Support for People in Oldham and Ashton under Lyne

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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.

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Cost-of-living and benefits support

- **Cost of living advice line (Oldham Council)** you can ring the Oldham helpline (Monday to Friday, 9am – 5pm) on: 0161 770 7007

  Read more here: Oldham Council – how we can help

- **Oldham – Money Advice Referral Tool** (GMPA) describes all the places that people can go for advice and other income maximisation support.

  Read more here: Money Advice Referral Tool

- **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

- **Welfare Rights Service at Oldham Council** can provide advice and support regarding benefits and entitlements.

  Complete the online application form (https://www.oldham.gov.uk/forms/form/227/en/welfare_rights_service_referral_form) or telephone the service 0161 770 6655. Open Monday to Friday 9am - 5pm

- **Support and Action Women's Network** work predominantly with Black African women and families, who are first generation immigrants in the UK. They offer a furniture hub as well as one-to-one support.

  Read more here: SAWN

- **Welfare Rights Service at Tameside Council** offer impartial advice on a range of benefits entitlements. They can be emailed on welfare@tameside.gov.uk or call on 0800 074 9985 (Monday and Wednesday 9.30am – 12.30pm)

Read more here: Welfare Rights at Tameside Metropolitan Borough Council - Tameside MBC

Food support

- **Ancora** is a free service for anyone in Oldham. They can help in a crisis with access to food, support with housing issues, and income maximisation.

  Read more here: Ancora Oldham

- **FoodCycle Oldham** host a community meal once a week on Tuesdays – anyone can get a hot, nutritious meal. There is no need to book, just turn up on the day.

  Read more here: FoodCycle Oldham

- **Oldham Food Aid Hub** (72 Yorkshire Street Oldham OL1 1SR) can support with food parcels Monday to Thursday. Please call ahead if wishing to attend (0161 660 6818).

  Read more here: Oldam Food Aid Hub

- **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

Homelessness and housing support

- **Oldham Council Homelessness Advice and Support** if a person is homeless or will be homeless soon, they can contact the Housing Options Team. If it is the first time they will be contacting them, they must complete a Housing Assistance Referral Portal form. This can be found in the link below.

  The team can be called on 0161 770 4605.

  Read more here: Homelessness Advice and Support

- **Tameside Council Housing and Homelessness Advice** can offer advice and support for those who are homeless or at risk of homelessness, those who are rough sleeping, and for survivors of domestic violence.

  Read more here: Housing and Homelessness - Tameside MBC

- **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

- **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

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

- **Tameside Grow** provide links to local and national bereavement support to meet peoples different needs.

  Read more here: Bereavement & Loss – Grow (gotogrowtameside.co.uk)

Drug and alcohol support

- **Turning Point** offer a medically-assisted recovery programme with support to help deal with addiction issues and access to detoxification and rehabilitation programmes. They can be called on 0300 555 0234.

  Read more and refer here: Turning Point

- **Change Grow Live (Tameside)** 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. They can be contacted on 0161 672 9420 or Tameside.Referrals@cgl.org.uk

  People can self-refer here: Ashton - My Recovery - Tameside | Change Grow Live

Wellbeing

- **Oldham Befriending Service (Age UK)** offer friendship and companionship to older people who are living alone. You can ring them to find out more on 0161 622 9252

  Read more and refer here: Befriending Service

- **Age UK (Tameside)** provide a free service helping you with welfare benefits, financial issues associated with approaching retirement, and social care.

  To Book an appointment call 0161 308 5000 and Select Option 1

  Read more here: Age UK Tameside | Information & Advice

- **Tameside Wellbeing Hub** offer an exciting and varied timetable of free activities such as yoga and community gardening.

  Read more here: Tameside Wellbeing Hub | Tameside Oldham &Glossop Mind (togmind.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