



Information and Support

for
Parents & Carers
in Manchester

including national and local
agencies and organisations

Compiled June 2017

Parental Engagement Network

is a not-for-profit social enterprise helping schools and settings develop their
parental and community engagement.

www.penetwork.co.uk



Contents

General Support	4
General Education	6
Health	6
Parent/Family Support	9
Special Needs	11
Support for Young People	12
BME	13
Financial	14

Entries in boxes are Manchester-based

Help and Support Manchester

Contact: 0800 083 7921 (Mon – Fri 8am - 6pm) or 0161 234 5001 (24hrs)

fisinfo@manchester.gov.uk

manchester.fsd.org.uk

Free, confidential and impartial information and advice service for families with children aged 0-19 years (25 years for children with special needs).

Up-to-date information about local and national organisations, services and activities including childcare, playschemes etc. This is also the main contact point for all Social Care inquiries.



General Support

Cheetham Hill Advice Centre

cheethamadvice.org.uk
office@cheethamadvice.org.uk
0161 740 8999

Drop-in for Advice: Mon, Tues and Thurs 9:30 to 12.30
Appointments can be made at other times.

Providing confidential help, advice and support on:
welfare benefits; money & debt; housing/homelessness
consumer and employment problems; access to work and adult learning, training and volunteering; immigration/nationality issues;
access to health and other statutory services and information about other local services and opportunities.

Citizens Advice Manchester

www.citizensadvicemanchester.org.uk

Adviceline: 03444 111 222
(Mon, Tue, Thu and Fri 9.30am - 5pm; Wed 10am - 5.30pm)

Offers free, confidential and impartial advice and information on a wide range of subjects.

Cornerstone

104b Denmark Road, Moss Side, M15 6JS
0161 232 8888
info@cornerstonecds.org.uk
Day centre with an open door policy providing services to adults facing a wide range of social issues including homelessness, poverty, isolation, poor mental health, drug and alcohol addiction.

Cruse Bereavement Care

www.cruse.org.uk
www.hopeagain.org.uk
Freephone Helpline: 0808 808 1677
Cruse is a national organisation providing support after for bereaved adults and children via online information and resources or through a telephone helpline

End the Fear (Greater Manchester against Domestic Abuse)

www.endthefear.co.uk
Greater Manchester Domestic Abuse Helpline
Monday to Friday 10am to 4pm: 0161 636 7525
24/7 National Helpline: 0808 2000 247
Help, support and advice for anyone experiencing domestic or sexual violence.

Gov.uk

www.gov.uk/browse/benefits
0345 300 3900
Twitter: @HMRCcustomers
Webchat also available.
Opening times: 8am to 8pm Monday to Friday and 8am to 4pm on Saturday.
Information about Benefits including Tax Credit, Child Benefit and Carers and Disability Benefit

Greater Manchester Police

101- Non-emergency number.
999 – Emergency calls only.
www.gmp.police.uk
For information about safety and crime prevention, to make an enquiry, to report an incident, and your local policing team.

Internet Watch Foundation

www.iwf.org.uk
The IWF is the 'hotline' for the public to reporting criminal online content. Reports are confidential and can be made anonymously.

Making Manchester Safer

www.makingmanchestersafer.com
Hate Crime Report Line: 08000 830 007
Anti-Social Behaviour Action team: 0161 234 4612
asb.action.team@manchester.gov.uk
Manchester Community Safety Partnership: 0161 234 1641
crime&disorder@manchester.gov.uk
Bringing together:
Manchester City Council;
Greater Manchester Police;
Offender Services; the NHS;
Greater Manchester Fire and Rescue Service; housing providers; the Universities and voluntary and community groups to provide you with crime prevention advice and a place to report.

