

Support when you need it

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Support when you need it

Emergency support

If you find yourself in a crisis or need immediate assistance, you should call 999 and request an ambulance or go straight to A&E. You can also call NHS 111 or request an emergency GP appointment.

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Housing support

Lifeshare

Services offered by Lifeshare cover:

- **Crisis assessment** – support for people experiencing crisis who need access to safe, secure and stable accommodation
- **Fighting food poverty** - food items and education around nutrition, healthy eating and food hygiene
- **Weekend breakfast** - a hot breakfast and a safe, welcoming space, with no questions asked.

Tel: 0161 235 0744

Website: <https://www.lifeshare.org.uk/projects/>

Housing support for 16-18

Homelessness is very hard so don't leave home unless absolutely necessary. If you have a row with your parent/s or care giver, go for a walk, calm down and talk to a trusted person. Sleeping rough can be dangerous, so get all the support you need or stay with friends. If you are in fear for your safety, call the police on 999.

You could also make contact with the following:

- **Centre Point**

Tel: 0161 228 7654

Email: info@ypsf.co.uk

- **Social Services**

Tel: 0161 234 5001

Email: mcsreply@manchester.gov.uk

- **The Manchester Foyer**

Tel: 0161 276 1000

Housing support for adults (19+)

- **Manchester Shelter**

Tel: 0344 515 1640

Website: <https://england.shelter.org.uk/>

- **Manchester Council Homelessness Service**

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Tel: 0161 234 1081 (for anyone aged 18 to 25, open Monday to Friday, 9am to 4:30pm)

Tel: 0161 234 4692 (for anyone aged 26 and over, open Monday to Friday, 9am to 4:30pm)

Tel: 0161 234 5001 (out of hours service covering weekends, bank holidays and evenings)

Email: haasdutyofficer@manchester.gov.uk

Support when you need it

Financial support

If you are struggling with your finances there are a number of different ways that [Manchester City Council may be able to support you](#), including a cost of living advice line that provides support with:

- Benefits and help with your rent
- Advice about debt and paying bills
- Food support – help to find community food provision near you
- Help to get online - support to access the internet, laptops, phones and data
- Help to get basic furnishings for your new home.

Tel: 0800 023 2692 (Monday to Friday, 9am to 4:30pm)

Most local councils will offer similar levels of support. Check your local council's website for details:

- [Bolton](#)
- [Bury](#)
- [Oldham](#)
- [Rochdale](#)
- [Salford](#)
- [Stockport](#)
- [Tameside](#)
- [Trafford](#)
- [Wigan](#).

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Counselling services

All The Manchester College students aged 18 and over have access to a student assistance programme through PAM Assist. The service is available 24 hours a day throughout the year via 08081 963533 or <https://www.pam-assist.co.uk/>.

Their digital platform features online CBT, mindfulness for mental health, a virtual gym, and sleep and nutrition advice for physical health. To log in follow the instructions below:

1. Go to <https://www.pam-assist.co.uk/>
2. Click 'Activate ORG code' in the menu at the top of the webpage
3. Insert 'Student1' (with an uppercase 'S') when asked for an organisation code
4. When prompted to confirm your organisation, use 'LTE Group Students' and click on 'Yes, I confirm'
6. Finally, setup your own log-in details.

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Useful contacts by type of support

The below list covers just some of the services and groups running in Greater Manchester. You can also go to [Hub of Hope](#) and enter your postcode to find other support groups and services near you.

Abuse

- **ManKind**

Male domestic abuse helpline.

Tel: 01823 334 244 (Monday to Friday, 10am to 4pm)

- **National Association for People Abused in Childhood (NAPAC)**

Support for anyone abused during childhood.

Tel: 0808 801 0331 (10am to 9pm, Monday to Thursday and 10am to 6pm on Friday)

- **National Stalking Helpline**

Practical advice and information for anyone currently or previously affected by stalking or harassment.

Tel: 0808 802 0300 (9:30am to 8pm, Monday and Wednesday, and 9:30am to 4pm, Tuesday, Thursday and Friday)

- **NSPCC**

Adults with concerns about a child can call 0808 800 5000 between 10am and 8pm, Monday to Friday.

Anyone under the age of 18 can ring 0800 1111.

- **Refuge**

24-hour helpline for women and children affected by domestic violence and abuse.

Tel: 0808 200 0247

- **Safe Spots**

Wythenshawe based organisation providing information, help and advice relating to domestic abuse.

Tel: 07873 889 637 (10am to 4pm, Monday to Friday)

Sexual abuse

- **Manchester Rape Crisis**

Support for females who have experienced rape or sexual abuse.

