

# **SUPPORT AT HOME SHELTERED HOUSING**

## **INFORMATION BOOKLET**

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## **1. INTRODUCTION**

Your home has been designed to combine independence with security and comfort. Residents lead independent lives just as they would anywhere else, but there is plenty of scope for getting to know your neighbours and making friends.

The aim of sheltered housing is to enable residents to keep their independence, in a setting where they feel comfortable and secure. This handbook sets out the main benefits of living in a sheltered scheme as well as the few regulations which are necessary for the safety and comfort of everyone. It should answer many of your questions but please don't hesitate to ask your Home Support Worker if anything is unclear or not covered here.

I hope your sheltered housing tenancy will be a long and happy one and, whether you are new to Bury or moving from another of our properties, I hope this handbook will prove a useful reference guide. Please note for repairs and tenancy related issues refer to your Tenants Handbook you were given when you signed up for the property.

## **2. YOUR SUPPORT SERVICE**

Bury's staff have been chosen for their professional skills and your Home Support Worker will always be happy to help or advise you. Any personal information will always be treated in strict confidence.

### **THE HOME SUPPORT WORKER'S ROLE**

Home Support Workers are employed to ensure the safety and well-being of residents and to look after the buildings in which you live. They are also trained to deal with emergencies. In the event of an urgent situation or crisis, they will immediately contact a relative or person named by you, doctor or Social Services, ambulance etc.

The role is a busy one and, unfortunately, cannot include any of the following:-

- Give you any kind of nursing/personal care or medication;
- Undertake any cooking, cleaning or light maintenance tasks for you;
- Collect routine/repeat prescriptions except in an emergency;
- Do shopping except for essential items in an emergency;
- Act as an Executor of, or a witness to, your will or other legal documents;
- Collect your pension for you, or to handle your financial affairs;
- Accept money or vouchers from you or your family;
- Accept gifts at Christmas or for any other occasion;

Your Home Support Worker will help with specific tasks in an emergency but relatives are still ultimately responsible for the care and welfare of their relations. Moving to sheltered housing should not change the contact you have with your family and friends. If you do not have any family who live near you, your Home Support Worker can make a referral, with your permission, to Social Services, who may provide a package of care to help you to do any personal tasks you can no longer manage.

### **HOURS OF WORK**

Your Home Support Worker will normally be on duty during the day, Monday to Friday and will visit you in the morning where possible. When your Home Support Worker is not on duty any calls you make using the Emergency Call System (pendant or unit) will automatically go through to the Care Link control centre where experienced skilled operators will assist you 24 hours a day 7 days a week.

Please note that all our staff carry identification cards when on duty. Please ask to see identification before you allow anyone access to your home.

### **CONFIDENTIALITY**

Staff at all times should be professional and will respect the privacy of tenants. They should not talk to other tenants about individuals and will not disclose any information about tenants to another party unless authorised to do so.

Confidentiality is an essential requirement for our staff and they are trained accordingly. If there has been a breach of confidentiality this is a very serious matter and tenants should

report this to the Sheltered Housing Support Manager responsible for your service on 0161- 253-6479. Tenants can also report this via the complaint procedure. (see section 12).

### **THE RIGHT TO BE CONSULTED**

You have the right to be consulted if we plan to change the way we deliver your service, and we will give you the chance to tell us what you think about our plans. We will ask for your comments in various ways, including letters, personal visits and public meetings. We will consider all the comments we receive before making a decision.

### **ELIGIBILITY CRITERIA**

The eligibility criteria for the Sheltered Housing Home Support Service is as follows:-

Applicants must be over the age of 60 (however younger applicants with disabilities / high support needs may be considered). Sheltered Housing properties are allocated by Bury Council Access and Assessment team in accordance with the choice based letting policy. The Choice Based Lettings System allows applicants to choose from the properties available and are allocated based on needs.

The system works as follows:-

- Every week all available properties are advertised.
- Applicants can apply for one of these properties
- The property will be let to whoever has the highest housing need.

- Applicants must already be on the housing register to be considered.

A copy of the allocation policy 'Bury Council Summary of allocations policy's' is available on request.

