Support for People in North Manchester

Date prepared: October 2026

Date to be reviewed: October 2027

Written by Parish and Communities Engagement Officer - Matthew Yates

CARITAS DIOCESE OF SALFORD
0161-817 2250
info@caritassalford.org.uk

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.

CARITAS DIOCESE OF SALFORD
0161-817 2250
info@caritassalford.org.uk

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

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

- **Lalley Centre** (St Malachy's RC Primary School, Eggington Street Collyhurst, Manchester, M40 7RG) offer support to people on low incomes with practical needs in health and wellbeing, housing, family life and employment. The Lalley Centre is open Monday to Friday from 10am to 3pm. You can contact them via telephone: 0161 205 2754 or email: Lalleycentre@caritassalford.org.uk

  The Lalley Centre also have Energy Advisors for help around saving money on household bills. To book a session please contact them via energyadvice@caritassalford.org.uk or call 0161 817 2250.

  Read more here: Lalley Centre

- **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

- **Mustard Tree** can offer support with furniture, food, and clothing but they must be referred. They will then be invited to the Ancoats shop to see what's on offer. You can refer via the link below.

  Read more here: Mustard Tree

Food support

- **Lalley Centre Community Food Pantry** is open on Wednesday and Friday from 11am to 1pm. This can be accessed once a week. Please attend the Lalley Centre first before the pantry to check in with staff. For emergency appointments outside these hours, please ring the Lalley Centre landline (0161 205 2754).

  Read more here: Lalley Centre

- **Feed My City** offer simple, vegetarian, nourishing hot food and emergency food parcels to those in need in Manchester. To request food and/or a parcel click here: Feed My City

Homelessness and housing support

- **Lalley Centre** (St Malachy's RC Primary School, Eggington Street Collyhurst, Manchester, M40 7RG) offer support to people on low incomes with advice and support regarding housing. The Lalley Centre is open Monday to Friday from 10am to 3pm. You can contact them via telephone: 0161 205 2754 or email: Lalleycentre@caritassalford.org.uk

  Read more here: Lalley 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

- **Manchester City Council** can offer advice and support if a Manchester resident is homeless or at risk of losing their home. They can be called on 0161 234 4692 between 9am and 4.30pm, Monday to Friday. At weekends, bank holidays, or evenings you can call 0161 234 5001.

  Read more here: MCC Homelessness advice and support

- **Cheetham Hill Advice Centre** (1 Morrowfield Avenue, Cheetham Hill, Manchester M8 9AR) can provide advice regarding housing, help claiming housing benefit, and debt. They can be contacted via 0161 740 8999 or triage@cheethamhilladvice.org.uk

  Read more here: CHAC

Refugee support

- **Revive** is an independent community project which provides free practical support, services and advocacy for refugees and people seeking asylum. You can contact them via 0161 223 5668

  Read more here: Revive

- **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

- **Caritas Salford services** can support people from a refugee background and those seeking asylum. We offer English (ESOL) classes in central Manchester.

  Read more here: Refugees & People Seeking Asylum | Caritas Salford

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

- **Change Grow Live** help people who need support for their alcohol or drug use. They offer one-to-one or group work, substitute prescribing, detox and rehab programmes. Call them on 0161 823 6306

  Read more and refer here: CGL

Wellbeing

- **Nephra Good Neighbours** is a community organisation in Moston that offer a befriending service, weekly classes, and a lunch club. You can ring them to find out more on 0161 637 6788

- **No. 93 (**93 Church Lane, Harpurhey, Manchester, M9 5BG) is a wellbeing centre in Harpurhey that runs informal drop-in sessions and daily wellbeing classes such as a ceramics class.

  Read more here: No. 93

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