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Section 18 —

Useful telephone numbers and addresses

The main points

- ✓ This part has the telephone numbers you might need.
- ✓ The most important ones are at the top.
- ✓ **If someone is in danger right now, telephone 999.**
- ✓ You can ask us for a paper copy of this part to keep at home.
- ✓ Your support worker can telephone for you, or with you.

In an emergency

What has happened	Who to telephone	Number
Someone is in danger, hurt, or a crime is happening now	Police, fire or ambulance	999
You can smell gas, or you think there is a gas leak	National Gas Emergency Service	0800 111 999
Something in your home is dangerous, at any time of day or night	Harbour Light emergency line	0151 909 5919
You feel unwell and it is not an emergency	NHS 111	111
You want to report something to the police, and it is not happening now	Police non-emergency	101

If you smell gas: open the windows, go outside, do not turn any light switches on or off, then telephone **0800 111 999**. Section 5 explains more.

Harbour Light

What you need	How to do it
Report a repair	Fixflo: harbourlight.fixflo.com
Emergency repair, any time	Telephone 0151 909 5919
Anything else — rent, your tenancy, questions	Telephone 0151 909 5919
Email us	hello@harbourlight.org.uk
Make a complaint	Email complaints@harbourlight.org.uk , or use any of the ways above. Section 14 explains how.
Write to us	Harbour Light Assisted Living, 71 Linacre Road, Litherland, Merseyside, L21 8NP
Our website	harbourlight.org.uk

Your support provider

Your support provider is a different organisation from Harbour Light. Section 2 explains this.

Your support worker can give you the name and telephone number of your support provider. They are also on your property information sheet, if you have one.

What you need	Who to contact
Your care and support	Your support worker, or your support provider's office
A complaint about your care and support	Your support provider's own complaints process. Section 14 explains.
Something about your home	Harbour Light — see above

Your council

Harbour Light homes are in five council areas: Liverpool, Sefton, Wirral, Knowsley and Chorley. The right council for you depends on where your home is. Your support worker can tell you which one is yours.

Each council has different telephone numbers for different teams. The council's "contact us" web page lists them.

Council	Contact us web page
Liverpool City Council	liverpool.gov.uk/contact-us/contact-a-service
Sefton Council	sefton.gov.uk/miscellaneous-pages/contact-the-council
Wirral Council	wirral.gov.uk/about-council/contact-us/how-contact-council
Knowsley Council	knowsley.gov.uk/contact-us
Chorley Council	chorley.gov.uk/contact/ways-get-touch
Lancashire County Council — for adult social care and keeping adults safe in Chorley	lancashire.gov.uk/contact

Your support worker can help you find the right team and telephone them with you.

You may need your council for:

What you need	Which team
Housing Benefit	Housing Benefit team
Help with your care and support	Adult social care
Worried that an adult is being harmed	Adult safeguarding
Worried about an adult, out of office hours	Emergency duty team
Bins, recycling, bulky waste	Waste and recycling
Council Tax	Council Tax team
A ramp, a grab rail or a walk-in shower	Adult social care, occupational therapy

If you want to complain about Harbour Light

First, complain to us. Section 14 explains how.

If you are not happy with our answer, you can go to the Housing Ombudsman. **You can go to them yourself. You do not have to wait 8 weeks, and you do not need anybody's permission.**

Organisation	What they do	Contact
Housing Ombudsman Service	Looks at complaints about landlords	Telephone 0300 111 3000 · Online form: housing-ombudsman.org.uk/online-complaint-form · Address: PO Box 1484, Unit D, Preston, PR2 0ET

Free advice, from people who are not part of Harbour Light

These organisations are independent. They do not work for Harbour Light or for your support provider. Their advice is free.

Organisation	What they help with	Contact
Citizens Advice	Money, benefits, housing, debt, most things	Adviceline 0800 144 8848 · Debt helpline 0800 240 4420 · citizensadvice.org.uk
Shelter	Housing problems and the risk of losing your home	Helpline 0808 800 4444 (Monday to Friday, 8am to 5pm) · england.shelter.org.uk
Equality Advisory and Support Service	If you think you have been treated unfairly because of a disability or who you are	0808 800 0082 · equalityadvisoryservice.com
Information Commissioner's Office	If you are unhappy about how your information has been used	0303 123 1113 · ico.org.uk/make-a-complaint

If you would like an advocate, or help with money from a local service, ask your social worker or your support worker. We can also tell you about organisations in your area.

If you are struggling

You do not have to be in a crisis to ask for help.

Who	What they do	Contact
Your support worker	The first person to talk to	Ask at your home, or see your property information sheet
NHS 111	Health advice, including mental health, at any time	111
Samaritans	Someone to talk to at any time of day or night, about anything	116 123 (free)

If you are worried about somebody, or about yourself, please tell someone. Your support worker, a relative, a friend, or any of the numbers above.

Other numbers you might need

Who	What for	Contact
Your gas and electricity supplier	Bills, meters, problems with supply	See your bill, or ask your support worker
Your water company	Water bills and water supply	See your bill, or ask your support worker
TV Licensing	Your television licence	tvlicensing.co.uk
Department for Work and Pensions	Benefits other than Housing Benefit	gov.uk/government/organisations/department-for-work-pensions

Writing your own numbers down

There is space here for the numbers that matter to you.

Who	Number
My support worker	
My support provider's office	
My social worker	
My doctor	
Somebody in my family	
Somebody else I trust	

Your support worker can help you fill this in.

Getting help to understand this

If any of this is hard to understand, that is OK. Ask your support worker. You can also ask a relative, a friend or an advocate to help you.

You can ask us for this information on paper, in a bigger size, or in another format. Just ask us or ask your support worker.

More detail

This box is for support staff, relatives, advocates and social workers.

Local variation. Harbour Light operates across five local authority areas: Liverpool, Sefton, Wirral, Knowsley and Chorley (Lancashire). Each council publishes different numbers for different services, so the handbook links to each council's own "contact us" page rather than reproducing numbers that go out of date. These are area-level links and do not identify a property. In Chorley, adult social care and adult safeguarding are the responsibility of Lancashire County Council, not Chorley Council. The Lancashire County Council contact page is therefore listed for Chorley tenants.

Housing Ombudsman. The democratic filter — the requirement to wait eight weeks or to go through a designated person — was abolished on 1 October 2022. Tenants have direct access. The Complaint Handling Code requires landlords to provide the Ombudsman's contact details to tenants.

Accessibility. Every route in this section has an alternative. Support staff can act on the tenant's behalf, or the tenant can speak to visiting Harbour Light staff or write to us. See Section 13.