Support for People in Blackburn

Date prepared: October 2026

Date to be reviewed: October 2027

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Caritas
Diocese of Salford
Registered number: 06594417
Charity number: 1125808

About Caritas Salford

Our mission is to help people across the Diocese of Salford experiencing poverty, disadvantage and discrimination to transform their lives with dignity. We want to reduce poverty, disadvantage and discrimination in our diocese to enable people to 'live life to the full'. One way of doing this is to ensure people know where best to get support.

This resource is for anyone who is in need of support but is unsure where to go. Or for anyone helping someone else identify where they can get support and advice.

What is signposting and why is it needed?

This resource can help you to signpost or support them to access relevant support. Signposting is the practice of giving a person the details of an organisation whom they can contact for advice and support. Effective signposting can help people access the service they most need without being passed from pillar-to-post.

Signposting helps to empower people as they have the control over how and when to access advice and allows them to seize the initiative rather than a referral being done for them. This ultimately respects their human dignity.

There may be fellow parishioners who are in need of support but unsure where to go, or members of the wider community who seek support from the Church. We hope this resource is useful in helping direct them to the right source of support.

However, signposting does not abdicate someone's potential duty to safeguard a person if they are at risk. Therefore, if you're concerned that a child or adult is at risk of immediate harm then you should call the police, emergency services or local authority social care team.

What to explain when signposting someone

It is important when signposting someone to an organisation for support, that you and they understand you cannot guarantee they will be able to help. From listening to the person however and using this guide, you can try to identify where best they can receive support.

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Cost-of-living and benefits support

- **Money Advice Referral Tool (MART)** is a local referral tool, focussed on helping people maximise their income. The tool guides users through a short set of questions and connects them to organisations best placed to help for their specific circumstances.

  Access the tool here: mart.resolvepoverty.org

- **The Oaks Money Advice Centre** provides a free, confidential, face to face budgeting, debt and benefit advice service to anyone in need. You must call before visiting: Tel: 07803513767

  Read more here: The Oaks Money Advice Centre | Blackburn Foodbank

- **Debt and Benefit Advice (Blackburn with Darwen Borough Council)** provide financial, welfare, and debt advice via Shelter. They can be called on 0344 515 1882

  Read more here: Benefits advice | Blackburn with Darwen Borough Council

- **Bishops Fund (Family Crisis Support – Caritas Salford)** can be applied for to provide immediate relief during times of crisis. The fund is limited, so it can only be allocated as one-time support in exceptional circumstances. It cannot be used to fund debt repayments or rent arrears, and cash is not given.

  Read more here: Bishops Fund

Food support

- **Blackburn Foodbank** can provide food but requires a referral from a professional. This can be a persons GP, job centre, or school among others.

  Read more here: How to get help | Blackburn Foodbank

Homelessness and housing support

- **Nightsafe** provide support to anyone 16-24 years old and are homeless or at risk of becoming homeless. You can speak to them between 9am and 5pm on 01254 503067

  The team can be called on 0161 770 4605.

  Read more here: Nightsafe are a local Charity in the Blackburn with Darwen area

- **Housing Advice and Support (Blackburn with Darwen Council)** if a person currently has somewhere to live, but is at risk of becoming homeless, they must complete the online enquiry form.

  Access the form and read more here: Housing and homelessness advice | Blackburn with Darwen Borough Council

- **StreetLink** can be used by anyone in England and Wales to send an alert about someone over 18 who is sleeping rough or preparing to sleep rough.

  Make an alert here: Tell us about someone sleeping rough - StreetLink

Refugee support

- **Asylum and Refugee Community** run a drop-in session on Tuesday 11.30am till 2pm with no appointment needed. On Wednesdays and Fridays 10am till 12pm they run English classes, with no appointment needed.

  If you are an asylum seeker or refugee in Blackburn with Darwen and you need help, you must make an appointment. Call them on 01254 690282

  Read more here: Homepage

- **Darwen Asylum and Refugee Enterprise (DARE)** provides a drop-in service for the local refugee and asylum seeker community. It takes place every Wednesday from 9am to 1.30pm in the Central United Reformed Church on Duckworth Street, Darwen, BB3 1AT. They also run English classes.

  Read more here: DARE - Home

Bereavement support

- The **End of Life and Bereavement Team** offers support to the relatives and friends of people who have died in hospital.

  Read more here: End of Life and Bereavement Team :: East Lancashire Hospitals NHS Trust

Drug and alcohol support

- **Spark** provide alcohol and drug support for all ages. Following an initial discussion, they can put together a treatment plan, which can aid recovery and give the tools needed to live a substance-free life.

  Read more here: Get in touch | Contact details and referral forms | Spark BwD

Wellbeing

- **Lancashire Mind** have a directory of mental health support in Lancashire.

  Read more here: Support for Mental Health in Lancashire - Lancashire Mind

- **Local Offer** is a resource detailing all the community and social groups across Blackburn and Darwen.

  Read more here: Blackburn Local Offer (bwd-localoffer.org.uk)

Social Action Map

Our parishes are rich in social action. To celebrate and highlight this we have created an online Social Action Map. It highlights grassroots social action projects happening in communities across Greater Manchester and Lancashire which people can access.

You can look at the map via this page – Parish Social Action Map

Caritas Salford resources for social action

Warm Hubs

Also known as Warm Spaces, Public Living Rooms, and Warm Banks are safe, welcoming, free spaces for anyone in your community to get warm. These developed quickly during the winter of 2022 in response to the energy cost crisis.

With winter always around the corner, Warm Hubs will continue to be most needed when the temperature drops and heating the home becomes less affordable. Our parish buildings can often be best placed to provide a space for people to keep warm, meet others, and relax.

You can read our guide to creating a Warm Hub here – Setting up a Warm Hub

Community meals

Food insecurity is another reality for those experiencing homelessness. Especially at Christmas time when many other services are reduced or closed for the festive period. In 2022, a group in Bury provided Christmas meals for 700 people who otherwise would have struggled to afford it.

You can read our guide to facilitating a community meal here – Community Christmas Meal

Accessibility support

Accessibility is about ensuring that everyone can take part and contribute in the way, and to the extent, which suits them best. It is not a matter of convenience but a basic requirement to honour human dignity. No person should be restricted in their participation because of an unmet physical, mental or emotional health, learning or sensory need.

If you are considering developing a project or becoming involved in social action, it is important that you consider potential (or known) accessibility needs from the planning stage to reduce the need for adjustments.

Often, the smallest change can make a world of difference to a person.

Dr. Minna Moffatt-Feldman (Caritas Accessibility Coordinator) is available for advice regarding accessibility and overcoming barriers (m.moffatt-feldman@caritassalford.org.uk).

Safeguarding

Please contact your Parish Safeguarding Officer if you have any queries or concerns related to the safeguarding of children or adults at risk when signposting people for support.

If you are concerned for someone's immediate welfare, please contact the Diocesan Safeguarding Team (0161 817 2206), or the emergency services if necessary.

Get in touch

If you have any questions or want to let us know what you do in your parish, please do get in touch. If any information in this resource is out of date please also let us know. Contact our Parish and Communities Engagement Officer, Matthew Yates – m.yates@caritassalford.org.uk

To subscribe to our monthly newsletter please click here, or email comms@caritassalford.org.uk

The information in this booklet is correct at time of publication. If any information is incorrect, or you think we have missed a service, please contact us via m.yates@caritassalford.org.uk