

'What's On North' Newsletter

May 2020

Compiled by the Community Inclusion Service

Due to the Corona outbreak the What's on newsletter is very different this month. A lot of activities have been cancelled until further notice. But here is some useful information and some fun and helpful things you could do while self-isolating.

NHS website advice on Coronavirus (COVID-19) what we should be doing?

Everyone must stay at home to help stop the spread of coronavirus. This includes people of all ages – even if you do not have any symptoms or other health conditions. You can only leave your home:

- to shop for basic essentials – only when you really need to
- to do one form of exercise a day – such as a run, walk or cycle, alone or with other people you live with
- for any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- to travel to and from work – but only where this is absolutely necessary

What to do if you have coronavirus symptoms

Try to avoid speculation and look up reputable sources on the outbreak

Rumour and speculation can fuel anxiety. Having access to good quality information about the virus can help you feel more in control. Check GOV.UK and <https://www.nhs.uk/conditions/coronavirus-covid-19/>



If news stories make you feel anxious or confused, think about switching off or limiting what you look at for a while.

Social media could help you stay in touch with people, but might also make you feel anxious including if people are sharing news stories or posting about their worries. Consider taking a break or limiting how you use social media. You might decide to view particular groups or pages but not scroll through timelines or newsfeeds.

If you are feeling anxious

If you have panic attacks or flashbacks, it might help to plan a 'safe space' in your home that you'll go to.

You can also find ways to comfort yourself if you're feeling anxious. For example, there are games and puzzles you can use to distract yourself, and breathing exercises which may help.

Living with anxiety can be very difficult but there are steps you can take which may help.

Here are some useful links <https://www.mind.org.uk/need-urgent-help/how-can-i-distract-myself/games-and-puzzles/>

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/anxiety-and-panic-attacks/self-care-for-anxiety/>

The British Association for Counselling and Psychotherapy (BACP) has more information on how to cope if you're feeling anxious about coronavirus.

For more detailed information on looking after your wellbeing please see <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

Whats happening in the community? Pubs, cafés , cinemas, restaurants and retail shops are now closed. Supermarkets, local food shop and some takeaways (for delivery service) are open. Only projects that support the most vulnerable people are still running, but only on a limited service

The advice is don't go unless you really need to but there are places that can help.



Theme: Comfort



What gives you a feeling of comfort?

For this project I would like you to think about the things you have, or do, that give you a sense of comfort. Some things may be obvious, but there could be lots of small seemingly insignificant things that make you feel safe and comfortable.

Spend some time looking and thinking around your home about the theme.
If there is anyone to discuss the idea, then do so.

You could use your phone or camera if you have one to do the project.
Otherwise try drawing or writing down your ideas.

It would be great to collect your ideas, even add to them over the coming weeks.

If you have access to the internet and email you could take a photo on a mobile phone and email it to me.

simon.jones@gmmh.nhs.uk

You could also simply text a photo to our work mobile
07553 367 974



Service	Current situation
Manchester City Council hub	<p>0800 234 6123 Monday – Saturday 8.30am – 5.30pm (outside of BH) Help for people who are over 70, self isolating and have no support network. If you have received a letter from the NHS advising you are high risk Or you are medically vulnerable according to the government criteria.</p> <p>Help with delivery of food, medication, combating loneliness and managing fuel top ups.</p>
The mustard tree	Food club emergency food parcels – please see website https://mustardtree.org.uk/2020/03/covid-19-food-deliveries-and-shop/
Ancoats	Shop remains open for food and essential toiletries – 10am – 2pm Monday – Friday
Talbot House, Newton Heath	Telephone advice for Carers of those with learning difficulties www.talbot-house.org.uk 0161 203 4095
Manchester Carers Network	All workshops for this month have cancelled and all future ones have been put on hold
NEPHRA	Closed for face to face groups. Twice weekly meal deliveries to our service users with brain training packs in the bags. Over the phone support/befriending ongoing. (currently at capacity no new referrals)
Manchester Cares	Phone calls will still be available, please pass on their Name and Contact Number Criteria; 65+ and not having a diagnosis of dementia amy.saunders@manchestercares.org.uk
St Georges' community centre Collyhurst	The Bread and butter project will be coming to the centre every Tuesday 230-3pm to deliver food. All other groups have been cancelled.
Synergy home care	Staff continue to care for the most vulnerable in their homes.
Age friendly Miles Platting	All groups through age friendly have been cancelled
Walking with the wounded	Contacting and speaking to existing clients over the phone. Currently taking referrals - 0161 205 9287
Greater Manchester Fire and Rescue	GMFR are only conducting existing bookings for Safe and Well visits by telephone. Crews currently will respond to priority arson threat referrals and high risk referrals. Updates available at www.manchesterfire.gov.uk
CAB	Citizens Advice Manchester have suspended all of their community hubs but all other services are open for support. Advice line 03444 111 222 https://www.citizensadvicemanchester.org.uk/
Heathfield Hall Newton Heath	At Heathfield most of our classes have been suspended until further notice.
Church of the apostles,	Food parcels, pastoral support, self-isolating, supplies

Miles Platting	Reverend Ellie Trimble – 07887601451 / 0161 948 4197 *if anyone has tinned or dried food to donate please contact Ellie*
Sure start food clubs	As a charity, we are determined to keep the FOOD clubs open in Miles Platting, Whalley Range, Moston and Newton Heath. <ul style="list-style-type: none"> • Miles platting sure start centre is open on Fridays 1-3 • Newton Heath sure start centre is open on Mondays 12-2 • Collyhurst nursery - Mondays 12- 2pm 0161 205 1744 *Moston food club has now moved to Collyhurst nursery* 0161 205 1744
North Manchester fitness	Can send out information about appropriate exercise – contact: Lorraine.platt@btconnect.com www.northmanchesterfitness.com
Morrison Heath	Currently working on trying to provide health sessions to make available on social media.
Lung health checks	The programme is still seeing patients that had appointments pre-booked for the Failsworth site, but will finish on Monday 23 March. Again this could change though and if it does, patients will be directly contacted by the service.
Be well	Be Well are accepting referrals as normal and will be aligning our work to respond to vulnerable people during this time across the city. If you are worried about someone, as partners of Be Well you can refer to us so please do so.
Community Grocers, Miles Platting	All of the Community Grocers are closed but they are setting up an emergency food provision to support those most in need. They will be offering the service to existing grocer members and also taking referrals from GP's, One Manchester, Adactus, MCC, MHCC and GMMH. Once a process has been agreed this will be shared.
The Moston Miners	Currently open on Thursday and Friday afternoons for food to take away.
Broadhurst community centre	Closing from Friday 20 th March
Mood swings	Mental health support for people aged 16 plus over the phone. Helpline phone number 0161 832 3736 10am – 4pm
Back on track	Suspended all courses – current service users will be supported via phone by staff
42 nd street Mental health support for young people	Closing from Friday 20 th March. Taking no new referrals On line and telephone support to existing service users only. Online information available www.42ndstreet.org.uk
Samaritans	Phone - 116 123 0330 094 5717
Manchester mind	Phone 0161 769 5732 give your name and phone number and telephone support will be offered.
Caritas Saint Josephs	Phone calls to existing service users – shopping for them if needed. Emergency food parcels available contact Debbie on 07904 517028 .

Lalley centre	Open for emergency food pick-ups - Wednesday, Thursday and Friday. Please phone ahead - 0161 205 2754
Feed my City – Feeding Humanity	Briscoe Lane Learning Centre (M40 2TP, Newton Heath): Tuesdays 14:30 – 17:00 Wellspring Pentecostal Church (M40 9DN, Moston): Tuesday 11:00-14:00 Harpurhey Community Church (M9 5UX): Monday 11:00-13:30
Manchester Carers Centre	Helpline is still open - 0161 272 7270
Manchester self-help	www.selfhelpservices.org.uk
Connect support	Support for families/carers of those with mental health 0161 945 5044
Royal British Legion	http://counties.britishlegion.org.uk/counties/greater-manchester Served in armed forces and relatives – welfare team 0808 802 8080
Expert patient programme	Currently still taking referrals although all courses are cancelled until the end of June 2020. Phone: 0161 371 2105 or email: mft.epp@nhs.net
GP's primary care	GP's in our neighbourhood are offering video/telephone consultations. Measures are in place for Practices to make contact with vulnerable and older patients.
Community Care Navigator	Charlee is still taking referrals and will be able to offer support to people. Please contact Charlee on 0161 861 2517 / 07870546979.
The Gateway, Church of the saviour, Collyhurst	Gateway is only providing debt services and welfare services to existing clients and is operating remotely. They can offer a helpline and advise clients. They should call 07413305819. The call will be triaged and have a caseworker call them back. This service will be offered Mondays and Tuesdays The food pantry will continue to run as long as possible. Anyone who wants to use the food pantry sends a text in as there will be no surplus text - 07860 063 304
Northwards housing	Scheme Managers will be working from home, you can still contact Northwards on 03000 123 123 or email us on info@northwardshousing.co.uk
The Stirling centre	Closing from Friday
YES employment centre; Newton Heath, Collyhurst and Blackley	YES centres will be closed from Friday. The food pantry at the Collyhurst centre will also be closed. yesinfo@yesmanchester.co.uk , 0161 720 4990
CGL (change, grow, live) alcohol and drug service	Assessments over the phone and will see people new to treatment when clinically required. Group programmes have been suspended for now but online help or telephone support from is available.

