing and homelessness charity

Positive Destinations»

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The Hunter Foundation



BBC Children in Need

BBC 2007 The Big Lottery Fund

What we do and how we do it

no advertising

To protect the identity of Shelter clients, models have been used in photographs. Shelter, registered charity in England and Wales (253710) and in Scotland (SC032271)