



ST HELENS
BOROUGH COUNCIL

Welcome Guide

Information about the Borough of St Helens

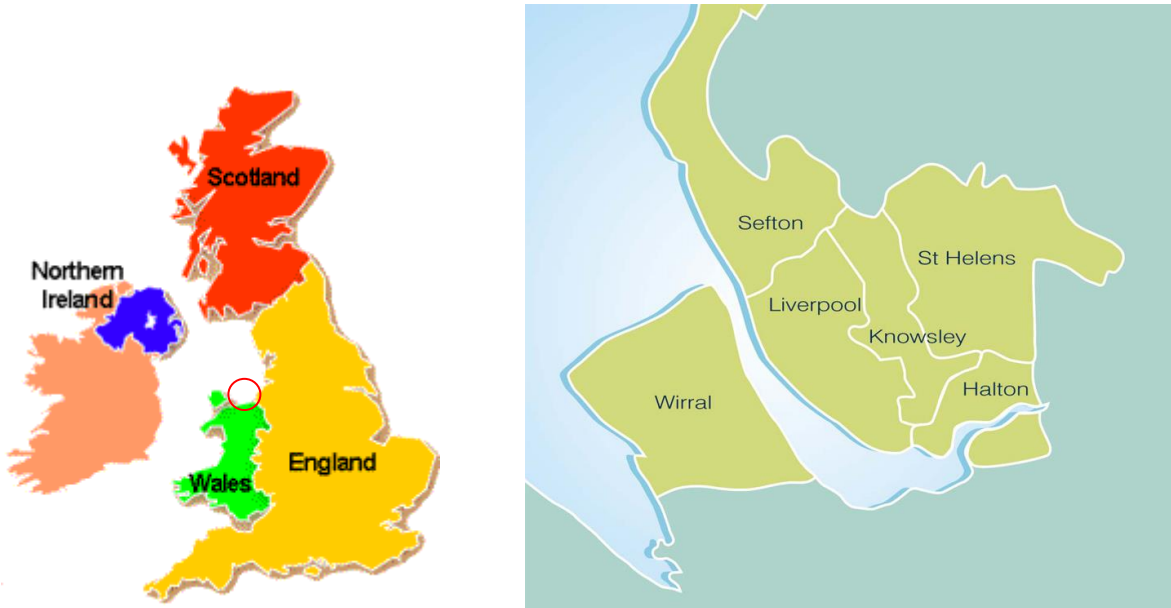


INTRODUCTION

Welcome to the St Helens Borough Council area. We hope that you will find our area a great place to live. This booklet sets out some basic information about living here. Hopefully it will be of some use and help you to settle in and feel part of our community.

Where is St Helens?

St Helens is part of the Liverpool City Region (the red circle on the map below), in the North West of England on the island of Great Britain in the United Kingdom.



St Helens is one of the 6 areas in the Liverpool City Region. Manchester is a 45 minute journey to the east, and Liverpool a 30 minute journey the west.

As well as the town of St Helens, the area also holds the historic market town of Newton-le-Willows, and many large villages such as Rainhill and Haydock. The towns and villages are surrounded by soft rolling hills used primarily for farming.





THE COMMUNITY

About 178,000 people live in the St Helens area. The main population is from a white, Christian background and speak English as their first language. About 2-3% of our population are from other racial backgrounds. We have a significant number of people from Polish, Chinese, Indian, Filipino, African and other backgrounds.

In terms of religion, as well as a wide range of Christian churches there are also Muslim and other faith communities, as well as people who do not follow any religion.

WHAT IS ST HELENS BOROUGH COUNCIL?

St Helens Borough Council is the local government in the area you will be living. A local Council is an organisation that has power to make many decisions in a local area. It is democratically elected. At local government elected politicians are called 'Councillors'. Councils are in charge of a range of services and decisions which impact life in our area:

- The registration of Births, Deaths and Marriages
- Housing and local taxation (Council Tax)
- Reporting concerns about Anti-Social Behaviour, Noise, Animal Welfare and Trading Standards
- Free Rubbish Collection and Recycling Services
- Roads, Highways, Pavements and Street Lighting
- Local Parks, Playgrounds and Wildlife Areas