	North residents should ring 0161 214 0770 South 0161 945 8772.
4CT	Do you know someone who is vulnerable and needs basic supplies in Moston, Newton Heath, Miles Platting, Openshaw, Beswick or Clayton 0161 230 1420 8am – 4pm
Scotland Hall Road Shop Newton Heath	Raja Bros - Will deliver goods if a person is unable to get out - 07405 005 819
The Sheridan	Can collect free hot food on a Monday (can book Mon-Fri) 0161 203 5444
Neighbourhood watch – Moston	07970 057015 - Janet Chapman, case by case support
Age UK	Meal delivery, prescription collection. shopping, visits/calls 0161 223 6062 or 07565988502
FC United, Moston	FC United - food distribution hub now up and running on Mondays and Fridays (please only contact on these days) Will distribute essential items to local vulnerable residents. Please contact Vinny to make a referral or for further info- 07792 833086
Rough Sleepers team	The rough sleepers team continue to provide outreach across the city – please contact the team if you see someone who is sleeping rough: https://secure.manchester.gov.uk/info/200117/homeless_people/3032/tell_us_about_people_who_are_sleeping_rough
The Silverline	Details of useful helpline for over 55's - https://www.thesilverline.org.uk/what-we-do/ The Silver Line operates the only confidential, free helpline for older people across the UK that's open 24 hours a day, seven days a week, 365 days of the year. <u>The Silver Line Helpline – 0800 4 70 80 90</u>
Help with food while schools are closed	Please follow link: https://secure.manchester.gov.uk/info/500361/coronavirus/7938/coronavirus_-_benefits_and_money/4
Visit from the stork	Visit from the Stork has been funded by NHS Salford CCG and the We Love MCR charity to provide 'baby essentials' to families in hardship due to Covid-19. These include, <ul style="list-style-type: none"> • Nappies & Nappy bags, Wipes, • Formula milk (we also do breastfeeding support in Salford if anyone is breastfeeding) • Bathing items such as children's bath/shower wash, shampoo, toothpaste etc • baby food and toddler meals • Talcum powder • Medicines such as calpol, teething gel, nappy cream • Sanitary items and small care packages for parents <p>We are funded to cover all of Salford and North, central and South Manchester and can take referrals from professionals working with families or direct from the parents themselves - they just need to call, text or Whatsapp on 07402630671 or email storkcovidhelp@gmail.com.</p>
Barnabus City Centre	Telephone support for existing and new service users, signposting and help with food poverty - 0161 237 3223

	<p>admin@barnabusmanchester.co.uk</p>
	<p>https://acorntheunion.org.uk/ @ACORN_tweets</p> <p>Acorn are a community union, they are organising local volunteers to support people who need shopping, prescription collection, post and anything else they may need if they are stuck at home. To request help visit acorntheunion.org.uk/corona or if you don't have internet access call 07395945770</p>
Manchester Action on Street Health	<ul style="list-style-type: none"> • The MASH centre is operating 5 days a week Mon–Thurs 3:00pm -5:00pm & Fri 2:00pm -4:00pm. • The MASH mobile goes out 5 nights a week Mon-Fri 8:00pm–12:00am. In accordance with COVID 19 guidance both these services are delivered remotely in line with robust risk assessments and guidance around hand and respiratory hygiene, social distancing and general safety. http://www.mash.org.uk/
Utility support	<p>If you are self isolating and have a prepay meter they will send you out a top up for 2 weeks.</p> <ul style="list-style-type: none"> • British Gas – 0333 202 9802 • EDF – 0333 200 5100 • EON – 0345 052 000 • N Power - 0800 073 3000 • Scottish power – 0800 027 0072 • SSE – 0345 026 2658

Master **MOVES**

Removals and Storage

Tel - 0161 772 0114

Delivering Food Parcels

In the last fortnight, we have been volunteering in the North Manchester Business Network to deliver food parcels to vulnerable community members. The operation, which is supported by F.C United and Manchester City Council, delivers fresh food, tinned goods and cleaning products to residents throughout North Manchester twice per week.



The North Manchester Business Network is a relatively new organisation that has been working hard during this crisis to extend its products to as many people as possible.

'It is our intention to do as much as we can to alleviate the pressure on the people most at risk of the virus in our locality' explained Vinny Thompson of F.C United.

Helping the Homeless

Our friends at Barnabus are supplying daily meals to homeless people, now in temporary accommodation. Each day, volunteers are preparing hot and cold meals and receiving donated food from local businesses.

Master Moves has assisted in the delivery of meals from the hub in the Church of the Apostles in Miles Platting to various accommodations.

During this difficult period, it is important to utilise business services to provide aid to those in compromised positions. At Master Moves, we plan to continue our volunteer work, using full PPE and sanitiser and practicing safe distancing to keep our operatives and community members safe.

We would like to inform our clients and customers as of 27/04/2020, the government has updated its legislation regarding essential moves to social landlords.

We are now able to perform moves under the following circumstances:

- 1.Domestic abuse or other forms of violence.
- 2.Cases of severe overcrowding.
- 3.Removals from temporary to permanent accommodation.
- 4.Removals to facilitate hospital discharge and increase bed space in care institutions.
- 5.To support those in unsafe accommodation or without settled accommodation, which poses a health risk.



We are critically evaluating our strategy to resume our services following the guidelines of ensuring PPE, hand washing & sanitisers and practicing social distancing to prevent the spread of Covid-19.

Unfortunately, we remain unable to perform non-essential removals that do not fit this criteria until further notice.

Furthermore, we are delighted that our voluntary work over the past few weeks has been recognised with a mention in the Manchester Evening News recently. Utilising our services for the benefit of vulnerable community members is important to us and we will continue our volunteer work throughout this crisis.

To read about how Manchester businesses are playing a vital role in the pandemic, please see the article below:

<https://www.manchestereveningnews.co.uk/special-features/people-manchester-rally-coronavirus-response-18069604>

We hope that you are all safe in isolation, and we look forward to working with you again in the future.



kooth.com

Kooth, from XenZone, is an online counselling and emotional well-being service for children and young people, available free at the point of access.

When commissioned in their area, children and young people logging in can access:



Online counsellors 365 days a year up to 10pm, through either drop-in sessions or scheduled text-based sessions



Self-help materials co-produced by other young people



Fully-moderated peer-to-peer support forums



Personal goal-based journal

Kooth is:

- Safe, confidential, anonymous
- Free at the point of need
- Available through a smart phone, tablet or computer

Kooth helps to reduce wait times for young people seeking help and removes stigma around mental health. Kooth integrates with face-to-face local services to ensure a seamless transition for young people.

XenZone's team of accredited counsellors, therapists and support workers provide guided, outcome-focused help for each individual.

XenZone works with local authorities, CCGs, mental health trusts, charities and other organisations to provide early intervention support with clear escalation and de-escalation pathways.

We take safeguarding and clinical governance extremely seriously. The safety and well-being of our users is of our upmost priority.

“Kooth is now one of my new favourite websites. It has great help and support information. Kooth has already helped me with most of my problems. Before I had an account on Kooth I didnt know who and where to go to for help with my problems.”
Kooth user

85%
prefer online
counselling compared
to face-to-face

97%
are planning
on returning
to Kooth soon

97%
would recommend
Kooth to a friend

70%
login outside
office hours

Dez Wilson
Integration & Participation Officer
Phone No: 07930532639
Email: dwilson@xenzone.com



xenzone.com
contact@xenzone.com

vimeo.com/xenzone/kooth
0845 330 7090

Kooth is a service from XenZone, leaders in mental health provision. Kooth is a BACP accredited service.

VRF - Emergency Fund.

<http://frontlinenetwork.org.uk/vrf-emergency-fund/>

Our priority is supporting people experiencing homelessness. In response to COVID-19 we have developed an emergency fund that is designed to offer flexibility in what you apply for as the full impact of the COVID-19 pandemic unfolds. The fund is informed by feedback from over 950 frontline workers who responded to our **Emergency Fund Survey** in the first few weeks of the crisis.

To ensure that we continue to adapt as the needs of people experiencing homelessness change over the course of the COVID-19 crisis, we are keeping our survey **open** and would encourage you to complete it as you see needs shift. We will in turn do our best to ensure that the fund remains useful throughout this time.

What can I apply for?

The VRF Emergency Fund has three broad categories: Basic Essential Need; Overcoming Barriers to Support; and Securing Accommodation.

We are not prescriptive in what you can apply for under each category, so please choose the category which you think best reflects the need you are asking for a grant for. However, examples of what might be included under each category are:

Basic Essential Need – eg, food, hygiene packs, utility bills

Overcoming Barriers to Support – eg, mobile phone, laptop, tablet, wifi or data access

Securing Accommodation – eg, a deposit to access accommodation, a deposit to secure accommodation suitable for self-isolation, rent arrears where there is an imminent risk of eviction

Who can apply?

