

***SUPPORT SERVICES FOR
OLDER PEOPLE IN
MANCHESTER***

**Networking
Event Directory**

**SEPTEMBER
2015**





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African Caribbean Care Group



Contact	Dorothy Evans
Address	Claremont Resources Centre Manchester M15 5FS
Email	admin@accg.org.uk
Internet	www.accg.org.uk
Telephone	0161 226 6334
Opening hours	Office: Monday to Friday 9 – 4.30 Day centre: Monday to Friday 10 - 3.30
Area covered	Manchester, Trafford, Salford and Stockport

The support we offer

We provide day care and home care. Our services include; day care, luncheon club, meals on wheels, holistic therapies, information service, advocacy, transport, arts and crafts, dominoes and board games, Health Education promotion and Community Liaison.

How to contact us

Ring, email or call into the Resource Centre for further information.



Age-friendly Manchester Manchester City Council

Address	Age-friendly Manchester Team Public Health Manchester Children and Families Directorate Manchester City Council Level 4, Town Hall Extension Manchester City Council PO Box 532
Email	agefriendly@manchester.gov.uk
Internet	www.manchester.gov.uk/agefriendly
Area covered	Across most of the city with Age-friendly networks.

The support we offer

- Age-friendly networks
- Age-friendly Older People's Board and Forum
- E-bulletin, which identifies opportunities for older people
- Connections to a wide range of partners in the city
- A programme of work, led by the team and partners, which may provide opportunity for participation or contribution, for example the Cultural Champions

How to contact us

We are based in the City Council; contact us by email.

Other Comments

We work to improve the quality of life for older people and make the city a better place to grow older.

We have a plan which sets out our aims and objectives each year. This ranges from neighbourhood projects to city wide strategic work.

There is an opportunity to join our older people's Board and Forum for those over 50 who live in the city of Manchester. There are also project and programme opportunities that come up in neighbourhoods.



Age UK Manchester



Contact	Sally Dervan
Address	Canada House 3, Chepstow Street Manchester M1 5FW
Email	sally.dervan@ageukmanchester.org.uk
Internet	www.ageukmanchester.org.uk
Telephone	Advice 0161 833 3944 General Enquiries 0161 817 2351 Care and Ageing Well North 0161 205 3851 South 0161 437 0717 Central 0161 223 6062
Opening hours	Monday – Friday, 8.30am – 4.30pm
Area covered	Within the city of Manchester

The support we offer

Advice, Information, Counselling, CQC Registered Home Support, Residential Care, Day Care, Hospital Discharge Services. Also a wide range of therapeutic activity programmes delivered through our “Ageing Well” Programme.

How to contact us

enquiries@ageukmanchester.org.uk or the telephone numbers above



Alzheimer's Society, Manchester



Contact	Julia Collins, Dementia Support Worker
Address	Unit 15 Enterprise House Manchester Science Park Lloyd Street North, Manchester M15 6SE
Email	manchester@alzheimers.org.uk
Internet	www.alzheimers.org.uk
Telephone	0161 342 0797 / 07912 979 290
Opening hours	Mon – Fri 9am – 4.30pm
Area covered	All Manchester postcodes

The support we offer

Dementia Support, activity groups, walk and talk groups, singing for the brain groups.

How to contact us

Contact Julia Collins, Dementia Support Worker Manchester on 0161 342 0797 or 07912 979 290 or email manchester@alzheimers.org.uk



Books to Go



Contact	Cathy Moore
Address	Manchester Libraries Hammerstone Rd Depot M18 8EQ
Email	bookstogo@manchesrer.gov.uk
Internet	www.manchester.gov.uk/libraries
Telephone	0161 227 3800
Opening hours	9am – 5pm, Monday - Friday
Area covered	City Wide (Manchester)

The support we offer

The support we offer - Books to Go provide a home delivery service for Manchester residents who have difficulty accessing their local library, limited mobility, a visual impairment or any difficulty leaving their home. We also work in partnership with British Wireless for the Blind Fund where residents are referred for audio equipment by the sensory team.

Residents can borrow items including talking books, CD's and DVD's. There is no charge for items on loan through the Books to Go service.