### **3. SERVICE STANDARDS & MISSION STATEMENT**

These are our service standards for the sheltered housing service provided in partnership with Six Town Housing and the Council to you, our customers. This leaflet explains the type of service that you can expect from us.

We have developed these standards in consultation with our customers and will use a number of ways to monitor how well we are doing.

#### **WHAT SERVICES DO WE PROVIDE?**

We will:

- provide sheltered housing accommodation for people who are over the age of 60. Our Home Support Workers are available to give advice and support and will also help in emergencies. We have 21 sheltered housing schemes located throughout the borough;
- give you an Emergency Call System – Carelink - which will provide emergency cover and reassurance at all times – we will give instructions on how to use it.
- provide help in an emergency through the Emergency Call System, 24 hours a day, seven days a week;

- provide an Emergency Call System in an emergency outside office hours;
- provide a shared lounge for you to use if you want. We will also encourage social activities such as coffee mornings, Bingo, exercise to music etc. (schemes with shared facilities only)
- provide shared laundry facilities for you to use (in schemes with shared facilities only).

## **THE STANDARDS YOU CAN EXPECT FROM US.**

We will :

- when you apply for sheltered housing, arrange for you to meet the sheltered scheme Home Support Worker prior to accepting a tenancy
- ensure you receive the right help in an emergency
- ensure you have the right to privacy, independence and support from the sheltered scheme Home Support Worker
- ensure you receive guidance on the payment of rent, reporting of repairs and other tenancy matters

- ensure a Home Support Worker visits you every day (Monday to Friday) to make sure you are ok
- seek your views about the service provided on a regular basis. A personal response will be sent to every customer who participates in one of our surveys advising them of the outcome and the changes we will make as a result of receiving your views
- aim to give you a safe and secure environment which will include closed-circuit television and a shared door-entry system (in schemes with shared facilities only)
- promote your independence through encouragement and support when required. We will encourage you to live as independent a life as possible and provide support to you when required
- work closely with other support services for example, home care, district nurses etc.
- give general advice on the availability of adaptations for people with disabilities, welfare benefits and other support services
- give advice and information on services provided by the Council and Six towns Housing and refer you to these services if required.

## **4. WHO IS RESPONSIBLE?**

### **CLEANING**

Bury Metro Council employs staff at each scheme to clean the lounge, guest room and other communal areas. We are also responsible for the internal and external repair. If we are carrying out work, we do ask you to allow our contractors into your home at any reasonable time, on production of an identity card and photograph. You are responsible for the cleaning of your own home, including the windows. If cleaning is a problem, please tell the Home Support Worker who will advise you how you can get help.

### **REFUSE**

Refuse sacks or wheelie bins are provided. Please help us by wrapping up kitchen waste before throwing it away and keeping the refuse area clean and tidy.

### **PETS**

Residents are welcome to keep fish and birds if they wish and other pets such as cats and dogs in open schemes which do not have a single common entrance. However, cats and dogs are not allowed in communally based schemes.

## 5. CARELINK - EMERGENCY CALL SYSTEM

All Sheltered Housing properties are linked directly to the Carelink Emergency Call System, which means that in an emergency you can immediately call for help. **Please note that in sheltered schemes without communal facilities you must have a working telephone landline to receive the CareLink service, which you are responsible for the payment of.**

Each working day (Monday to Friday) your Home Support Worker will contact you to check that you are well. If you go out before the call is made, please tell your Home Support Worker to avoid worry. Similarly, if you are going away or into hospital – or returning to your flat after a period of time away – please let your Home Support Worker or Care Link know by pulling the cord.

Please do not use the Emergency call system to call your Home Support Worker unless you are in some difficulty or need to give important information. However, if you pull the cord by mistake don't worry – just say clearly that you are all right and the call was a mistake.

The Emergency call system is completely private and your Home Support Worker cannot overhear anything said in your flat, except when the alarm system is triggered. You have full control over your privacy.

If you have an emergency of any kind – for example an accident or fall, or if you are suddenly taken ill – please use your alarm system to notify your Home Support Worker or CareLink. They will immediately get in touch with any necessary contacts, for example an ambulance, your doctor, a member of Bury Council staff, Social Services or your friends and family. If you have an emergency and your Home Support Worker is off duty, CareLink provides an Emergency Mobile Service which can be deployed at the discretion of the CareLink operator if appropriate.