We only accept applications from paid frontline workers who provide support to people experiencing homelessness or whose accommodation might be at risk. Frontline workers include staff working in the voluntary, statutory and public sectors. For example: Resettlement or Outreach workers, CAB advisers, Supported Housing Officers, Mental Health Workers, Drug and Alcohol Support, GPs, Probation Officers, Social Workers, Prison in-reach workers, Police, Health Professionals.

(Update 6th April: Please note that over the next couple of weeks we will be exploring the possibility of volunteers being able to make applications. If you are a volunteer – please check back here in a couple of weeks for an update, and in the meantime, sign up to our enews to stay up to date with the latest news about resources from the Frontline Network)

How much can I apply for?

Most of the grants we provide are small one-off grants – the amount is decided based on your current need so please give as much detail as you can on the application form. As a guide, we would usually expect to receive applications for amounts no more than:

£150 for Basic Essential Needs

£400 for Overcoming Barriers to Support

£1000 for Securing Accommodation

However, in exceptional circumstances we will consider more.

How do I apply?

Who can the payment be made to?

We can make BACS payments to organisations or landlords. In exceptional circumstances we may be able to make a payment direct to the individual.

Evidence

We ask that you provide evidence of spend and where possible, also evidence of the outcome of the grant.

Contact

- Email: vrf@stmartinscharity.org.uk
- Phone: 020 3795 5746 (voicemail only)

a year on kooth 18/19

Kooth is the largest Mental Health and Emotional Wellbeing platform for Children and Young Adults living in the UK. Available for around half of all areas across England and Wales¹, Kooth gives Young People under the age of 20 fast, free and anonymous access to professional counsellors with safe online support 365 days a year.



kooth

“The online counselling on Kooth is fab. I feel supported and listened to and the counsellors here are so great at understanding how I am feeling and they help me to deal with things that I may not be able to say with words.”

2018
638,000
logins
Every 50 seconds somebody logs into Kooth

1 in 2
young people*
have access
to Kooth

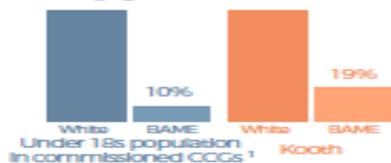
2018
98,000
unique logins

Kooth keeps growing!
In the last four years, Kooth has grown



Our users are **2x**
more diverse than their local populations.

We're reaching even deeper into our local communities, with high engagement of BAME users.



Kooth is providing a safe space for users to be themselves.



young people are **goal setters**
(and they're making real progress too!)

6.8* Average Goal Movement
12K Goals Achieved or progressed

*the minimum value for a goal is 0 and the maximum is 10, all goals start with a value of 0 and the higher the score the more the young person feels they are achieving that goal.

- Getting Professional Help
 - Self-care or Self-help
 - Emotional Exploration
 - Overcoming Anxiety
 - Emotional Regulation
- top user goals 2018

Gender identity remains a popular forum topic on Kooth, as well as the LGBTQ+ articles on Kooth Magazine.

4.4% of users identify as a **non-binary gender**
(compared to 0.4% of the UK Population)²

"I just wanna say thank you for the support and help you give to people like me. I've got lots of help from LGBTQ+ groups on here, I finally feel like I can be who I wanna be and not feel like I have to hide anymore".

97 CCGs⁺ (Clinical Commissioning Groups) now give free Kooth access including seventeen in LONDON

Kooth doesn't stop, we're here 365 days a year.



Mid-week is our most popular time. users are the most active between 9pm and 9pm.

53% of our users found out about Kooth through their school or teacher which might have something to do with...

95% of our users would recommend Kooth to a friend.

72% of Kooth logins are outside of normal office hours. Our platform is more accessible for young people with busy schedules.

Our team visited over **1,500** school assemblies & classrooms in 2018



2018 saw us reach more young people than ever before. We're determined to grow even bigger in 2019 and make Kooth available to as many young people as we can.

#ayearonkooth

charts in this infographic are for illustrative purposes only

Statistics and Sources:
1. CIPD Report, 2017, <https://www.cipd.co.uk>
2. Political Androgyny UK Census Research (2014), www.ukcensusresearch.com
*Kooth's commissioned areas are local areas and youth health boards



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Speak UP. Speak OUT. Safely at home

Supporting Adults and all Farsi speakers
On Monday 30th March Yaran Northwest CIC switched all Group work and one to one support work to digital and online live streaming, this means for us it is Business as usual.

We are primarily using Zoom for all Group works, and a mixture of live streaming, WhatsApp text/Video, Instagram, SKYPE, text messaging for one to one work.

All classes are ran in Farsi Language



Speak UP. Speak OUT.

#Stay at home
تیم یاران در خانه خواهد ماند

STAY AT HOME



FREE mental health session in respect to the Coronavirus (COVID-19) Stress— presented by Parvin & Experts offering practical guidance in coping better with being at home Every Monday 10am-12pm in Farsi via facebook LIVE @ YaranManchester



Life Skills Workshop- FREE session presented by Hassan & Experts Every Monday 10am-12pm in Farsi via www.eztalks.com or app.

مهارت های زندگی مجموعه ای از توانمندی هایی است که از طریق آموزش و تمرین قابل اکتساب بوده و دستیابی به آنها موجب شناخت خود، افزایش توان برقراری ارتباط با دیگران و احساس رضایت بیشتری شود.



Painting class- FREE - with Shahrzad every Thursday 10am-12pm via www.Zoom.com or app.

هنرنگاری که نقلی می کشید، درونی ترین احساسات، هیجانات و آرزوهای خود را بروز می دهید و این باعث بهتر شدن نحوه بروز احساسات و در نتیجه بهبود توانایی ارتباط با دیگران می شود.



Persian dance class- FREE with Sagar Every Saturday 10.30am-12pm via www.Zoom.com or app.

رقصیدن راهی برای ورزش کردن و حفظ تناسب اندام است. رقص راهی اجتماعی و معاشرتی برای انجام فعالیت است.



Fitness class- FREE with Ben every Friday 12am-1.00pm via Instagram LIVE @yaran.northwest

زیبایی و خوش فرمی بدن، سلامت جسم و آرامش روان، از نتایج اصلی حضور و تمرین منظم در کلاس های ورزش گروهی هستند.



Living well session- FREE session presented by Lili & Experts every Saturday 1pm-3pm in Farsi via Instagram LIVE @ yaran.northwest

برای حفظ امنیت خود با حمایت تیم یاران در خانه بمانید

'Yaran team is here to support your mental well-being to stay

Safely at home'

ما در جمع شما هستیم

info@yarannorthwest.com

yarannorthwest.com

YaranManchester

07413396573

YARAN.CIC



Due to the outbreak of coronavirus (COVID-19), Yaran Northwest is taking precautionary measures. From March, our Psychological and Counselling Services will no longer be able to offer face to face appointments until further notice and in line with the national guidance around social distancing- a way to reduce close contact with someone who might have Coronavirus. We will offer the alternative of remote sessions via video phone calls, for all scheduled appointments, and your practitioner will be in contact to make specific arrangements with you for this. **Telephone and online support will continue and will be offered to all. One-to-one appointments face-to-face sessions will now take place over the phone or through video call. we will be sharing lots of wellbeing, Self-kindness tips and updates on our projects and online programme. For the time being we are no longer holding face to face groups.** We have arranged alternative options to run weekly activities online for the coming months.

If you need to get in touch with Yaran Northwest during this period, please email us at info@yarannorthwest, or phone 07413396573 .



Help is available if you need it.

Food. Medicines. Company.

Fuel bills. Online help.

CALL 0800 234 6123

Age concern UK Gorton

We as an organisation will still be operating to the best of our capabilities to ensure the well-being of all of the ladies and gents and their families who use our service and those in the community during these difficult times. We will have a team of staff and volunteers working out in the community visiting people in their own homes.

If you know of anybody who is isolated and may need any help with the following:

- Meal delivery / assistance with preparation
- Prescription collection
- Visits or telephone calls from staff for social interaction or company for those who are isolated
- Shopping
- Washing and cleaning tasks

If you can think of any way we can help you out please do ask.

If you have any questions or requests for assistance please contact the day centre on 0161 223 6062 or alternatively Stephen Chapman on 07565988502

Stephen Chapman
Day Support Manager,
Age UK Manchester,
The Melland Centre,
Mount Road,
Gorton,
Manchester,
M18 7QF
0161 223 6062



Forever Manchester Community Fund :

Forever Manchester has launched a Community Support Fund for grassroots community groups that are responding to the impact of Covid-19 by helping those most affected. Awards of up to £1,000 are available. The Community Support Fund will accept applications from constituted community groups based in any of the ten boroughs of Greater Manchester. Groups can apply for up to £1,000. Forever Manchester aim to assess and make decisions within two weeks of receipt of application. For more information www.forevermanchester.com



Bright Sky app by Hestia

<https://www.hestia.org/brightsky>

Bright Sky is a free to download mobile app, launched by Hestia in partnership with the Vodafone Foundation, providing support and information to anyone who may be in an abusive relationship or those concerned about someone they know.