How to contact us

Application forms can be completed over the phone by individuals or service providers or forms can be e-mailed

Other comments

Books to Go staff can also attend events such as coffee mornings to talk to residents about the service and show examples of types of reading materials such as large print and audio books.



Burnage Good Neighbours



Contact	Catherine Biggar
Address	Burnage Community Centre Burnage Lane M19 1EW
Email	cathbiggar@gmail.com
Telephone	0161 431 7220
Opening hours	8.30am – 1.30pm Monday to Friday
Area covered	Burnage ward

The support we offer

Our voluntary care group can help the older residents of Burnage in a kind and neighbourly way with a variety of tasks:

Assist with transport by taking you to hospital appointments, post office, local doctor, dentist, hairdresser or barber

Provide shopping by taking you there or collecting it for you

Visit you in your home if you are feeling lonely or isolated

Arrange suitable outings and entertainment

Help with odd jobs

We will call you just to have a chat and cheer you up.

We have a fortnightly lunch club and can collect you from your home if you are unable to use public transport or have walking difficulties.

We will do what we can to support you to have a better lifestyle.

How to contact us

Telephone, email or personal visit

Other comments

We don't charge for any of the services but are very grateful for donations.



Care and Repair England



Contact	Wendy Cocks
Address	Headquarters: Renewal Trust Building 3 Hawksworth Street Nottingham NG3 2EG
Email	wendycocks@careandrepair-england.org.uk
Internet	www.careandrepair-england.org.uk
Telephone	Head office: 0115 950 6500 Mobile: 07934 671 027
Opening hours	Head Office: Monday to Friday, 8.30 – 4.30 Wendy normally works, Monday to Wednesday, 9am – 5pm
Area covered	England but Wendy covers the North West.

The support we offer

We offer support in the form of staff time and expertise to organisations and groups of older people interested or involved in housing issues in later life and from time to time have specific projects which attract small amounts of funding for local activity.

How to contact us

Email either wendycocks@careandrepair-england.org.uk or info@careandrepair-england.org.uk or give me a ring.

Other comments

We are national partners with FirstStop, the independent national advice and information service for older people funded by the government and if no local information is available, I can provide generic talks to groups on housing options in later life.



Chorlton Good Neighbours



Contact	Helen Hibberd
Address	Wilbraham St. Ninian's Church Egerton Road South Manchester M21 0XJ
Email	helen@chorltongoodneighbours.org
Internet	www.chorltongoodneighbours.org
Telephone	0161 881 2925
Opening hours	Monday, Tuesday, Thursday, Friday 9am – 12.30pm Wednesday 12 noon – 3pm
Area covered	Chorlton and Whalley Range (excluding Alexandra Park Estate)

The support we offer

1 to 1 services:

Home visiting, shopping for people recently returned from hospital and other short-term emergencies, transport to hospital appointments, odd jobs, wheelchair pushing, dog walking
These services are provided by volunteers

Activities:

Exercise classes (for a wide range of abilities), Thursday coffee morning (10 -11.30 with nurse in attendance every week, and every month someone to check hearing aid batteries and clean moulds), monthly Sunday tea (2 course meal, transport, entertainment), monthly history talk, weekly arts and crafts and activities for men including gardening and darts and snooker afternoons

How to contact us

Ring or email for more information or call in during opening hours

Other comments

Our aim is to keep people mentally and physically well.
Unfortunately we don't have the resources to support people with dementia.



Citizens Advice Manchester



Contact	Rosi Hunter
Address	4th Floor Albert House 17 Bloom Street Manchester M1 3HZ (Administration office – not client facing)
Email	www.onestopadvice.org.uk/email_advice.asp
Internet	www.manchestercab.org
Telephone	03444 111 222
Opening hours	Mon/Tues/Thurs/Fri: 9:30 – 5 Wed: 10 – 5.30
Area covered	All areas of Manchester (not Greater Manchester)

The support we offer

Citizens Advice Manchester offers free, confidential, impartial and independent advice and information via our Adviceline, email advice and web chat services. We also offer a drop-in service at Manchester Town Hall Customer Service Centre from 10 – 2, 5 days a week, and appointments at a range of outreach locations. Our approach is client centred and focused on a commitment to quality and diversity.

