

# Families Against Violence C.I.O

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ONLINE, ON THE PHONE, ANYTIME

They offer information, resources and support online for a range of topics including:

Bullying, abuse, safety and the law

You and your body

Your feelings

Friends, relationships and sex

Home and families

School, college and work

**They offer free, non-judgemental support;**

**Website:** <https://www.childline.org.uk/>

**Telephone:** 0800 1111

**Visit:** <https://www.childline.org.uk/get-support/contacting-childline/> **for**  
**1-2-1 chats and messages**

**Opportunity to chat to a councillor using BSL here:** <https://www.childline.org.uk/info-advice/bullying-abuse-safety/deaf-zone/staying-safe-online/#BSL-counselling>



The Mix offers free, non-judgemental, confidential support for 13-25 y/o

Registered Charity 1048995

**Website:** <https://www.themix.org.uk/about-us>

For 1-2-1 chats, crisis management, counselling, and email:  
<https://www.themix.org.uk/get-support/speak-to-our-team>

**Telephone:** 0808 080 4994



**SUPPORT4  
PROGRESS**

Registered Charity 1125844

Support 4 Progress - Their Vision is to 'be a dynamic organisation, meeting the needs of Black, Minority and Ethnic young people and adults in a social, emotional and educational way; empowering individuals to feel valued in society'. They offer support for families experiencing difficulties, young people and adults and provides 1-1 counselling.

**Website:** <https://www.support4progress.com/about>

**Telephone:** 01618680962

**Email:** [counseling.S4P@Gmail.com](mailto:counseling.S4P@Gmail.com)



ReachOut! - A mentoring charity working with children in deprived areas to raise aspirations and help them grow in character and competence. They improve their self-confidence and develop Numeracy, Literacy, Communication and Memory Skills, whilst reinforcing our core values of Fairness, Self-Control, Good Judgement and Staying Power. They do this through one-to-one mentoring with positive role models, and team activities, to promote leadership, trust and responsibility.

Registered Charity 1096492

**Website:** <https://www.reachoutuk.org/>

<https://www.reachoutuk.org/reachout-impact-in-supporting-young-people-from-disadvantaged-backgrounds/#how-we-help-young-people>

**Telephone:** 0161 883 2191



Registered Charity 292411

**Centrepoint aims to end youth homelessness (18-25)**  
**They offer confidential support**

**Website:** <https://centrepoinpoint.org.uk/what-we-do/>

**Visit:** <https://centrepoinpoint.org.uk/youth-homelessness/get-help-now/> to speak to advisors online

**Telephone:** 0808 800 0661





**Supporting your family,  
loving our community.**

A non-profit organisation dedicated to supporting families and residents in Partington through a range of services, resources, education and partners.

They are a community-focussed charitable organisation, run by local people, for local people.

They have a large educational play facility that focuses on role play, creativity, construction and sports. A big programme of informal sessions take place throughout the day for young children.

Whilst that have a big focus on families with younger children, they also support all members of the community.

For information about their services and how they strive to help members of the community - <https://www.thehideawaymanchester.com/community>

For information about their family services - <https://www.thehideawaymanchester.com/families>

The also offer educational support and resources which are accessible to all ages - from a large inclusive programme of children's educational activities throughout the day, to an adult educational programme of teaching, mentoring, volunteering placements and support groups.

For information about these services - <https://www.thehideawaymanchester.com/education>

**Address: The Hideaway, Partington Shopping Centre, Central Road, Partington, Manchester, M31 4EL**

**Email: [info@thehideawaymanchester.com](mailto:info@thehideawaymanchester.com) | \_\_\_\_\_**

**Telephone: 0161 6600299**

Registered Charity  
1164108

### **CONNECTING STEPS MANCHESTER PROJECT**

Connecting Steps Manchester is a charity project which aims to provide a safe space for the BAME community.

They aim to empower the BAME community, with activities ranging from coffee mornings, education, training, Cultural festive, translating, workshops to raise awareness and promote mental health & well being.

**Website:** <https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/5053521/what-who-how-where>

**Address:** 145-151 PRINCESS ROAD MANCHESTER M14 4RE

**Phone:** 01612099444

**Email:** waiss@hotmail.com

# Families Against Violence C.I.O



We are a non-profit charity that helps the Children and Young People of tomorrow grow up to become role models for the future generations and guide them away from the Current situations of the current Generation.

We offer a range of services and opportunities that provides inspiration and guidance:

- ★ We encourage education, so we will show young people how to get into college, improve their skills and get qualifications. We help young people develop personally and socially - giving them the strength to reject violence and a life of crime.
- ★ We improve relationships between fathers and sons, motivating them to realise their potential, raise their aspirations and build themselves a brighter future.
- ★ We establish partnerships with parents, schools, community groups and local authorities. That way, we can step in and help those young men at the greatest risk of being sucked into gangs. We show them where they can get help and stay out of trouble.

## We have our own Football Club called - CUKI

CUKI is a football coaching project working with young BME men from around Greater Manchester and surrounding areas, to improve their lives.

Football is used as a tool alongside mentoring to build their confidence, raise aspirations and encourage healthier lifestyles, whilst providing positive diversionary activities reducing involvement in gangs and crime.



Access to Opportunities aims to raise the aspirations of local people so that they can realise their potential, and go onto achieve a long-term career. The course will enable the service users to demonstrate their capabilities and talents to employers. The course will also highlight the importance of being independent and self-reliant, in order to take responsibility for themselves and their own career goals.

**Website:** <https://www.fav-uk.org/>

**Telephone:** 0161 868 0112

**Email:** [events@fav-uk.org](mailto:events@fav-uk.org)

We are open Tuesday - Thursday 10am- 5:30pm and Monday by appointment only



**Foundation**

Registered Charity  
1118310

They use football to engage and inspire young people to build a better life for themselves and unite the communities in which they live.

Dedicated staff deliver educational and community outreach programmes to help young people make positive choices in their lives

They provide online wellbeing resources and information about how to play safe.

The offer a range of educational projects for young people in the local area.