The app is also designed to be used by specialist and non-specialist practitioners and other employers, and for anyone looking for information about issues around domestic abuse such as online safety, stalking and harassment and sexual consent.

How to get coronavirus support for an extremely vulnerable person?

The government has set up for those with medical conditions that makes them extremely vulnerable to coronavirus. So to be able to ask for help getting deliveries of essential supplies like food. You can register yourself, or on behalf of someone else.

<https://www.gov.uk/coronavirus-extremely-vulnerable>

In light of latest developments with Corona virus. Acorn is organising local volunteers to so support people in the community who need shopping, prescription collection and other essential things they may need help with while stuck at home. Acorn are a member-led campaigning organization supporting and empowering low income communities across the

country . For more information on how they can help visit their website:
<https://acorntheunion.org.uk/corona/>

The Booth Centre, a day service that supports people that are homeless in Manchester remains open during the outbreak of COVID – 19 to ensure that people that are homeless can get into accommodation. As other services in the city are having to close, the Booth Centre has worked tirelessly to adapt and remain open, by moving everything to operate from their garden. The outdoor service is open 9am – 12noon offering hot drinks and a meal to take away and a free texting service to offer daily support remotely and a contact for people in emergencies.

Find ways to spend your time

Try having a clear out. You could sort through your possessions and put them away tidily, or have a spring clean. You could set any old possessions aside to donate to a cause you care about, or use online selling sites to pass on things you don't want to keep. If you do sell anything online, you might want to delay your delivery dates until you can leave the house to send your parcels.

You could also have a digital clear out. Delete any old files and apps you don't use, upgrade your software, update all your passwords or clear out your inboxes.

Write letters or emails, or make phone calls with people you've been meaning to catch up with. Do any admin tasks that you haven't got around to

Maybe take up a new hobby, often in our busy lives we don't find time to learn something new. Is there anything that you have always wanted to learn and could do so now using online resources?

You could learn to speak a new language, play an instrument or learn to knit/crochet. You could try out that new recipe and get ready for MasterChef!

You could spend time developing your existing skills such as painting, drawing, writing and cooking or read that book you have had for ages and not got round to yet.

Finding ways to relax, take notice and be creative are important

Here are just a few ideas: arts and crafts, such as drawing, painting, collage, sewing, craft kits or upcycling , DIY , colouring , mindfulness, playing musical instruments, singing or listening to music, writing , yoga , meditation

See <https://www.mind.org.uk/information-support/tips-for-everyday-living/relaxation/relaxation-tips/> for some ideas on how to relax.

See <https://www.mind.org.uk/information-support/drugs-and-treatments/mindfulness/about-mindfulness/> for more information and ideas on mindfulness.



Wellbeing is defined by the Oxford English Dictionary as “the state of being comfortable, healthy, or happy.” However, it is important to realise that wellbeing is a much broader concept than moment-to-moment happiness. While it does include happiness, it also includes other things, such as how satisfied people are with their life as a whole, their sense of purpose, and how in control they feel. There are five ways to wellbeing, Connect, Be active, keep learning, give and take notice, here are some ideas of things you can do these while self isolating

Get creative : www.start2.co.uk – Everyone wants to stay mentally and physically well. This site shows you how you can use your natural creative skills to maintain and improve your wellbeing. Pick from dozens of creative activities designed for you by experts in the field of art and health

learn via an online course <https://www.futurelearn.com/> range of courses including free ones free skills for life programme via <https://www.bt.com/skillsfortomorrow/> learning how to master the basics of social media and internet

free courses <https://www.reed.co.uk/courses/free>

Connect: Watch a live stream music/comedy performance : Some performers are doing live stream performances over the internet on Youtube and facebook .

Recent performances have included, slow readers club, lottery winners and comedians at the Stand comedy club. There are a number of online activities which will enable you to connect with others and engage in meaningful activity from the comfort of your home.

See <https://www.bbc.co.uk/news/uk-england-51977454> for some activities you can take part in online such as choir practice and quizzes.

When it became impossible to run his real-life choirs as normal this week, vocal leader James Sills launched The Sofa Singers. The virtual group invites people from all over the world to connect through the power of song – from the comfort of their sofas

You can sign up to the weekly online singing session on www.thesofasingers.net and see www.jamesillsmusic.co.uk for more details .

Sign up for a free trial for film/TV or music package (remember to cancel your membership before you start being charged)

Amazon prime – 30 day free trial : Love film – 30 day free trial : Now TV – 7 day free trial :

Spotify- 1 month free trial

Connect with people. Give people a ring or keep in touch digitally

- Make plans to video chat with people or groups you’d normally see in person. You can also arrange phone calls or send instant messages or texts.

- If you’re worried that you might run out of stuff to talk about, make a plan with someone to watch a show or read a book separately so that you can discuss it when you contact each other.

- Think of other ways to keep in contact with people if meeting in person is not possible. For example, you could check your phone numbers are up to date, or that you have current email addresses for friends you've not seen for a while.
- If you're part of a group of people who are also self-isolating, you may be part of group communications to receive updates on your situation. This group could also act as an informal support network.
- You could join a peer support community. Mind runs an online peer support community called Elefriends, where you can share your experiences and hear from others.
- If you're going online more than usual or seeking peer support on the internet, it's important to look after your online wellbeing. See <https://www.mind.org.uk/information-support/tips-for-everyday-living/online-mental-health/about-online-mental-health/> for more info

If you're worried about loneliness

- Think about things you can do to connect with people. For example, putting extra pictures up of the people you care about might be a nice reminder of the people in your life.
- Listen to a chatty radio station or podcast if your home feels too quiet.

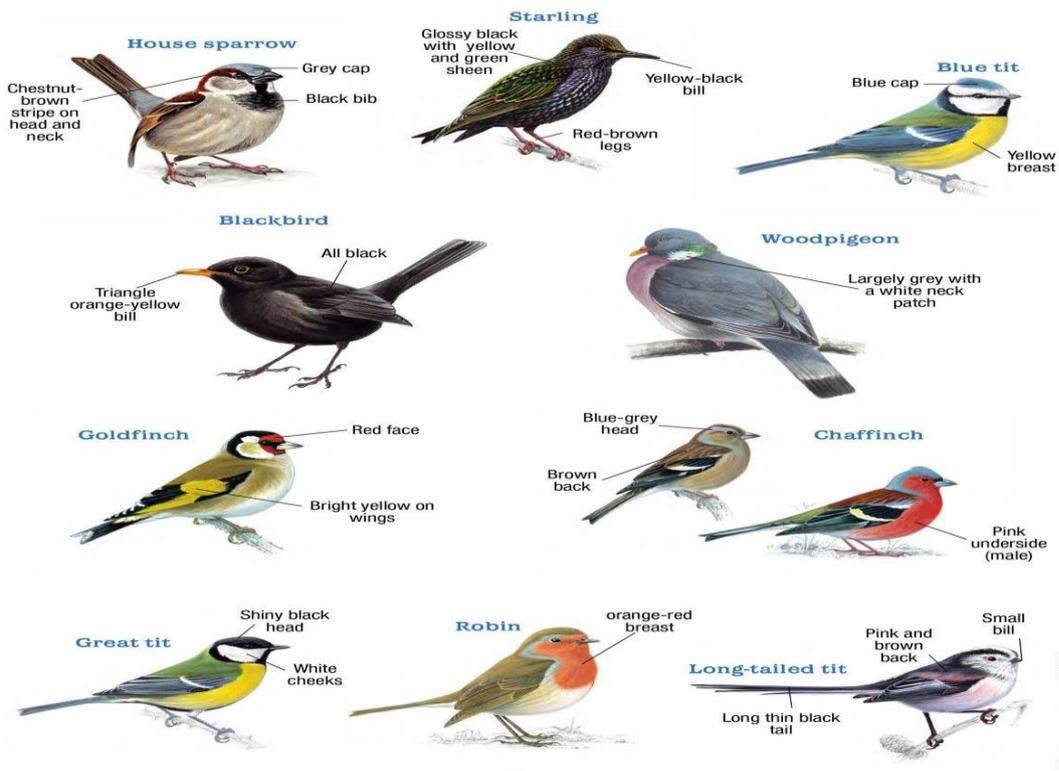
Try and keep a routine

Plan how you'll spend your time. It might help to write this down on paper and put it on the wall.

- Try to follow your ordinary routine as much as possible. Get up at the same time as normal, follow your usual morning routines, and go to bed at your usual time. Set alarms to remind you of your new schedule if that helps.
- If you aren't happy with your usual routine, this might be a chance to do things differently. For example, you could go to bed earlier, spend more time cooking or do other things you don't usually have time for.
- Think about how you'll spend time by yourself at home. For example, plan activities to do on different days or habits you want to start or keep up.
If you live with other people, it may help to do the following:
 - Agree on a household routine. Try to give everyone you live with a say in this agreement.
 - Try to respect each other's privacy and give each other space. For example, some people might want to discuss everything they're doing while others won't

Take notice : Look out your window

Guide to the top 10 garden birds



Be active (please only do exercise you feel you are capable of)

Joe wicks doing online PE sessions aimed towards Kids (but no reason why adults can't do it also) for more information go his YouTube channel The Body Coach TV.

