

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](http://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](http://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/webchat](http://citizensadvice.org.uk/webchat)  
[facebook.com/ManchesterCAB](https://facebook.com/ManchesterCAB)

### Help and Support Manchester

for a range of services to help you and your family [hsm.manchester.gov.uk](http://hsm.manchester.gov.uk)

### Caribbean & African Health Network

[www.cahn.org.uk](http://www.cahn.org.uk)

## Work

### Working from home

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

### Young people

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

### Over 25

Motiv8 Manchester [motiv8mcr.org](http://motiv8mcr.org)

### Learn new skills or retrain

National Careers Service  
[nationalcareers.service.gov.uk](http://nationalcareers.service.gov.uk)

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

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

Apprenticeship – no matter what your age  
[theapprenticeshiphub.co.uk/covid-19](http://theapprenticeshiphub.co.uk/covid-19)

## Change in circumstances

### Out of work/Redundant

- ▶ Check with CAB Manchester
- ▶ [moneyadvice.service.gov.uk/en/articles/out-of-work-checklist-things-to-do-if-you-lose-your-job](http://moneyadvice.service.gov.uk/en/articles/out-of-work-checklist-things-to-do-if-you-lose-your-job)
- ▶ Jobcentre Plus for jobseeking
- ▶ [jobhelp.campaign.gov.uk](http://jobhelp.campaign.gov.uk)
- ▶ For urgent vacancies [employgm.org](http://employgm.org)

### At risk of becoming homeless?

Call Shelter on **0344 515 1640** or visit [england.shelter.org.uk/housing\\_advice/coronavirus](http://england.shelter.org.uk/housing_advice/coronavirus)

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



## Money Matters

### Benefits check

Visit [www.entitledto.co.uk](http://www.entitledto.co.uk)

### Universal Credit Budgeting Loan

Visit [gov.uk/budgeting-help-benefits](http://gov.uk/budgeting-help-benefits) or call **0800 169 0140**

### Bills and discounts

Visit [manchester.gov.uk/helpinghands](http://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](http://moneysavingexpert.com)



# Helping Hands Pocket Guide: Help and advice for getting the most from money and life

## 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/](http://moneysavingexpert.com/credit-cards/mental-health-guide/)

## Make your money go further

### Food

Visit [manchester.gov.uk/helpinghands](http://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](http://nhs.uk/live-well/eat-well/eight-tips-for-healthy-eating)



### Energy saving

Visit [manchester.gov.uk/helpinghands](http://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

[boastrust.org.uk](http://boastrust.org.uk)  
Kath Locke Centre, Hulme, M15 5DD  
**0161 202 1056**

### 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](http://gov.uk/settled-status-eu-citizens-families)

European Nationals – get support, training and representation from Europia  
[europia.org.uk](http://europia.org.uk) or call **0333 3058 570**

## You're not alone

Get involved with community projects  
[buzzmanchester.co.uk](http://buzzmanchester.co.uk)

### Every Mind Matters

[nhs.uk/oneyou/every-mind-matters](http://nhs.uk/oneyou/every-mind-matters)

### Young people

Free confidential support  
[42ndstreet.org.uk](http://42ndstreet.org.uk)

LGBT+ youth [theproudtrust.org](http://theproudtrust.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?

Visit [gov.uk/funeral-payment](http://gov.uk/funeral-payment) 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](http://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](http://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](http://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**