INFORMATION AND SUPPORT FOR PARENTS

Mustard Tree

www.mustardtree.org.uk
info@mustardtree.co.uk
0161 228 7331
110 Oldham Rd, Ancoats, M4 6AG
Mon, Tues & Fri: 10am–4pm
Wed & Sat: 10am–2pm.
15 Southway, Eccles Precinct, M30 0LJ
Mon-Sat 10am- 4pm
50 Hulton District Centre, M28 0AU
CAB drop-in sessions every Tuesday from 10–13
Mon, Tues, Wed & Fri 10am-4pm. Thurs 10-12.30
Support for the homeless, marginalised and vulnerable. Provides food, clothing, furniture and training.
Freedom Project.

Oasis Centre Gorton

oasisgorton.org
07732352568
info@theoasiscentre.org.uk
Mon, Tues & Wed: 10am - 2pm
Supporting families at times of crisis with: food packs, clothing and a meal from the free cafe. Well-being support such as trips, parties, social days and health events. Also offered: recreational activities, craft workshops, gardening, choir, basic skills programme and IT training.

Samaritans – Manchester & Salford

www.samaritans.org/manchester
jo@samaritans.org
72-74 Oxford Street, M1 5NH
0161 236 8000 local charges
116 123 free to call
Open to receive callers at the door from 08.30-22.30 7 days a week. Confidential emotional support service.

Shelter

www.shelter.org.uk
Helpline: 0808 800 4444
Expert advisers give free, confidential, practical housing advice and support online, in person and by phone.

SSAFA Forces Help

www.ssafa.org.uk
Helpline: 0800 7314880
0161 223 7171
greater.manchester@ssafa.org.uk
Mon-Fri 9-12
Help for veterans and service personnel, and their families. Providing support with experienced, non-judgemental and friendly advice. A variety of practical services which cover a range of social, family and financial issues.

The Gaddum Centre

www.gaddumcentre.co.uk
info@gaddumcentre.co.uk
6 Great Jackson Street, M15 4AX
0161 834 6069
Provides health and social care services, including counselling, advice, information, advocacy, bereavement counselling for children, carers' centres and funding for local families.

The Lullaby Trust

www.lullabytrust.org.uk
Information Line: 0808 802 6869
support@lullabytrust.org.uk
Bereavement support: 0808 802 6868 (Mon to Fri 10am - 5pm; Weekends & Bank Holidays 6pm - 10pm)
Specialist support for bereaved families, promotes expert advice on safer baby sleep and raises awareness on sudden infant death.

True Vision

<http://report-it.org.uk/home>
enquiries@report-it.org.uk
True Vision is here to give you information about hate crime or incidents and how to report it.

WAY Widowed and Young

www.widowedandyoung.org.uk
info@wayfoundation.org.uk
0300 012 4929
Support for men and women aged 50 or under when their partner has died. Membership is £25 a year.





General Education

Ace Education

www.ace-ed.org.uk

Adviceline: 0300 0115 142
Mon-Wed 10am-1pm
term time only.

Advice and information for parents regarding education law and guidance, as well as practical and tactical advice on how to work with their child's school to resolve any concerns. A wide range of educational issues are covered.

Bookstart

www.bookstart.org.uk

Bookstart is a national programme that encourages all parents and carers to enjoy books with their children from an early age. Bookstart offers free books to all children before they start school.

Manchester Libraries

www.manchester.gov.uk/libraries/

Information about libraries in Manchester, including events, locations and opening hours of local libraries, online renewal and book catalogue.

Ofsted

www.gov.uk/government/organisations/ofsted

The Office for Standards in Education, Children's Services and Skills. Website contains inspection reports for all schools and childcare providers.

One Education

www.oneeducation.co.uk
0844 967 1111
info@oneeducation.co.uk
Support for educational professionals

School Admissions Team, Manchester Children's Services

www.manchester.gov.uk/admissions
For queries about applying for a secondary or primary school place in the city.

Wider Family Learning Team

Anna Jacobsen
a.jacobsen@manchester.gov.uk
07951577023
0161 935 4428
Free Family Learning courses and activities to improve parent's skills and support children's learning. Some courses are just for parents or carers; in others, families learn together.

Words for Life

www.wordsforlife.org.uk
National Literacy Trust project to encourage parents and carers to read with their children from baby to age 11. Information, advice, resources competitions and recommended reads.

