

Victim support directory

Reaching out for help can sometimes feel difficult, but we're here to help you access the support you need.

Simply click on your area to get started:

If you need assistance understanding the information in this document, or need to speak to a member of our Anti-social Behaviour Team please contact us on **0300 365 1111**.

If you need immediate assistance, are at risk of harm, or are witnessing a crime, please contact the Police on **999** (emergencies only) or **101** (non-emergencies).

If you need medical treatment or advice for physical and/or mental health, please contact the NHS on **999** (emergencies only) or **111** (non-emergencies).



Service	Agency	Contact	Further Information
Safeguarding (children)	NSPCC	0808 800 5000	Safeguarding specialists for those concerned about the welfare of a child, adult or elderly person.
	Childline	0800 1111	
	Safeguarding (adults)	Sefton Careline	
Safeguarding (elderly)	The National Careline	0800 0699 784	
Domestic Violence	Refuge	0808 2000 247	Specialist charity supporting women fleeing domestic abuse and other forms of gender-based violence.
	Women's Aid	womensaid.org.uk	24 hour freephone service providing national domestic abuse support.
	Rights of Women	rightsofwomen.org.uk	Advice surrounding family law, supporting those who are experiencing or have previously experienced domestic abuse.
	Respect	0808 802 4040	Helpline for men experiencing domestic abuse.
	The National Centre for Domestic Violence	0800 970 2070	Free and fast emergency service for victims of domestic abuse, regardless of circumstances.
	Independent Domestic Violence Advisors	0151 934 5142	Local, independent support service for those in Sefton.
General Support	Citizens Advice	0808 223 1133	Confidential advice to assist people with legal, debt, consumer, housing and other problems in the UK
	Sefton Women and Children's Aid	0151 922 8606	Confidential support for women, young people and children in Sefton.
Hate Crime	Stop Hate	0113 293 5100	24 hour hate crime reporting service for all monitored strands of a person's identity or perceived identity (Disability, Race, Faith, Sexual Orientation, Transgender identity, Age and Alternative Subculture).
	Anthony Walker Foundation	0151 237 3974	Tackling racism, hate crime and discrimination by providing educational opportunities, victim support services and by promoting equity and inclusion for all.
Victim Support	Merseyside Victim Support	0151 353 4003	For general information and confidential advice.
	Victim Care Merseyside	0808 175 3080 <i>Open weekdays between 8am and 6pm</i>	Our hub of local, trained staff are here to offer you free, confidential, non-judgemental advice and support. You can contact Victim Care Merseyside for help whether you have reported a crime to the police or not.

Liverpool

For emergency assistance, please call 999.