Please visit <https://www.darebee.com> for more workouts **Try to keep active**

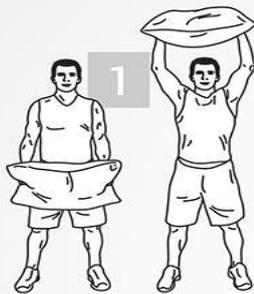
Build physical activity into your daily routine, if possible. Most of us don't have exercise equipment like treadmills where we live, but there are still activities you can do. Exercising at home can be simple and there are options for most ages and abilities, such as:

- cleaning your home
- dancing to music
- going up and down stairs
- seated exercises 15

pillow workout

repeat 5 times | up to 2 minute rest between sets

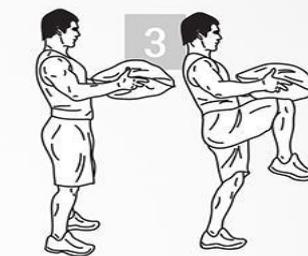
© neilarey.com



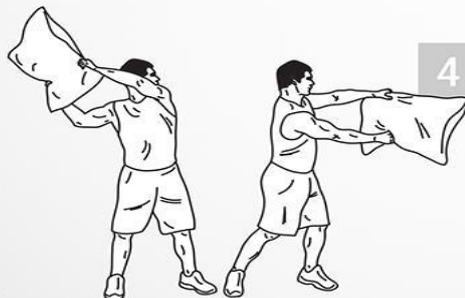
20 pillow presses



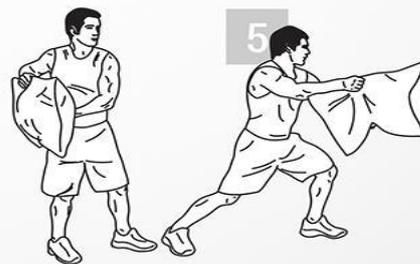
10 pillow squats



10 pillow high knees



20 pillow strikes



20 pillow lunges

www.nhs.uk **NHS** choices

- online exercise workouts that you can follow
- sitting less – if you notice you've been sitting down for an hour, just getting up or changing position can help.

For 10 minute workouts you can do at home without any equipment please see :

<https://www.nhs.uk/live-well/exercise/10-minute-workouts/>

Nike Training Club invite you to try out their app which allows you to join a community of living room athletes. You can take part in workouts and get nutritional advice. App can be downloaded via ios and android

See www.nike.com for more information

For those with children

Due to the schools closing our children are at home and following government guidelines the outdoor activities they can engage with are now limited to one session per day.

We have compiled a few tips to offer suggestions and advice

Where possible try and keep a routine at home for you and your children, maybe devise a timetable for them including some school work and other activities.

Where possible support your child/children to engage with some academic work sent by the school. If needed contact the school for extra resources.

If your child/children is in receipt of free school meals and isn't attending school either contact school or see www.manchester.gov.uk for more details of how to receive the £10 payment per week for each child eligible for free school meals.

Depending on the age of your child/children some activities you can enjoy at home are Arts and Crafts , Baking ,Making Dens Household Treasure Hunt ,Science Experiments ,Recycle cardboard boxes, Making music

If you have a garden or outdoor space, do some gardening/planting seeds/bulbs (only with members of same household)

If you allow your child/children to use technology there are a number of online sites which have lots of games and activities. Please ensure the site is safe and monitor usage of tablets/phones/laptops.

Below are a number of sites

www.cbeebies.co.uk

www.peepandthebigwideworld.co.uk

www.funology.co.uk

www.thegreatplantescape.co.uk

www.switchzooanimalgames.co.uk

www.bubblesphere.co.uk

www.funbrain.co.uk

www.kodable.co.uk

www.gigglepoetry.co.uk

www.hacketyhack.co.uk

www.abcya.co.uk

www.inventionatplay.co.uk

If you have support from health/social care professionals please speak to them about your challenges, they may be able to offer extra support, advice and reassurance.

If you have teenage children the website www.teentips.co.uk can offer advice and guidance around coping with your teens in these challenging times.

Do what you can and be kind to yourself.

Stay healthy and well

Free School Meals (FSM) Local Authority On-Line Voucher Scheme

Please find outlined below information about the Local Authority's support for Free School meals and the additional support they are offering to families through their welfare offer.

The Local Authority has put the following arrangements in place to support families during this challenging period of time:

- FSM pupils - Council's Voucher Scheme.
- Hardship support to families

Free School Meals (FSM) Pupils

FSM pupils are children who would normally receive a free school meal from the school, based on household income or due to being an asylum seeker. The government has advised that they expect to have a new scheme up and running in the near future. They intend to issue vouchers directly to families but this scheme will not be up and running for a few weeks.

The Local Authority is putting an interim arrangement in place until the national voucher scheme is in place. They will be able to pay this money within a few days by the following methods:

- Paying a contribution towards a lunchtime meal of £10 per week for each school child or young person in the household via:
 - o A bank transfer into a nominated bank account
 - o A secure text message that can be used to access cash from a range of Paypoint outlets in the city
 - o A voucher that can be printed and can then be exchanged for cash from a range of Paypoint outlets in the city

Parents can make an application by submitting a request via the Council's welfare Provision Scheme by clicking MCC On-line Application FSM Voucher. Please note links will go live on Wednesday 25th March.

FSM - Be aware of scam emails

The DfE have been informed that some parents have received an email stating the following: 'As schools will be closing, if you're entitled to free school meals, please send your bank details and we'll make sure you're supported'. The DfE have confirmed that this is a scam email and is not official. We urge you to inform parents that if you receive any emails like this, please do not respond, and delete it immediately.

Help with food costs while schools are closed in cases of hardship:

Because schools have closed and some families are facing additional financial challenges due to the Covid 19 virus, we would like to signpost support to families who most need it. The Local Authority are providing a financial grant to parents and carers of the following groups of children and young people.

To qualify the family must be:

- A Manchester resident or supported by Manchester's Homelessness Service;
- and

- Whose family has been hardest hit by the recent issues and may be waiting for benefits to be assessed or have a gap in their income due to being laid off etc.

To make an application, families need to submit a request via the Council's Welfare Provision Scheme here: [MCC Apply for cash grant if you are in financial crisis](#)

Be Smoke Free Manchester

Be Smoke Free is a new tobacco addiction service that will support people in Manchester to stop smoking via a nurse led evidence based service. We will provide **direct supply pharmacotherapy** and **psychosocial support** at clinics in community venues across the city.

Covid-19 Update

Giving up smoking is one of the best things you can do for your health at any time. We know that smokers may be more seriously affected by Covid than non-smokers, so it's now even more important for you to try to quit.

You can refer to **Be Smoke Free** during the Covid-19 outbreak.

For those who have the most urgent need and are a **priority referral**, a comprehensive telephone assessment and pharmacotherapy will be offered as part of their personalised Quit Plan.

Any **other referrals** will be signposted to online resources and support networks until we have our full staff complement and are in a position to offer additional assessments.

Priority Referrals

- ▶ People with health conditions which are exacerbated by smoking such as COPD, asthma or emphysema
- ▶ People aged 60 and over
- ▶ People whose immune system may be compromised
- ▶ People with mental health problems
- ▶ Smokers living with anyone in the categories above, or who live with a pregnant smoker

General Criteria

Anyone who smokes tobacco and lives in the Manchester area or has a Manchester GP can access the service.

Referrals

Telephone: 0161 823 4157

Email: manchesterbesmokefree@cgl.org.uk

to request an electronic referral form / submit a referral form. If you are making a referral on behalf of someone else, please ensure they have consented to receive support to stop tobacco use.

Be Smoke Free Manchester

If you are making this referral on behalf of someone else, please ensure they have consented to receive support to stop their tobacco use.

Date of referral:

Email: manchesterbesmokefree@cgl.org.uk

REFERRAL

Forename:

Surname:

Date of Birth:

Gender:

Ethnicity:

Home
Address:

Post code:

Phone number: Home:

Mobile:

Email:

Preferred
Language

Interpreter
Required

Yes

No

TRIAGE ASSESSMENT

Due to Covid-19, we are currently prioritising telephone support for those who have the most urgent need. In order of us to do this, please answer the below questions.

Do you have a mental health problem?

Yes

No

Do you have respiratory problems? E.g COPD, asthma, emphysema

Yes

No

Are you pregnant?

Yes

No

Are you over the age of 60?