Z Arts

www.z-arts.org
335 Stretford Road, Hulme, M15 5ZA
0161 232 6089
Venue providing creative experiences for all ages with afterschool, Saturday and holiday workshops.



Health

Alcohol Concern

www.alcoholconcern.org.uk

Drinkline: 0300 123 1110
weekdays 9am – 8pm,
weekends 11am – 4pm
Information, advice and support about drinking and the problems that can sometimes be caused by alcohol.

Also helping professionals working with people with alcohol problems. Campaigning for a different drinking culture.

Anorexia and Bulimia Care

www.anorexiabulimiacare.org.uk

Support line: 03000 11 12 13
support@anorexiabulimiacare.org.uk

A national organisation run for anyone who is suffering because of eating disorders: sufferers, their families, carers and professionals.

Assist Trauma Care

www.assisttraumacare.org.uk/our-service

01788 551919
National organisation offering therapeutic help to adults children, individuals and families, affected by a wide range of traumatic occurrences. ASSIST helps sufferers rebuild their lives and move on following a traumatic experience that has impacted them working with both the symptoms of Post-traumatic Stress Disorder and also with Traumatic Bereavement and Grief.

INFORMATION AND SUPPORT FOR PARENTS

Beating Eating Disorders

www.b-eat.co.uk

help@b-eat.co.uk

Helpline: 0345 634 1414

Youthline 0345 634 7650

For people with eating disorders and their families.

Online support and a UK-wide network of self-help groups.

Buzz

www.buzzmanchester.co.uk

0161 248 1767

Health & Wellbeing Service for people and communities in Manchester providing free NHS health checks in your area including dental care for children.

Champ

www.champ.cmft.nhs.uk

Helpline: 0797 694 7895

champ@cmft.nhs.uk

CHAMP helps parents/carers to understand their children's growth and to achieve and maintain a healthy lifestyle

ChatHealth

07507 330 205

Young people aged 11-16 can text for advice on all kinds of health issues, such as sexual health, emotional health and wellbeing, bullying, healthy eating and any general health concerns. The service is provided Monday to Friday 9am-4pm including school holidays.

Child Bereavement UK

www.childbereavementuk.org

Helpline: 0800 02 888 40

support@childbereavementuk.org

supporting families and educating professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.

Francis House

www.francishouse.org.uk

390 Parrswood, Didsbury, M20 5NA

0161 434 4118

Providing appropriate care for children and young people with life threatening conditions and the necessary support and short-term rest for their families

FRANK

www.talktofrank.com

0300 123 6600

Live chat 2pm-6pm

Text: 82111

Free information, advice and support around drugs and drug-taking.

Healthy Start

www.healthystart.nhs.uk

Helpline: 0345 607 6823

This important means-tested scheme provides vouchers to pregnant women and children over one and under four years old to buy basic foods and vitamins.

Kath Locke Centre

www.kathlockecentre.co.uk

0161 455 0211

Conventional NHS healthcare alongside complementary therapies. There is also a cafe.

Manchester Carers Centre

www.manchestercarers.org.uk

0161 27 27 27 0

admin@manchestercarers.org.uk

Free community services for carers in Manchester including: Information and Advice, Emotional support & practical help, Community drop-ins to meet other carers, Breaks & social activities and Access to grants and training.

Manchester Carers Forum

www.manchestercarersforum.org.uk

0161 819 2226

info@manchestercarersforum.org.uk

Support for Carers in Manchester. If you look after, or help to look after, a loved one, relative or friend who is older, frail, disabled, seriously ill or has a mental health or substance addiction problem - then you are a carer.

Manchester Healthy Schools

www.manchesterhealthyschools.nhs.uk

0161 946 8270

Health Improvement Specialists who offer training, support and resources to help support parents and schools in making children feel happier, healthier and safer. Services include: Drugs and Alcohol, Education, Healthy Lifestyles – Healthy, Eating and Physical Activity, Sex and Relationship, Education, Wellbeing - Emotional Health, Mental Health, Pupil Participation and Anti Bullying.

