

12. Information and getting the help you need – useful contacts

Kirklees Council offers many services across the district. These include Adult Services, Revenues and Benefits, Kirklees Passports and Housing Needs including homeless unit, tenancy relations and private sector housing unit. The Kirklees Information Points are also able to help you with legal advice. They hold the Community Legal Service Quality Mark for assisted customer service.

Kirklees Information Points can be found at:

- Ground Floor
Civic Centre I (and III)
High Street
Huddersfield HD1 2PQ
- Town Hall (and Walsh Building)
1 Town Hall Way
Dewsbury WF12 8DG

You can also get information, benefits advice, careers advice, help to fill out forms, pay council tax and access other council services at Kirklees Library and Information Services – see page 68.

Interpretation services

The Kirklees Council Community Languages Service offers information and advice to people whose first language is not English.

Both of the above services have bilingual staff and interpretation facilities for non-English speaking customers. There are surgeries for deaf people. There are free phones for customers to contact other council departments. There is disabled access and parking nearby.

- Kirklees Community Language Service,
Tel: 01484 223326, visit
www.kirklees.gov.uk

Gateway to care

Gateway to care is managed by Kirklees Council Adult Services. They are all about helping people who live in Kirklees to get the health and social care information, advice and services they need.

At Gateway to care, we want to put you first, by helping to increase your independence and quality of life, while working with many services and voluntary groups.

As well as our Information and Access Officers and Carers Support Officers, we have Gateway Workers. They can help you get the health and social care advice, information and support you need either from health and council services or voluntary and community groups. They do this by offering you one to one support.

They have specialist knowledge and links to community groups and services in your local area. They can tell you about your choices, so that you can make your own decisions and stay in control of your own life.

To find out how your local Gateway to care could help you, contact:

- Gateway to care, Tel: 01484 223000, email gatewaytocare@kirklees.gov.uk visit www.kirklees.gov.uk and click on the health and social care link.

Carers can also contact:

- Kirklees Council Adult Services Carers Gateway at Gateway to care, 30 Market Street, Huddersfield, Tel: 01484 226050, email gatewaytocare@kirklees.gov.uk or carers.gateway@kirklees.gov.uk

Health and well being

You can contact NHS Kirklees for information on:

- local NHS services
- your health
- finding out all about NHS Kirklees
- getting involved with NHS Kirklees
- links to other health-related websites
- Health centres

For more information contact:

St. Luke's House
Blackmoorfoot Road
Crosland Moor
Huddersfield HD4 5RH
Tel: 01484 464000

Beckside Court
Bradford Road
Batley WF17 5PW
Tel: 01924 351600

Or visit www.kirklees.nhs.uk

Emergency numbers

- 999 for ambulance, fire brigade and Police

NHS Direct – 24 hour medical helpline

- 0845 4647
0845 606 4647 (textphone), visit www.nhsdirect.com

Emergency out of hours doctor service

- Ring your doctor's surgery and follow the directions on the message

Emergency dental service

- Every dentist has to make arrangements to provide urgent or emergency out-of-hours treatment. Ring your dentist's telephone number and you will hear a recorded message telling you how to get urgent treatment.
- If you are not registered with a dental practice, Tel: 0845 1220221 (for dental services).

Out-of-hours pharmacy

- Call NHS Direct, Tel: 0845 4647

Emergency out of hours duty service - for adult social care

- Kirklees Adult Services, Tel: 01924 326489

Leisure and social activities - things to do

- For information on local sports centres visit www.kirkleesactive.co.uk
Tel: 01484 234101

INFORMATION STATION

Library and Information Centres

More and more libraries are being converted into Library and Information Centres providing more services in the community. These include being able to pay council bills, benefits advice, careers advice, help with filling out forms, Kirklees Passport and access to other council services.

For information on Kirklees Library and Information Centres visit www.kirklees.gov.uk/libraries or call into your nearest Library and Information Centre.

Free internet access

Benefits Advice

Paying Council Bills

Library & Information Centre

Careers Advice

What's On?

Kirklees Passport

Help Filling Out Forms

Access to Other Kirklees Services

Museums and galleries

There are five museums and historic houses and an art gallery which offer colourful, interesting and interactive displays that bring you closer to your cultural heritage. With permanent displays, temporary exhibitions and a full programme of events, a visit to one of the sites makes a great day out.

- Kirklees Museums and Galleries , Tel: 01484 223800 or visit www.kirklees.gov.uk/museums
- Huddersfield Art Gallery, Tel: 01484 221964 or visit www.kirklees.gov.uk

Supporting people

The supporting people programme helps vulnerable people to live independently. The programme pays for housing related support. It aims to improve peoples' quality of life and provide support to prevent problems, such as hospital admissions, residential care and homelessness.

- Tel: 01484 221271

Streets and pavements

- Tel: 0800 7318765 visit www.kirklees.gov.uk

Floodline

- 24 hour flood information service Tel. 0845 988 1188

Gas leaks

- Tel. 0800 111 999

Churches and ministers

- Details are available from Kirklees Information, or the reference library in Huddersfield Tel. 01484 221963/70 or 221967

Batley Resource Centre

Batley Resource Centre offers many activities including, volunteering opportunities, making new friends and various activities and outings. Other groups might use the centre for meetings or events. The centre is open Monday to Friday from 8.30am – 5pm or weekend or evenings by arrangement.

