



The  
Manchester  
College®  
be amazing



# Support for students

2016/17

Careers  
& Welfare

## DO YOU NEED SOMEONE TO TALK TO?

If you are feeling low or depressed, talk to somebody in confidence and don't let things get out of control.

### REMEMBER, YOU ARE NOT ALONE!

#### HOPELineUK

[pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)  
0800 068 4141

Are you worried about yourself or someone you know, depressed, not coping with life or hurting... or hurting yourself?

HOPELineUK is a specialist telephone helpline service staffed by trained professionals who give non-judgemental support, practical advice and information to:

- children, teenagers and young people up to the age of 35 who are worried about themselves
- anyone who is concerned about a young person

They will listen to you in confidence and try to help you deal with your own suicidal thoughts or cope with someone else who may be feeling this way. From our comprehensive database our helpline team can give you contact details of additional sources of help. **The helpline is open Monday – Friday from 10am to 10pm and 2pm – 5pm on weekends.** Calls are free from BT landlines, other networks and mobiles may vary. If the helpline is busy or if you need to call outside opening hours, you can leave an answer phone message and we will get back to you as soon as possible. Your call will not appear on your itemised BT telephone bill.



#### The Samaritans

116 123  
0845 790 9090 (24/7)

If you are deaf or hearing impaired you can use the text phone service on 08457 909 192

#### Mind

0300 123 3393  
86463 (text)  
[info@mind.org.uk](mailto:info@mind.org.uk)

#### Missing People

116 000@missingpeople.org.uk  
116 000 (freephone + text)

Confidential 24/7 service. If you are in crisis, unsure of what to do next or would like to pass a message to someone, please get in touch.

#### Childline

0800 1111

Free and confidential advice for aged up to 19.

#### The Mix

[www.getconnected.org](http://www.getconnected.org)  
0808 808 4994  
80849 (text)

Helpline for under 25s. Connects you to many other helplines You can also call NHS Direct for medical advice on 0845 4647 (24/7).

#### Lesbian and Gay Foundation

0345 3 30 30 30

Advice and information about services and support available in Greater Manchester relevant to lesbians, gay men and bisexuals. Telephone counselling, face to face counselling and support groups also available. Sexual health clinic for all. Printed resources and free condom and lubricant distribution scheme, monthly magazine 'Outnorthwest'. Library and archive, training for LGBs and organisations.



**Hope Young Refugee Service**

0161 868 0382

Zion Community Resource Centre

339 Stretford Road, Hulme, Manchester, M15 4ZY

**Forced Marriage Helpline**

020 7008 0151

fmv@fco.gov.uk

A new telephone helpline for victims of forced marriage and honour-based violence. The helpline, Honour Network, is run by the charity Karma Nirvana and staffed by survivors who understand what you are going through. If you are afraid you are going to be taken abroad and forced into marriage, call the Forced Marriage Unit on the number above.

**DO YOU HAVE MONEY WORRIES?****National Debtline**

0808 808 4000

nationaldebtline.co.uk

**The Money Advice Service**

0800 138 7777

moneyadviceservice.org.uk

Interactive tools for budgeting and borrowing, information and leaflets.

**Remember:** some lines closed during holidays, such as Christmas. However if you call during these periods, alternative numbers will be given for you to contact in emergencies.

**SUPPORT ORGANISATIONS****Cruse Bereavement Care**

0808 808 1677

cruse.org.uk

Supporting anyone who may have suffered bereavement.

**Gingerbread**

0808 802 0925

gingerbread.org.uk

Supporting lone parent families.

**Brook Advisory Centre**

0161 237 3001

brook.org.uk

Confidential service, supporting young people through sexual health issues.

**42nd Street**

0161 228 7321 (general)

0161 228 1888 (helpline)

theteam@42ndstreet.org.uk

Support with a wide-range of personal and social issues

For more information

call **03333 222 444**

email **enquiries@tmc.ac.uk**

visit **www.tmc.ac.uk**



## AGED 16 TO 18 AND HOMELESS OR FEELING THREATENED WITH HOMELESSNESS?

Homelessness is very hard so don't leave home unless absolutely necessary. If you have a row with your parent/s or guardian, go for a short walk, calm down and talk to someone you trust. Sleeping rough can be dangerous so get all the help you need or stay with friends for as long as you can. If you fear for your safety call the Police on 999.



### Social Services 0161 205 7321

If under 18 or you have children call Social Services.

### The Manchester Foyer 0161 276 1000

Provide accommodation for vulnerable young people, and advice on welfare rights, housing and benefits.

### Barnardos 0808 800 5000

### The City Centre Project 0161 228 7654 info@ypsf.co.uk homelessuk.org



## AGED 18 OR ABOVE AND HOMELESS OR THREATENED WITH HOMELESSNESS?

### Manchester Shelter 0344 515 1640 england.shelter.org.uk

Contact the above for Manchester housing advice.