INFORMATION AND SUPPORT FOR PARENTS

Maggie's Centre

www.maggiescentres.org
manchester@maggiescentres.org

[org](http://www.maggiescentres.org)

0161 641 4848

The Robert Parfett Building

The Christie Hospital NHS

Foundation Trust

15 Kinnaird Road

Manchester M20 4QL

Free practical, emotional and social support to people with cancer and their families and friends. Simply drop-in at any time - you're always welcome 9am to 5pm, Mon to Fri.

NHS 111

www.nhs.uk

111 Free 24/7

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation

NHS Choices

www.nhs.uk

Find local services including: GP, Dentist, Hospitals and Urgent Care. Find information and advice on managing common ailments and symptoms and their treatment pathways.

NHS Choices: Vaccinations Guide

www.nhs.uk

This vaccinations guide gives up-to-date information on the vaccinations recommended for children and their families

Oral Health Foundation

www.dentalhealth.org

Free, confidential, dental helpline: 01788 539780

Independent charity working to improve oral health by providing education materials and resources, advice and information and by organising campaigns and events.

Overeaters Anonymous Great Britain

www.oagb.org.uk

07000 784 985

general@oagb.org.uk

A fellowship of individuals who are recovering from compulsive overeating. The website contains up to date details of all meetings held in Great Britain and a list of workshops and retreats.

Patient Advice and Liaison Service (PALS)

www.manchester.nhs.uk

Central Manchester

University Hospitals:

0161 276 8686

pals@cmft.nhs.uk

Community Mental Health

and Social Care Trust:

0161 882 2084/2085

PALS@mhsc.nhs.uk

PALS exists to help you deal with any issues you may have about the care provided and to guide you through the different services available. PALS will listen to, advise and support patients, their families and carers.

School Health Service

cmft.nhs.uk

North Healthy Child

Programme Team: 0161 241 2813

South Healthy Child

Programme Team 0161 946 9431

Young people can text on 07507330205

Supporting children and young people with identified health needs including complex learning and/or physical health needs.

Self Help Services

www.selfhelpservices.co.uk

admin@selfhelpservices.co.uk

k

Crisis line 24/7: 0300 003 7029

0161 226 6775

Zion Community Resource

Centre, 339 Stretford Road

Hulme, Manchester M15 4ZY

Providing a range of support, services and opportunities, across the North West, for people living with mental health problems such as anxiety, depression, phobias and panic attacks

Smokefree NHS

www.nhs.uk/smokefree

Provides free NHS support to help people quit smoking. Choose from an app, Quit Kit, email, SMS or face-to-face guidance. Health support and computer classes.

Winston's Wish

Freephone helpline: 08088 020 021

info@winstonswish.org.uk

Providing specialist child bereavement support services across the UK, including in-depth therapeutic help in individual, group and residential settings.

Zion Centre

www.thebiglifegroup.com/big-life-centres/zion-centre/

0161 226 5412

Support and resources to the people of Hulme and the surrounding area including a café, outdoor gym, Mind, Working Well Employment service and more.



Parent/family support

Bullying UK

www.bullying.co.uk

Helpline: 0808 800 2222

Online charity and helpline providing information, advice and support for parents, children and schools around bullying, including cyber-bullying.

CANW

Canw.org.uk

01254 244700

info@canw.org

Services for parents and support for families who are struggling to cope: Young carers emotional health; Mentoring young people aged 10-17; Appropriate Adults service for police interviews; Advocacy; Support for youth offenders; Pro – Contact (family contact arrangements); Bereavement support; Talent match; Leaving care service; vulnerable young people support and Adoption.

Chatterbox

chatterboxproject.org.uk

0161 795 6162

70 Booth Hall Road, Blackley, Manchester M9 7BL

A programme of activities and support services for members of the local community and beyond including after-school provision, toddler group, food bank, adult education courses and practical support.

Couple Connection

www.thecoupleconnection.net

Support for couples online including information and a relationship forum providing feedback on relationship issues from other couples and the Talk It Out team.