Tel: (01744) 676 789

Email: contactcentre@sthelens.gov.uk

Address: Contact Centre, Wesley House, Corporation Street, WA10 1HF

Website www.sthelens.gov.uk

EDUCATION

Nursery, Primary and Secondary Schools

All children in the UK from the ages of 5 to 16 must attend school. Children under the age of 5 may attend nurseries (kindergartens). For information on how to apply for nursery or school places contact the School Admissions Team

Address: Atlas House, Corporation Street, St Helens WA9 1LD

Tel: (01744) 671029 / (01744) 671030

Email schooladmissions@sthelens.gov.uk

6th Form Education – For young people aged 16 to 19

Carmel College

Prescot Road

Town Centre
St Helens
Merseyside
WA10 3AG
Tel: (01744) 452200
<http://www.carmel.ac.uk/>

6th Form Education – For young people aged 16 to 19
Cowley Sixth Form
Hard Lane
St Helens
Merseyside
WA10 6LB
Telephone: (01744) 678030
<http://www.cowley.st-helens.sch.uk/>

Further Education – for anyone aged 16 or over
St Helens College
Water Street
Town Centre
St Helens
Merseyside
WA10 1PP
Tel: (01744) 733766
<http://www.sthelens.ac.uk/>

Further Education - for anyone aged 14-24yrs
MPH Training
Logic House,
38 Central Street
St Helens
WA10 1UD
Tel: (01744) 808040
<http://www.mphtraining.org.uk/>
www.facebook.com/mphpost16

Further Education - for anyone aged 16-18yrs
The Growth Company
St Helens Training Centre
YMCA Building
Duke St
St Helens
Merseyside
WA10 2TJ
Tel: (01744) 750467
<https://www.gceducationandskills.ac.uk/>

Further Education - for anyone aged 16-24yrs

Pinehurst Education
 Ferny Knoll Stud Farm
 Ferny Knoll Road
 Rainford
 St Helens
 Merseyside
 WA11 7TQ
 Tel: (0151) 3454567

Further Education - for anyone aged 16-24yrs

St Helens Chamber
 Salisbury Street
 St Helens
 WA10 1FY
 Tel: (01744) 742045

<https://www.sthelenschamber.com/startingpoint/services-for-young-people/traineeships/>

LEISURE**Libraries and Arts Service**

Libraries provide a reliable source of information about local Arts, Music and Community Groups; free Internet access and book lending service; and for a small hire charge, a CD and DVD lending service.

Many of the libraries in the Borough have events going on throughout the year. All libraries have free internet access available. Overall there are 12 libraries in the borough. The contact details and opening times are:

Library Name and Address	Opening Times	Contact Telephone Number and E-Mail Address
Chester Lane Library Four Acre Lane Sutton St Helens Merseyside WA9 4DE	Monday: 10am-7pm Tuesday: 10am-5pm Wednesday: CLOSED Thursday: 10am-5pm Friday: 10am-5pm Saturday: 10am-1pm Sunday: CLOSED	Tel: (01744) 677081 E-Mail: chesterlanelibrary@sthelens.gov.uk
Eccleston Library Broadway Eccleston St Helens Merseyside WA10 5PJ	Monday: 10am-7pm Tuesday: 10am-5pm Wednesday: CLOSED Thursday: 10am-5pm Friday: 10am-5pm Saturday: 10am-1pm Sunday: CLOSED	Tel: (01744) 677575 E-Mail: ecclestonlibrary@sthelens.gov.uk