When you move in, your Home Support Worker will ask you for the name and address of your next of kin and your doctor. Please notify us if any of these details change, so that we can contact these people quickly if we ever need to. This information will also be passed to the Central Control Centre so that they can promptly and accurately respond to your call.

If you are a Six Town Housing Tenant and you have an emergency repair you can contact the repairs section on 0808 144 5368. If you ring outside office hours your call will be dealt with by the emergency 'Call Out' team who will decide whether your repair needs to be dealt with as an emergency.

## **6. FACILITIES IN SHELTERED SCHEMES**

In most schemes there are number of communal areas in the building, intended for the use and enjoyment of all residents. These are no-smoking areas.

### **LOUNGE**

The communal lounge is available for general recreation and organised activities, or just as a place to talk or sit quietly. There is often a social committee within the scheme, and if you are planning any social activities your Home Support Worker will be happy to advise, and may be able to help with the organisation.

### **GUEST ROOM**

Some schemes have a guest room which visitors can use. If you would like to book the room, please contact your Home Support Worker. If any tenant is seriously ill, priority will be given to their relatives or friends, and on occasion this may mean a visitor is asked to give up the guest room.

### **LAUNDRY**

Some schemes have a communal laundry with washing machines and dryers, which can be used by residents. When you move in, the Home Support Worker will explain how the machines are used. Please note that Bury Metro Council cannot accept responsibility for

any damage arising from use of the machines. **The washing machines are for the use of Residents Only, the machines must not be used to wash the clothing of any friends or family.**

## **TELEPHONE**

If you would like to have a telephone installed in your flat, please speak to your Home Support Worker. You will be responsible for all charges associated with your own telephone. Please ask your relatives and friends not to contact you via the Home Support Worker unless it is an emergency. If you live in a sheltered scheme without any communal areas you must have a working telephone line in your property so that the Emergency call system will operate.

## **ELECTRIC SCOOTERS**

Prior to purchasing an electric scooter, tenants are advised to discuss the storage arrangements with scheme staff. Scooters can not normally be stored in communal areas within the scheme. Where possible, electric scooters should be stored and re-charged in your own property.

If your property is too small and there is no special provision on the scheme for the storage of electrical scooters, your Home Support Worker will contact the Disability Services Team to discuss this and will recommend that an officer visits you to give advice and assistance about aids and adaptations.

## **7. HEALTH & SAFETY AND SECURITY**

We hope you will feel very secure living in sheltered accommodation, but there are certain precautions we ask you to take to protect everyone's safety.

### **DOORS**

All enclosed schemes – i.e. those with a communal front doors – have buzzer entry systems and should be kept shut at all times. We ask you not to fit any extra bolts or chains to your flat front door, so that in a crisis your Home Support Worker can gain access using the master key. This key will only be used in an emergency with your permission. Make sure that you lock your flat front door at all times, it is advisable not to leave your door unlocked, even when you are in your property.

### **CALLERS**

Please always ask callers to identify themselves. If you have any doubts, do not let them in and notify your Home Support Worker or Care Link Central Control Centre immediately.

### **FIRE PRECAUTIONS**

The general rule on fire is if the fire alarm sounds remain in your flat **unless** the fire effect you. When you move in, your Home Support Worker will instruct you on what to do if ever a fire breaks out and the alarm rings. Please keep fire doors closed at all times and do not

use the lift during an evacuation due to fire. The Fire Alarm System is tested in schemes every week. If you have overnight visitors, please inform your Support Worker or Carelink, so that your visitors presence can be noted and Fire Regulations complied with.

## **HEALTH & SAFETY**

Bury Council has a Health and Safety Policy which enables the organisation to identify hazards to health and safety and to remove or control any such hazards in order to minimize the risks.

All staff receive health and safety training and regular checks are undertaken in schemes with communal facilities, in accordance with regulations.

If however, you have any concerns regarding a health and safety hazard, please contact your Support Worker. It is important that you are aware of possible health & safety hazards within your property. If your Support Worker identifies a hazard they will work with you to resolve the issues.