Cry-sis

www.cry-sis.org.uk

Helpline: 08451 228 669

mon-fri 9am-10pm

A national charity providing support to families with excessively crying, sleepless and demanding babies. Trained volunteers with personal experience are available to callers daily between 9.00am and 10.00pm on the national telephone helpline.

Dad Info

www.dad.info

Celebrating the changing role of Dads with engaging, helpful, practical, entertaining resources and content.

DirectGov/Childcare and Parenting

www.direct.gov.uk

The best place to find government services and information for parents and families.

Early Help Hub

www.manchester.gov.uk/earlyhelppractitioner

0161 203 3261

Evidence based parenting support and intervention including parenting courses. Also help with Housing and school attendance.

North – 0161 234 1973

Central – 0161 234 1975

South – 0161 234 1977

Family Lives

www.familylives.org.uk

Helpline: 0808 800 2222

National charity providing information, advice, guidance and support on any aspect of parenting and family life.

FFLAG (Families and Friends of Lesbians and Gays)

www.fflag.org.uk

0845 652 0311

A National charity supporting parents and their lesbian, gay and bisexual daughters and sons. Also Supports a network of local parents groups.

Gingerbread

www.gingerbread.org.uk

Helpline: 0802 802 0925

National charity offering free advice and practical support for single parents: helpline, website with lots of useful info, training.

Grandparents Plus

www.grandparentsplus.org.uk

0300 033 7015

General and legal support for the wider family who care for children.

Home Start

www.home-start.org.uk

Manchester South: 0161 945 6832

Manchester North: 0161 721 4493

Home-Start volunteers help families with young children to deal with the challenges they face. Offering support to parents as they learn to cope, improve their confidence and build better lives for their children.

INFORMATION AND SUPPORT FOR PARENTS

Kidscape

www.kidscape.org.uk

Equipping young people, parents and professionals with the skills to tackle bullying and safeguarding issues across the UK.

Lalley Welcome Centre

lalleycentre@caritassalford.org.uk

0161 205 2754
St. Malachys School
Eggington Street
The Basement
Manchester M40 7RG
Open Wed and Thurs.

At the centre you will have opportunities to get help with: Relationship breakdown, teenage problems, financial difficulties, depression, domestic violence, housing benefits and repairs, separation, bereavement, filling in forms, support for refugees and asylum seekers, joining a credit union.

Confidential one-to-one support for anybody who may need help, or just drop in for a friendly chat.

Mumsnet

www.mumsnet.com

Anonymous online chat forum for parents, by parents.

National Association of Child Contact Centres

www.naccc.org.uk

0845 4500 280 Mon-Fri 9am-1pm

Child contact centres and services are neutral places where children of separated families can enjoy contact with their non-resident parents and sometimes other family members, in a comfortable and safe environment.

NCT

www.nct.org.uk

Support line: 0300 330 0770
Practical and emotional support in all areas of pregnancy, birth and early parenthood including help with feeding.

Netmums

www.netmums.com

Parenting website offering local information, expert parenting advice, chat, competitions, recipes and friendly support

Out There

www.outtheresfop.co.uk

info@outtheresfop.co.uk

0161 232 8986

Free and confidential support for those affected by the imprisonment of a family member.

Relate

www.relate.org.uk

0300 100 1234

relate.enquiries@relate.org.uk

Relate offers relationship support including relationship counselling for individuals and couples, family counselling, mediation, children and young people's counselling and sex therapy. Also providing friendly and informal workshops for people at important stages in their relationships.

Surestart Children's Centres

www.childrenscentresfinder.direct.gov.uk

Sure Start Children's Centres are open to all parents and children and many of the services are free. Use the centre finder on the website to locate your nearest one.

Thinkuknow

www.thinkuknow.co.uk

An education initiative by the Child Exploitation and Online Protection (CEOP) Centre. It provides information and advice about cyber safety for children, parents and teachers.