Yes

No

Risk issues

(mental health,
physical health, pregnancy,
safeguarding)

CONSENT

We are bound by laws, regulations and organisational values which inform how we use any information about you. We will not share information without your consent. To ensure that we can offer and remind you of appointments with Change Grow Live, we require permission to contact you. If you use the internet, we encourage you to consent to email contact so we can send you online resources. Please tick all your preferred contact methods;

Phone

Voicemail

SMS

Email

Write

Contact GP

STAFF USE ONLY

Outcome of
referral

Email resource pack

Telephone assessment booked

Declined telephone assessment

Contact for face to face intervention when available?

Declined further input

Additional
Information

Form completed by

Trusted Referral Agency Pack

V3 31/03/2020

This Covid-19 food response offer has been put together by Manchester City Council with partner support.

Please have a read and familiarise yourself before making requesting food support for Manchester residents.

The council will be working with a network of partners to get food to the most vulnerable community members (including The Bread and Butter Thing, Fare Share and others).

Please be aware that this information is for trusted partners across the city. It is not to be shared more widely.

Unless this is targeted to those in most need, the demand will soon outstrip the ability of the system to meet that need. We therefore need to be cautious of messaging, and not promote a free food delivery offer, but only refer when we believe there is a genuine need from someone that will struggle to get their essentials otherwise.

Background

A food response model has been put in place across Manchester to help manage the supply and distribution of food packages and meals to those in need. The partnership response, led by the Council will be agile to meet changing needs and build on the existing infrastructure.

The Manchester model includes support in the following areas

- Coordination of offers of support from the local business community
- Attraction, screening and deployment of volunteers
- Supporting Food Safety
- Coordinating communications to communities to help direct their offers of support through trusted food providers
- Develop clear referral pathways into food provision as part of welfare support
- Provide intelligence to support the identification of the most in need
- Support the management of supply and demand of food/meals and identify unmet need
- Development of a funding model to support increase in supply as required

Across the partnership, commitment to a shared system which is strategic but nimble and dynamic will allow the development of a supporting evidence base. This will enable allocation of resources and call upon personnel who have the right skills and access to facilities, whilst ensuring that the needs of vulnerable residents are met.

Trusted Referral Agency Pack

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What is the role of a Trusted Referral Agency?

We anticipate that many of the residents in need for support with food provisions across the city will approach trusted organisations such as yourself with queries on how to access help and support during this difficult time.

As a trusted referral agency supporting the co-ordinated food offer you will make an assessment on whether an individual / family does require support from the Manchester food response model.

In order to receive support we expect that people may fall into one of the following groups:

- Self-isolating
- Social distancing
- Vulnerable
- Financial hardship
- NHS, healthcare or essential worker

Please note - we do not expect that everyone that is in one of these groups will automatically need support. As a trusted referral agency and someone who knows the communities you work with it is at your discretion to decide if this support is needed.

How does the process work?

The diagram below shows a top level overview of the food response model for Manchester, please note this is subject to change as intelligence is collated and used to refine the offer, the needs of the city change and newly established systems evolve.



What can residents receive?

There are three options to choose from when requesting a food parcel.

1. Groceries - Groceries
2. Prepared Meals - A prepared nutritional meal that can be warmed (with instructions) - 2 per day

How long will the food parcel last?

Each food parcel will last three days

How do we refer in?

Ideally we would like all trusted referral agents to support the ordering process - this provides a more streamlined service for residents.

Please complete this online [Order Form](#). **The deadline for orders to be received is 3pm.**

What are the timescales?

All orders need to be sent to the Food Response Team by 3pm. This will then be processed and the resident can expect to receive their food parcel the next day.

Is there a way for us to know when the resident has received their food parcel?

All parcels will be delivered to the address detailed on the referral / order form.

We will let you know if it is not possible to fulfil any order. However due to the fact we will be using a network of volunteers to distribute food it will not be possible to confirm when the food support has been delivered.

We cannot guarantee the time of delivery each day as this will depend on the availability of the food provider.

Is there a limit on the number of orders/frequency?

This will depend on your assessment as a trusted referral agency.

You can determine need and indicate on the form if this is a one off or a long term need on the order form.

Do I need to fill one out every three days for them?

If you indicate that there is a long term need then we will automatically renew and a new order does not need to be placed.

Can residents request items they are in need of?

It is not possible to request specific items as the food offer will vary depending on the supplies available.

Someone has an allergy - how does this work?

This can be noted as part of the order and will be taken into account by food providers.

What about the size of the family?

An order will be made per person due to allergy considerations therefore there will not be an issue accommodating different sized families.

How is this funded?

If a service user is able to pay for their food parcel, then they should go to the [We Love MCR Charity Covid Community Response Fund JustGiving](https://www.justgiving.com/campaign/mcr-response-fund) page (<https://www.justgiving.com/campaign/mcr-response-fund>) and make a donation with the amount reflecting the food parcel they have received or an amount they can afford.

Service users should include the words "For food" in their message, add their name and tick the box to hide my name and photo from public view.

COVID-19 Food Response Team



Where possible we would like you to encourage residents in receipt of food support to make a donation. This is important to try and ensure that support is available for as long as it is needed.

However, we appreciate that some residents may not be able to contribute to the cost due to financial hardship.

The food response is based on standard costings as follows

- A grocery bag for 1 person - £7.50
- 3 pre-prepared meals - £6

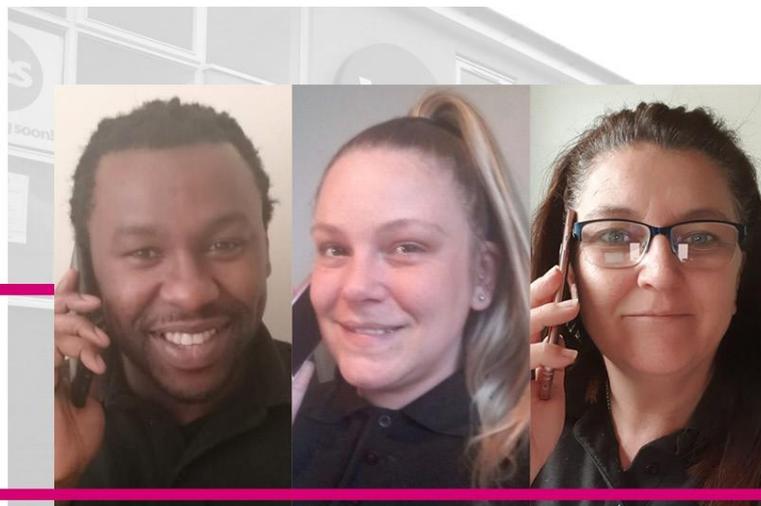
Where trusted referral agencies can make a donation or cover the costs of their referrals we would welcome this, this will be agreed with each agency individually.

Who do I contact if I have any other queries?

If you have any questions please contact food_response@manchester.gov.uk between 9am and 4pm Monday to Friday.



**We're here
to help...**



Ike
07876 218 642

Kirsty
07912 259 655

Sammy
0161 720 4090

...we can support you with CVs, job applications, interview preparation, employment advice, universal credit & benefits advice or anything else - just call the **yes** team on the numbers above!

ACTING ON IMPULSE

giving a voice to homeless and marginalised people through film



Supporting the launch of the 2.6 Challenge

26th April should have been the date of the 40th London Marathon, the world's largest one-day annual fundraising event. For Acting on Impulse, it would have been the final rehearsal before making our film over the first weekend in May. The premiere would have been in July.

But all that has changed. The Covid-19 pandemic has enforced the cancellation of thousands of events and the loss to numerous charities of billions in fundraising income. And for us, it's a finger on the pause button, postponement of our fortnightly workshops and 'bye for now' to our wonderful company of actors. Currently under lockdown, they won't be able to access their usual sources of company and food. Nor will their lives be changed by participating in something constructive, challenging, satisfying and creative – making a film. A film without an audience is nothing. *But you can help change all that by becoming the audience for their previous films.*

The organisers of the biggest mass-participation sports events across the country have come together to create a new campaign to raise vital funds to help to save the UK's charities. The challenge asks people to **take part in an activity based around the numbers 2.6 or 26 and fundraising or**

donate to support the charity of their choice. We'd love you to consider doing this to support [Acting on Impulse](#).

HOW TO GET INVOLVED WITHOUT LEAVING YOUR ARMCHAIR

We're not asking you to build up a sweat. We're inviting you to sit back and watch 2.6 hours (2 hours 36 mins) of our films. Get out the ice-cream and popcorn and watch with your household, or online with friends and family further away. Get to know our actors as they pop up in different films. Be challenged about issues around homelessness. Laugh at the ridiculous comedy, shudder at the spine-tingling dystopian drama. Be inspired by what homeless, vulnerable and marginalised people can do, if given a chance to shine.

Don't forget it's a 2.6 challenge. So for the pleasure of watching our films you can either [donate directly](#), anything from £2.60, £26 or even £260, or build up some sponsorship and raise as much as you can.

YOUR FILM SELECTION

Most of our films are on our [YouTube Channel](#).

Suggestions to build up your 2.6 hours of viewing:

Package 1: 1 hour 10 minutes

Street Life A music video about street people with the chorus 'I sleep in a graveyard..'