**Website:** <https://www.mufoundation.org/>

**For general enquires:** 161 868 8600 [enquiries@mufoundation.org](mailto:enquiries@mufoundation.org)

**For safeguarding:** 0161 868 8954 [safeguarding@manutd.co.uk](mailto:safeguarding@manutd.co.uk)



### Manchester City's Community

They desire to bring positive change to communities in Manchester and across the world through football, using the 'football effect' to promote health, education and inclusion, to improve the lives of young people in Manchester and all over the world.

Visit their website to find out more about their:

**MANCHESTER PROJECTS: Giving City kids a better shot at life in Manchester.**

**GLOBAL PROJECTS: Giving City kids a better shot at life around the world.**

**FUNDRAISING : Get involved and do what you can to help our Community.**

**Commitment to Safeguarding**

**Website:** <https://www.mancity.com/community>

**Accessibility:** <https://www.mancity.com/accessibility>





Registered Charity  
1180246

## Foundation 92

Foundation 92 is an independent Charity that will focus on supporting people to improve their lives through sport!

It will have an emphasis on positive physical and mental wellbeing, and supporting people with a disability, people who are experiencing homelessness, or young people who have, or may be at risk of, committing offences.

Website: <https://salfordcityfc.co.uk/foundation-92/>

## Government Services and Information: Benefits



- Manage an existing benefit, payment or claim.
- Benefits and financial support if you are looking for a new job, are out of work or affected by redundancy.
- Benefits and financial support if you're temporarily unable to work because you're ill, on furlough, shielding or self isolating.
- Benefits and financial support for families: If you look after children or plan to have or adopt a child.
- Benefits and financial support if you're disabled or have a health condition.
- Benefits and financial support if you regularly spend time caring for someone.
- Benefits and financial support if you're on a low income: Help with housing, heating and other living costs.
- Benefits and financial support when someone dies: Help with costs and funeral expenses.

**Website:** <https://www.gov.uk/browse/benefits>

## Government Services and Information: Money and tax



- **Capital Gains Tax:** Selling property, shares, personal possessions and business assets).
- **Court claims, debt and bankruptcy:** Recovering debts, registering for bankruptcy and as a creditor.
- **Dealing with HMRC:** Reporting changes, agents, appeals, checks, complaints and help with tax.
- **Income Tax:** Includes rates and allowances, tax codes and refunds.
- **Inheritance Tax:** Includes valuing an estate, trusts and taxes.
- **National Insurance:** Voluntary contributions and credits, numbers, rates and classes.
- **Self Assessment:** Includes filing, deadlines, pay and tax records.
- **VAT:** Includes online returns, rates, charging and record keeping.

**Website:** <https://www.gov.uk/browse/tax>

# Government Services and Information: Work and Financial Support For Individuals Impacted By COVID-19



## Guidance and support if:

- You're on furlough.
- You're made redundant, unemployed or cannot work.
- You have to go to a workplace.
- You're working from home.
- You're self-employed.
- You're an employer.

Website: <https://www.gov.uk/coronavirus/worker-support>



# Government Services and Information: Support For Individuals with Disabilities and Carers



● **Benefits and financial help:** Includes Disability Living Allowance, Employment and Support Allowance and Attendance Allowance.

● **Carers:** Includes Carer's Allowance, disabled children and disability day care centres.

● **Disability equipment and transport:** Includes Disabled Students Allowances,

● **Disability rights:** Includes disability rights under the Equality Act 2010.

● **Work and disabled people:** Includes recruitment and disabled people, reasonable adjustments at work and Access to Work.

**Website:** <https://www.gov.uk/browse/disabilities>

## Government Services and Information: Education and Learning



● **Apprenticeships, 14 to 19 education and training for work:** Includes finding a course, finding an apprenticeship, and Bursary Fund for 16 - 19 year olds.

● **School admissions and transport to school:** Applying for a school place, home schooling and travel costs.

● **Schools and curriculum:** Help with school costs, the curriculum and school attendance.

● **Student finance:** Including loans, bursaries, grants, student finance and paying back loans.

● **Universities and higher education:** Finding courses, comparing qualifications and checking a university is recognised.

**Website:** <https://www.gov.uk/browse/education>

# Cheetham Hill Advice Centre



Confidential help, advice and support to local residents in Cheetham and Crumpsall and across Manchester.

Provides advice on a wide range of subjects including:

- Welfare Benefits.
- Money & Debt.
- Housing/Homelessness.
- Consumer and employment problems.
- Getting into work.
- Access to adult learning, training and volunteering.
- Immigration/Nationality issues (we are registered with OISC to provide Level 1 advice).
- Access to Education, Health and other statutory services.
- Information about other local services and opportunities.

Registered Charity 1136328  
Registered Company 7253445



Provide advice in Urdu, Pushto, Punjabi, German, Cantonese, Mandarin, Malay, Bahasa, Hakka and English.

They also provide advice in other languages via an interpreter.

**Website:** <https://cheethamadvice.org.uk/>

**Telephone:** 0161 740 8999

**Text:** 07823 495 307

**Email:** [triage@cheethamadvice.org.uk](mailto:triage@cheethamadvice.org.uk)

**Open:** Monday - Friday

**TURN2US**

Registered Charity 207812 /  
SC040987

## Turn2us

- Free and confidential online Benefits Calculator.
- Finds out what benefits you are entitled to claim.
- Only asks for information needed to do an accurate calculation.

**Website:** <https://benefits-calculator-2.turn2us.org.uk/>

# Government Services and Information: Apply for a cash grant if you are in financial crisis

- Apply for a cash grant of between £30 and £60 if you are in crisis or have an emergency that's out of your control.



- **Eligibility - You must:**

- live in the area covered by Manchester City Council; and

- be 16 or over; and

- have no capital or savings; and

- get one of the following benefits; Income Support, Jobseeker's Allowance, Employment and Support Allowance, Universal Credit or Guaranteed Pension Credit

- not be experiencing hardship because of a decision by the Department of Work and Pensions (if you are, visit the DWP website or call 0345 608 8545); and

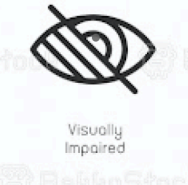
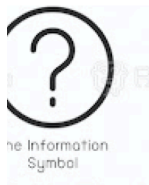
- not have already received a cash grant within the last 12 months.