Webwise

www.bbc.co.uk/webwise

A range of video and written guides to help you to get connected and develop the online skills to make the most of your mobile, tablet, computer or interactive television. Also information about keeping children safe online.

Women's Aid Manchester

www.manchesterwomensaid.org

National 24hr Helpline: 0808 2000 247

Manchester Helpline: 0161 6367 525

An independent charity providing a range of services for women and children affected by domestic and sexual violence including safe housing in refuges across Manchester. Also has community based support for women and men living in their own homes.

Yes

www.yesmanchester.co.uk

info@yesmanchester.co.uk

0161 720 4090

Social enterprise helping North Manchester residents find local jobs, training and volunteering opportunities.



Special Needs

AIS (Information, Advice and Support)

parents@manchester.gov.uk

Confidential Helpline: 0161 209 8356 mon-fri 10am-3pm

Offers support, advice and information to parents and carers to increase their involvement in the education of their children with Special Educational Needs (SEN)

Autism Society Greater Manchester Area

www.asgma.org.uk

0161 866 8483

Provides support for parents & carers through autism information and family support services and direct support for people with Asperger Syndrome/Higher Functioning Autism.

Contact a Family

www.cafamily.org.uk

helpline@cafamily.org.uk

Free helpline: 0808 808 3555

Providing information, advice and support. CAF brings families together so they can support each other.

IPSEA

www.ipsea.org.uk

Advice and Tribunal Helpline:

01799 582 030

Free resources and information for legal enquiries to help families get the right education for children and young people with all kinds of special educational needs and/or disability (SEND).

Nasen (National Association for Special Educational Needs)

www.nasen.org.uk

01827 311500

Promotes the development of children and young people with special educational needs (SEN) and supports those who work with them

Scope

www.scope.org.uk

0808 800 3333

helpline@scope.org.uk

Help and information about disability issues, resources for Early Years, fact sheets and publications

Short breaks for carers of disabled children

0161 234 5001

A range of short breaks including sports, art, drama, playschemes, befriending and sitting in your own home.

Specialist Resource Team Outreach and Family Support

0161 234 5001

Working with parents and carers of children with disabilities from ages 0 –17, the team assess eligibility for short breaks and provide information on grants, services, specialist leisure activities and parent/carer support.

Talbot House

www.talbot-house.org.uk

admin@talbot-house.org.uk

0161 203 4095

Support for local parents/carers of people who have learning disabilities. One to one support; information about money and benefits; training for carers; carers' lunches; day trips; pamper treatments; THRIVE - where we assist older carers to make plans for the future.

Drop-in: 10-3, Mon - Fri





Support for Young People

42nd Street

www.fortysecondstreet.org.uk

0161 228 7321

theteam@42ndstreet.org.uk

Providing free and confidential services to young people aged 11-25 who are experiencing difficulties with their mental health and emotional wellbeing.

Any Plans Tonight...?

www.anyplanstonight.co.uk

Online guide aimed at young people to contraception and sexual health services in Manchester including where to access contraception, emergency contraception. Also testing and treatment of STIs, pregnancy and help after sexual assault.

Babble

www.babble.carers.org

Created by Carers Trust as an online space where those aged under 18 who are caring for a family member or friend can chat, share their experiences and access information and advice.

Brook Advisory Centres

www.brook.org.uk

Free and confidential service for under 19s, offering sexual health screening, contraception, pregnancy testing, free condoms and advice. See the website for your nearest Brook Service.

Campaign Against Living Miserably (CALM)

www.thecalmzone.net

0800 58 58 58 (365 days, 5pm - midnight)

CALM is a charity dedicated to preventing male suicide.

Childline

www.childline.org.uk

Children can call the free 24 hr confidential helpline for 121 counsellor chat: 0800 11 11. Children can also get support from each other via message boards.

Eclipse

0161 839 2054

www.lifeline.org.uk

Free drug & alcohol counselling for young people up to the age of 19 in Manchester.

Family Service Team – where there are children aged 5-19 affected by substance misuse of parents/guardians.
Treatment Team – for children age 11-19 who are using substances themselves.

