

Halton
Carers' Centre



Registered Charity No: 1124493
Company No: 06574889

Welcome to our

Newsletter

Winter 2020 • ISSUE 41

Winter 2020 Newsletter

Hello and welcome to our Winter newsletter.

On behalf of our wonderful staff team, brilliant volunteers and hardworking Board of Trustees, I'd like to take this opportunity to wish you all a very Happy New Year. As I'm sure you're aware, Halton Carers Centre provides free, confidential support for carers aged 5 and over in Halton. As we start this new decade it's clear to me that our work is more vital than ever and we remain determined to deliver vital services which have a positive impact on carers.

At the end of 2019 we bid a fond farewell to two members of staff who have moved on to pastures new. Jo Illidge did a wonderful job for Halton Carers Centre supporting young carers and has taken her talents north of the border to work with young carers in Scotland. Dan Davies provided great support behind the scenes for our staff team. We wish them both all the best for the future. Happily, we've been able to welcome some new members to the team. Kate Crane is our new Young Carers Support Worker. We're delighted to welcome Kate into our organisation and with her skills and enthusiasm, we believe she'll be a great asset to our team. Matthew Roberts has joined us in a part time capacity. Matthew was behind the brilliant Halton Carers Centre Christmas advert which you may heard on Halton Community Radio. Remember to shop at www.smile.amazon.co.uk and select Halton Carers Centre as the charity you want to support. We were also delighted to welcome Bob Bryant back onto our Board of Trustees. Bob is a Halton Voluntary Sector Legend who has given so much to the people of this borough. We're very proud to have him working with us once again.

Finally, in November we were devastated by the passing of our good friend and colleague Liz Forster. Liz will be greatly missed by everyone here at Halton Carers Centre and our thoughts remain with her family and friends.

Carl Harris

Carl

Halton Carers'
Centre Manager

For more information contact Halton Carers' Centre on:

01928 580182



What a successful year we have in running our own Carers Lottery, from Jan 2019—Dec 2020 £2900 prize money was won! If you want to be part of the lottery for the forthcoming year its easy to join! Anyone can be part of the lottery as long as you are over 16 years of age, it is £5 per number per month and you can have more than one number. You can either pay cash, cheque or set up a monthly standing order. The draw is held each month in our Runcorn office at Midday on the 20th or the nearest Friday to the 20th, winners are then notified and winning numbers will be published on our social media and within our newsletter. The more people who enter, the more funds we are able to raise and the bigger the monthly prizes will be! All profits from the lottery will go to Halton Carers Centre. To be part of a future draw please give us a call on 01928 580182 or drop into our offices!

A huge thank you to the Co - Op local causes who through all the support from our carers and your friends and family have managed to raise a massive £14,024.80 for Carers in Halton! This will help make a huge difference to our activities! If you did nominate ourselves as your local cause please remember to now log onto your co-op account and update your local cause for this area as there are now 3 other well deserving causes that you can offer support too!



Training Training Training Training Training Training Training Training Training Training

We have some great training opportunities coming up over the next few months for our carers! If you want to know the course content or to book on any of our training courses please give us a call on 01928 580182. Currently all courses are ran in our Runcorn office but if you are a Widnes resident and have difficulties making it over please let us know and we can look for a suitable venue to host in Widnes.

Basic First Aid Training - Fri 6th March 2020

Mental Health Training - 7th & 14th May 2020

Personality Disorder Training - 21st & 28th May 2020

Training Training Training Training Training Training Training Training Training Training





Cheshire Down's Syndrome Support Group

What we are and what we do



We are a small yet well-known charity based in Northwich that currently supports over 170 people with Down's Syndrome and their families in Cheshire. The charity was established in 2007 by local mums who all had babies with Down's Syndrome and it has grown from there and is entirely

self-funded and reliant on support from families, volunteers and businesses.

We work with families, educators and health professionals to provide valuable support and opportunities. We produce maternity packs and give to local hospitals for new parents of babies with Down's Syndrome. We provide free training (including Makaton) for parents and carers of children with Down's Syndrome about communication, behaviour, education and anything else that is required.

In addition, we arrange activities and days out so that parents/carers and siblings can also get the support they need and to encourage an active social scene for our fabulous youngsters. Some examples of our regular groups include a Down's syndrome football team, forest fun group and Cheeky Monkey pre-school sessions.