How to contact us

Clients can contact us via the Adviceline, by email or by using web chat facilities.



Contact the Elderly

Contact	Gwen Lightfoot
Address	PO Box 1241 Warrington WA4 9QG
Email	gwen.lightfoot@contact-the-elderly.org.uk
Internet	www.contact-the-elderly.org.uk
Telephone	01925 728969
Area covered	Across Greater Manchester

The support we offer

Once a month on a Sunday afternoon we hold afternoon tea parties for small groups of socially isolated older people (over 75), who have little or no contact with family and friends and struggle to get out by themselves. Volunteer drivers collect the guests and take them as a regular group to a volunteer host's home for afternoon tea to enjoy an afternoon of tea, cake and companionship.

How to contact us

On the contact details above

Other comments

We also have Tea Party groups across the north west and the rest of the country



Cyril Flint Volunteers



Contact	Kate Booth or Alison Mckenna
Address	33 Ballbrook Avenue Didsbury M20 3JG
Internet	www.cyrilflint.org
Telephone	0161 942 9465
Opening hours	9am - 5pm
Area covered	Greater Manchester

The support we offer

Cyril Flint is an established befriending service that currently covers Greater Manchester. We rely on volunteers to spend an hour a week to visit and befriend a person (usually in their own home). Our volunteers will pop around, maybe for a brew or a chat.

Befriending is a distinct type of support that is different from the functional day to day support offered by statutory services.

How to contact us

Via our website www.cyrilflint.org or via telephone 0161 942 9465



Disabled Living



Contact	Jayne Watson
Address	10 Priestley Road Burrows House Wardley Industrial Estate Worsley Manchester M28 2LY
Email	info@disabledliving.co.uk
Internet	www.disabledliving.co.uk
Telephone	0161 607 8200
Opening hours	Monday – Friday 9am – 4.30pm
Area covered	National

The support we offer

Disabled Living is a charity which provides impartial information about equipment (assistive technology) and services for disabled adults, children, older people and the professionals who support them

Disabled Living offer a wide range of services to support independent living, make life easier and improve quality of life. With a team of health and social care professionals, together with knowledgeable information officers, Disabled Living can offer solutions to what may seem unmanageable problems.

How to contact us

To make an appointment to visit Disabled Living, or for advice or further information on any of our services contact us on
Tel: 0161 607 8200 Email: info@disabledliving.co.uk

Other comments

Other services include **Kidz to Adults**, 5 of the largest exhibitions dedicated to disabled children right through to transition from 16-25. CPD development and training for professionals, Moving and Handling training and assessments. **Promocon** providing practical solutions in continence and product advice via the helpline.



Eastlands Homes part of One Manchester



Contact	Paul Stead
Address	Belle Vue House 27 Garratt Way Gorton Manchester M18 8HE
Email	eastline@eastlandshomes.co.uk
Internet	www.onemanchester.co.uk
Twitter	www.twitter.com/onemcr
Telephone	0161 230 1000
Opening hours	8.45am – 4.30pm (weekdays)
Area covered	We have retirement housing schemes for people over 60 in Clayton, Openshaw, Levenshulme, Gorton, Rusholme, Longsight and Moss Side.

The support we offer

Our retirement housing schemes are designed for older people aged 60 +, although we also have a number of younger people who have support needs. Our Scheme Managers visit every scheme each weekday and carry out a daily check on tenants, if they choose. We signpost people to services which may help them and arrange repairs and carry out building checks.

How to contact us

Telephone or email (as above) is the best way to contact us.

Other comments

Our retirement housing tenants are free to live their own independent life, come and go as they please, have visitors when they choose and do their shopping and leisure activities in whatever way suits them.

If people want to join in and meet people, there's a lot going on. Our retirement flats have communal lounges and gardens where people regularly meet to chat, play games, exercise and socialise.