- The government is also temporarily offering support to carers, including households where a child or young person is the carer. The carer does not need to meet the eligibility criteria.

- You must not submit more than one application for half-term free school meals.

**Website:** [https://secure.manchester.gov.uk/info/200008/benefits\\_and\\_support/6302/apply\\_for\\_a\\_cash\\_grant\\_if\\_you\\_are\\_in\\_financial\\_crisis](https://secure.manchester.gov.uk/info/200008/benefits_and_support/6302/apply_for_a_cash_grant_if_you_are_in_financial_crisis)

Registered Charity 1016630 and SC046263.



● Find information and resources on the following topics:

- If you need financial help urgently
- Payment holidays
- Help with food
- Help paying utility bills
- Getting help from a credit union
- Financial help available from the government
- Grants that you can apply for
- Crisis loans
- Support with mental health issues
- Help available if you are pregnant
- What you can do if you can't pay your rent
- What to do if you are, or have been, in the forces

● Find ways to get financial help and other resources.

- Explains how to access food banks and where to get help with money in an emergency.
- The help listed is available in the UK only.
- Accessibility options available on their website.

**Website:** <https://www.stepchange.org/debt-info/emergency-funding.aspx>

**Telephone:** [0800 138 1111](tel:08001381111) (Call for FREE Monday-Friday 8am-8pm, Saturday 8am-4pm)

**Online debt advice tool 24/7:** <https://www.stepchange.org/setting-expectations.aspx>

The logo for Turn2us, featuring the word "TURN2US" in white, bold, uppercase letters on a purple rectangular background.

## Turn2us

- Find welfare benefits and grants information that is relevant to you.
- Search alphabetically or by your situation.
- Provides information and guidance on the following situations:
  - Retail Sector Support
  - Furloughed
  - Redundancy
  - Shielding
  - Armed Forces (Serving/Veteran)

- Bereaved
- Bringing up a child
- Carer
- Expecting a child
- Ill, Injured or Disabled
- In work - on a low income
- Looking for work
- Migrant
- Older person
- Prisoner
- Studying (aged 16+)

Registered Charity 207812 /  
SC040987

**Website:** <https://www.turn2us.org.uk/Your-Situation>

## Beautiful Mind Charity



Registered Charity 1179490

- Beautiful Mind Charity is now providing Covid-19 BAME Essential African Community Aid for families who reside in these neighbourhoods: M12, M13, M14, M15, M18 and M19.
- Volunteers will deliver yam, indomine noodles, plantain, beans, quick oat, cooking oil, tea, sugar, Weetabix, evaporated milk, and plum tomato to your doorstep.
- Call their number to refer someone as a professional or make a self-referral.
- **Services are available:** Face to face, online/digitally and by telephone Monday-Friday

**Website:** <https://www.beautifulmindonline.org> <https://manchestercommunitycentral.org/contacts/view/236416>

**Telephone:** 07960391983

**Facebook:** <https://www.facebook.com/beautifulmindtv/>

**Youtube:** <https://youtube.com/BeautifulmindTV>

**Email :** [renewyourmind88@gmail.com](mailto:renewyourmind88@gmail.com)

**Address:** 1, Mathews Lane, Levenshulme Manchester M12 4QW



## Big Change MCR

### Big Change MCR



- Big Change MCR is a central fund to help people experiencing homelessness pay for practical items that they need to build independent lives away from the streets.
- Big Change MCR is available for any individual experiencing homelessness.
- Go to the website below and get in touch with one of their partner organisations who will work with you to apply for funds on your behalf.

**Website:** <https://streetsupport.net/manchester/bigchangemcr/partners/>

## Chances for Children Buttle UK



Registered Charity 313007 /  
Scotland - SC037997

- Chances for Children grants are targeted at those living in financial hardship, and dealing with multiple challenging social issues.
- They are made directly to children and young people in the UK who are facing a range of complex issues.
- They are individually tailored to their particular needs, in order to prevent them from falling further into crisis and help them to transform their lives.
- The grants pay for a range of items and costs, many of which are those we would expect any child growing up in the UK to have, but which their parents or carers cannot afford.
- In a small number of cases, where home is not the best place for a child to be, the grant pays for them to attend boarding school.

- The grants meet immediate practical needs by paying for household items, but also meet a child's longer-term educational and emotional needs.
  - **Referral required** - only accept applications from frontline professionals (from a registered charity, housing association or public sector organisation):
    - who are working directly with the children/young person
    - ideally, have carried out at least one home visit
    - and have made a full assessment of the children's or young person's needs
- If successful, the professional will need to manage the funds, upload receipts and complete an evaluation survey.

**Website:** <https://buttleuk.org/apply-for-a-grant/>

## Europaia



Registered Charity 1161453

- Europaia offers an Emergency Fund for vulnerable EU nationals living across Greater Manchester to apply for a grant of £30-60 to help buy essential supplies, such as food and medicine, during the COVID-19 Pandemic.
- If you know someone who may be eligible or you would like to apply, please call the number below or complete an application form



- Accessibility options available on their website.

Accessibility Options:  
Text Size, Contrast, Text to Speech



Forms are available in five European languages: English, Lithuanian, Polish, Romanian and Russian. If you would like support in a different language, please call 0333 305 8570 / email [fund@europia.org.uk](mailto:fund@europia.org.uk)

**Website:** <https://europia.org.uk/europia-emergency-fund/>

**Telephone:** 0333 344 9647

# Family Fund

- Family Fund is the UK's largest charity
- Provides grants for low-income families across the UK raising a disabled or seriously ill child or young person (aged 17 or under).
- You need to meet their Family Fund eligibility criteria and their child or young person eligibility criteria in order to be considered for a grant. Please note - if you are a family living in Wales, the criteria is a little bit different.