If you would like to know more about our charity please visit <https://www.cheshiredownssyndrome.com/>

New rules for Blue badges, helping those with hidden disabilities!

From 30th August 2019, the blue badge scheme in England has been extended to include people with invisible disabilities, such as Dementia and Autism. The new rules will also include those with mental health problems, such as depression and those in "severe psychological distress". The Blue Badge scheme helps you park closer to your destination if you're disabled, allowing you easier access to goods and services, where appropriate. Under the changes, more people with invisible disabilities will be able to benefit from this, making everyday tasks easier and reducing loneliness and isolation. The eligibility criteria will be extended to people whose non-physical impairment impacts on their ability to walk during the course of a journey; If you are a Halton Borough Council resident, applications will be decided by Halton Borough Council, and to apply you can visit www.gov.uk/apply-blue-badge.

TAKE TIME FOR
yourself

When was the last time you took sometime for yourself? Took 30 mins/1hr out for you to be pampered? If you can't remember the last time then you need to take sometime out for you. Come and book an appointment with our Beauty Therapist Emma who is based in both of our offices throughout the week offering a range of treatments for our carers. The first treatment you book with Emma is FREE and any other appointment after that there will be a small charge. Please see page 11 for days/venues, to book an appointment please give us a call on 01928 580182.

Price List

Back Massage	£8
Full Body Massage (1hr)	£15
Facial	£8
Manicure	£5
Pedicure	£7
Waxing	£5 - £7
Tinting	£5 - £6
Waxing & Tinting	£8
Reflexology (1hr)	£12

CREATIVE SHORT BREAKS

CREATIVE WORKSHOPS FOR YOUNG PEOPLE (8 - 18) WITH ADDITIONAL NEEDS!

FREE MONTHLY SESSIONS,
WITH ADDITIONAL SESSIONS
DURING SCHOOL HOLIDAYS

RUNCORN LOCATION:
SHOPPING CITY YOUTH CLUB
WIDNES LOCATION:
THE STUDIO



FOR MORE INFORMATION
VISIT WWW.MAKOCREATE.CO.UK
EMAIL INFO@MAKOCREATE.CO.UK
OR CALL **0151 345 1419**

SUPPORTED BY



DELIVERED BY



Hello from us at **MakoCreate**,

We're an educational company, focussing on digital and creative workshops. We are happy to announce we're working with **Halton Borough Council** from 2019 til 2021 to support families of disabled children who live in Halton via the Short Breaks scheme. The Short Breaks scheme will have us deliver workshops across Halton, where we will be hosting a series of creative activities that engage with **disabled children who live in Halton**.

We define a Short break as an activity (from a workshop to a day out) for those with special needs, in which they are provided something to do without their carer whilst still having the appropriate additional support. We've already had successful sessions making **Lego Stop-Motion animations, designing computer games and flying drones** at **Halton Shopping City Youth Centre** and **The Studio, Widnes**.

If you'd like more information or to sign-up contact us at:
www.makocreate.co.uk/contact-us/ or call us on **0151 345 1419**

You can also find us on Facebook, Twitter and Instagram via the handle:
@MakoCreateUK

ADHD Support Group

We have been running a Parent Carer ADHD Support Group for sometime now, but in September this year our Carers Support Worker Tracey took over the running & planning of the group, here Tracey wants to tell you a bit about herself:

'In September 2019 for the 1st time I ran HCC ADHD Parent Carers group, I really enjoyed chatting to the carers that came, we laughed, we shared a few teary eyes, we drank tea and ate biscuits and got to know one another. I would like to tell you a bit about myself, My name is Tracey I am an Adult Support worker here at Halton Carers I am also a mother of a son who has a diagnosis of ADHD, he is now 22 years old so I can relate with you with what you have gone through or are still going through, I can understand and support you and maybe we could share stories and strategies that may benefit you. Over the past few months the group has grown with members and I think all who attend will agree it is a great place for support and sharing strategies. At our November Session group we had an adult who is living with ADHD, he was there to answer any questions the group had, and he was bombarded and we hope he will join us again in the near future as parents/carers were intrigued to listen to him about what it's like as a teenager, as a young child, having friends, school, going to work etc from a person who has lived it. For meetings held in 2020 I am booking in some brilliant speakers and training so keep an eye on our social media!'