Factory Zone

www.thefactoryyz.org/

info@thefactoryyz.org

tel: 0161 203 5333

A unique safe place for young people aged 8 – 19 (up to 25 with additional needs) from across Manchester, with a wealth of sport and creative activities. Working closely with members to raise their aspirations, The Factory offers a number of targeted provisions to provide additional support to those who need it.

Grief Encounter

www.griefencounter.org.uk

Helpline: 020 8371 8455

Supporting bereaved children and their families. Also provides advice and training for schools and professionals.

LGBT Foundation

www.lgbt.foundation

0845 3 30 30 30

info@lgbt.foundation

Provides direct services and resources to lesbian, gay, bisexual and trans people: helpline, counselling, email advice, outreach clinic, support groups and advice surgeries.

Manchester Targeted Youth Support Service

eeet@careerconnect.org.uk

0800 0126 606

Offering support into education, employment and training for young people (aged 15-18 unless stated) who are: young carers (11-18); young people with SEND (up to 25); care leavers (up to 25) and looked after children; young people supervised by Youth Justice Teams; teenage parents and pregnant teenagers; young people who are at risk of becoming long term NEET and those In Year 11 transition.

National Citizen Challenge

www.ncsthechallenge.org

020 3542 2400

A programme for all 15–17 year olds. Helping build skills and confidence. Helps teenagers connect to their local community through social action projects designed and delivered by the young people themselves.

INFORMATION AND SUPPORT FOR PARENTS

riprap

www.riprap.org.uk

Website to support teenagers who have a parent or relative with cancer



Teenage Health Freak

www.teenagehealthfreak.org

Online health information for young people including 'Ask Dr Ann'.

The Children's Society

www.childrenssociety.org.uk

0300 303 7000

supportercare@childrenssociety.org.uk

Live chat 10-4 Mon-Fri

Supporting children and families in Greater Manchester. Offering support for young people who run away or are at risk; young people in the care system; children affected by domestic violence; young people and families seeking asylum.

The Proud Trust

www.theproudtrust.org

Supporting lesbian, gay, bisexual and transgender young people at a local and national level.

Young Minds

www.youngminds.org.uk

Parents Helpline: 0808 802 5544

Committed to improving the emotional wellbeing and mental health of children and young people. Provides expert knowledge to professionals, parents and young people through online resources, training and development, outreach work and publications.



BME

African Voice in Moston

www.africanvoiceinmoston.org

africanvoiceinmoston@yahoo.com

1st Floor, 50 Kilnside Drive. Harpurhey. M9 5QP Manchester.

Drop-in service Mon, Wed and Fri from 10.00am to 1.00pm.

Food Bank by referral only Supporting isolated families and individuals through Advice, Counselling, Advocacy, Referrals and Outreach and other services enabling better interaction, youth inclusion and better understanding of the various cultures within the community.

Food bank service for families and individuals faced with hardship (by referral).

African and Caribbean Mental Health Services

www.acmhs.co.uk

admin@acmhs-blackmentalhealth.org.uk

0161 226 9562

Windrush Millennium Centre
70 Alexandra Road, Moss Side, Manchester, M16 7WD
Provides a range of services for African and Caribbean people who have mental health problems, services are for those aged 18+ and who are registered with a Manchester GP. Carers are also supported.

Bangladeshi Women's Project

mbwo.org.uk

0161 257 2122

360 Dickenson Road Longsight, Manchester M13 0NG

Advice and drop-in: Mon – Fri 9am – 3pm

Advice, information and support on welfare rights, housing, health, education, training, accessing employment, Well Woman sessions, mental health and reducing isolation outreach workers, english classes, child development, mother and toddler group and older people's coffee mornings.

BHA (Black Health Agency)

thebha.org.uk

0845 450 4247

info@theBHA.org.uk

A health and social care charity which challenges health inequalities and supports individuals, families and communities to improve their health and wellbeing. Specific health support for those concerned about: sexual health, cancer, Hep C.

