

## Support services and helplines for young people

Type of support	Name of agency /service		Who it's for	Opening Times	Notes
Covid-19 help	Manchester Community Response Hub	0800 6123	<ul style="list-style-type: none"> <li>Mcr Residents High Risk</li> <li>Socially isolated without support</li> <li>Care Leavers</li> <li>Young Carers</li> </ul>	Mon to Sat 8:30-5:30pm	<ul style="list-style-type: none"> <li>Delivery of food</li> <li>Delivery of medication</li> <li>Combating loneliness</li> <li>Fuel payments</li> </ul>
Support and Advice	Connect (Career Connect)	0161 232 7863	16-25-year olds	Mon to Fri 12:00-8:00pm	Able to provide general support, advice and signposting.
Mental Health Support	42nd Street	<a href="http://www.42ndstreet.org">www.42ndstreet.org</a> <a href="mailto:theteam@42ndstreet.org">theteam@42ndstreet.org</a>	13 – 25 Monday - Friday	Mon-Fri 9:30- 5:00pm	High demand. Not taking referrals at the moment
Mental Health Online counselling	KOOTH	<a href="http://www.kooth.com">www.kooth.com</a>	11 - 25	Mon-Fri 9:00-10:00pm	Free online counselling service.
Mental Health Support for those in Crisis	SHOUT	Text Shout to 85258	All age	24hrs 7 days a week	Shout is a 24/7 text service, free on all major mobile networks
Homelessness & risk of homelessness	Centrepoint	National helpline 0808 8000661 Manchester helpline 0161 228 7654	16- 24-year olds	Mon-Fri 9:00-5:00pm	Emergencies: 0161 234 5001
Drug and Alcohol	Eclipse	0161 839 2054 <a href="mailto:eclipsemanchester@cgl.org.uk">eclipsemanchester@cgl.org.uk</a>	11 - 25 and support to families	Mon-Fri 9:00-5:00pm	Taking referrals and will use video links to support young people.

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Young people with special educational needs/ disabilities (SEND)	Information, Advice and Support Manchester	0161 209 8356	0-25 and parents/carers	Telephone helpline Monday to Friday 10.00 - 3.00pm	Advice and support for young people with SEND and their parents/carers Local offer
<b>National Helplines</b>					
Mental Health Crisis Support	Young Minds	Text YM to 85258	14 - 25	24hrs 7 days a week	Parent support line 08088025544 Mon-Fri 9.30 - 4.00 pm
Support and advice	Childline	0800 1111	Up to the age of 18	9am - midnight	
Support and Advice	SAMARITANS:	Phone 116 123 <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>	Work with under 18 as well as adults	24hrs 7 days a week	
Domestic Violence	National Domestic Abuse Hotline	0808 200 0247	No stated age	24hrs 7 days a week	Emergencies ring 999
Prevent	Channel	Phone 101, quoting "Channel"	All ages		Support to those vulnerable to terrorism
<b>Safeguarding and Support for Families</b>					
Safeguarding Concerns	Social Care Service	0161 234 5001	No age restriction	24hrs 7 days a week	.
Family Support	Early Help Hubs	North 0161 234 1973 Central 0161 234 1975 South 0161 234 1977	See notes	Mon-Fri 8:30-4:30pm	Only accepts referrals from professionals working with Young People

**For information about other local support services contact: [hsm.manchester.gov.uk](http://hsm.manchester.gov.uk)**

**Please note that due to the COVID-19 many of the services are experiencing high demands & staff shortages**