We meet the last Tuesday of each month in Churchill Hall, Runcorn between 12noon - 2pm, if you are a parent of a child diagnosed or undergoing assessments for ADHD please come along and join in with our FREE group. For more information please call the office on 01928 580182 or email tracey.strain@haltoncarers.co.uk





The **activeMe** Walking for Health Halton Walk Schedule Jan - Mar 2020

With Walking for Health, you can take part in free short walks to get active, meet new people and explore Halton

Call Paula Parle, Halton Borough Council for further information: 0151 511 8550
(Please make enquiries before bringing a dog on the health walks)

- **Short walk for adults with a learning disability and carers - Every Monday at 1pm Victoria Park, Widnes, WA8 6SJ**
Meet the Adult Learning Disability team outside the Café. Call 0151 511 6606 for further info. This is a flat surface walk, approx 20 minutes.
- **Every Monday 11am Hallwood Health Centre, Hospital Way, Runcorn, WA7 2UT**
Meet at the health centre for a walk with options of a 30-minute or 60-minute walk, *Mums and tots welcome.*
- **Tuesday morning walks, 10am – Start back in April 2020 (All walks approx. 1 hour)**
- **Short Walk & Longer walk Murdishaw – Every Tuesday 11am**
Meet at Murdishaw Health Centre, Gorsewood rd, Runcorn, WA7 6ES for a walk with options of a 30-minute or 60-90 minute walk.
- **Short Walk Castlefields – Every Tuesday 11am (All walks approx. 30-minutes)**
Meet at Castlefields Health Centre, The Village Square, Runcorn, WA7 2ST
- **Every Tuesday afternoon, Windmill Hill, 1pm (includes Norton Priory walks and cafe)**
Meet outside Priory View (LHT community house), Southwood Avenue, Windmill Hill, WA7 6LF (All walks approx 1 hour walking plus approx 30 minutes midway re café visit).
- **Short Walk Victoria Park, Widnes WA8 6SQ- Every Thursday 10am** Meet at the Bandstand for a short 20-30-minute walk around the park, and maybe a cuppa afterwards.
- **Short Walk St Pauls Health Centre – Every Friday 11am** 30-minute Health Walk with optional routes of up to 1 hour. Meet at St Pauls Health Centre, High St, Runcorn, WA7 1AB

Follow us on Twitter: [@HaltonGetActive](https://twitter.com/HaltonGetActive)

For further information on physical activity in Halton, Social Sports and Community activities, or interested in being a walk leader, call: Paula Parle, Sport & Physical Activity Development Officer on 0151 511 8550, or via email Paula.Parle@halton.gov.uk

Supported through funding from players of People's Postcode Lottery and Macmillan

www.activehalton.co.uk





National Disabled Identification Card (DID)

The disabled identification card launched in 2015 and is run by disabled people or parents and relatives of disabled people. We are more than just an identification card, we are committed to helping individuals or groups to achieve ordinary things and some extraordinary things in their lives. Not every disability is visible.

The DID Card was introduced in response to disabled people posting comments in a number of social media sites that they were getting tired of constantly having to carry their paperwork proving they were entitled to some form of disability benefit in order to obtain a concessionary rate.

In particular parents of children with disabilities and special needs, whose children's disability is not immediately obvious, such as autistic, global developmental delay and other disabilities find it hard to explain their disability, especially if the children are present who may be unaware that they have a disability. Disabled individuals often do not want to request or highlight the fact they have a disability when they would be entitled to concessionary rates. There can be stigma attached to requesting disabled rates.

What can the DID card do for the person you care for?

The aim of the DID Card is to remove the need for individuals to carry their paper documentation with them at all times. The card will have a photograph of the cardholder and will only be issued to disabled people who are in receipt of some form of disability allowance or medical evidence to support your application. The card can be used as proof that they are in receipt of an eligible benefit and therefore entitled to gain entry at concessionary rate. Many establishments, theatres, museums, attractions, leisure facilities etc. Offer concessionary prices for disabled people and in some cases offer free entry to another person assisting the disabled person.

The cost is between £11 - £19 and can be used for 1 - 2yrs, for more information please visit www.did-card.co.uk. Alternativley you can call into our office for a paper copy.

Other Cards which may be useful for yourself or the person you care for:

JAM Card - www.jamcard.org

CEA Card - www.ceacard.co.uk





Halton Carers' Centre Coffee & Support Groups

We have lots of great coffee groups coming up over the next few months, if you want to know about any of our groups please give us a call at either of our offices! All our groups are free to attend and refreshments are provided, just drop in.