### Manchester Council Homelessness Service 0161 234 4692 0161 234 5001 haasdutyofficer@manchester.gov.uk

Normal office hours are **9am - 4.30pm**. We will talk to you about your situation and advise you what to do next. We may ask you to come to one of our homelessness receptions for an interview.



## OTHER SOURCES OF ADVICE AND GUIDANCE AND SUPPORT

### The City Centre Project (for 16-25 year olds) 0161 228 7655

### New Skype Advice Service by CAB citizensadvicemanchester.org.uk

Launching on Monday 16/11/2015. Citizens Advice Manchester will offer the ability to contact us via Skype. This can be done either directly via Skype Chat Monday to Friday 9:30am to 5:00pm or by booking a Skype video appointment with one of our advisers. In order to access either service you must have Skype installed on your PC or device. This is another way for you to get the help you need in a way that works for you.



### Town Hall Service 03444 111 222

Our new Information Hub at Manchester Town Hall Customer Service Centre is open Monday to Friday 9.30am to 2pm.

The Information Hub service can:

- Make a brief assessment of your enquiry and provide basic information
- Book an appointment if this is appropriate.
- Help you to access online advice & information or submit electronic forms
- Help you to book a telephone call back from one of our adviser

### HOMELESSNESS EMERGENCIES

#### National Shelter 0808 800 4444

#### Shelter, Greater Manchester advice and support service 0344 515 1640

#### Rochdale Borough Wide Housing Housing. homelessness@rochdale.gov.uk 0300 303 8548 00300 303 8875 (out of hours)

#### Tameside Housing Advice 0161 331 2700



### Salford Housing Options Point 0161 793 2020 housing.advicecentre@salford.gov.uk

If your landlord is threatening to evict you – don't panic. Your landlord has to follow set procedures by law. They can't just throw you out without warning. Eviction can take some time, so you will have the opportunity to contact Shelter. If your landlord is harassing you or trying to evict you, call your local council number or CALL THE POLICE on 999

#### Lifeshare 0161 235 0744 office@lifeshare.co.uk 1st Floor, 27 Houldsworth Street

#### Kitchens Lifeshare Limited Charter Street Ragged School 142 Dantzic Street Manchester, M4 4DN

There are also projects around holidays such as Christmas to support you.

**Projects** - Lifeshare meets the needs of Manchester's most vulnerable through a number of projects.

**Streetwork & Outreach Project** - Most of Lifeshare's time is spent on the Outreach Project where we aim to assist those who are sleeping rough to access emergency accommodation and to refer people to other services that will enable them to make positive changes to their lifestyles.

**Christmas Project** - Lifeshare's Christmas Project runs an 'open house' for 5-6 days to support the homeless and vulnerable who are in particular need over the Christmas period. We provide: three hot meals a day; clothing and bedding; toiletries; a doctor, podiatrist and dentist on-site; and, most importantly, company and entertainment throughout the day.

**Weekend Breakfast Project** - Our Weekend Breakfast Project began with volunteers taking bacon sandwiches to rough sleepers on Sunday mornings. Now operating from more permanent accommodation, we provide a cooked breakfast (bacon, sausage, egg, beans, tomatoes), tea, coffee, cereal and toast to those in need - all free of charge.

## DOMESTIC VIOLENCE SUPPORT

**National Domestic Violence Helpline**  
0808 200 0247

Advice and emergency accommodation. Open 24 hours a day.

**Women's Aid, Manchester**  
0161 660 7999 (open between 9:30 to 4:30)  
[manchesterwomensaid.org](http://manchesterwomensaid.org)

Advice and emergency accommodation. REMEMBER: stay calm. Leave the house if you have to and stay with a friend. If you fear for your safety or the safety of your children, CALL THE POLICE on 999.

**Manchester's domestic abuse**  
0161 636 7525  
[endthefear.co.uk](http://endthefear.co.uk)

This is for anyone who wants help and advice dealing with domestic abuse.

**Karma Nirvana (Honour Based Violence Support)**  
0800 5999 247 (24/7)  
[karmanirvana.org.uk](http://karmanirvana.org.uk)

**National Self Harm Network**  
[info@harmless.org.uk](mailto:info@harmless.org.uk)  
7pm to 11pm (Thursday to Saturday)  
6:10pm to 10:30pm (Sunday)

## CAN'T AFFORD TO EAT?

**Mustard Tree**  
0161 228 7331

Provides support, including food, clothing, bedding, furniture, training or someone to talk to.

**Food Banks**  
[www.trusselltrust.org](http://www.trusselltrust.org)

### Welfare Provision

If you need financial help in an emergency your local Council may have a Welfare Provision Scheme which has replaced the Crisis Loans from the job centre.





## Careers & Welfare

The Manchester College is committed to equality of opportunity, non-discriminatory practices and supporting individual students.

This information is also available in a range of formats, such as large print, on request.

[tmc.ac.uk](http://tmc.ac.uk)

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The Manchester College is part of:

