

Support when you need it

Counselling services

All The Manchester College students aged 18 and over can access our confidential support service **PAM Assist**.

The service is available 24 hours a day throughout the year via 08081 963533 or their website.

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. <https://www.pam-assist.co.uk/>
2. Click 'Activate ORG code' in menu
3. Organisation Code = Student1 (with uppercase 'S')
4. Confirmation LTE Group Students
5. Click on 'Yes, I Confirm'.
6. Finally, setup your own log-in details.

Your wellbeing

Greater Manchester has a host of charities and specialist support dedicated to promoting positive mental health. We encourage you to explore all that is available and don't hesitate to reach out for support whenever you need it. It's what they are there for.

Useful contacts

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.

- **AA** 24-hour national helpline for support with concerns about drinking:
0800 9177 650 Email help@aamail.org
- **Anxiety UK** for support with an anxiety condition (Monday to Friday, 9.30am to 5.30pm): 03444 775 774
Open Monday – Friday 10:30am-16:30am
Text support 07537416905
- **Beat** for support with and information about eating disorders (Monday to Friday 12pm to 8pm & Weekends 4pm to 8pm): 0808 801 0677 (or 0808 801 0811 for students or 0808 801 0711 for children and teens)
Open Monday- Friday 1pm-9pm Weekends and Bank Holidays 5pm-9pm
- **CALM** for mental health support for those who identify as male, aged 15-35 (daily, 5pm to midnight): 0800 58 58 58.

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- **Cruse Bereavement Care** for emotional support for anyone affected by bereavement (Monday and Friday, 9:30am to 5pm; Tuesday, Wednesday and Thursday 9:30am to 8pm): 0808 808 1677.
- **Manchester Carers Centre** for emotional support and practical advice for unpaid carers (Monday to Thursday 10 to 3pm): 0161 2727 270
Monday-Thursday 10:00am-13:00pm
- **Manchester Rape Crisis** support for females who have experienced rape or sexual abuse (please see Safe line below if you are male) (Monday-Friday 10am to 4pm, plus 6pm to 9pm on Wednesdays and Thursdays): 0161 273 4500 / 0161 273 4591.
Email: Help@themanchesterrapecrisis.co.uk
- **ManKind Initiative** for male domestic abuse helpline (Monday to Friday 10am to 4pm): 01823 334 244
- **Marie Curie** for support for people with a terminal illness and their family and friends (Monday to Friday 8am to 6pm, Saturdays 11am to 5pm): 0800 090 2309
- **Mind Infoline** for questions relating to mental health (Monday to Friday 9am to 6pm): 0300 123 3393 or text 86463.
- **Mind Legal Advice Service** for legal advice around your mental health (Monday to Friday 9am to 6pm): 0300 466 6463
- **Mood Swings** for anyone with concerns about their mood (including, but not limited to anxiety, depression, low self-esteem, psychosis) or about someone else's mood (Monday to Friday 10am to 4pm): 0161 832 37 36.
- **UKNA helpline** for people concerned about their substance use (daily, 10am to midnight): 0300 999 1212.
- **National Gambling Helpline** support for concerns around gambling (daily, 8am to midnight) 0808 8020 133
- **National Stalking Helpline** advice and information for anyone currently or previously affected by stalking or harassment (Monday, Tuesday, Thursday, Friday 9:30am to 4pm; Wednesday 1pm to 4pm): 0808 802 0300 Wednesday 09:30am-20:00pm
- **National Association for People Abused in Childhood (NAPAC)** helpline to talk about your experience of abuse in childhood and how it affects you (Monday to Thursday 10am to 9pm, Friday 10am to 6pm): 0808 801 0331 NSPCC 24-hour helpline for adults concerned about a child: 0808 800 5000.