## ● Child or young person eligibility criteria:

- There is evidence that their additional needs mean that their family is not able to enjoy ordinary life. This may be because the degree of planning and support needed to support their child is much greater than that usually required to meet the needs of children.
- They require a high level of additional support in three or more of Family Fund's seven areas of support below.
- Their condition is long term or life limiting. When we refer to long term we mean lasting or likely to last 12 months or more.

## ● Family Fund eligibility criteria:

- You live in England, Northern Ireland, Scotland or Wales
- You are the parent or carer of a disabled or seriously ill child or young person aged 0-17 who lives with you
- Your child or young person has a high level of additional support needs arising from a long term\* disability or disabling condition or a severe or life-limiting illness (\*long term - lasting or likely to last 12 months or more).
- You are currently living in the UK and have done so for at least six months, or three months if your child is less than six months old.
- You are eligible to work and apply for public funds
- Your child is not in Local Authority care
- You also need to have evidence of entitlement to any one of the following:
  - Universal Credit
  - Child Tax Credit
  - Working Tax Credit
  - Income-based Jobseeker's Allowance
  - Income Related Employment Support Allowance
  - Income Support
  - Housing Benefit
  - Pension Credit.



Registered Charity 1053866 in England. Scottish charity No. SC040810

**Website:** <https://www.familyfund.org.uk/FAQs/how-do-we-apply>

**Wales application pages:**

<https://www.familyfund.org.uk/FAQs/wales-who-do-we-help>

**Telephone:** 01904 550055

# BBC Children in Need Emergency Essentials Programme delivered by Family Fund Business Services.



Registered Charity 1053866 in  
England. Scottish charity No.  
SC040810

- BBC Children in Need Emergency Essentials Programme supports children and young people who are facing exceptionally difficult circumstances.
- Provides items that meet a child's most basic needs such as a bed to sleep in, a cooker to provide a hot meal and other items or services critical to a child's wellbeing.
- **Referral required** - All applications must be made by a registered referrer who is part of an organisation that is supporting the family or young person and capable of assessing their needs. The referrer's organisation should also be able to administer and supervise the grant on our behalf.

## ● Eligibility

- Vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency.
- UK or EU citizens who are normally resident in the UK.
- They accept one application per household within a 12 month period

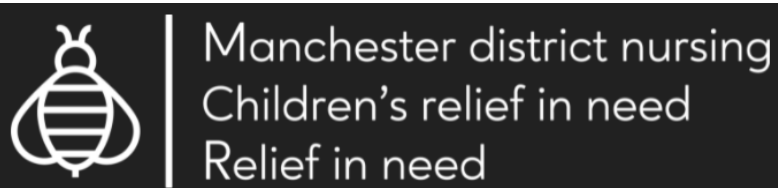
(Discretion may be given where a child or young person, or their family, have an asylum application under assessment or in circumstances where residency criteria is not consistent across the family unit).

**Website:** <https://www.familyfundsolutions.co.uk/emergency-essentials/>

**Telephone:** 01904 550011 between 9.30am and 1.00pm

**Email (stating your application ID if possible):** [emergencyessentials@familyfundsolutions.co.uk](mailto:emergencyessentials@familyfundsolutions.co.uk)

## Manchester Relief in Need Charity



Manchester Children's Relief in Need Registered Charity - 249657  
Manchester Relief in Need Registered Charity - 224271

- Trustees are flexible in what they award a grant for. The need must be specific and a grant must help to alleviate the effects of poverty.
- The request for funding must help the person(s) making the claim in an identified manner.

- Grants awarded tend to range between £50-£500.

- **Referral required -**

Applications can only be submitted on behalf of a person OR a family in need, by a health, social care, charity professional or support worker. The organisation making an application must be directly working with each individual or family that they make an application on behalf of.

**Website:** <https://www.reliefinneed.co.uk/funds>

<https://www.reliefinneed.co.uk/childrens-relief-in-need>

<https://www.reliefinneed.co.uk/relief-in-need>

**Telephone:** 01204 414 317

**Email:** [admin@reliefinneed.co.uk](mailto:admin@reliefinneed.co.uk)

Monday - Friday: 9am- 5pm

- **Eligibility**

- **Grants for children and young adults (Beneficiaries must be under 25 years of age)**
  - Grants that provide a "Relief in Need" for children and young people living in the City of Manchester.

- **Grants for individual people and families -** Grants that provide a "Relief in Need" for adults living in the City of Manchester.

- **Applies to all the Trusts:**

- Applicants must be in financial need and unable to provide the items themselves.
- Applicants must have legal status to live in the UK or prove that this is in process.
- Applicants must not have received a grant in the last 12 months from any of the Trusts.
- Residents must live in Manchester.

- **Grants can not support:**

- Residents based out of the geographical areas detailed above.
- Grant requests to pay rates, council tax, taxes, fines or other public costs.
- Grant requests towards mortgage costs.
- The Trustees do not award grants towards funeral costs or memorials.
- Fund items for residences other than where the claimant lives.
- The Trustees do not generally provide the same item to an applicant more than once.



- Provide small grants and support for women on low incomes who are trying to overcome financial difficulties.
- Including single women and women in single parent families or multiple adult households.
- Smallwood Trust aims are to support:
  - Financial stability and relief of hardship (grants can help contribute towards your debt)
  - Employment pathways and loss of income
  - Housing needs
  - Mental health and well-being
- **Currently closed to new enquiries due to an exceptionally high volume of enquiries. The grant enquiry form will re-open on 2nd August 2021.**

**Website:** [https://](https://www.smallwoodtrust.org.uk/grants-individuals)

[www.smallwoodtrust.org.uk/grants-individuals](https://www.smallwoodtrust.org.uk/grants-individuals)

**Telephone:** 0300 365 1886

**Email:** [info@smallwoodtrust.org.uk](mailto:info@smallwoodtrust.org.uk).

**Information on website accessibility:**

[https://www.smallwoodtrust.org.uk/  
accessibility](https://www.smallwoodtrust.org.uk/accessibility)



● **Eligibility**

- Women aged 18 or above living on a low income
- You have the right to reside and are living in the UK
- You are in receipt of all benefits you're entitled to
- You're savings/capital is under £2,000 (total of all accounts)
- You have combined priority debt (rent, council tax and utility arrears) of less than £3,000
- You can provide evidence/documentation of my current financial need