Group	When	Future Dates
All Carers Runcorn Coffee Group <i>Churchill Hall, Cooper Street, Runcorn - Speakers will be attending</i>	3rd Thursday of each month 12pm - 2pm	16th Jan, 20th Feb, 19th Mar, 16th April
All Carers Widnes Coffee Group <i>Trinity Church, Peelhouse lane, Widnes - Speakers will be attending</i>	3rd Wednesday of each month 10am - 12pm	15th Jan, 19th Feb, 18th Mar, 15th April
Mental Health Carers Group <i>New venue to be confirmed. Please contact us for further information</i>	2nd Wednesday of each month 6pm - 8pm	8th Jan, 12th Feb, 11th Mar, 8th April
Mental Health Carers Group <i>Churchill Hall, Cooper Street, Runcorn</i>	Last Wednesday of each month 1pm - 3pm	29th Jan, 26th Feb, 25th Mar, 29th April
ADHD Parent Carers Group <i>Churchill Hall, Cooper Street, Runcorn</i>	Last Tuesday of each month 12pm - 2pm	28th Jan, 25th Feb, 31st Mar, 28th April
Former Carers Group <i>Churchill Hall, Cooper Street, Runcorn</i>	1st Thursday of each month	6th Feb, 5th March, 2nd April
Dementia Carers Group <i>Brunswick House, Water Street, Runcorn</i>	Every other Monday 6.30pm - 8.30pm	Contact the centre for future dates.

Carers' Services

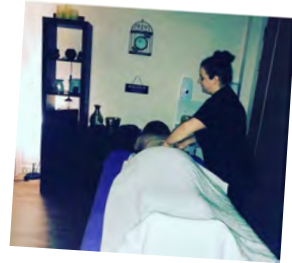
Therapy Appointments

Tuesday 10am – 4pm
Thursday 10am – 2pm (Reflexology)
***Saturday 10am – 1pm**
Halton Carers' Centre,
62/64 Church Street, Runcorn
Wednesday 9.30am – 2pm
St Maries, Widnes

If you are coming for a massage:
Underwear must be worn, some people may prefer to wear shorts. Ensure you bathe or shower before your treatment to remove any build-up of products, perspiration or environmental pollutants as you don't want this rubbed back into the skin. A shower or bath also helps relax the muscles making your massage more beneficial.



***Saturday appointments are for young carers and working carers only**



Podiatry Services

Wednesday 10am - 2pm
***Saturday 10am - 1pm**
Halton Carers' Centre,
62/64 Church Street, Runcorn
Thursday 9.15am – 2pm
St Maries, Widnes

£10 charge for repeat appointments

***Saturday appointments are for young carers and working carers only**

To book a therapy or podiatry appointment please contact either of our offices during our opening hours. Therapy appointments available include: Massages, facial, pedicures, manicures, waxing, tinting etc. Your first appointment will be free and for any following appointments with our beauty therapist there will be a small charge. Please request a current price list from our offices. For podiatry again your first appointment will be free and any following appointments will be £10 each.

Charges for missed appointments

We require 24 hours' notice for a cancellation so that we can reallocate the appointment. Otherwise, we will charge you for the cost of the appointment. This will be £25.00 for a chiropody appointment and £10 for a therapy appointment. Any carers who do not pay the charge will be unable to access any further treatments.



Halton Citizens Advice Bureau will be delivering a 4 week program that aims to provide local residents with new skills and experiences as well as an opportunity to make new friends and take time for themselves.

The program is funded by the European Social Fund and will run for 3 years. They will provide a tailored program of training and personal development that can include:

- Bespoke CV creation Confidence building
- Identifying jobs people **want to do** rather than **have to do**
- Confidence building
- Identifying opportunities in training and volunteering
- Practical IT skills

The aim of the project is to ensure participants leave with clearly identified skills and the direction they wish their life to take. This may be paid work, training/education or volunteering with ourselves or other local organisations. It aims to also reach people who may feel isolated or lonely to become more active in the community. Participants expenses are covered and their lunch is provided.

For more information you can email; directions@citizensadvicehalton.org.uk

Halton CAB also provide a 6 week volunteer training course (expenses covered) that will open up roles in their advice bureaus - this may be as advisors, administration, media, campaigning, fundraising, research or policy work. Halton CAB are always actively recruiting volunteers in order to keep their doors open.