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- **Papyrus** for under 35-year-olds experiencing thoughts of suicide, or if you are concerned about someone who is (Monday to Friday 9am to 10pm & Saturday and Sunday 2pm – 10pm): call 0800 068 4141 or text 07786 209697
Opening hours 24/7 365 days a year.
- **Prisoners' Families Helpline** offers practical and emotional support, information and advice to families of people who have been imprisoned (Monday to Friday 9am to 8pm, weekends 10am to 3pm): 0808 808 2003.
- **Refuge** for domestic violence and abuse 24-hour helpline: 0808 200 0247
- **Rethink** offer practical advice for people with mental health conditions on treatment and therapy, debt, benefits, court, the police and your rights (Monday to Friday 10am to 2pm): 0300 5000 927 / 0808 801 0525.
- **Safe Spots** charity supporting females experiencing domestic abuse (also offer support in-person): 07873 889 637.
- **Sane** for anyone affected by a mental health problem or who is concerned about someone who is (daily, 4:30pm to 10:30pm): 0300 304 7000 4pm-10pm
- **Silverline** 24-hour support line for over 55s: 0800 470 80 90 Support Line offers emotional support with any issue (opening hours vary, phone up to check): 01708 765200.
- **Safeline** support for males who have experienced sexual assault or rape (Monday/Wednesday/Friday 9am to 5pm; Tuesday/Thursday 8am to 8pm; Saturday 10am to 2pm): 0808 800 5005 / 01926 402 498 Monday-Friday 9am-5pm
- **Switchboard** help and support for those who identify as LGBT+ (daily, 10am to 10pm): 0300 330 0630 / 0800 0119 100.
- **The Mix** helpline (not crisis support – see above for crisis service) for under 25s (4pm to 11pm daily): 0808 808 4994.
- **The Sanctuary** available every night 6pm to 1am if you are struggling to cope: 0300 003 7029.
- **Young Minds** helpline offering support to parents (Monday to Friday 9:30am to 4pm): 0808 802 5544.

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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Other options include:

Samaritans and Shout who can support you during a mental health crisis. Young Minds and The Mix also offer 24-hour crisis support if you are under 25.

- **Samaritans** 24-hour crisis helpline: 116 123
- **Shout** 24-hour crisis support via text (not phone calls): text SHOUT to 85258
- **Young Minds** 24-hour crisis messenger (under 25s): text YM to 85258
- **The Mix** 24-hour crisis texting service (under 25s): text THEMIX to 85258
- **Crisis houses – Mind**: In some areas of England, you can find a crisis house. This is a place to stay for a short time when you are in a mental health crisis and feel you would be safer staying away from home. Visit the Mind website to start looking for one in your area.

Lifeshare - www.lifeshare.org.uk/projects/

Crisis Assessment – supports people experiencing crisis to access safe, secure and stable accommodation.

Fighting Food Poverty – provides food items and education around nutrition, healthy eating and food hygiene.

Weekend Breakfast – provides a hot breakfast and a safe, welcoming space with no questions asked.

For emergency support please contact the Emergency Duty Team at 0161 235 0744

Housing Support – Aged 16 to 18

Homelessness is very hard so don't leave home unless 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:

- **Social Services**
0161 234 5001
mcsreply@manchester.gov.uk
- **The Manchester Foyer**
0161 276 1000

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- **Barnardos**
0808 800 5000
- **Centre Point**
0161 228 7654
info@ypsf.co.uk

Housing Support – Aged 19 and above

- **Manchester Shelter**
0344 515 1640
england.shelter.org.uk
- **Manchester Council Homelessness Service**
0161 234 4692
0161 234 5001
haasdutyofficer@manchester.gov.uk

Financial Support

Manchester Council have a range of support available.
[Help with the cost-of-living crisis | Manchester City Council](#)



Discretionary Housing payments

For residents who are entitled to Housing Benefit or the Housing Element on Universal Credit, discretionary payments may be available to help if you are struggling to pay your rent.

Discretionary Council Tax payments

If you are experiencing severe financial hardship through unusual circumstances discretionary payments may be available to you if you are struggling to pay your Council Tax.

Furniture/White Goods

If you're being resettled or supported to move out of temporary accommodation, the Welfare Provision Scheme might be able to help you with basic furnishings for your new home. No cash awards will be made available and, due to the limited funding available and high level of expected claims, only essential needs will be met, unless there are exceptional circumstances. All furniture or goods provided by the Scheme will:

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- Be of good quality
- Be covered by a supplier warranty.
- Be delivered to and, where applicable, installed at the address provided.
- Meet all current regulations including fire protection; all electrical goods will conform to legislation relating to domestic electrical appliances within the UK.

Fuel Grants

This will be a one off non repayable grant of up to £49 to support residents with an emergency fuel purchase. This would be normally paid via a PayPoint payment that when collected at the retail unit is transferred to the utility account.

Travel Grants

Provision of a one off non repayable amount equivalent to the most economic cost of public transport to and from the resident's home address for the first four weeks of employment (for example to purchase a bus pass).

Cash Grants

This will be a one off non repayable grant of between £30 and £60 to support residents following an emergency or crisis. This would be normally received via a PayPoint payment that can be collected at a PayPoint retail unit.

Most local councils will have similar support. Check local council websites.

Rochdale	Homepage – Rochdale Borough Council
Trafford	Trafford Council
Salford	Salford City Council
Bolton	Home – Bolton Council
Bury	Welcome to Bury Council - Bury Council
Oldham	Main Homepage (oldham.gov.uk)
Stockport	Welcome to Stockport Council
Tameside	Tameside Metropolitan Borough Council
Wigan	Wigan Council - Residents