- Tel: 01924 326331

Visit www.batleyresourcecentre.com

The Huddersfield Deanery Project

The Huddersfield Deanery Project offers social and spiritual well-being and support to older people of any or no religious background. They provide advice and information and can link you to other organisations that can help you. They manage two luncheon clubs, Thursday Friends and Friday Friends. They also have two intergenerational groups, bridge the gap one and two. These are school based activity groups. They also run winter warmers – which gives practical help in cold weather - including free bedding. They also have their own community gardening scheme and handyperson service.

- Tel: 01484 300094

Friend to Friend

Friend to Friend provides activities for older people to help reduce isolation and loneliness. Groups meet in Holmfirth, Honley, Denby Dale, Meltham and Marsden. They also offer a telephone befriending service. Office opens Monday to Friday.

- Tel: 01484 687773

The Denby Dale centre

Set up to provide services for people affected by physical or sensory impairment, social isolation exacerbated by rural isolation, poor access to services and caring responsibilities. The centre operates throughout the Denby Dale ward and Kirkburton.

- Tel: 01484 860077

Dewsbury and District Pensioners Association

They are a pensioners' forum that fights for pensioners rights on topics including; pensions, housing, transport, public services, health and social care, life long learning, national insurance fund and any other issues affecting older people.

Meetings are held on:

The 3rd Monday of every month, except December, at Dewsbury Town Hall at 1.30pm with refreshments at 1pm.

The 3rd Tuesday of every month at the Senior Citizens Social Centre, Lees Hall Road, Thornhill Lees, Dewsbury WF12 0RT at 2pm

They have guest speakers each month and new members are welcome from all over West Yorkshire.

- Tel: 01924 439199

Huddersfield and District pensioners organisation

Are a campaigning group for the restoration of the earnings link to the state pension and other pensioner issues, especially in health and social security. 50p admission including refreshments. Membership fee - £2 per year.

- The organisation meet on the third Thursday of the month at St Patricks Centre, 2 Trinity Street, Huddersfield, Tel: 01484 318876

Kirklees Older People's network

Please contact:

Batley Resource Centre
90 Commercial Street
Batley
West Yorkshire
WF17 5DS

01924 326 331

Email: batleyresourcecentre@tiscali.co.uk

The Chair
Mrs Sheila Horton
5 Ullswater Road
Dewsbury
WF12 7PS
01924 463657

Sheila.horton@btinternet.com

Age Concern Calderdale and Kirklees

Age Concern Calderdale and Kirklees has day services at various venues. Services also include hairdressing, shopping and cleaning service, minibuses, memory support.

- Age Concern Calderdale and Kirklees, Tel: 01274 871328

Help the Aged

Help the Aged is an international charity fighting to free disadvantaged older people from poverty, isolation and neglect. Help the Aged was set up in 1961, and is now an international charity for older people.

- Tel: 01484 514735

Older people's organisations / networks

- For the directory listing of older people's social groups in Kirklees visit www.kirklees.gov.uk/localorganisations

Samaritans

- Tel: 08457 909090, visit jo@samaritans.org

Action on elder abuse helpline

- Tel: 0808 8088141, visit www.elderabuse.org.uk

Shopmobility

- Tel: 01484 416666

Metro Line

- Tel: 0113 245 7676 between 7am and 10pm for information about local travel, visit <http://www.metro.com>



Useful websites for people 50 plus

This list is not exhaustive, but includes some of the websites available that have been set up independently. Some might be funded through advertising on their site. If you use the internet as a means of talking to and meeting people do not give your personal details as this can leave you vulnerable to crime.

- www.age-net.co.uk is an entertainment and information website
- www.digitalunite.net offers one to one deskside training on computers.
Contact: Digital Unite Ltd, Unit 213, The Foundry, 156 Blackfriars Road, London SE1 8EN, Tel: 0870 241 5091 (national call rate)
- www.hellsgeriatics.co.uk offers an irreverent look at life
- www.idf50.co.uk discussion forum
- www.pastfifty.net provides information and tips on getting the most out of the internet; including links to other useful and interesting sites
- www.seniority.co.uk has topics including health, hobbies, travel, entertainment, fun and games
- www.silverhairs.co.uk gives advice about computer problems and accessing the internet
- www.silversurfers.net is a not for profit website, including areas on food and drink, health and fitness, travel and holidays, finance and hobbies
- www.wiseowls.co.uk is for over 45s, and is based around business and employment advice, including job vacancies
- www.agepositive.gov.uk – information about employment, retirement, flexible working opportunities
- www.inmyprime.co.uk an organisation for mature people rethinking their lives- information about work, giving back, money, lifestyle etc
- www.lifestyle60.com – friend finders, events, discussion forum, tips on the home and garden, money matters, health and fitness, pets etc
- www.laterlife.com a wealth of reference material to help you plan later life to the full, includes pre-retirement courses, travel, health, event planning, new hobbies etc
- www.ahrq.gov/ppip/50plus – pocket guide to staying healthy at 50+
- www.learnaboutmoney.org – interactive presentation, includes pensions, saving for retirement, money management
- www.carersuk.org CarersLine: 0808 808 7777
- www.kirklees.gov.uk – support and services for adults with social care needs in Kirklees
- www.kirklees.gov.uk/activeforlife