Garswood Library School Lane Garswood Nr Wigan WN4 0TT	Monday: 10am-2pm Tuesday: CLOSED Wednesday: CLOSED Thursday: CLOSED Friday: 1pm-5pm Saturday: CLOSED Sunday: CLOSED	Tel: (01744) 677797 E-Mail: garswoodlibrary@sthelens.gov.uk
Haydock Library Church Road Haydock St Helens Merseyside WA11 0LY	Monday: 10am-7pm Tuesday: 10am-5pm Wednesday: CLOSED Thursday: 10am-5pm Friday: 10am-5pm Saturday: 10am-1pm Sunday: CLOSED	Tel: (01744) 677801 E-Mail: haydocklibrary@sthelens.gov.uk
Moss Bank Library Bowness Avenue Moss Bank St Helens Merseyside WA11 7EQ	Monday: 10am-7pm Tuesday: 10am-1pm Wednesday: CLOSED Thursday: 1pm-5pm Friday: 10am-5pm Saturday: 10am-1pm Sunday: CLOSED	Tel: (01744) 677988 E-Mail: mossbanklibrary@sthelens.gov.uk
Newton-le-Willows Library Crow Lane East Newton-le-Willows Merseyside WA12 9TU	Monday: 10am-7pm Tuesday: 10am-5pm Wednesday: CLOSED Thursday: 10am-5pm Friday: 10am-5pm Saturday: 10am-1pm Sunday: CLOSED	Tel: (01744) 677885 E-Mail: newtonlewillowslibrary@sthelens.gov.uk
Parr Library Fleet Lane Parr St Helens Merseyside WA9 1SY	Monday: 10am-7pm Tuesday: 10am-1pm Wednesday: CLOSED Thursday: 1pm-5pm Friday: 10am-5pm Saturday: 10am-1pm Sunday: CLOSED	Tel: (01744) 677580 E-Mail: parrlibrary@sthelens.gov.uk
Peter Street Library Peter Street Town Centre St Helens Merseyside WA10 2EQ	Monday: 10am-2pm Tuesday: CLOSED Wednesday: CLOSED Thursday: CLOSED Friday: 1pm-5pm Saturday: CLOSED Sunday: CLOSED	Tel: (01744) 677896 E-Mail: peterstreetlibraryexpress@sthelens.gov.uk

Rainford Library Church Road Rainford St Helens Merseyside WA11 8HA	Monday: 10am-7pm Tuesday: 10am-1pm Wednesday: CLOSED Thursday: 1pm-5pm Friday: 10am-5pm Saturday: 10am-1pm Sunday: CLOSED	Tel: (01744) 677820 E-Mail: rainfordlibrary@sthelens.gov.uk
Rainhill Library View Road Rainhill Merseyside L35 0LE	Monday: 10am-7pm Tuesday: 10am-5pm Wednesday: CLOSED Thursday: 10am-5pm Friday: 10am-5pm Saturday: 10am-1pm Sunday: CLOSED	Tel: (01744) 677822 E-Mail: rainhilllibrary@sthelens.gov.uk
St Helens Library The World of Glass Chalon Way East Town Centre St Helens Merseyside WA10 1BX	Monday: 10am-7pm Tuesday: 10am-5pm Wednesday: 10am-1pm Thursday: 10am-5pm Friday: 10am-5pm Saturday: 10am-1pm Sunday: CLOSED	Tel: (01744) 676954 E-Mail: sthelenslibrary@sthelens.gov.uk
Thatto Heath Library Thatto Heath Road Thatto Heath St Helens Merseyside WA10 3QX	Monday: 10am-7pm Tuesday: 10am-1pm Wednesday: CLOSED Thursday: 1pm-5pm Friday: 10am-5pm Saturday: 10am-1pm Sunday: CLOSED	Tel: (01744) 677842 E-Mail: thattoheathlibrary@sthelens.gov.uk

You can join the library by going into the library of your choice and ask for a membership form, fill this out and then show them two forms of identity, one with where you live and another with your signature. Once you have done this you will be able to get your membership card and use all the facilities that are on offer in the library. This service is free of charge for everyone, although costs may be incurred if the length of time hiring the book runs over.

Website: <http://www.sthelens.gov.uk/libraries>

Children's Centres:

There are 8 Children's Centres in the area that offer activities for parents and children.
The Children's Centres are:

Children's Centre Name and Address	Contact Telephone Number and E-Mail Address
Central Link Children's Centre Westfield Street Town Centre St Helens Merseyside WA10 1QF	(01744) 673444
Four Ways Children's Centre Burnage Avenue Clock Face St Helens Merseyside WA9 4QB	(01744) 678026
Haydock Children's Centre Legh Road Haydock St Helens Merseyside WA11 0ER	(01744) 671788 – via Parr Children's Centre
Moss Bank Children's Centre Kentmere Avenue Moss Bank St Helens Merseyside WA11 0PQ	(01744) 672020
Newton Children's Centre Patterson Street Newton-le-Willows Merseyside WA12 9PZ	(01744) 672036
Parr Children's Centre Ashtons Green Drive Parr St Helens Merseyside WA9 2AP	(01744) 671788