● **Once they re-open, they will be prioritising:**

- **Women with housing related debt (priority debt, maximum combined total of £3,000):**
  - Rent or Mortgage arrears
  - Council Tax arrears
  - Utility arrears (e.g. gas, electric, water)
  - Unable to afford heating fuel such as oil, wood, coal
- **Women living on a reduced income as a direct result of Covid-19:**
  - Women who have been made redundant
  - Women whose hours have been reduced
  - Women on zero hour contracts
  - A reduction in self-employed income
- **Women over the age of 50 facing financial difficulties and on a low income:**
  - Women who have been affected by the raise in state pension age
  - Women aged 50 to 65 struggling to find employment
- **Women who are or who have been affected by domestic violence or abuse**

UNISON



● **Eligibility**

- You have been a member of UNISON for at least four weeks and up-to-date with your subscriptions.
- Have proof that the financial difficulties which led you to apply occurred after you joined.
- Partners or dependants can also apply.

● To apply, please download an application form, fill it out and return it along with scans, screenshots or photos of your supporting paperwork.

● Accessibility options available on their website.

● **Types of financial assistance available:**

- **School uniform grants**

Helps UNISON members on low incomes with school uniform costs.

One-off payment of £50 per child, up to a maximum of £150 per family.

- **COVID-19 response fund**

Offers grants of up to £500 to help members whose household incomes have been affected by the pandemic.

- **Other financial assistance**

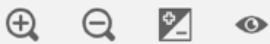
If you have experienced financial difficulties for an unexpected reason.

Financial help for a range of things such as:

- general living costs
- household appliances
- urgent repairs
- disability equipment and adaptations
- utility bills
- funeral costs.



Accessibility Options:  
Text Size, Contrast



**Website:** <https://www.unison.org.uk/get-help/services-support/there-for-you/financial-assistance/>

**Telephone:** 0800 0 857 857

UNISONdirect's current hours are: Monday to Friday, 8am to 7pm



## Ashwood Solicitors

- They have a specialist team of solicitors who can assist with a wide range of matters.
- Alternative funding arrangements can be discussed, such as 'conditional fee agreements', known as 'No Win, No Fee'.
- They offer Legal Aid to eligible clients for Housing Law, Asylum and Immigration Law.

**Website:** <https://ashwoodsolicitors.co.uk/>

**Telephone:** 0161 248 4444

**Whatsapp:** (07825) 235661

**Email:** [info@ashwoodsolicitors.co.uk](mailto:info@ashwoodsolicitors.co.uk)

Monday - Friday 09:00 - 18:00

Saturday and Sunday 10:00 - 18:00



## Fallowfield and Withington Foodbank



Registered Charity 1173202

- They provide non-judgemental support at the point of crisis.
- **How to get help?**
  1. **Get in touch**
    - They will talk through your situation and put you in touch with a relevant local agency.
  2. **Arrange a visit to your local referral agency**
    - The local agency will supply you with foodbank voucher and provide you with long term support if needed
  3. **Bring your foodbank voucher to Union Chapel, Wellington Road between 12 noon - 2pm Tuesdays and Fridays**
    - You will be welcomed with a warm drink and a trained volunteers will chat with you about your situation and discuss any dietary needs you may have
    - They will exchange your foodbank voucher for a parcel of three days of emergency food.
    - They will provide a safe handover of food.
- If you, or someone you know, cannot get to the Foodbank sessions then ring the Manchester City Council Emergency Response Hub (0800 234 6123), who can organise deliveries of food parcels and telephone support.

**Website:** <https://fallowfieldwithington.foodbank.org.uk/get-help/how-to-get-help/>

**Telephone:** [07411 077654](tel:07411077654)

**Email:** [info@fallowfieldwithington.foodbank.org.uk](mailto:info@fallowfieldwithington.foodbank.org.uk)

**Address:** Union Chapel, 2b Wellington Road, Fallowfield M14 6EQ

Tuesdays and Fridays 12 noon to 2pm



Registered Charity 1169383 in  
England and Wales

## The bread and butter thing

- The bread and butter thing helps strengthen communities and makes life more affordable for people on a low income
  - They provide affordable pre-packaged bag(s) of groceries for members.
  - Reduces food waste
  
  - **Join as a member for free**
  - **How do you become a member?**
    - Ask your local community hub for a TBBT flyer or fill out their online form.
  
  - Once you are a member, you can go to your local hub and buy pre-packaged bag(s) of groceries.
  - There is usually £35-£50 worth of food in the bags (you pay a fraction of that).
  
  - Each hub serves its local community.
  - You can find your nearest hub using the website domain below.
- **Their bags**
    - They have bags available for all sizes of families
    - They have bags that cater to vegetarians
    - As the food they receive changes each day, they cannot guarantee that everything will be suitable for people with allergies.
  
  - No returns policy but they do allow you to exchange anything you don't like for another item
  
  - **Confidentiality** - all of your information is safe and only given to the people who help deliver the services to you.

**Website:** <https://www.breadandbutterthing.org/members>

- They offer a wide range of services (including helplines and groups) aimed at supporting trans and non-binary individuals, as well as individuals questioning their gender. <https://lgbt.foundation/who-we-help/trans-people/local-groups#support>
- They offer a wide range of services and events for gay, bisexual, questioning and trans men (services for men are open to anyone who self-identifies as a man, some or all of the time. This includes non-binary or gender-fluid people who want to access a men's space). Offers wellbeing, sexual health and mental health support <https://lgbt.foundation/men>
- LGBT Foundation's Women's Programme aims to support and empower all lesbian and bisexual\* women to improve their health and wellbeing, to improve skills, increase confidence and reduce isolation. \*LGBT Foundation's services for women are inclusive of trans women, non-binary people and gender fluid people who identify as lesbian, bisexual or questioning their sexual orientation - <https://lgbt.foundation/women>

