Support for People in Burnley

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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

- **Welfare Rights Service (Lancashire County Council)** offer support challenging benefit decisions, and help maximising your income via benefits. You can self-refer for advice online via the link below.

  Read more here: Welfare Rights Service - Lancashire County Council

- **Lancashire Women offer** employment support, mental health and wellbeing support (1 to 1 sessions and group sessions), money advice and energy advice. They have hubs in Burnley and Accrington.

  Read more here: Our Centres | Lancashire Women

- **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

- **Hyndburn Food Pantry** is an affordable food pantry, which offers a sustainable and dignified model of community food provision. People must register, then they can do a weekly shop and pay £2.50 for a basket of food. They also include many items for free, such as fresh fruit and vegetables. They are based at 27 Broadway Accrington BB5 1ES.

  Read more here: Hyndburn Food Pantry | Facebook

- **Burney Community Grocery and Downtown Community Grocery** offer membership for £5 per year, which gets you access to their community grocery. They can also provide debt advice and cooking courses.

  Read more about their locations and opening times here: Burnley Community Grocery - Community Grocery

Homelessness and housing support

- **Housing Advice and homelessness (Burnley Council)** offer support if a person is homelessness or at risk of homelessness. A person can complete an online application via the link below, or visit Contact Centre, Parker Lane, Burnley, BB11 2BY.

  Read more here: Housing advice and homelessness - burnley.gov.uk

- **Homeless and Housing Advice (Hyndburn Council)** offer support if a person is at risk of homelessness or are currently homeless. The Housing Advice team can be contacted on 01254 388111. Self-referrals can also be completed online via the link below.

  Read more here: Homelessness and Housing Advice (hyndburnbc.gov.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

- **Emmaus Burnley** provide advice and guidance to people sleeping rough.

  Read more here: Get Support - Emmaus Burnley - Community - Homelessness Charity

Refugee support

- **New Neighbours Together (Burnley)** provide refugees and people seeking asylum with support filling in forms (e.g. GP registration), offer English (ESOL) classes, organise social activities, and help welcome people to the area.

  Read more here: New Neighbours Together - New Neighbours Together Burnley (nntburnley.org)

Bereavement support

- **The Hub at Padiham** host a peer support group where those dealing and managing lives with grief can connect, share their stories and how they manage.

  Read more here: The HUB at Padiham | Facebook

Drug and alcohol support

- **Change Grow Live (Inspire East Lancashire)** provide alcohol and drug support for all ages. They offer advice and guidance to individuals and family members from assessment through to treatment and aftercare. The treatment options we offer include one-to-one key working, group work, detox and rehab, housing support and psychological therapies.

People can self-refer here: Inspire East Lancashire - Referrals (changegrowlive.org)

Wellbeing

- **The Wellbeing and Mental Health (Burnley Together Services)** offers support to those dealing with their mental health.

  Anyone can call 0800 9154640 or text HELLO to 07862 022846 (Monday to Friday: 7pm to 11pm / Saturday to Sunday: 12pm to midnight).

- **Home Start (East Lancashire)** offer support and advice to parents when they are struggling. Anyone can refer (or people can self-refer) online via the link below, or call 01282 690536.

  Refer online and read more here: Get support - Home-Start East Lancashire (homestarteastlancs.org)

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

The Gather Movement have also completed mapping of the social action happening across churches of all denominations: Gather Movement Mapping

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