A high proportion of accidents in an older person's home are caused by trips or falls. Your Support at Home worker will assist you if required in identifying potential trip hazards around your property by carrying out a falls prevention assessment.

You Home Support Worker will also carryout a needs and risk assessment as part of your Support plan (as detailed in section 8) which will give an opportunity to identify any potential risk / health & safety issues and work to obtain a satisfactory outcome. Any issues will be documented in your support plan.

If however, you have any concerns regarding a health and safety hazard, please contact your Support at Home worker.

## **GENERAL**

It is vital that tenants are aware of what they can do to contribute to the safety and security of their home and the scheme in which they live. All tenants have been issued with a pendant that can be used to contact Care Link in the event of an emergency, it is recommended that pendants are worn at all times in your property, to enable you to get help in an emergency.

## **TENANTS' KEYS**

All tenant door keys are suited so that in the event of an emergency staff can enter your flat using the master key. Most tenants' keys are security keys and therefore you should not attempt to have additional keys cut. If you require additional keys then contact your Support Worker who will be able to assist you.

## **MASTER KEY**

There is a master key for each of Bury Councils Sheltered Housing Schemes and this is held securely within the scheme. The master keys will only be used in an emergency

situation such as flooding, fire or if you have an accident or sudden illness and are unable to open your door independently.

## **8. FINANCIAL MATTERS**

Sheltered Housing Officers are not allowed to become involved in your financial affairs or handle your money in any way. Please do not ask them.

### **CHARGES AND PAYMENTS**

#### **RENT**

All Tenants are issued with a Secure tenancy that details the terms and conditions of living in a rented property. The rent is the charge for your occupation of the property. This charge goes towards the management and maintenance of your home and the long term improvement or replacement programmes.

#### **SUPPORT CHARGE**

Sheltered Housing Support Services are provided by scheme staff and Care Link. Payment for these services is charged separately from your rent. Charges for support services are means tested and anyone in receipt of Housing Benefit is exempt from any of these charges. The support charge includes staffing costs (Support Worker, Out of Hours Staff), any office accommodation costs, the Emergency call system, Care Link 24 hour monitoring and office expenses.

## **AMENITY CHARGE**

This charge only applies to schemes with communal facilities. The charge covers the cost of water, heating, lighting, lift maintenance (if applicable), furniture and equipment. Cleaning of communal areas (domestic staff) cleaning materials and laundry facilities.

## **HEATING CHARGE**

A number of sheltered housing schemes have a Heating charge. This means that every sheltered tenant pays a standard amount each week to cover the cost of heating his or her home. Not all schemes have this facility.

**HELP with your rent** - It is your responsibility to make sure your rent is paid each week.

If you are going away, please make arrangements so that payments are still made (for example, by a relative or carer who is authorised to handle your money) If you are in receipt of state benefits or you are on low income, you may be entitled to Housing Benefit to help you pay your rent and council tax, by applying to:

The Benefits Section, 7 Whittaker Street, Radcliffe, M26 2DT, or you can

**Telephone:** 0161-253-5008, **Minicom:** 0161-253-7408

**E-mail:** [housingbenefits@bury.gov.uk](mailto:housingbenefits@bury.gov.uk) **Website:** <http://www.bury.gov.uk/>

## **INSURANCE**

Bury Council insures the fabric of the building itself and the communal areas, but your own furniture and effects are your responsibility. We strongly advise you to take out comprehensive household contents insurance.

## **TELEVISION**

Residents living in an enclosed sheltered housing scheme will only qualify for a concessionary TV license if they are aged 74 or under and moved into in the same sheltered housing scheme before April 2008.

Residents aged 74 and under and who moved into a sheltered housing scheme after April 2008 – including tenants who transferred from another scheme – are responsible for paying there own TV Licence. Generally speaking, the TV Licensing Department require these tenants to pay a full licence fee, unless they have a disability that could qualify them for a concession. Contact information for the TV Licensing Department are as follows: Phone 0300 790 6011 – website [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

Residents aged 75 and above are eligible for free TV Licenses, regardless of how long they have lived on a scheme.