**Accessibility:** <https://lgbt.foundation/accessibility>

**Telephone:** 0345 3 30 30 30

**Email:** [info@lgbt.foundation](mailto:info@lgbt.foundation)

**Postal Address:** LGBT Foundation, PO Box 5577, Manchester, M61 0TT



INVESTORS  
IN PEOPLE



Registered with  
FUNDRAISING  
REGULATOR





- Their website provides specific pages designed for young people - <https://www.theproudtrust.org/for-young-people/>
- Find your local youth group - <https://www.theproudtrust.org/for-young-people/lgbt-youth-groups/where-can-i-find-a-youth-group/>



Manchester Pride's 'Skill Share Workshop' - Free workshops for any LGBTQ+ individuals looking to learn more about setting up a group (as well as LGBTQ+ led groups and organisations or those that have a positive impact upon LGBTQ+ communities). Workshops provide a brilliant opportunity to gain new skills, network with other LGBTQ+ organisations across the city and build the power of your organisation. Sessions run between June and November 2021.

<https://www.manchesterpride.com/skill-share-workshops>

Registered Charity  
117848

Manchester Pride's - Helplines and support during isolation - <https://www.manchesterpride.com/blog/helplines-and-support-for-lgbtq+-communities-during-isolation>

Telephone: [0161 831 7700](tel:01618317700)

Email: [info@manchesterpride.com](mailto:info@manchesterpride.com)

**Moss Side Millennium Powerhouse** - A Multi Service Youth Hub with a library, a sports hall, dance studio and music studio. They offer a range of services to young people including sports sessions, arts & crafts, Youth Club, music and drama sessions, mental health support, careers advice and guidance. As well as specialist programmes for young people 16-19 who are NEET.

<https://msmpowerhouse.org.uk/services/>

**Free online learning resources provided by the BBC** -

<https://www.bbc.co.uk/bitesize>

**Fallowfield Community Library** -

Vast book, CD and DVD collections.

Regular events, IT sessions, homework club for 8-16 year olds, free wifi and computer access, reading groups and children's activities.

[https://secure.manchester.gov.uk/directory\\_record/270323/fallowfield\\_community\\_library](https://secure.manchester.gov.uk/directory_record/270323/fallowfield_community_library)

**Parentkind** - Free online resources to support learning -

<https://www.parentkind.org.uk/Parents/Free-learning-resources-for-children>







### How Shout 85258 works?

- **Prioritisation:** an algorithm reviews incoming texts, placing urgent cases to the top of the queue.
- **Shout Volunteers:** more than 2,300 empathetic, trained volunteers take conversations with texters
- **Clinical Supervisors:** conversations are overseen by trained Supervisors who give real-time support and monitor conversations 24/7.

**Clinical supervisors can escalate texters to the emergency services via a direct line if they are deemed at imminent risk**

They can help with issues including:

- Depression
- Anxiety
- Abuse
- Panic attacks
- Suicidal thoughts
- Self-harm
- Relationship problems
- Bullying.

They also offer online resources for:

- Stress and anxiety support
- Student support
- Deaf support
- Autism support
- LGBTQ+ support
- Covid-19 support
- Parents

- ▶ Shout is a free, confidential, anonymous service for anyone in the UK.
- ▶ Trained volunteers are available 24/7 to listen and support you.
- ▶ The goal of the conversation is to help you reach a calm and safe place, with a plan of how to support yourself going forwards.
- ▶ To start a conversation, text the word 'SHOUT' to 85258.
- ▶ Communication will not appear on your phone bill.
- ▶ Conversations tend to last around 45-60 minutes.

Registered Charity 1175670

What happens after you text?

You will receive four automated messages

You will be connected to an empathetic Shout volunteer (this usually takes 5 minutes. It may take longer if they are really busy)

Text back and forth and share what you feel comfortable with

Their volunteers may provide you with further resources or tools to help you get more expert support

To start a conversation, text the word 'SHOUT' to 85258  
Text 'FRONTLINE' to 85258 if you are an NHS health & care worker  
Website: <https://giveusashout.org/>  
Online resources: <https://giveusashout.org/get-help/resources/>  
Email (if you have any questions about the service or would like more information) - [info@giveusashout.org](mailto:info@giveusashout.org)



- They provide free non-judgemental support, via phone, email, and post for anyone in the UK who feels they need some extra help.
- Confidentiality - Their services are confidential, except for certain situations where their safeguarding policy means they are required to tell someone, for example, they may need to call an ambulance.
- They provide the same support to everyone - They support the decisions you make. They will not tell you what to do, give you advice personal attitudes or beliefs on you. They are there to listen.
- They are not a religious organisation (the link between their name and any religious text is completely coincidental)
- You can speak about anything whether it's something new or if you have been struggling to cope for some time.
- They provide the same support to everyone. You can contact them if you are under 18
- You can contact them if you have a mental health diagnosis - It is up to you if you would like to discuss this.

## Call 116 123

- Free to call 24/7 from both landlines and mobiles, including pay-as-you-go mobiles. You do not need to have any credit or call allowance on your plan.
- All UK mobile phone networks and telephone providers have confirmed that 116 123 is available and free to call from landlines and mobiles.
- Some offices, organisations and care homes do have restrictions if the phone system you are calling from has these restrictions, call 0330 094 5717 (local call charges will apply and will appear on your bill) or call 116 123 from a mobile.

## Write a letter to: Freepost SAMARITANS LETTERS

- They will need your name and address to reply, but to maintain confidentiality, your letter will be shredded once they have sent you their response.
- They aim to respond within 7 days.
- They encourage you to write freely, without embarrassment or fear of being judged.

- **Accessibility** - Their services are accessible if you are d/ Deaf, hard of hearing or have a speech impediment. They can access support via post, email or through the Next Generation Text (NGT) service using 0330 094 5717 (NTG is not specific to Samaritans).
- Web accessibility
- **Cymraeg - Free Welsh Language Line - 0808 164 0123 every day 7pm - 11pm**



## Online resources

How they can help:

- If you're having a difficult time
- If you're worried about someone else
- In health and care
- In schools
- In the workplace
- In prisons
- In the military and Armed Forces Community

- **Email**  
jo@samaritans.org for free.
- Response time: 24 hours



Greater Manchester  
Mental Health  
NHS Foundation Trust

# 24/7 Helpline

The NHS Greater Manchester Mental Health Free 24/7 Helpline:

For Bolton, Salford, Trafford and the City of Manchester -0800 953  
0285

For Wigan - 0800 051 3253



**PAPYRUS**  
PREVENTION OF YOUNG SUICIDE

## PAPYRUS

Charity number: 1070896

Offer support to young people

For confidential suicide prevention advice contact HOPELINEUK.