For any further information on either of the above training issues you can contact Halton CAB on 0344 477 2121



If you are on FB please like our 'Halton Carers Centre' page and search for our closed groups were you can find out regular updates on the centre and our activities. Our closed groups are Halton Carers (adults) and Halton Carers Centre Young Carers. There are a few questions you will need to answer before we accept you into the group but this is to ensure it is only our carers who have access.

Day Trips & Activities January - May 2019

We have some great trips happening over the next few months as well as our annual Easter Bingo!

Imagine That - Fri 21st Feb

£8 per Adult, £5 per child &
£25 per family (2 adults & 2 children)
Transport provided
49 places available

Calamity Jane Film @ The Bridley with Cream Tea - Tues 31st March

(Afternoon Show)
No transport provided
£7 per person
20 places available

Liverpool Indoor Fair & The Albert Dock - Weds 8th April

PRICE TO BE CONFIRMED
You need to let us know if you will be a rider on
the fair or a spectator
49 places available

Llandudno - Friday 29th May

£7 per adult & £5 per child
49 places available

**If you are on our FB closed group you can
apply for trip places via there, we will post
up links for you to complete.**

Young Carers go FREE on all our Trips! If a child attending with us is a Young Carer registered with ourselves please let us know when putting your name on the 'interested list'.

Monthly Activity	Venue/Time	Future Dates
<i>Carers Bowling - If you are over 50 it is £5.99 for 2 games with a bacon butty & a cuppa. If you are under 50 it is £6.00 for 2 games but no food.</i>	Widnes Superbowl, meet at 10.20am.	10/02/20, 09/03/20, 13/04/20 & 11/05/20 2nd Mon of the month

Easter Bingo

Come and join us for our Easter Prize Bingo on Thursday 9th April in Churchill Hall, doors open at 6pm and eyes down at 6.30pm! We will have lots of choctastic prizes to be won and all money raised supports carers in Halton! Children are welcome at our prize bingo but they must be supervised by an adult.

creative SUPPORT

All carers need a break, Bredon Respite provides respite care for adults with a learning disability, physical disability, autistic spectrum, mental health needs, physical and complex care needs.

We are based in Palacefields Runcorn, we offer home from home care and support giving people the chance to enjoy the activities we have on offer and meet other people that share your interests.

We have experienced, friendly, well trained staff waiting to make sure you have a great stay here.

We hold events throughout the year, currently we are preparing for our annual Christmas party that is open to all families and friends.



Carers, come and have a look around to see if this is a place that your loved ones would enjoy to stay whilst you enjoy well deserved time off for yourself! Bredon Respite enjoys a **GOOD** rating with CQC.

Our service is accessed through social services with them offering an amount of night stay each year per person. We would be delighted to show anyone interested to come and have a look around and meet the staff. Our contact number is 01928 715108.



A bit of fun for our carers, hidden within the crossword are 9 words to do with HCC. Below are 10 words but one of the words is

missing from the crossword, if you can identify the missing word you can be in with the chance of winning a £25 gift card! To enter you must ring our centre with your name, address, contact number and the word that you think is missing from the word search!

The competition is open until 31st Jan 2020 and the winner will be notified on Wed 1st Feb 2020!

Find: support, funding, halton, information, podiatry, therapies, training, trips, young carers, groups.

N	I	R	A	S	R	O	T	G	S	F	T	U	T
S	F	R	H	N	A	G	E	O	D	O	Y	F	T
R	G	N	E	O	S	R	R	O	N	S	P	H	O
E	T	O	N	I	U	O	T	I	R	S	E	I	U
R	D	G	I	T	P	U	F	R	S	R	G	A	O
A	P	O	S	A	P	H	U	A	P	N	O	N	
C	N	T	N	M	O	S	U	P	N	I	I	L	F
G	A	T	O	R	R	I	I	N	D	N	R	U	
N	N	R	T	O	T	E	F	O	U	N	I	U	T
U	N	S	L	F	S	N	M	R	G	A	A	N	Y
O	C	H	A	N	P	N	I	R	H	Y	R	O	G
Y	F	N	H	I	P	T	D	I	L	T	T	G	O
I	N	R	T	C	G	E	N	I	R	A	N	R	A
T	P	S	E	S	O	A	P	O	O	P	R	A	A



Halton Young Carers



School Drop Ins

If your child is in secondary school, please be aware that the Young Carers team do school drop ins to most secondary schools within Halton. The drop ins are done within school at an agreed time and students are then allowed to see a HCC young carers support worker for approximately 20 minutes just to chat about how they are feeling and any issues they want to discuss. If you wish your child to be seen at a school drop in, please contact our office on 01928 580182 and we will add them to the list.