The Fed

(The Federation of Jewish Services)

Contact	Joyce Khan – Marketing and Communications Manager
Address	Heathlands Village Heathlands Drive Prestwich M25 9SB
Internet	www.thefed.org.uk
Telephone	0161 772 4787 (direct) 0161 772 4800 (main switch)
Opening hours	office for direct line; all hours on main switch
Area covered	Generally Greater Manchester

The support we offer

A broad range of social care services (principally, but not exclusively, for Jewish people of all ages, and depending on the service required) including: social work support; carers' support; community cafe; mental health Drop In; respite for children with special needs; volunteer support; home-care; residential and nursing care, respite, day, dementia and end-of-life care for older people. We have a children's centre and community centre.

How to contact us

Referrals and Advice Officer 0161 772 4800 option 2, or via www.thefed.org.uk or info@thefed.org.uk or duty@thefed.org.uk

Other comments

Our care home at Heathlands Village is registered with Bury LA with an "A" for excellent rating; is CQC compliant in all areas and has Beacon Status under Gold Standards the Framework for end-of-life care.

Our children's respite service is CQC registered. Our children's centre is OFSTED registered.



FirstStop Manchester



Contact	Frances McDermott
Address	Manchester Move, Northwards Housing Hexagon Towers Manchester, M9 8GQ
Email	F.mcdermott@northwardshousing.co.uk
Telephone	0161 720 5805 / 07595 651 430
Opening hours	Monday - Friday 8.30am - 4.30pm
Area covered	North Manchester, Beswick, Clayton and Ancoats

The support we offer

FirstStop Advice is an independent, impartial and free service offering information and advice provided by the national charity Elderly Accommodation Counsel (EAC) in partnership with local partner organisations. The service is for older people, their families and carers. It aims to get the help or care older people need to live as independently and comfortably as possible.

Manchester Move is now a local partner and offers a service in North and East Manchester to complement the national First Stop service. This is a cross-tenure service that enables older people to make informed choices about housing options in advance of a health and care crisis and lessens isolation and loneliness by linking them into local networks.

How to contact us

First Stop National Advice Line is a free, confidential and independent telephone advice service Monday- Friday 9am-5pm on 0800 377 7070. The Housing and Care Options Advisor in North/East Manchester working on a case management basis (referrals, home visits, looking at possible housing options including staying put) can be contacted on 0161 720 5805 / 07595651430 or f.mcdermott@northwardshousing.co.uk

Other comments

Two main web resources sit alongside our service for people who are in a position to help themselves. They are the www.firststopcareadvice.org.uk/ and hoopmanchester.eac.org.uk/. FirstStop Manchester is a new service so any help with promotion and use is welcome. Frances McDermott, the Manchester based advisor, can attend team meetings and other sessions to promote this service on request.



Greater Manchester Fire and Rescue Service



Contact	Community Safety Team
Internet	www.manchesterfire.gov.uk
Telephone	0800 555 815
Area covered	The whole of Greater Manchester

The support we offer

GMFRS aim to keep the residents of Greater Manchester safe in their own homes. We complete home safety checks for all members of the community and this includes the fitting of free equipment (where necessary) such as smoke alarms, flame retardant bedding, deep fat fryers and much more.

How to contact us

Please call our Contact Centre on 0800 555 815 to book a convenient appointment (includes evenings and weekends)



HOME



Contact	Bally Singh
Address	HOME 2 Tony Wilson Place Manchester M15 4FN
Email	communities@homemcr.org
Internet	www.homemcr.org
Telephone	0161 212 3493
Opening hours	Ground Floor Bar Mon-Thu: 10:00 – 23:00 Fri-Sat: 10:00 – 00:00 Sun: 11:00 – 22:30 Main Gallery Mon: closed Tue – Sat: 12:00 – 20:00 Sun: 12:00 – 18:00 Granada Foundation Gallery Mon – Sun: 11:00 – 20:00 First Floor Cafe Mon-Thu: 11:00 – 23:00 Fri-Sat: 11:00 – 00:00 Sun: 11:00 – 22:30 Box Office Mon-Sun: 12:00 – 20:00
Area covered	Greater Manchester

The support we offer

We are an arts and culture venture that provides local community groups and service users access to Theatre, Art, and Film performances and exhibitions. We support front line service providers and community leaders access to £1 Theatre tickets to HOME by working in partnerships with organisations who offers services that help socially isolated community groups and individuals across Greater Manchester.