Life after Street Life – a 4 part mockumentary following up what happened to the characters in the music video

[Episode 1](#) [Episode 2](#) [Episode 3](#) [Episode 4](#)

Package 2 1 hour 40 mins

Life's a Lottery (10 parts) 10 characters dream about spending their Lottery win, in sharp contrast to their real lives.

Press Call for Help 4 strangers are trapped in a lift as their lives close in.

A Farce about a Musical Court Case

And finally sit back and enjoy a good belly laugh with our latest film. The actors sack the production team and make the film themselves. What could possibly go wrong?

And there are loads more, have a [browse](#) and see, maybe leave some comments and keep on watching!

Hope you have fun doing this. Thank you so much for your support.
Don't forget to mention us on [Twitter](#) or [Facebook](#) using #2.6Challenge



Copyright © 2020 Acting on Impulse, All rights reserved.

We send our emails to people who opted in at events or expressed a wish to be kept informed of our latest news.

Our mailing address is:

Acting on Impulse

8 Dobbinetts Lane

Manchester, M239NB

United Kingdom

Manchester Carers Centre

Manchester Carers Centre are operating a telephone helpline service for Carers who are worried or have concerns about their caring role, need information and advice or emotional support. Call us on:

0161 27 27 27 0 (Mon-Thurs 9am-4pm)

Manchester City Council are operating an emergency helpline for vulnerable residents. You can contact **0800 234 6123** if you have been affected by Coronavirus and need help with food delivery, medication delivery, fuel top up payments or are feeling lonely. This line is for those in the vulnerable categories (over 70 or existing health conditions) as well as Carers, Care Leavers or Young Carers.

Manchester City Council contact centre is an access point for Children and Adults Social Services. **You can contact on 0161 234 5001** if you are unable to care due to illness and need urgent replacement care or help.

Manchester Carers Centre

Carers- Coronavirus/Covid-19 Information

The Carers Centre telephone helpline service is here for you if you have coronavirus/covid-19 concerns as a Carer.

0161 27 27 27 0

Our helpline is open Mon-Thurs 9am-4pm. We are increasing our telephone capacity and staff will be available to take calls during these times.

We can make telephone appointments to call Carers back. If your enquiry is non-urgent please consider emailing us on **admin@manchestercarers.org.uk** so that we can keep our phone line free for urgent calls.

Please also refer to our **Facebook (Manchester.Carers.Centre)** and **Twitter (@McrCarers)** and our **website (www.manchestercarers.org.uk)** for up to date information on our services.

If you have any health concerns for you or the person you care for related to coronavirus/covid-19, please call NHS 111 or visit 111.nhs.uk.

If you become unwell and require replacement care for the person you care for please call Manchester City Council Contact Centre on 0161 234 5001.

**Keep calm. Keep safe.
Ask for help if you need it.**

NETFLIX FILM NIGHT!
EVERY SUNDAY NIGHT FOR YOUNG ADULT CARERS

ACCESS TO PRIVATE WHATSAPP GROUP FOR FILM NIGHT BY REQUEST. TEXT OR CALL ORLA ON 07957 836 058 TO JOIN.

Film chosen by the group on Saturdays	Bring snacks and get comfortable...
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Supporting parents of children with SEND

Educational Psychology Helpline 0161 276 0118 (Monday – Friday 1.00pm – 3.00pm)

A helpline for parents/carers of children and young people with Special Educational Needs and Disabilities and for Early Help professionals within Manchester LA.

We can offer a problem-solving phone conversation relating to educating your child/young person at home and responding to issues relating to learning, behaviour, anxiety and mental health needs.

For example:

- are you feeling unsure how to teach your child learn at home?
- are you finding it difficult to teach what is expected?
- is it difficult to help your child stay calm or get them to co-operate?
- are you concerned that you don't have the right equipment or resources?

These are particularly difficult times for parents/carers of children and young people with special needs and disabilities. We are available to talk through difficulties you may be facing.



Most food banks require a referral form from an agency such as One Manchester before they will issue food parcels so if you are in need of food and have nowhere else to turn to please give us a call

Manchester Central Food Bank – Avila House 335-337 Oxford Rd, M13 9PG. Tuesdays 10-12pm, Wednesday 10-12pm, Friday 10-12pm

The Lalley Centre – Eggington St, Collyhurst, Manchester, M40 7RG, Wednesday 10.30-12pm (please arrive t 10.30am (No queuing outside Centre before 10am please)

Compassion Food Bank – Church of God Prophecy, 300 Moss Lane East, M14 4SS. Tuesdays 12-3pm, Friday 12-3pm, 1st Saturday of each month from 10-12pm.

St Cross Church – The Rectory, 54 Clayton Hall Rd, Clayton, M11 4WH. Thursday AM

East Manchester Food Bank – The Grange, Pilgrim Drive, Beswick, Manchester, M11 3TQ.

East Manchester Food Bank – Stirling Centre, Scotland Hall Rd, Newton heath, M40 2AZ. Wednesdays 2-4pm

Salvation Army – Salvation Army charity shop, Ashton Old Rd, Openshaw, M11 1JS. Monday-Friday 10-4.30pm. One parcel every 2 months unless there are extreme circumstances.

The Food Pantry, yes@Collyhurst 35-39 Southchurch Parade, Collyhurst. M40 7GE tel: 0161 720 4990. Are you receiving benefits? Having immigration problems? On a low income? Then you could be eligible to join. For just £3 per week you could take home shopping worth around £30. You can register for the service at: Monsall St Housing Office Fridays 10-11am

Food Poverty

This is not intended as an exhaustive guide – please remind people that you visit that there may be other options available to them.

This is a guide only and information should be checked either directly or via the websites below

www.greatertogethermanchester.org

www.trusselltrust.org

Moston, Newton Heath, Miles Platting and the City centre

Name	Contact details	Address
Miles Platting Community Grocers	info@healthymehealthycommunities.co.uk 07913 540680 www.healthymehealthycommunities.co.uk/grocer-join.html	Queensbury Court, Miles Platting, M40 7DD Must live within 15 minutes walk. £2.50 gets £30 of groceries. Open Thursday mornings, 9:30 to 12:30.
Yes – Collyhurst	https://www.yesmanchester.co.uk/collyhurst-food-pantry/ 0161 720 4090	35-39 Southchurch Parade, Collyhurst, M40 7GE £3 gets £30 of groceries. Open Friday's 12:00 to 13:00.
East Manchester Foodbank	v.keelan.4ct@btconnect.com http://www.4ct.org.uk/index.php/Section76.html	Stirling Centre, Scotland Hall Road, Newton Heath, M40 2AZ - Wednesday 2:00 to 4:00.
Wellspring Community Church	office@wellspringcommunitychurch.org 0161 219 1284 http://wellspringcommunitychurch.org/	35 Brendon Avenue, Moston, M40 9DN Thursday's 1:30 to 2:30.
The Gateway, Collyhurst	hello@breadandbutterthing.org https://breadandbutterthing.org/	Bread and butter thing - Church of the Saviour, Eggington Street, Manchester, M40 7RN Monday 11am-2.15pm
St Dunstan's RC Primary School,	hello@breadandbutterthing.org https://breadandbutterthing.org/	Bacup Street, Moston, Manchester, M40 9HF Tuesday 11am - 2.15pm
Droylsden and District Foodbank	info@droylsdendistrict.foodbank.org.uk http://droylsdendistrict.foodbank.org.uk/	Church Street, Droylsden, M43 7BR Friday 2:00 to 4:00

Salvation army Sometimes able to provide food parcels, Café on Mondays from 12noon and often provide meals free of charge to people who are in need	failsworth@salvationarmy.org.uk http://www.salvationarmy.org.uk/failsworth	572 Oldham Road, Failsworth, Manchester M35 9DQ, Monday from 12 noon
Wood Street Mission	info@woodstreetmission.org.uk 0161 834 3140 http://www.woodstreetmission.org.uk	26 Wood Street Manchester M3 3EF Monday-Friday 8.30-4.30 (Office) Tuesday-Thursday 10am-1pm (community Shop)
Centre point Meals and advice for young people (16 - 25) who are homeless or at risk of being homeless	Contact Details s.vaughan@centrepoin.org https://centrepoin.org.uk/what-we-do/housing/manchester/	52 Oldham Street, Northern Quarter, Manchester, M4 1LE Monday & Friday 2 - 4pm
Manchester Buddhist Centre	mcrengagedbuddhists@yahoo.co.uk http://www.manchesterbuddhistcentre.org.uk/sangha/events/engaged-buddhists-food-bank-collection-starts.html	16-20 Turner Street, Manchester, M4 1DZ
Charter Street Ragged School	office@lifeshare.org.uk http://www.lifeshare.org.uk/	142 Dantzic Street, Manchester, M4 4DN Saturday & Sunday 7am - 9am.
Befrienders	admin@methodistcentralbuildings.org.uk 0161 236 1185 http://www.methodistcentralbuildings.org.uk/	Methodist Central Hall, Oldham Street, Manchester, M1 1JQ Monday & Wednesday 2 - 4pm

