

### 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 until you can. If you fear for your safety call the Police on 999.

#### Connexions

**080 800 13 2 19** or **084567 13 2 19**

8am – 2am every day.

#### The City Centre Project

**0161 228 7655**

Drop-ins Mon to Fri 10am – 12pm

### Aged 18 or above and homeless or threatened with homelessness?

#### Manchester Shelter

**0844 515 1640** for Manchester housing advice

#### Direct Access Shelters

For single women, with no children, who are not pregnant, contact Women's Direct Access:

**0161 219 6050**



### Couple or single person with children or pregnant?

#### Manchester Homelessness Service

**Homeless Reception, Number One First Street, Manchester**

This service can only help you if there is a 'connection to Manchester'. You have this connection if you:

- lived in Manchester for at least three of the last five years; or
- have a parent, brother or sister who has lived in Manchester for at least five years; or
- work in Manchester

#### How to contact the service

If you are a single person, telephone

**0161 234 4714**

If you are a family, telephone **0161 234 4847**

Normal office hours 9am - 4.30pm

Outside these times, the Out of Hours service number is **0161 255 8250**

### Other sources of advice and guidance and support

#### The City Centre Project for 16-25 year olds

**0161 228 7655**

### Homelessness Emergencies

#### National Shelter

**0808 800 4444**

#### Greater Manchester Shelter

**0344 515 1640**

#### Manchester Homelessness Service

**0161 255 8250**

#### Rochdale Homelessness Advice Centre

**0845 602 4995**

For out of hours emergencies call: **0845 121 2975**

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 (see above). If your landlord is harassing you or trying to evict you, call Emergency Harassment on

**0161 234 4815**

Or **CALL THE POLICE** on **999**

#### Lifeshare

**1st Floor, 27 Houldsworth Street**

**0161 235 0744**

Provides food, shelter, a medical centre, advice and a warm and friendly atmosphere.

#### The Breakfast Project

A service providing a free breakfast to homeless people, operating every Saturday and Sunday morning in the Charter Street Mission Building on Dantzic Street.

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



### Domestic Violence Support

#### National Domestic Violence Helpline

**0808 200 0247**

Advice and emergency accommodation. Open 24 hours a day.

#### Women's Aid, Manchester

**0161 682 8204**

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 website - **www.endthefear.co.uk** - is for anyone who wants help and advice dealing with domestic abuse.

### Can't afford to eat?

#### Mustard Tree

**0161 228 7331**

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

#### Crisis Loans from the Job Centre

**0800 055 6688**

If you need financial help with an emergency or disaster you may be able to get a Crisis Loan; an interest free loan from the Social Fund that you pay back. If you find it hard to speak or hear clearly a textphone is available on **0800 023 4888**. Lines are open from 8am to 8pm, Monday to Friday.



**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**

**0800 068 41 41**

Are you worried about yourself or someone you know, depressed or 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 – 5pm and 7pm – 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:**

**0161 236 8000 / 0845 790 9090** (24 hours)

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

**Message Home**

**0800 700 740** – for those who have left home  
**0500 700 700** – families of missing people  
**080 800 7070** – runaway helpline

**Childline**

**0800 1111** for young people

**Get Connected**

**0808 808 4994** Helpline for under 25s. Connects you to many other helplines

You can also call NHS Direct for medical advice on **0845 4647** (24 hours)

**Lesbian and Gay Foundation**

**0161 235 8035**

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.

**Young Refugees Service**

**0161 205 0889**

**Forced Marriage Helpline**

**0800 5999 247**

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 **020 7008 0151**

**MIND**

**0845 766 0163**  
 info@mind.org.uk

**Do you have money worries?****National Debtline**

**0808 808 4000**  
[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

**www.whataboutmoney.info**

Free, impartial information on money and financial matters for 16–24 year olds. Includes voxpops and interactive tools

**www.moneymadeclear.org.uk**

Interactive tools for budgeting and borrowing, information and leaflets

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

## Guidance and Welfare

**SUPPORT**



For more information call 0161 203 2100 (option 2) or email [enquiries@themanchestercollege.ac.uk](mailto:enquiries@themanchestercollege.ac.uk)  
[www.themanchestercollege.ac.uk](http://www.themanchestercollege.ac.uk)

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**Support organisations****Cruse Bereavement Care**

Supporting anyone who may have suffered bereavement

**0844 477 9400**

[www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

**Gingerbread**

Supporting lone parent families

**0800 018 4318**

[www.gingerbread.org.uk](http://www.gingerbread.org.uk)

**Brook Advisory Centre**

Confidential service, supporting young people through sexual health issues

**0161 237 3001**

[www.brook.org.uk](http://www.brook.org.uk)

**42nd Street**

Support with a wide-range of personal and social issues

**0161 832 0169**

[www.fortysecondstreet.org.uk](http://www.fortysecondstreet.org.uk)

**Young Adult Advice and Support Project**

**0161 221 3045**

[www.harproject.org/young.htm](http://www.harproject.org/young.htm)

The  
**Manchester**  
 College

Guidance  
and Welfare

**SUPPORT**

# Crisis Support 2011/12