Sutton Children's Centre Ellamsbridge Road Sutton St Helens Merseyside WA9 3PY	(01744) 673420
Thatto Heath Children's Centre 30 Brisbane Street Thatto Heath St Helens Merseyside WA9 5QT	(01744) 678373

Community Centres

Children's Centre Name and Address	Contact Telephone Number and E-Mail Address
Chain Lane Community Centre Hinckley Road St Helens Merseyside WA11 9HT	Tel: (01744) 632377 E-mail: ccchainlane@gmail.com Web: www.communitycentres.org.uk
Crownway Community Centre Crown Street Earlestown Merseyside WA12 9DA	Tel: (01925) 222907 E-mail: office@crownwaycommunitycentre.co.uk Web: www.crownwaycommunitycentre.co.uk
Derbyshire Hill Family & Community Centre Derbyshire Hill Road Parr St Helens WA9 2LU	Tel: (01744) 611373
Newton Community Centre Park Road South Newton-le-Willows Merseyside WA12 8EX	Tel: (01925) 224731 E-mail: contact@newtoncommunitycentre.co.uk Web: www.newtoncommunitycentre.co.uk
Park Farm ACYP Community Centre 54 Kentmere Avenue Moss Bank St Helens Merseyside WA11 7PG	Tel: (01744) 754367 E-mail: contact@parkfarmcommunitycentre.co.uk Web: www.parkfarmcommunitycentre.co.uk

<p>PERTH Community Centre 2 Dunedin Street Thatto Heath St Helens Merseyside WA9 5QX</p>	<p>Tel: (01744) 621905 E-mail: info@perthcommunitycentre.co.uk Web: www.communitycentres.org.uk</p>
<p>Peter Street Centre Peter Street Centre Peter Street St Helens Merseyside WA10 2EQ</p>	<p>Tel: (01744) 677555 Web: www.peterstreet.co.uk</p>
<p>The Hope Centre Atherton Street St Helens Merseyside WA10 2DT</p>	<p>Tel: (01744) 26414 Email: info@hopecentre.org.uk Web: www.hopecentre.org.uk</p>

Leisure, Theatres and Parks

There are many different types of leisure facilities in the Borough which you can take part in such as swimming pools and gym facilities, libraries, cinema and more. Some of the local swimming pools and gym facilities include:

Queens Park Health and Fitness
Boundary Road
Town Centre
St Helens
Merseyside
WA10 2LT
Tel: (01744) 671717

Sutton Leisure Centre
Elton Head Road
Sutton
St Helens
Merseyside
WA9 5AU
Tel: (01744) 677375

Newton-le-Willows Health and Fitness
Ashton Road
Newton-Le-Willows
WA12 0AG
<https://goactive.sthelens.gov.uk/nlwfitness>

There are also other leisure facilities in the Borough, which you may want to visit whilst staying in St Helens. There is the Cineworld Cinema located in the Town Centre. If you are interested in history then you can visit The North West Transport Museum which is located on Hall Street in the Town Centre. You may also wish to visit Inglenook Lavender Farm which is based on the Rainford Bypass, this is a small farm with a café and farm shop, although it is a small shop it is located within the countryside besides the main road making it very accessible.

St Helens also has a theatre called the St Helens Theatre Royal that delivers a variety of different performances throughout the year including music, theatre and dance, you can also visit their store located near the bus station to find out what's on or visit their website.

Visit www.sthelenstheatreroyal.com for more information.



St Helens has a lot of scenic places to visit as well such as Carr Mill Dam, which you can stroll around before ending where you started and can then enjoy some lunch in the Toby Carvery restaurant located on the water's edge.

You can also take a walk along the Sankey Canal, which runs through St Helens in the Town Centre, or follow the canal through to Blackbrook. You could also enjoy a walk around Garswood Loop that starts at The Ship Inn, Blackbrook and takes you up to Carr Mill Dam and then into the countryside of Billinge and Garswood.

The Council runs many local parks and playgrounds. These are free to use. There are also walking routes and cycle paths around the local area.



You can also visit Billinge Lump one of the most iconic features in St Helens, it is the highest point in Merseyside and once you reach the top you can enjoy some spectacular views across the Borough and beyond. The small building on top of Billinge Lump is a beacon, which was used for aircraft observation during and after the wars, it would monitor out over the majority of Lancashire.



The Dream is a 20-metre statue surrounded by walkways and wooded landscape creating a perfect habitat for wildlife.

It was created by the internationally renowned Jaume Plensa and is located on the old site of Sutton Manor Colliery overlooking the M62 Motorway.

The Dream has won numerous awards such as the prestigious 2009 Marsh Prize and 2010 Civic Trust Award.

REFUSE AND RECYCLING

Council collect rubbish direct from the roadside or footpath at your house. You have to sort your rubbish into the correct type of bin and make sure the rubbish fits properly into the bin with the lid closed. Council won't collect rubbish left in bags outside the bins. The Council will also only collect bins that have the right things in them!

At your house you should find 6 different coloured bins – the Recyclables



Their aim is to help encourage and promote recycling in homes across St Helens.

Find out what goes in what bin below.



What can go into the green bin?

- Grass Cuttings/Leaves
- Flowers/ Plants/ Weeds
- Privet/Hedge Clippings
- Small Branches & Twigs

What can't go into the green bin?

- Cardboard
- Food Waste
- Plastic
- Soil

Please note: Each household/property is entitled to one green bin (where applicable)



What can go into the blue bag?

- Newspapers
- Magazines
- Junk Mail
- Catalogues
- Directories
- Office Paper
- Envelopes
- Greeting Cards
- Wrapping Paper

What can't go into the blue bag?

- Cardboard
- Foil Wrapping Paper



Please Note: Place your food waste into the food bags provided by the council or any plastic bag. To get a replacement roll of bags, tie a food bag to the handle of the kerbside caddy before putting it out for collection and the crew will leave you a roll of bags.

What can go into the kitchen & kerbside caddy?

- Food leftovers
- Fruit & vegetables
- Tea bags
- Dairy products
- Fish
- Rice, pasta & beans
- Meat & bones
- Bread, cakes & pastries

What can't go into the kitchen & kerbside caddy?

- Packaging
- Liquids
- Oil & liquid fats



What can go into the Black Box?

- Brown Cardboard
- Cardboard Food Packaging
- Glass Bottles
- Glass Jars (please rinse & remove lids)

What can't go into the Black Box?

- Broken Glass
- Pyrex
- Plastic
- Metal

	<p>What can go into the pink bag?</p> <ul style="list-style-type: none"> • Plastic bottles only • Drinks cans • Food cans (please rinse thoroughly) • Empty aerosol cans • Clean aluminum foil <p>What can't go into the pink bag?</p> <ul style="list-style-type: none"> • Other types of plastic
	<p>What can go into the Brown Bin?</p> <ul style="list-style-type: none"> • General non-recyclable household waste <p>What can't go into the Brown Bin?</p> <ul style="list-style-type: none"> • Any recyclable materials <p>Please note: Each household/property is entitled to one brown bin</p>

Put your brown bin out at your collection point for 6:30am, on the day of collection. If you don't have a refuse bin or it's stolen you can order a replacement bin or container online. Side waste will be treated as fly tipping.

Take your bin back into your property as soon as possible after collection, this will prevent the brown bin being stolen, vandalised or set alight.

All waste should be placed inside the brown bin with the lid closed, we will not collect bags of side waste, and this will be treated as fly tipping.

Do not overfill your bin; take advantage of the Council's kerbside recycling service for cans, glass containers, plastic bottles, papers, cardboard and food. We also provide a kerbside service for garden waste, see our recycling information page. There is no excuse for side waste.

If you have bulky household items to dispose of you can use the bulky rubbish service - you can book a bulky rubbish collection by contacting the Council

Illegal Dumping:

In our council area you cannot dump rubbish on streets or open spaces etc. Dumping rubbish is a criminal offence and damages the environment.

For More Information visit www.sthelens.gov.uk/recycling-rubbish-waste/

TRANSPORT

St Helens has a wide variety of transportation networks which links the whole of the borough and also the town to other travel destinations such as Liverpool, Manchester and Wigan. You can travel by bus, train or taxi to your required destination and you can access the majority of these transportation links from all over the borough.