## **9. IF YOU FEEL YOU ARE BEING MISTREATED.**

If you or someone you know is being abused, hurt or exploited please contact your Home Support worker who will assist you in reporting the problem. Or alternatively you can contact Bury Adult Care services on 0161 253 7190.

If you feel the problem is very serious and warrants immediate action (for example if a person is in imminent risk of harm) you should contact the police service.

Support is also available through Bury Advocacy Services. The aim of the service is :-

- It supports people to express themselves and have a stronger voice
- It is independent of service providers
- It acts on the "instruction" of vulnerable adults, not in their best interests
- It "channels" people's views rather than filtering them out
- It aims to support and empower people towards self advocacy
- It provides a confidential service to vulnerable adults
- It support people to resolve issues at the lowest level

You can contact the advocacy service direct by telephone 0161 337 9555, email [buryva@advocacyexperience.com](mailto:buryva@advocacyexperience.com) web [www.advocacyexperience.com](http://www.advocacyexperience.com)

Abuse is not an easy thing to talk about, but we all have a duty to make sure that people are safe from abusive situations. If you are being abused, and do not feel that you can speak to a professional directly, tell someone you trust, and ask them to do it for you. If you ignore abuse it is unlikely to go away.

There are a number of ways in which a person may be mistreated, harmed or distressed.

- Physically abuse e.g. assault, threats of assault, neglect.
- Verbally or emotionally abuse.
- Sexually abuse.
- Psychological Abuse
- Financially or material.
- Neglect
- Discriminatory Abuse
- Institutional Abuse
- Any infringement of civil rights.

People can mistreat, harm or distress others for a number of reasons often unintentionally.

These people may include:

- a family member
- friend
- neighbour
- a paid carer
- a health carer or professional
- work Colleague.

Any of these forms of abuse can be either deliberate or be as a result of ignorance or a lack of training, knowledge, or understanding. Often if a person is being abused in one way they are also being abused in other ways.

For further details on Bury Council Safe Guarding Adults from abuse and Bury advocacy service please speak to either your Home Support worker or a Manager on 0161 253 6479 / 6492.

## **10. SUPPORT PLANS AND NEEDS RISK ASSESSMENTS**

When you first move into Sheltered housing, your Home Support Worker will provide an induction to the scheme in which you have chose to live.

Your Home Support Worker will also help you to complete a support plan and needs risk assessment.

### **WHY DO YOU NEED A SUPPORT PLAN AND NEEDS RISK ASSESSMENT?**

A support plan will help you to identify any assistance you may need, from a range of agencies, to help you stay independent and in good health. A Risk Assessment will help to identify any hazards that could impact on your personal health and safety and also the health & safety of the communal areas and/or other residents of the scheme you live in. The Support Plan Needs and Risk Assessment will record the outcomes of you assessment. Your Home Support Worker will assist you, your relatives or carer, to co-ordinate existing services that are provided, and link them with additional services that you may require.

### **WHAT IF MY SUPPORT NEEDS CHANGE?**

Your Home Support Worker will arrange to visit you at least every 12 months? to review your plan with you. Sheltered Housing Scheme staff oversee your needs on a constant basis and should they feel that your needs have significantly changed then they will review your plan. Alternatively if you feel you want to discuss or review your support plan sooner

please inform your Home Support Worker and arrangements will be made for this to be done.

### **SUPPORTING PEOPLE.**

Under new legislation called Supporting People, we are required to record and monitor the services we provide to you and to demonstrate that they are appropriate to your individual needs and wishes and the outcomes of the service that we deliver to you is documented. The support plan we develop will form part of this evidence.

## **11. VALUING DIVERSITY**

Bury Council recognise that all people are different and must be treated as individuals. We value the diversity of our customers and want our services, facilities and resources to be useful to every citizen regardless of gender, age, ethnic origin, religious belief, impairment, marital status, sexual orientation or any other individual characteristic which may unfairly effect a person's opportunities in life.

Bury Council is committed to making sure our services are open and available to everyone, and that all our customers have the same rights and opportunities, whatever their race, culture, religion, gender, disability or particular requirements. We will not tolerate discrimination.

If you would like more information on Valuing Diversity, please contact your Home Support Worker. A full copy of Bury Councils Equality Policy can be obtained from your Home Support Manager on 0161 253 6479.

