

## Appendix 2 City Wide Advice Service Contact Details

### Citizens Advice Manchester

Has the following advice contact channels, and their availability is:

- Web advice self-help library, 24/7
- Freephone telephone advice line 0808 278 7800, Monday - Friday 9am - 5pm
- Facebook messenger, Adviser available Monday - Friday 9am - 5pm
- WhatsApp, Adviser available Monday - Friday 9am - 5pm
- Digital webchat, Monday - Friday 9am - 5pm
- Face to Face drop in and appointments (sessions listed in table below)
- Assisted Digital Community Hubs
- Mobile Advice Van (list of sites visited below)
- Social media broadcasts via TikTok, Twitter and Facebook
- Digital Energy Chat Bot

### [Contact Us — Citizens Advice Manchester](#)

#### Drop in Outreach sessions

	Location	Session times	Frequency
Face to face	Longsight Library, Wythenshawe Forum, Newton Heath Library	10am-1pm	Weekly
Community access kiosk	Longsight Library, Wythenshawe forum, Newton heath Library, Gorton Sure Start Centre, Wai-Yin Welcome Centre, ITC Centre, Avenue Library, Manchester Settlement, Longsight Library, Number 93, Levesnhulme inspire, NEPHRA Good Neighbours, Beacon Centre, The Bread & Butter Thing, Yes Centre - Newton Heath, Gorton Hub, Powerhouse, Lime Square, Harpurhey Market, RASTA HQ, St Ambrose primary School, St Georges Community Centre.	various	Weekly
Mobile Advice Van	The Bread & Butter Thing, Yes Centre - Newton Heath, Gorton Hub, MRI, Wythenshawe Hospital, Powerhouse, Lime Square, Harpurhey Market, RASTA HQ, St Ambrose Primary School, St Georges Community Centre	10am – 3:30pm	Dependent on venue

### Shelter

Refers complete the Targeted Advice request form and then email it to a dedicated inbox. Refers include the following providers:

Be Well Pathways  
Booth Centre

Cheetham Hill Children's Centre  
 Citizens Advice  
 City Hearts  
 Cornerstone  
 DWP  
 Early Help Hub  
 Gaddum Centre  
 George House Trust  
 Greater Manchester Mental Health Home Treatment Team  
 Health Care Alliance  
 Health Visitors  
 MASH  
 Manchester City Council  
 Martenscroft Children's Centre  
 Moss Side Children's Centre  
 Motiv8  
 Mustard Tree  
 Network Rail  
 Northwards Housing  
 NHS  
 Rams Lodge Hostel  
 Shelter Helpline  
 Shelter Legal  
 Whalley Range Children's Centre  
 Women's Aid  
 Women MATTA

Outreach sessions

Location	Session Times	Frequency	Appointment or drop in
Whalley Range Sure Start	1pm - 4pm	4 weeks	Appointment
Moss Side Sure Start	1pm - 3pm	4 weeks	Appointment
Cheetham Hill Sure Start	10am- 1pm	2 weeks	Appointment
Booth Centre	9.30am - 12.30pm	4 weeks	Drop in
Cornerstone	10am - 12pm	2 weeks	Drop in
JCP Mosely Street	10am - 1pm	2 weeks	Appointment
Mash	3pm - 5pm	4 weeks	Drop in
Womens Aid	12pm - 2pm	4 weeks	Drop in

**Cheetham Hill Advice Centre**

1-3 Morrowfield Avenue, Cheetham Hill, Manchester M8 9AR  
 0161 740 8999

triage@cheethamadvice.org.uk

Appointments available Monday to Friday

Sessions to make appointments or drop off documents on Monday, Tuesday, Wednesday and Thursday between 10am and 1pm.

Advice provided in ten languages and interpreters are arranged when needed.