Buses

You can travel by bus all over the borough of St.Helens; all of the bus stops are located within easy walking distance of all attractions in St.Helens. The main bus station is located in the centre of the town, which all of the buses arrive and depart from, the Merseytravel office is situated at the side of the bus station and you can gain all the information needed about bus routes and times



The simplest type of ticket is to pay the bus driver with cash. However, you can save money if you find out about different options and are using buses regularly. 'Multi-journey' cards (if you travel the same journey very often) or 'Day-Return' cards (if you are using many buses on one day) can work out better value for money depending on your travel plans.

The St Helens Bus Station has three island platforms with three bus stands on each of them, each individual bus stand has buses which serve a certain part of the borough of St Helens. Some bus routes only travel around the Borough of St Helens, whereas other bus routes travel further into other Boroughs, some of these buses are:

10A – Liverpool	33A – Widnes	89 – John Lennon Airport
297 – Kirkby	319 – Ormskirk	320 – Ashton
329 – Warrington	352 – Wigan	

Pricing:

Approximately £5.00 – Day Rider
Approximately £18 – Weekly Ticket
Individual Route prices vary.

A Day Rider allows you to travel anywhere within the permitted Mersey Travel route during the day of purchase.

A Weekly Ticket allows you to travel anywhere within the permitted Mersey Travel route for seven days starting from the purchase of your ticket.

Please visit www.traveline-northwest.co.uk to plan your journey and see ticket costs or
Tel: 0871 200 2233

Trains

St Helens has six train stations in its Borough, all of these are located around St Helens and all are easily accessible using a bus.

The main train station is St Helens Central, which is located on Shaw Street and is only a couple of minutes walk from the Town Centre.



The other 5 train stations, which are located around the borough, include:

- Eccleston Park
- Garswood
- Lea Green
- St. Helens Junction
- Thatto Heath

The train times can be found online on the Merseytravel website (www.traveline-northwest.co.uk). You can also find information about the train timetables and other information from the Merseytravel store that is located in the bus station opposite The Hardshaw Centre.

There are two lines that pass through the borough of St Helens, which go to different places. One line links Liverpool Lime Street (main station – Liverpool) to St Helens Central, Wigan North Western and Blackpool North; you can travel to these places from the town centre train station. The other line links Liverpool Lime Street to St Helens Junction, Warrington Bank Quay and Manchester Victoria, you can travel to these places from St Helens Junction or Lea Green which are located in Sutton.

Pricing:

You can purchase a single or return ticket for your journey, the single ticket allows you to travel one way whereas the return tickets allows you to travel to your destination and also return back. The prices for these tickets vary depending on the destination that you wish to travel to, you can find prices at the Merseytravel store or at the train station.

You can purchase a saveaway ticket, this is valid for one day of your choice, you just scratch off the date that you require. You can travel in one area for around £4.00 or you can travel in all the areas for around £5.00.

Please visit www.traveline-northwest.co.uk to plan your journey and see ticket costs or Tel: 0871 200 2233

Taxis

Taxis are another alternative form of transport; these will pick you up from anywhere and also drop you off at your required destination.

There are two different types of taxi's in the UK which are black cabs and private hire, black cabs usually are more expensive than private hire taxi's but they hold a bigger capacity of people.



There are many taxi ranks in the Town Centre and various one's around the local Borough. The main taxi rank is located on Hall Street opposite the Hardshaw Centre and also outside of the Masonic Hall, if you would prefer to travel by taxi then that is the best place and you should get in the taxi at the front of the line.

The private taxi ranks are located around the Town Centre, there are several different companies that operate in St Helens, you can either go into the shop and book a taxi or if you are at a destination you can telephone them.

Local taxi companies are:

A to B Delta	-	01744 451451
Apollo Cars	-	01744 737226
Cable Cars	-	01744 609060
Critchley's Cars	-	01744 819999
Britannia	-	01744 20022

The cost of a taxi fare varies depending on the distance that you require to travel, but will be considerably more than a bus or train ticket.

Amenities

There are many places to shop in our Council area. You will need to go out and about in your local area to find which shops suit you best.

Three of the bigger shopping centres in the Town Centre are St Mary's Market, the Hardshaw Centre and Church Square Shopping Centre.