## **12. COMMENT. COMPLAINT. COMPLIMENT.**

Bury Council's Support at Home Service aims to provide our customers with the highest quality service. We recognise that we may not meet these standards at all times and we encourage you to let us know when we don't so that we can work with you to put things right.

### **How to make a complaint**

If you want to make a complaint there are a number of ways you can do this. The simplest way to sort out a problem is to discuss it with the staff concerned, either face-to-face or on the telephone. Many problems can be quickly resolved this way, without the need to go further. If you are not happy with the response then the formal complaints procedure will help us deal efficiently and effectively with your complaint.

### **Making a formal complaint**

If you wish to make a formal complaint about our service you can do this in a number of ways.

- By contacting your Home Support Worker.
- By Telephoning our Administration section on 0161 253 6063.
- By completing a complaints form which is available from any Bury Metro office reception area, your Home Support Worker or by post.
- By emailing to [shelteredhousing@bury.gov.uk](mailto:shelteredhousing@bury.gov.uk).
- On-line at [www.bury.gov.uk](http://www.bury.gov.uk) using the online complaints form.
- By fax on 0161 253 6225.
- In writing to Support at Home Service, Taylor House, Brandlesholme Road, Bury BL8 1HS.

We will try our best to write to you within 5 working days to tell you that your complaint is being dealt with and who is dealing with it. Also we will send you a decision on your complaint within 28 days.

If you are not happy with the decision or satisfied with the outcome of the complaints investigation you can request an independent review panel and if you are still not satisfied you can contact The Local Government Ombudsman.

## **Making Compliments or a Suggestion**

We would also like to hear from you whenever you feel we have provided a good service. We welcome comments on any aspect of your involvement with Support at Home Services. We would also welcome your suggestions for the future.

## **13. STAFF CODE OF CONDUCT**

The Home Support service is committed to providing the highest standard of service to its customers. In order to maintain these and ensure a professional service is delivered, all members of staff must adhere to the council's code of conduct.

Detailed below are examples of the policy Support at Home staff must adhere to when delivering the support at Home Service.

Employees should always remember their responsibilities to the community they serve and ensure courteous, efficient and impartial service delivery to all groups and individuals within that community as defined by the policies of the authority.

- Employees must not use any information obtained during their work for personal gain nor for the benefit of others.

- All employees are expected to be politically neutral. They must not favour one political group more than another and must not allow their own personal or own political views to influence their work.
- Employees should consider carefully their relationships with others.
- Relationships with the community should be courteous, efficient and impartial
- Employees must declare to their immediate supervisor any financial interest which could conflict with the authorities interests

## **Gifts & Hospitality**

Employee are aware that it is a serious criminal offence for them to corruptly receive or give any gifts, loans, fees, reward or advantage for doing or not doing anything or showing favour, or disfavour, to any person in their official capacity.

Any gifts including those given in wills, but excluding small ones of token value must be refused. An employee should, therefore, tactfully refuse any personal gift that is offered to him / her or a close relative.

If you have any concern regarding the conduct of any of our staff you can report them in confidence to a member of the Support at Home management team on 0161 253 6479 / 6492.

## **14. USEFUL NUMBERS**

Age Concern	0161-761-5895
Benefits Agency	0161-253-5008
Bury & Rochdale Health Authority	0161-762-3100
Care Link	0161-253-6222
Citizens Advice Bureau	0870-126-4017
Day Care Centres (Grundy)	0161-253-6555
Pinfold	0161-253-7568
Disability Services	0161-253-6858
Emergency Repairs	0161-253-5368
Fairfield Hospital	0161-764-6081
Greater Manchester Police	0161-872-5050
NHS Direct	0845-4647

Meals on Wheels	0161-253-6000
Ring and Ride Bookings	0161-797-1477
Ring and Ride Enquires	0161-764-1999
RSPCA Emergency No	0161-737-6736 0990-555-999
Samaritans	0161-764-0055
Shop Mobility	0161-764-9966
Transco Gas Emergencies	0800-111-999
Transco Gas	01204-394050
United Utilities (Water)	08457-462200
Victim Support	0161-797-3043