Support for People in Bury and Rochdale

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CARITAS DIOCESE OF SALFORD
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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. However, if possible and both you and the person requiring support feel comfortable, then accompaniment is also incredibly valuable.

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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Contents

Click on the section to take you to the correct support:

Cost of living and benefits support

Food support

Homelessness and Housing support

Refugee support

Bereavement support

Drug and alcohol support

Wellbeing

Social Action Map

Caritas Social Action Resources

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

- **Rochale Council** advice line can be called Monday-Friday, 9am-5pm, telephone: 01706 923685

  Read more here: Cost of living support - Rochdale Borough Council

- **Bury Council** can be contacted on 0161 253 5400 to discuss potential support available.

  Read more here: Cost of Living Support - Bury Council

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- **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

- **The Bread and Butter Thing** - Mobile food club enabling people to eat more healthily, enjoy a wider variety of food and afford to feed their families. For £7.50 they offer roughly £35 worth of food each week including fresh fruit and veg, chilled food for the fridge and cupboard staples such as pasta and cereal. For members only but it's free to join.

  To access you must register as a member (for free) by filling in an online form at Bread and Butter Thing

- Find a Food Club. It costs £1 to join a club for a year. You can then buy food bags which cost £3.50 but contain £15 of food and collect them from one of the following children's centres.

  Read more here: Food banks and food clubs | Money, debt and benefit advice | Rochdale Borough Council

Homelessness and housing support

- **Greater Manchester Law Centre** can offer free legal advice and support a Greater Manchester resident is homeless or at risk of losing their home.

  They can be called on 0161 769 2244 or emailed on reception@gmlaw.org.uk

  Read more here: GM Law Centre

- **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

- **Manchester Refugee Support Network** can provide welfare and immigration advice for people who are refugees so they can access support services. You can contact them via 0161 868 0777

  Read more here: MRSN

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

Drug and alcohol support

- **Bury Achieve** offer substance misuse support across Bury. If you are worried about someone's alcohol or drug misuse issues then you can call them on 0161 271 0020 or email them on achieve.referrals@gmmh.nhs.uk

  Read more here: Achieve Bury - Substance Misuse - Drugs and Alcohol | The Bury Directory

- **Rochdale and Oldham Active Recovery (ROAR)** provide medically-assisted recovery programme with support to help deal with addiction issues and access to detoxification and rehabilitation programmes. You can call them on 0300 555 0234

  Read more here: Rochdale and Oldham Drug and Alcohol Service (ROAR) | Turning Point (turning-point.co.uk)

Wellbeing

- **The Bury Directory** have an extensive list of social and community groups that you can become involved in. Whatever your interests, take a look.

  Read more here: The Bury Directory | Bury | Bury Directory

- **Rochdale Online** have collated all social and community groups in the area.

  Read more here: Social Groups in Rochdale - Free community websites and listings - Rochdale Online

Social Action Map

Our 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