They are open 9am-12am (midnight) every day of the year:

**HOPELINEUK: Call: 0800 068 4141 Text: 07860 039 967**

**Email: pat@papyrus-uk.org**

## SOS SILENCE OF SUICIDE

Charity number: 1175795

Email Support - Monday, Wednesday, Friday 8am until Noon only.

Contact: [support@sossilenceofsuicide.org](mailto:support@sossilenceofsuicide.org)

Phone Lines are open Monday - Sunday 4pm until Midnight (UK Only) Standard Rate Call.

For children and adults who need emotional support, understanding, compassion & kindness

Call: 03001020505



## The Greater Manchester Police Online Campaign - Children and Young People at Risk



- The Greater Manchester Police has produced a webpage containing resources and information on how you can:
  - Report concerns for a child or young person
  - Be aware and alert to the risks, and the signs of abuse\* which may or may not be visible.
- \* Including neglect, physical and emotional abuse, sexual abuse, and criminal exploitation.

**Website:** <https://www.gmp.police.uk/police-forces/greater-manchester-police/areas/greater-manchester-force-content/c/campaigns/2020/children-and-young-people-at-risk/>

## CEOP - Child Exploitation and Online Protection command



- If you have been a victim of online abuse or you're worried about somebody else, let CEOP know securely.
- You can make a report directly to them if something has happened online which has made you feel unsafe, scared or worried. This might be from someone you know in real life, or someone you have only ever met online. They take all reports seriously and do everything they can to keep you safe
- They offer help and give advice

**Website:** <https://www.ceop.police.uk/Safety-Centre/Should-I-make-a-report-to-CEOP-YP/>

**Website accessibility:** <https://www.ceop.police.uk/Safety-Centre/accessibility/>





Registered Charity in England and Wales (216401), Scotland (SC037717) and Jersey (384).

**The NSPCC guide to spotting the signs of abuse.**

- NSPCC offer online safety resources for professionals and parents & carers
- Their website provides online safety advice for:

Sexting and sending nudes: Advice if you're worried about a child sending, sharing or receiving nude images.

Talking to your child about online safety: Tips on how to start the conversation with your child

Inappropriate or explicit content: Advice on how to support your child if they've seen something online that's upset them.

Online games: Learn about the risks of online games and how to protect your child.

Livestreaming and online video apps: Advice to help you understand the risks and and keep your child safe.

Online porn: How to support your child if you're worried they're watching porn online.

Internet connected devices: Advice on how to make internet connected toys and devices safe for your child.

Parental controls: How setting up parental controls can help keep your child safe online.

Net Aware: In partnership with O2, your guide to the latest social apps, networks and games.

**Website:** <https://www.nspcc.org.uk/keeping-children-safe/online-safety/>

**If you're worried about a child, even if you're unsure, contact their professional counsellors for help, advice and support.**

**Telephone:** 0808 800 5000

**Email:** [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Submit an online form**

**You can call Monday to Friday 8am - 10pm or 9am - 6pm at the weekends, or email them at any time. It's free and you don't have to say who you are.**

## RESOURCES AND SUPPORT FOR THESE ONLINE ISSUES:

Cyberbullying  
Inappropriate content  
Sexting  
Self-harm  
Screen time  
Radicalisation  
Online grooming  
Online pornography  
Online reputation  
Privacy and identity theft

To help parents and carers learn more and deal with these online issues with their child, they have created a number of advice hubs to help. Below is a break down of the main sections available on each hub:



### Learn about it

Familiarise yourself with the issue your child may be facing or that you are concerned about.



### Protect your child

Tips on how to have positive conversations about specific issues; keeping the dialogue honest and open.



### Deal with it

Practical help to deal with the issue.



### Resources

Where to go to get further help.

internet  
matters.org

Access their website  
in: Chinese  
(Simplified), Dutch, English,  
French, German, Hindi, Italian,  
Polish, Portuguese, Spanish,  
and Welsh



They also offer

- ADVICE BY AGE
  - Pre-school (0-5)
  - Young children (6-10)
  - Pre-teen (11-13)
  - Teens (14+)
- SETTING CONTROLS
  - Smartphones and other devices
  - Broadband & mobile networks
  - Gaming platform & other devices
  - Social media privacy guides
  - Entertainment & search engines
  - Connecting Safely Online
- GUIDES AND RESOURCES FOR
  - The dangers of digital piracy
  - Digital resilience toolkit
  - Social media advice hub
  - Guide to apps
  - Online gaming advice hub
  - Accessibility on Internet Matters
- SCHOOLS RESOURCES
  - Early years resources
  - Primary school resources
  - Secondary school resources
  - Parent pack for teachers

Website: <https://www.internetmatters.org/>



# The Children's Society

Registered Charity 221124

Their website provides resources and support for:

Professionals  
and Young people

## Their work:

Child sexual exploitation  
County lines and criminal exploitation

Missing from home

Poverty

Refugees and migrants

Substance misuse

Well-being

Young carers

Children's rights and advocacy

## County lines and child criminal exploitation

Together with schools, police, social care, activity providers and other groups, they work to build more positive opportunities for children and young people, away from county lines drug trafficking and organised crime.

### Information and help for:

#### County lines and child criminal exploitation

##### county lines

- Spotting the signs and responding to cases of county lines and criminal exploitation.

They work hard to stop criminal exploitation of children and make sure it doesn't define a young person's future.

Young people who have been exploited come to them and they make sure that they're treated as victims, not criminals.