Harpurhey, Charlestown and Blackley

Name	Contact details	Address
Bread and butter project	hello@breadandbutterthing.org	Blackley community centre, Victoria Ave M9 0RA

	https://breadandbutterthing.org/	Thursday 10.30am -1.30pm
Christ the Vine Ministries	0790 383 3949 http://christthevine.weebly.com/about.html	Park View, Harpurhey Road, M9 5TF Weds 12-2pm
Shout TMO	0161 202 6482 http://www.shouttmo.co.uk/	50 Kilinside Drive, Harpurhey, Manchester Thur 1-3pm
Harpurhey Community Church	info@christchurchharpurhey.org http://christchurchharpurhey.org/ http://hcconline.org.uk/theopendoor	Carrisbrook st, M9 5BG Tuesday from 11am
Chatterbox project	info@chatterboxproject.org.uk http://chatterboxproject.org.uk/helping-hands/	70 Booth Hall Road, Charlestown, Blackley, Manchester Mondays 1:30pm - 2:30pm
Christian Restoration Manchester crm.manchester@gmail.com www.crm-manchester.org	crm.manchester@gmail.com www.crm-manchester.org	451 Victoria Avenue, Blackley, Manchester Tuesday 6:30pm to 8:30pm, Thursday 12pm to 3pm, Friday 7pm to 8pm, (however Sunday @12pm to 3pm we offer tea, snacks)

Ancoats, Clayton and Beswick

Name	Contact details	Address
Boaz Trust - The mustard tree	referrals@mustardtree.org.uk http://www.mustardtree.org.uk/	Mustard tree – Ancoats - 110 Oldham Rd, Ancoats, Manchester M4 6AG Weekdays and Saturdays 10am-4pm, except Thursdays 10am-12.30pm. Food Club membership: £2 for 10 items / Family food club membership £5 for 20 items - for people on pension or benefits
The River	referrals.therivermanchester@gmail.com http://www.therivermanchester.org.uk/food-parcels	The River – Clayton - 1300 Ashton Old Rd, Manchester M11 1JG Monday - Friday 12noon - 3pm

Merci	http://www.herbie.org.uk/	Merci – Ancoats - 22A Beswick St, Manchester M4 7HR -
St Brigid's Church	hello@breadandbutterthing.org https://breadandbutterthing.org/	St Brigids church – Beswick - Grey Mare Lane M11 3DR Thursday 10am - 1.15pm
Revive Food parcels for refugees and asylum seekers	07500 662596 http://www.revive-uk.org/need-destitution-or-emergency-support/	St Brigid's Parish Hall, Greymare Lane, Beswick, Manchester M11 3ND Tuesday 11:30am - 4pm last entry 2.30pm
Salvation army	openshaw@salvationarmy.org.uk http://www.salvationarmy.org.uk/Openshaw	Salvation Army – Clayton - 14, Lime Square, Ashton Old Rd, Manchester M11 1DA Mon - Fri 10 - 4.30
Christian Restoration Manchester	crm.manchester@gmail.com http://crm-manchester.org/	125-133 Pollard Street, Ancoats, Manchester M4 7JB Tuesday 6pm - 8pm and Sunday 3pm - 5pm

Cheetham Hill and Crumpsall

Name	Contact details	Address
Khizra mosque	0161 205 6662	425 Cheetham Hill Road, M8 OPF
Rainbow surprise – food drive delivers to homes	07515 110208 or hello@rainbowsurprise.com https://www.rainbowsurprise.com/food-drive.asp	Crumpsall park visitors centre 12A Crumpsall Lane, Manchester M8 5FB
Wai Yin Society – The welcome centre	info@waiyin.org.uk http://www.waiyin.org.uk	18-32 Brentfield Avenue, Cheetham Hill, Manchester, M8 0TW Mondays, Tuesdays, Thursdays and Fridays 10am - 3pm 2.
North Manchester Black Health Forum	0161 720 9974 https://sites.google.com/site/nmblackhealth/home	Woodville Children's Centre, Shirley Road, Cheetham, Manchester M8 0NE Monday - Wednesday 12 - 2pm

Useful numbers/websites:

NHS helpline 111 – a helpline for medical concerns

Socially isolating means that people who are suffering from domestic abuse are more at risk. The advice we should be stating to victims on every contact is; **if you are in immediate danger, please call 999 and ask for the police.**

National Domestic Abuse Helpline: 0808 2000 247 (run by Refuge)

Support is available from national **Women's Aid's online chat service**, (can be found via google internet search) open from 10am-12pm Monday-Friday.

Samaritans - Calling Samaritans is now free of charge from a landline or mobile. Their new number is: 116 123 (24 hours every day) www.samaritans.org

Citizens Advice Manchester service advice line on 03444 111 222

SANEline - 0300 304 7000 (6 -11pm every day) www.sane.org.uk

A specialist mental health helpline that is now a local-rate, 0300 number. Calling the helpline costs no more than calls to geographic (01 and 02) numbers from a landline, and is included in inclusive and free minutes on mobiles. **SANE** also offers 'Textcare' - a way of providing emotional support and connection for anyone affected by mental illness, including families, friends and careers. Having a mental health condition, or caring for someone who does, may leave you feeling distressed, lonely or isolated. Contact from SANE via text can provide an important source of support.

CALM 0800 58 58 58 – Campaign against living miserably specifically for men . Open from 5pm to Midnight everyday

Moodswings - 0161 832 3736

helpline from 10am to 4pm Monday to Friday www.moodswings.org.uk

Crisis Point - 0161 238 5149 <http://www.turning-point.co.uk/crisis-point.aspx>

Manchester mind- 0161 759 5732 or email at info@manchestermind.org www.manchestermind.org

CASS ANY AGE Women's Self Injury Helpline 0808 800 8088 www.selfinjurysupport.org.uk

No Secrets – supporting those affected by self-injury www.no-secrets.org.uk

Manchester Rape Crisis - 0161 273 4500. Monday – Friday 10 – 4pm. Wednesday and Thursday 6 – 9pm. Confidential support service run by women and girls who have been raped or sexually abused. Provides signposting for male survivors of sexual abuse.

Survivors Manchester – 0161 236 2182/0808 800 5005. Mon, Weds, Fri 9 – 6pm, Tues 9 – 8pm, 9 – 8.30. Confidential support service for male survivors of sexual abuse. Telephone support, face to face support, police support.

Sands still birth & neonatal death helpline 07756 466841. Manchester group of the national Sands charity <https://www.uk-sands.org>. Also hold monthly meetings which are open to all , no matter when bereavement occurred. www.manchester-sands.org.uk.

PAPYRUS HOPELINE UK 0800 068 4141 A specialist telephone service staffed by trained professionals . Providing a safe space to talk through anything happening in your life that could be impacting on your

or anyone else's ability to stay safe. For children and young people under the age of 35 who are experiencing thoughts of suicide. For anyone concerned that a young person could be thinking about suicide. Our advisers are all trained to help you focus on staying safe from suicide

Drinkline : Free helpline: 0300 123 1110 (weekdays 9am–8pm, weekends 11am–4pm) Drinkline runs a free, confidential helpline for people who are concerned about their drinking, or someone else's.

Narcotics anonymous helpline 0300 999 1212 for those battling drug addiction

Support Line Telephone Helpline: 01708 765200 email info@supportline.org.uk Provides emotional support and keeps details of local agencies providing help and support for all issues relating to drugs.

Weighed down by debt? Free debt counselling in your community from an award winning charity Call free on **0800 328 0006** – CAP debt help (Christians against poverty, you do not have to be Christian to access). A charity we offer a completely free service to help you lift the burden of debt.

LGBT Number 5 Richmond Street Manchester M1 3HF

Helpline and email advice You can email the helpline anytime at helpline@lgbt.foundation. If you feel you need immediate support then please try calling our helpline on 0345 3 30 30 30

Self Help Services 0161 226 3871 www.selfhelpservices.org.uk
communityservices@selfhelpservices.org.uk (lists workshops/groups and drop-ins)

Mental Health in Manchester (resource website) www.mhim.org.uk

If you would like any information included in the newsletter please contact
CISnewsletter@gmmh.nhs.uk .

The newsletter is also available via

Twitter - https://twitter.com/GMMH_NHS/status/1116960966594445312

Facebook - www.facebook.com/GMMentalHealth

Intranet - <https://newintranet/services/community-mental-health/community-inclusion-service/Pages/whats-on-newsletter.aspx>

External internet - <https://www.gmmh.nhs.uk/community-inclusion-service>

Please be aware we cannot always include all information received.

The Community Inclusion Service workers are now based in the local Community Mental Health Teams and along with producing the monthly newsletter continue to provide a range of flexible one-to-one support, peer support, and short courses: a clear support plan via realistic goal setting around

*Managing mental health *Developing confidence/independence *Community inclusion

*Relationships and support networks *Work readiness *Physical wellbeing

This list is not exhaustive but provides a snapshot of activities in your local area. We are unable to provide information on the quality of individual services.

Kind Regards. The Community Inclusion Service

