Support for People in Bolton

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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

- **Local Welfare Provision (Bolton Council)** helps people in short-term crisis. The fund is available to people who do not have alternative means of paying for what they need. The scheme intends to meet one off need rather than ongoing expenses and is discretionary.

  Read more here: Local Welfare Provision - help in a crisis or emergency - Bolton Council

- **Welfare Rights** – Bolton Council provide information and support regarding welfare benefits and housing benefits. You can ring them on 01204 333820 (Monday to Friday, 9am till 5pm) or email welfare.rights@bolton.gov.uk

  Read more here: Welfare rights service - Bolton Council

  Also, read more about support Bolton Council can offer: Debt, money and benefits - Bolton 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

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  Read more here: Local Welfare Provision

- **Lucie's Pantry** (Derby Barracks, Fletcher Street). An affordable source of food and household essentials to members of the Bolton community struggling to make ends meet through debt, illness or low income. To join as a member you need a referral from one of our referral partners. For more information about this, please speak to us at our Derby Barracks base, from Monday to Friday between the hours of 9am to 5pm or give us a call on 01204 398056.

  Read more here: Lucies Pantry

- **The Mill Community Grocery (The Mill, BL2 6QE)** for a £5 annual membership fee you can access the community grocery. To sign up to be a member at one of our Community Groceries, all you need to do is visit your nearest store and let one of our team know it's your first time. Take £5 and some shopping bags.

  Read more here: The Mill Community Grocery Facebook page

Homelessness and housing support

- **Bolton Housing Options** (Housing Options, Ground Floor, Town Hall, Victoria Square, Bolton, BL1 1RU) is Bolton Councils advice and support hub for anyone with concerns regarding housing or homelessness.

  Read more here: Bolton Housing Options

- **Emmaus Bolton** (Derby Barracks, Fletcher Street, Bolton BL3 6NF. 01204 398056) is a unique charity that enables people to move on from homelessness, providing work and a home in a supportive, family environment. Anyone over the age of 18 is able to request a place in the community, provided they are willing to take part in community life and work in the social enterprise.

  Read more here: Emmaus Bolton

- **Young People Shelter (**BASE, Marsden Rd, Bolton BL1 2PF**)** for 16–17-year-olds, who have completed Y11, and need a bed for the night they can be referred to a young peoples' hostel through 'The leaving care team' on 01204 337376 (Monday to Friday, 9am to 5pm).

  Email: b.a.s.e.@btconnect.com

- **Back-Up North West** can support with provide multiple services across Bolton to young people aged 16-25 years who are homeless, or at risk of homelessness.

  Contact them here: Contact

- **Homeless Aid UK** provide free Food Vouchers to people experiencing homelessness (at the Homeless Aid Street Kitchen in Bolton Market. For referral vouchers please contact Homeless Aid UK on 07973214603 or 07771524542 or 08001244641. info@HomelessAid.co.uk

  Read more here: Homeless Aid UK

- **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

- **BRASS: Befriending Refugees and Asylum Seekers** (Park Lodge, Green Lane, Great Lever, Bolton BL3 2HX) can provide immigration advice, numeracy and English classes, advisors, and health checks – weekdays 9.30am to 4-30pm (3.30pm on Fri). 01204 238340 or 01204 397152.

  Read more here: BRASS

- **The Destitution Project** (Victoria Hall, 37-39 Knowsley St, Bolton, BL1 2AS) provide a drop-in for refugees and asylum seekers on Wednesdays from 10am to 3pm at. They also provide English lessons, case workers and signposting but cannot give immigration advice.

  Read more here: The Destitution Project

Bereavement support

Greater Manchester Bereavement Service can help to find support for anyone that has been bereaved or affected by a death. Call them on 0161 983 0902. Take a look at their map of specialised bereavement groups: Support group map

Read more here: GM Bereavement Service

- **Bereavement cafes** offer peer to peer support in times of grief.

  Read more about upcoming cafes here: Bereavement Café

- **1 Point Bolton** offer talking therapies by their bereavement and loss counsellors. They offer a short-term service for those that have experienced loss in the last six months, and if needed they can offer on-going support. To book an appointment you can call 01204 917744.

  Read more here: 1 Point Bolton

Drug and alcohol support

- **Achieve Bolton** can provide specialist drug and alcohol treatment or advice. You can refer a person by downloading and completing the form via the link below.

  Read more here: Bolton Achieve

- **360** (9a Churchgate, Bolton BL11HU) is Boltons alcohol and Substance misuse service. Support and specialist advice and treatment for Bolton's young people up to 19 years of age. You can self-refer or anyone can refer for you.

  Read more here: 360 Bolton

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