They help them rebuild their trust and make sure they're not targeted by criminal groups again. Their Disrupting Exploitation Programme makes children safer, gives them a better understanding of exploitation, and improves their relationships with family and friends.

They also provide a Climb programme which gets young people involved in sports, dance, arts and music.

## They work with children at risk

- Children at Risk of Exploitation (C.A.R.E.) works with young people aged 8-24 years who are at medium or high risk of exploitation. Children's society provides one-to-one therapy sessions, group sessions and parental support. It's for young people who can't or don't feel able access any other exploitation service. We are the last line of support.

### Information and help to:

Prevent online exploitation, spot the signs of exploitation, learn about online safety



Accessibility Options:  
Text Size, Contrast



**Website:** <https://www.childrenssociety.org.uk/>

**Address:** The Children's Society Whitecross Studios 50 Banner Street London EC1Y 8ST

**Website accessibility** - <https://www.childrenssociety.org.uk/accessibility>

# IT'S NOT OKAY.

## CHILD SEXUAL EXPLOITATION: IT'S NOT OKAY.

The 'It's not okay' website and campaign has been put together by Project Phoenix, a unique collaboration of public and third sector partners throughout Greater Manchester. They aim to:

- Raise awareness of child sexual exploitation
- Help people recognise the signs
- Encourage people to report it
- Provide support to victims and those most at risk

Their website provides vital information, resources, support and advice for young people, parents, carers, and professionals.

Information for children & young people:

- What is it?
- Spot the Signs
- Child Trafficking
- Going Missing
- Real Stories
- Online Safety and Sexting
- Keep Safe
- Videos

Information for parents:

- Teach Them
- Real Stories
- PACE
- Missing from Home
- Grooming
- Online Safety and Sexting
- Advice for Parents and Carers

Information for professionals:

- Spotting the signs of child sexual exploitation
- NetAware
- Pantosaurus
- Kayleigh's Love Story Film
- Latest News
- ACT
- Businesses
- Trapped

**Website:** <https://www.itsnotokay.co.uk/>

**Ways to get help** - <https://www.itsnotokay.co.uk/get-help/>

**Website accessibility** - <https://www.itsnotokay.co.uk/accessibility/>



Accessibility Options:  
Text Size, Contrast





**Emergency Support: A&E / 999 immediate help: A&E are available for health crises including those related to mental health. <https://www.nhs.uk/Service-Search/other-services/Accident-and-emergency-services/LocationSearch/428>**

- Find services near you using the online [NHS Service Directory](#) or simply click the relevant service below:
- [GP](#)
- [Dentist](#)
- [Optician](#)
- [Hospital](#)
- [Pharmacy](#)
- [The NHS website repeat prescription ordering service](#)
- [Urgent care services](#)
- [Sexual health services](#)
- [Pregnancy services](#)
- [Mental health services](#)
- [Find other NHS services](#)



For non-emergency medical enquiries - visit <https://111.nhs.uk/> or call 111

111 can help if you have a medical problem and you're not sure what to do

For Covid-19 Advice and Resources

<https://www.gov.uk/coronavirus>

<https://manchestercommunitycentral.org/coronavirus-advice-and-resources>

[Advice for parents and carers - NSPCC](#)



The Pain Toolkit offers support to healthcare professionals and people who live with persistent pain.

They offer online [resources](#), [tools](#), [workshops](#), [virtual cafe](#) and [pain toolkits](#)



Website: <https://www.paintoolkit.org>



## We're here for you

Helping you take control of your health and wellbeing.

● Find NHS sexual health services near or click the relevant service below:

- Sexual health clinics

### Find contraception and pregnancy services

- Contraception information and advice
- Emergency contraception
- Free condoms
- Unplanned pregnancy information and support
- Abortion (pregnancy termination)

### Find sexually transmitted infection (STI) services

- STI testing and treatment
- HIV and AIDS

Help after rape and sexual assault - There is help if you've been sexually assaulted.



Registered Charity 1079727.

● Sexual Health Promotion in Greater Manchester: BHA delivers sexual health services across all of Greater Manchester to ensure individuals and communities have the knowledge, skills and resources to achieve and maintain good sexual health.

● Offer information and advice for:

- Cancer
- HIV
- HIV testing information
- Latent TB information
- Sexually Transmitted Infection (STI)

Email: [info@thebha.org.uk](mailto:info@thebha.org.uk)

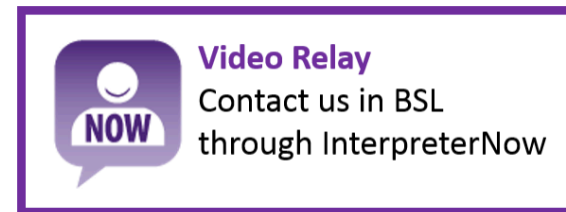
Telephone: 03301 281 186

Manchester Address: 412 Stretford Road Old Trafford Manchester, M15 4AE



Registered Charity 1062692

- Stop Hate UK works to challenge all forms of hate crime and discrimination, based on any aspect of an individual's identity.
- They provide independent, confidential and accessible reporting and support for victims, witnesses and third parties.



## Government Services and Information



● Government financial support if you were victim of a crime <https://www.gov.uk/financial-support-victim-of-crime>

● For help and advice about domestic violence - <https://secure.manchester.gov.uk/info/200036/domestic-violence/550/get-help-and-advice-about-domestic-abuse>



#endthefear

- They provide support and advice for sexual or domestic violence
- Their website offers:
  - Help if you are being hurt
  - Support if you are helping someone you know
  - Help if you are hurting someone
  - Information and resources for Practitioners
- They also provide support resources for men experiencing domestic abuse

GREATER MANCHESTER DOMESTIC ABUSE HELPLINE **0161 636 7525**

MON – FRI, 10AM – 4 PM EXCL. BANK HOLIDAYS

24/7 NATIONAL HELPLINE NUMBER: **0808 2000 247**



Registered Charity  
298028

- Supporting victims of crime and traumatic incidents in England and Wales.
- Independent. Free. Confidential.

**Website:** use <https://www.victimsupport.org.uk/> for live chat  
**Telephone:** 08 08 16 89 111