Tel: 0161 273 4500 and 0161 273 4591 (Monday to Friday, 10am to 4pm, plus 6pm to 9pm Wednesday and Thursday)

Email: help@themanchesterrapecrisis.co.uk

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- **Safeline**

Charity working to prevent sexual violence and abuse, and support those impacted to recover.
Tel: 01926 402 498 (9am to 5pm, Monday to Friday) and 0808 800 5005 (men only, 9am to 8pm, Monday to Friday and 10am to 2pm, Saturday and Sunday)

Bereavement

- **Cruse Bereavement Care**

Emotional support for anyone affected by bereavement.

Tel: 0808 808 1677 (Monday and Friday, 9:30am to 5pm; Tuesday, Wednesday and Thursday, 9:30am to 8pm)

Carers

- **Manchester Carers Centre**

Emotional support and practical advice for unpaid carers. Services include practical help, community drop-ins, respite breaks, social activities, access to grants and training, and a dedicated Young Adult Carers Service for 16 to 25-year-old carers.

Tel: 0161 2727 270 (Monday to Thursday, 10am to 1pm)

Email: admin@manchestercarers.org.uk

Health

- **Beat**

Information and support for anyone suffering from an eating disorder.

Tel: 0808 801 0677 (Monday to Friday, 3pm to 8pm)

Email: help@eatingdisorders.org.uk

- **Marie Curie**

Support for people with a terminal illness and their family and friends.

Tel: 0800 090 2309 (Monday to Friday, 8am to 6pm and Saturday, 11am to 5pm)

Mental health

- **Anxiety UK**

Support with anxiety related conditions.

Tel: 03444 775 774

Text: 07537416905

- **CALM**

Mental health support for those who identify as male, aged 15 to 35.

Tel: 0800 58 58 58 (5pm to midnight, 365 days a year)

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- **Mind**

For questions relating to mental health call 0300 123 3393 or text 86463.

For legal advice around your mental health 0300 466 6463.

Both services are available 9am to 6pm, Monday to Friday.

Mind's website includes information about Manchester Crisis Point, which offers a short-term residential mental health service for people aged 18 and over suffering mental distress and living in Manchester. Contact the service on 0161 238 5149 for more information.

- **Mood Swings**

Help recovering from life's ups and downs, including, but not limited to support with anxiety, depression, low self-esteem and psychosis.

Tel: 0161 832 37 36 (10am to 4pm, Monday to Friday)

Email: info@moodswings.org.uk

- **Papyrus**

24-hour helpful for anyone aged under 35 experiencing thoughts of suicide or for those who are concerned about the welfare of someone else.

Tel: 0800 068 4141

Text: 88247

Email: pat@papyrus-uk.org

- **Rethink**

Support for those severely impacted by mental illness.

Tel: 0808 801 0525 (9:30am to 4pm, Monday to Friday, excluding bank holidays)

- **Samaritans**

Whatever you're going through, a Samaritan will face it with you. They're available 24 hours a day, 365 days a year.

Tel: 116 123

- **Sane**

Charity offering support services to anyone experiencing mental illness.

Tel: 0300 304 7000 (4pm to 10pm, daily)

- **Silverline**

24-hour support service for over 55s run by Age UK.

Tel: 0800 470 80 90 (daily)

- **Young Minds**

Helpline for young people, parents and professionals.

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Text: Text 'SHOUT' 85258 (young people, 24-hours, daily)

Tel: 0808 802 5544 (parents, 9:30am to 4pm, Monday to Friday)

Addiction support

- **AA**

24-hour national helpline for support relating to alcohol addiction.

Tel: 0800 9177 650

Email: help@aamail.org

- **National Gambling Helpline**

24-hour national helpline for support with gambling addiction.

Tel: 0808 8020 133

- **UKNA**

Advice and access to support for concerns relating to substance use.

Tel: 0300 999 1212 (10am to midnight, daily)

Welfare

- **Prisoners' Families Helpline**

Practical and emotional support, information and advice for the families of people who have been imprisoned.

Tel: 0808 808 2003 (9am to 8pm, Monday to Friday and 10am to 3pm on weekends and bank holidays)

Email: info@prisonersfamilies.org.uk

Other

- **Switchboard**

National LGBTQIA+ helpline offering help and support with anything related to sexuality and gender identity.

Tel: 0800 0119 100 (10am to 10pm, daily)

- **The Mix**

General crisis support service for anyone aged 25 and under.

Online chat service: www.themix.org.uk

Messaging service: Text 'THEMIX' 85258 (24-hour, daily)