There are also many 'out of town' retail areas for shopping and shopping areas and individual shops or 'corner shops' in most housing areas.

'Charity shops' where you can buy second-hand goods and clothes are also useful places to find bargains. People donate second-hand items to these shops and the shops sell them cheaply to raise money for charity.

There are plenty of cafés and restaurants around the local towns and villages – we are very keen on having places to chat and have a cup of tea or coffee!

FAITH

Town Centre Chaplain

This person represents all world faiths and provides a confidential service. They can introduce you to local Asylum Seeker and Refugee support groups and drop in sessions

Email: chris@missionintheeconomy.com

Islam

Iman Trust Community Centre and Mosque

Address: Elton Head Road, St Helens, WA9 5WG

Tel: 07856039289

Email: mymnsthelens@gmail.com

Halal Products

Products in local supermarkets and restaurants are not often Halal. The Imam trust will be able to help you with advice on buying Halal products.

FREE HELP AND ADVICE IN ST HELENS

Learn to Speak English

St Helens Adult, Community and Family Learning – English for Speakers of Other Languages (ESOL) classes are provided by the St Helens Adult, Community and Family Learning Service

Address:

Park Road Centre

Park Road

Saint Helens

WA9 1HE

01744 677675

Website: www.sthelens.gov.uk/adulteducationcourses

Learn to speak English

St Helens College - English for Speakers of Other Languages (ESOL) 19+yrs

St Helens College

Water Street

St Helens

Merseyside

WA10 1PP

Tel:Call: 0800 99 66 99

Website: <https://www.sthelens.ac.uk/>

Adult training providers

Genesis Training 19+yrs
GENESIS
Beacon Building
College Street
St Helens
WA10 1TF
Tel:01744 733 711
Website: <https://genesis-jobs.co.uk/>

Black and Minority Ethnic Community Outreach

Black and Minority Ethnic (BME) Community Development Service, Shap Ltd Support the BME Community, including Asylum Seekers and Refugees, who are suffering with fear, depression, anxiety, distress, isolation etc. to access NHS mental health and wellbeing, social care and the relevant 'community based' services.

Tel: (01744) 736750 / (01744) 454056
Mobile: 07471035393 / 07471035395 / 07471035397
E-mail: cdw@shap.org.uk

Volunteer Centre

The Volunteer Centre can help asylum seekers and refugees work out what volunteering they want to do and suggest suitable organisations and opportunities.

Address 2nd Floor
Beacon Building College Street
St Helens
WA10 1T
Tel: (01744) 757 100
Website: www.haltonsthelensvca.org.uk/volunteering

Jobcentre Plus

Information, advice and guidance on employment
Address: Gregson House, 2 Central Street, St Helens
Tel: 0800 556 688
Website: www.gov.uk/contact-jobcentre-plus

Ways to Work

Church Square Shopping Centre
Bridge Street
St Helens
Tel:01744 676131

Monday to Friday from 9am to 5pm

Ways to Work
30 Bridge Street
Earlestown
WA12 9BA
Tel: 01744 6761

Monday to Friday from 10am to 4pm

Housing Options and Advice Centre

Advice and guidance on housing; open 9am - 5pm
Address: Millennium Centre, Corporation Street,
St Helens, WA10 1HJ
Tel: (01744) 675 150

Citizens Advice Bureau

Free, independent and confidential advice on benefits, housing, debt, employment, legal and other issues
Address: Millennium Centre, Corporation Street, St Helens WA10 1HJ.
Tel: (01744) 737 866
Website: <http://www.adviceguide.org.uk>

REFUGEE SUPPORT**Migrant Help**

Helping Asylum Seekers with advice on issues such as the asylum process, completing application forms, finding legal support, and contacting the Home Office.
Tel: (01304) 218 700
Email: info@migranthelpuk.org
Website: <http://www.migranthelpuk.org/>

British Red Cross

Offers support for vulnerable refugees and asylum seekers in the UK. Services include advocacy, advice, hardship support, and finding family members
Tel: 0344 871 11 11
Email: www.information@redcross.org.uk or
Advocacy Service email: advocacy@redcross.org.uk
Website: <http://www.redcross.org.uk/>