Service	Agency	Contact	Further Information
Safeguarding (children)	NSPCC	0808 800 5000	Safeguarding specialists for those concerned about the welfare of a child, adult or elderly person.
	Childline	0800 1111	
	Liverpool Careline	0151 233 3700	
Safeguarding (adults)	Liverpool Careline	0151 233 3800	
Safeguarding (elderly)	The National Careline	0800 0699 784	
Domestic Violence	Refuge	0808 2000 247	Specialist charity supporting women fleeing domestic abuse and other forms of gender-based violence.
	Women's Aid	womensaid.org.uk	24 hour freephone service providing national domestic abuse support.
	Rights of Women	rightsofwomen.org.uk	Advice surrounding family law, supporting those who are experiencing or have previously experienced domestic abuse.
	Respect	0808 802 4040	Helpline for men experiencing domestic abuse.
	The National Centre for Domestic Violence	0800 970 2070	Free and fast emergency service for victims of domestic abuse, regardless of circumstances.
	Liverpool Domestic Abuse Support Service	0800 084 2744	Local, independent support service for those in Liverpool.
	Merseyside Domestic Abuse Service (formerly Chrysalis)	07802 722 703	Support for women, children and young people being affected by domestic abuse.
General Support	Citizens Advice	0808 223 1133	Confidential advice to assist people with legal, debt, consumer, housing and other problems in the UK
Hate Crime	Stop Hate	0113 293 5100	24 hour hate crime reporting service for all monitored strands of a person's identity or perceived identity (Disability, Race, Faith, Sexual Orientation, Transgender identity, Age and Alternative Subculture).
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	Childline	0800 1111	
	Wirral Careline	0151 606 2008	
Safeguarding (adults)	Wirral Careline	0151 514 2222	
Safeguarding (elderly)	The National Careline	0800 0699 784	
Domestic Violence	Refuge	0808 2000 247	Specialist charity supporting women fleeing domestic abuse and other forms of gender-based violence.
	Women's Aid	womensaid.org.uk	24 hour freephone service providing national domestic abuse support.
	Rights of Women	rightsofwomen.org.uk	Advice surrounding family law, supporting those who are experiencing or have previously experienced domestic abuse.
	Respect	0808 802 4040	Helpline for men experiencing domestic abuse.
	The National Centre for Domestic Violence	0800 970 2070	Free and fast emergency service for victims of domestic abuse, regardless of circumstances.
	Merseyside Domestic Abuse Service (formerly Chrysalis)	07802 722 703	Support for women, children and young people being affected by domestic abuse.
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Safeguarding (children)	NSPCC	0808 800 5000	Safeguarding specialists for those concerned about the welfare of a child, adult or elderly person.
	Childline	0800 1111	
	St Helens Careline	01744 671809	
Safeguarding (adults)	St Helens Careline	01744 671809	
Safeguarding (elderly)	The National Careline	0800 0699 784	
Domestic Violence	Refuge	0808 2000 247	Specialist charity supporting women fleeing domestic abuse and other forms of gender-based violence.
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Safeguarding (children)	NSPCC	0808 800 5000	Safeguarding specialists for those concerned about the welfare of a child, adult or elderly person.
	Childline	0800 1111	
	Cheshire East	0300 123 7034	
	Cheshire West	0300 123 7047	
Safeguarding (adults)	Cheshire East	0300 123 5010	
	Cheshire West	0300 123 7034	
Safeguarding (elderly)	The National Careline	0800 0699 784	
Domestic Violence	Refuge	0808 2000 247	Specialist charity supporting women fleeing domestic abuse and other forms of gender-based violence.
	Women's Aid	womensaid.org.uk	24 hour freephone service providing national domestic abuse support.
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Safeguarding (children)	NSPCC	0808 800 5000	Safeguarding specialists for those concerned about the welfare of a child, adult or elderly person.
	Childline	0800 1111	
	Social care support for children and families	0300 123 6720 or out of hours 0300 123 6722	
Safeguarding (adults)	Lancashire County Council Adult Social Care	0300 123 6720 or out of hours 0300 123 6722	
Safeguarding (elderly)	The National Careline	0800 0699 784	
Domestic Violence	Refuge	0808 2000 247	Specialist charity supporting women fleeing domestic abuse and other forms of gender-based violence.
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	The National Centre for Domestic Violence	0800 970 2070	Free and fast emergency service for victims of domestic abuse, regardless of circumstances.
	Clare House Women's Refuge	Telephone: 01772 435 865 Text: 07790 971 237	This is a purpose-built refuge for women and children who are experiencing domestic violence or living in fear of a partner or family member.
	Chorley Women's Centre	01257 265342	This is an independent organisation run by volunteers dedicated to supporting women of all ages and circumstances. Volunteers are warm, friendly, approachable and fully trained.
General Support	Citizens Advice	0808 223 1133	Confidential advice to assist people with legal, debt, consumer, housing and other problems in the UK
Hate Crime	Stop Hate	0113 293 5100	24 hour hate crime reporting service for all monitored strands of a person's identity or perceived identity (Disability, Race, Faith, Sexual Orientation, Transgender identity, Age and Alternative Subculture).
Victim Support	Lancashire Victim Services	0300 323 0085	Free advice for general information for victims- all calls are confidential.
	Rainbow Roofs	rainbowroofs1@outlook.com	Rainbow Roofs supports LGBT+ customers in the North West

If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

Chinese

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

Lithuanian

Jei norite, kad Jums kas nors padėtų suprasti šiąame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

Polish

eśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

Portuguese

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

Russian

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

Turkish

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyaciniz olursa lütfen bize ulaşın **0300 365 1111**.



DEVELOPED IN PARTNERSHIP
WITH OUR CUSTOMERS