INFORMATION AND SUPPORT FOR PARENTS

Immigration Aid Unit

GMIAU

gmiau.org

tel: 0161 740 7722

info@gmiau.org

Advice, support and representation for people subject to immigration control.

Aiming to ensure access to justice for survivors of torture, trafficked people, human rights abuse and conflict as well as divided families and other who are in need and affected by immigration controls

Refugee Action

www.refugee-action.org.uk

0161 831 5420

Manchester Projects include: Refugee and Asylum Seeker Voice; Increasing Asylum Justice; Greater Manchester Asylum Guides; Greater Manchester Asylum Crisis Project; Preventing Asylum; Homelessness; The Gateway Resettlement Programme

Talk English Manchester

www.talkenglish.co.uk/manchester/courses

The Talk English project is working with people with low levels of English to help them improve their language skills, access services and get more involved in the community.

Wai Yin

www.waiyin.org.uk

info@waiyin.org.uk

01618330377

Provides services to socially excluded and disadvantaged Chinese women and their families and other communities in need in the North West of England.



Financial

Boaz Trust

www.boaztrust.org.uk

Christian organisation accommodating destitute asylum seekers and refugees in Greater Manchester. Once accommodated they offer advocacy and pastoral support, as well as meeting practical needs like food.

CAP Christians against poverty

www.capuk.org

info@capuk.org

01274 760720

Helping to release people from a life sentence of poverty, debt, unemployment and addiction. Offering free debt help, job clubs, release groups and Money Courses.

Citizens Advice Bureau

See *General Support*

StepChange Debt Charity

www.stepchange.org

Debt advice: 0800 138 1111

DMP or TPP: 0300 303 7037

Bankruptcy: 0800 975 9557

Debt Relief Order (DRO):

0800 107 1339

Equity Release and

Mortgages: 0808 168 6719

IVA: 0800 197 1713

Live chat Mon-Fri 8-8; Sat 9-2

Free anonymous debt advice

Family Fund

www.familyfund.org.uk

01904 550055

Grants for families raising disabled or seriously ill children and young people for a wide range of items such as washing machines, sensory toys, family breaks, bedding, tablets, furniture, outdoor play equipment, clothing and computers.

Gamblers Anonymous

www.gamblersanonymous.org.uk

Support for compulsive gamblers.

Gaddum Centre

Administered Funds

www.gaddumcentre.co.uk

0161 834 6069

info@gaddumcentre.co.uk

One-off grants for domestic appliances, furniture, clothing, heating and fuel bills, holidays and other general necessities.

Manchester Credit Union

www.manchestercreditunion.co.uk

tel: 0161 231 5222

info@manchestercreditunion.co.uk

Financial co-op, owned and controlled by its members. Loans and savings for those who may struggle to access ordinary banks and lending.

Manchester Homes and Properties

www.manchester.gov.uk/housing

Information about housing in Manchester. Look for a home, get safety and maintenance advice, advice about homelessness and neighbour disputes.

INFORMATION AND SUPPORT FOR PARENTS

Tree of Life Centre

www.treeoflifecentre.org

0161 489 7018

info@treeoflifecentre.org.uk

Operating in Wythenshawe, Tree of Life provides services to the local community such as: Health and wellbeing sessions; advice and friendship groups; volunteering; furniture re-use shop; community café and computer room.

Wesley

www.thewesley.org.uk

Works in partnership with others to provide furniture, bikes and other household items at the lowest possible prices to those in greatest need in Manchester. Also provides jobs, volunteering and training opportunities.

Wood Street Mission

www.woodstreetmission.org.uk

26 Wood Street, Manchester M3 3EF

0161 834 3140

Provides for needy families in Manchester and Salford.

Projects include: Clothing; Easter eggs; School Uniform; Children's Book Clubs; Christmas gifts; Baby equipment.

Notes



We hold regular training sessions and network meetings in Manchester on topics relating to parental engagement.

For dates and details please visit our website

www.penetwork.co.uk

Parental Engagement Network

is a not-for-profit social enterprise helping schools and settings develop their parental and community engagement.