Refugee Women Connect

Refugee Women Connect provides emotional and practical support for women seeking asylum or who have refugee status. Refugee Women Connect offers weekly outreach activities including two drop-ins where women and children can get a hot meal, 2nd hand clothes, peer-support and professional support in a friendly and relaxed environment

Address: The Florrie, Mill Street, Liverpool, L8 4RF

Tel: (07528) 351435

Email: info@refugeewomenconnect.org.uk

Website: <http://refugeewomenconnect.org.uk/>

Asylum Link Merseyside

Asylum Link is a drop-in centre for all asylum seekers and refugees. Asylum Link provides friendship, help and advice and encourages the participation of asylum seekers and refugees in the service.

Tel: (0151) 7091713

Email: info@asylumlink.org.uk

Website: www.asylumlink.org.uk/services.html

HEALTH

National Health Service

The UK operates a National Health Service (NHS). The NHS is free to refugees and asylum seekers.

General Inquiries: National Health Service Direct

Tel: 111

Website www.nhs.uk

To register with a Doctor or Dentist

All people in the UK should register with both a Doctor and a Dentist through the NHS Choices Website <http://www.nhs.uk/Service-Search>

General Health Inquiries

If the Doctor's Practice is closed, advice on health can be found at NHS Direct, by phone or website

Tel: 111

Website: www.nhs.uk

St Helens 'Walk-in' Centre

Information and advice centre for minor injuries and illnesses. Open Monday to Saturday 7:00am to 9:45pm and Sunday 9:00am to 9:45pm

Address: Millennium Centre, Corporation Street, St Helens WA10 1HJ.

Tel: (01744) 627 400

Website <http://www.bridgewater.nhs.uk/haltonsthelens>

People's Services Social Care

Support, information and advice for disabled children, disabled people, older people, and people who care for them (Carers)

Address: 2nd Floor, The Gamble Building, Victoria Square, St Helens WA10 1DY.

Tel: (01744) 676 789

Website www.sthelens.gov.uk

EMERGENCY

If during your stay in St Helens, you require emergency treatment you should use the following businesses that operate in St Helens.

Emergency Dentist

If you have any tooth related problems during any weekdays between 9am and 5pm then there are three emergency dentists which will treat you that same day or within 24 hours.

Victoria Square Smile Clinic Ltd
Victoria Square
Town Centre
St Helens
WA10 1HQ
Tel: (01744) 22595

Emergency Health Care

If you have any health-related problems during your stay in St Helens then you can visit the Walk in Centre, which is based in the Millennium Centre located on Bickerstaffe Street. They will deal with any problems that you have and are open Monday – Saturday between 7am-10pm and Sunday between 9am-10pm.

Millennium Centre
Corporation Street
Town Centre
St Helens
Merseyside
Tel: (01744) 675131
website: www.sthelensgateway.info

If you need an emergency pharmacy for prescriptions or other medicines then you can visit one of the following pharmacies:

Boots Pharmacy
Milverny Way
St Helens
Merseyside
WA9 1JF
Tel: (01744) 753578

Boots Pharmacy
Church Square
St Helens
Merseyside
WA9 1BD
Tel: (01744) 25488

Lloyds Pharmacy
Duke Street
St Helens
Merseyside
WA10 2JH
Tel: (01744) 23898

Hospitals

If you have any severe health related problems whilst staying in St Helens then there are two hospitals; St Helens Hospital and Whiston Accident & Emergency Hospital. St Helens Hospital deals with less serious injuries whereas Whiston is the main hospital used in the Borough.

St Helens Hospital
Marshalls Cross Road
St Helens
WA9 3DA
Tel: (01744) 646461

Whiston Hospital
Warrington Road
Prescot
L35 5DR
Tel: (0151) 426 1600

Emergency Contact

If you require any of the emergency services such as:

- Police
- Fire Brigade
- Ambulance
- Sea Rescue

Then you should contact 999 and then inform the operator of the relevant service(s) that you require, these services are available 24/7 throughout the year.

Non-Emergency Contact

If you require Merseyside Police and it is not urgent then you should telephone them on 101, this service is available 24 hours a day, 7 days a week.

The main police station in St Helens is located in the Town Centre:

Merseyside Police Station
College Street
St Helens
WA10 1TG