

Help and advice for
getting the most from
your money and life

Helping Hands



For more information and advice from the
organisations in this Pocket Guide, go to
manchester.gov.uk/helpinghands

Helping Hands advice and support to get you through

If COVID-19 has changed your personal circumstances, you are not alone. Use this Helping Hands Pocket Guide to see you through [manchester.gov.uk/helpinghands](https://www.manchester.gov.uk/helpinghands)

GET SUPPORT WITH:

- ▶ Redundancy/Finding work
- ▶ Struggling to pay mortgage/Rent
- ▶ Claiming benefits
- ▶ Debt, bills or borrowing
- ▶ Your health and wellbeing.

Places to go for advice and support

Be Well Service

Helps you find a way to live and feel well
with one-to-one support **0161 470 7120**

Citizens Advice Manchester (CAB)

Free, confidential, impartial advice on
03444 111 222

citizensadvice.org.uk

facebook.com/ManchesterCAB

Help and Support Manchester

for a range of services to help you and
your family **hsm.manchester.gov.uk**

Caribbean & African Health Network

www.cahn.org.uk

Work

Working from home

Get help towards heating, electric, telephone [gov.uk/tax-relief-](https://www.gov.uk/tax-relief-for-employees)

[for-employees](https://www.gov.uk/tax-relief-for-employees)

Young people

[princes-trust.org.uk](https://www.princes-trust.org.uk)

Over 25

Motiv8 Manchester [motiv8mcr.org](https://www.motiv8mcr.org)

Learn new skills or retrain

National Careers Service

[nationalcareers.service.gov.uk](https://www.nationalcareers.service.gov.uk)

Adult education [manadulthood.org.uk](https://www.manadulthood.org.uk)

Learn from home [learnmyway.com](https://www.learnmyway.com)

Apprenticeship – no matter what your age

[theapprenticeshiphub.co.uk/covid-19](https://www.theapprenticeshiphub.co.uk/covid-19)



Change in circumstances

Out of work/Redundant

- ▶ Check with CAB Manchester
- ▶ Search 'out of work checklist' on [moneyadviceservice.org.uk](https://www.moneyadviceservice.org.uk)
or call **0800 138 7777**
- ▶ Jobcentre Plus for jobseeking
- ▶ [jobhelp.campaign.gov.uk](https://www.jobhelp.campaign.gov.uk)
- ▶ For urgent vacancies [employgm.org](https://www.employgm.org)

At risk of becoming homeless?

Call Shelter on **0344 515 1640** or visit [england.shelter.org.uk/housing_advice/coronavirus](https://www.england.shelter.org.uk/housing_advice/coronavirus)

Call CAB Manchester on **03444 111 222** or visit [citizensadvice.org.uk/housing/homelessness](https://www.citizensadvice.org.uk/housing/homelessness)



Money Matters

Benefits check

Visit www.entitledto.co.uk

Universal Credit Budgeting Loan

Visit gov.uk/budgeting-help-benefits

or call 0800 169 0140

Bills and discounts

Visit manchester.gov.uk/helpinghands

for information on:

- ▶ Missed rent/Mortgage/Bills?
- ▶ Council tax – 12 or 10 months?
- ▶ Struggling to pay water bills? United Utilities online or call **0345 6722 888**.

Cheaper deals

Mobile, broadband, energy.
Switch with poor credit history
or a prepayment meter

moneysavingexpert.com



You're in control

Tackle debt!

Step 1 Open the letters

Step 2 Seek FREE advice from a debt adviser about affordable payments that are right for you at this time

Step 3 Write to creditors with a manageable payment plan and ask them to stop interest

Step 4 Start regular payments and start leaving your debts behind

Manage the stress of debt

Visit [moneysavingexpert.com/
credit-cards/mental-health-guide/](https://moneysavingexpert.com/credit-cards/mental-health-guide/)

Make your money go further

Food

Visit manchester.gov.uk/helpinghands for information on:

- ▶ Eat well for less
- ▶ 'Grow your Own' guide
- ▶ Low-cost recipes
- ▶ Accessing food banks and food clubs.

Healthy Eating Tips

Visit nhs.uk/live-well/eat-well/eight-tips-for-healthy-eating



Energy saving

Visit manchester.gov.uk/helpinghands for advice on Winter Fuel Discount and energy.

No need to buy new

Make, mend, ask a friend – let's not spend!

Are you settled in Manchester?

Seeking asylum

boaztrust.org.uk

Kath Locke Centre, Hulme, M15 5DD

0161 202 1056

www.rainbowhaven.org.uk

113 Abbey Hey Lane, Gorton, M18 8TJ

0161 370 3472

EU settlement

Apply by 30 June 2021

[gov.uk/settled-status-eu-citizens-families](https://www.gov.uk/settled-status-eu-citizens-families)

European Nationals – get support,
training and representation from Europaia

europia.org.uk or call **0333 3058 570**

You're not alone

Get involved with community projects

buzzmanchester.co.uk

Every Mind Matters

nhs.uk/oneyou/every-mind-matters

Young people

Free confidential support

42ndstreet.org.uk

LGBT+ youth **theproudsttrust.org**

Free 24-hour National Domestic Violence
Helpline **0808 2000 247**

Free Male Advice Line **0808 801 0327**

**Receiving benefits and need support
with funeral costs?**

Search Funeral Expenses Payment on
gov.uk or call **0800 169 0140**

Get online

Access libraries, GPs, prescriptions, NHS, banking, benefits and more

Stay connected with friends, family, communities, e-books, entertainment

Getting started and getting on

Ask at your local library

manchester.gov.uk/libraries

For digital assistance and support
text your name and neighbourhood
to **07860 064 128**

For read aloud and
translate website
support, use
Accessibility tools
or use Browsealoud



Helping Hands

Help with bills, debts, saving costs
manchester.gov.uk/helpinghands

Be Well Service

Finding a way to live and feel well
with one-to-one support
0161 470 7120

Citizens Advice Bureau

Free, confidential, impartial advice
citizensadvicemanchester.org.uk
03444 111 222

Samaritans

Call free, any time, from any phone
116 123

Manchester Community Central

Mutual Aid & Community Response Groups
0333 321 3021