YC Trips Reminder!

We have had a few requests from Parents asking if a few weeks before a trip is due to take place could we send flyers out in the post to remind them of the activities, unfortunately due to having over 700 YC registered with ourselves this would be time consuming and expensive to do, but if you can provide ourselves with your email address we are more than happy to send reminder emails and you can also join our closed YC Fb page & Instagram for weekly updates!



For regular updates on our YC activities please follow us on Instagram: halton_young_carers and join our closed FB group Halton Young Carers @ Halton Carers Centre.

Volunteers Needed

Volunteers Do you know anyone that can give their time to provide transport for our YC Groups and/or help run activities? We have a limited number of volunteers and therefore cannot always help those that need transport. Everyone who becomes a volunteer will need to go through a volunteer registration process which involves completing a DBS check. Please contact our office on 01928 580182 for further information on becoming a volunteer for Young Carers HCC.



Halton Young Carers



YOUNG CARERS FEB & EASTER ACTIVITIES



FOR MORE
INFORMATION OR
TO BOOK A PLACE
PLEASE CONTACT
THE OFFICE ON
01928 580182



[halton_young_carers](https://www.instagram.com/halton_young_carers)



[HaltonCarersCentre](https://www.facebook.com/HaltonCarersCentre)



[HaltonCarers](https://twitter.com/HaltonCarers)

Trip name	Venue	Date	Time	Age
Bowling / Laser	Superbowl Widnes	18.02.2020	1pm – 3pm	11+
Holiday Club	Norton Priory	19.02.2020	10am – 2pm	5-10
Holiday Club	Mencap Building	20.02.2020	10am – 2pm	5-10
Ice Skating	The Hive Widnes	07.04.2020	1pm – 3pm	11+
Holiday Club	Norton Priory	08.04.2020	10am - 2pm	5-10
Holiday Club	Mencap Building	09.04.2020	10am – 2pm	5 -10
Breakout Room	Liverpool	14.04.2020	10am – 4pm	11+
Imagine That	Liverpool	15.04.2020	10am – 3pm	5-10
Holiday Club	Mencap Building	16.02.2020	10am – 2 pm	5-10



carerstrust
Halton Carers' Centre

Steve Morgan
FOUNDATION
HALTON

NHS
Halton Clinical Commissioning Group



HAVE YOUR SAY!

Please let us know what you think about our newsletter.
Do you have any suggestions for articles? Would you like to have a go at writing an article yourself?

Contact the Carers' Centre on **01928 580 182**

If you wish to look at our website remember the details are: **www.haltoncarers.co.uk**



PLEASE KEEP US INFORMED HELP US TO KEEP YOUR INFORMATION UPDATED

Anything we should know?

If your details have changed since you registered with us, such as you have become ill, you start to care for more than one person, the health of the person you care for changes or you are a young carer who has changed school please let us know. It's also important that we have your correct e mail address, especially if this is the way you would prefer us to contact you. We deal with many personalised break funding applications via e mail and send our newsletters out this way in order to keep costs low.

If any of your details have changed, particularly your name, address or telephone number. Please return this slip to:

Freepost RRZU-YZEE-CCTR, Halton Carers' Centre, 62 Church Street, Runcorn, WA7 1LD.
You can also ring **01928 580 182** to change your details, or email help@haltoncarers.co.uk

Name: _____

Address: _____

_____ Postcode: _____

Telephone Number: _____

Please tick if you want your details removed from our database



Compliments & Complaints



Although Halton Carers' Centre aims to provide the highest standard of service as possible, some time we may fall short of our standards. If this happens please let us know, as hearing your views helps us to improve the services we provide. You can complain or compliment us via manager Carl Harris HCC Manager e mail carl.harris@haltoncarers.co.uk or tel 01928 580182 or Chair of the Trustee Board, Mike Shepherd at Halton Carers' Centre. You can also complain to Halton Borough Council should your complaint not be handled satisfactorily.