How to contact us

For Service Managers and Community Group Leaders to contact us on 0161 212 3493
or email communities@homemcr.org



Independent Age



Address	18 Avonmore Road London W14 8RR
Email	advice@independentage.org Local contact: sian.burgess@independentage.org
Internet	www.independentage.org
Telephone	National advice line: 0800 319 6789 Head office: 020 7605 4200 Local contact: 0151 513 3837
Opening hours	Monday to Friday, 9am - 5pm
Area covered	Independent Age is a national charity.

The support we offer

We provide a free, confidential advice line for older people on getting help at home, adaptations, telecare, care assessments, paying for care, welfare benefits and more.

This is supported by free factsheets and 'Wise Guides' – practical handbooks packed with information, tips and useful contacts. We produce Wise Guides on entitlements, living independently, staying healthy and connected, care homes, and the NHS.

We also provide volunteer befriending services across the UK.

How to contact us

For free advice, Wise Guides or factsheets, or to find out more about our free befriending services, call 0800 319 6789, Monday to Friday, 9am-5pm, email advice@independentage.org or visit www.independentage.org

Other comments

We use the knowledge and understanding gained from our frontline services to campaign on issues that affect older people, like poverty, loneliness and carers' rights. If you would like to find out more about our policy and campaigning work, email policy@independentage.org or visit www.independentage.org



Indian Senior Citizens Centre



Contact	Chhaya Kanani – Centre Manager
Address	16/18 Whalley Road Whalley Range Manchester M16 8AB
Email	iscc@talk21.com
Internet	www.iscc-manchester.org
Telephone	0161 232 0999, 0161 232 7994
Opening hours	Monday to Thursday. Office 9.30 am to 4.30 pm, For members 11.30 am to 4.30 pm.
Area covered	Greater Manchester

The support we offer

We aim to enhance the quality of life and enable independent living of the Indian Elderly by providing services in support of their social i.e. Day care support, Luncheon club, to and from transport, entertainment through TV, live music, arts & crafts, prayer meetings, day trips and long trips, celebration of local and national festivals, support for carers, medical i.e. Preventative Health & Rehabilitation that includes, physiotherapy, chiropody, exercise class, yoga, screening clinics and Welfare needs i.e. Advocacy, information and advice.

How to contact us

You can contact us by telephone, email and just by dropping in.

Other comments

The centre was set up in 1988 following a survey in Manchester that revealed a very high proportion of senior citizens from Indian descent who were living in isolation, were marginalized and discriminated against and found difficult to access local authority provision due to language barriers and cultural, religious and dietetic differences. Yearly membership is £15 and people (50+) from Indian origin can become member and access the facilities tailored for Indian elderly.



LINK Good Neighbours



Contact	Matthew Youngson
Address	Trinity House Community Resource Centre Grove Close Off Platt Lane Rusholme Manchester M14 5AA
Email	matthew@trinityhousecrc.org.uk
Internet	www.trinityhousecrc.org.uk
Telephone	0161 225 1064
Opening hours	9am-5pm Monday-Friday
Area covered	Rusholme, Fallowfield, Whalley Range, Moss Side and Hulme.

The support we offer

LINK Good Neighbours is designed to give a helping hand to those in our community who need it. People who may be considered isolated or hard to reach and those who just want to get more active. We achieve this through befriending, weekly activities, days out and volunteering opportunities. Our aim is to improve the wellbeing of users and volunteers alike.

How to contact us

Contact Matthew Youngson or Suzanne Cooper on 0161 225 1064

Email: matthew@trinityhousecrc.org.uk
suzanne@trinityhousecrc.org.uk

Other comments

Get in touch and find out what we do as a group in your community.



LOCAL LINK: Transport for Greater Manchester



Address	Transport for Greater Manchester 2 Piccadilly Place Manchester M1 3BG
Internet	www.tfgm.com
Telephone	0161 244 1000
Opening hours	Monday to Friday, 8 am – 6 pm
Area covered	Across Greater Manchester

The support we offer

Local Link offers flexible bus services where traditional bus services aren't available. You must register with the service and then you can book between 1 week and 1 hour before you wish to travel.

Anyone can use the service and the transport is fully accessible.

How to contact us

Use the central call centre on 0161 200 6012 or register and book trips on-line at www.tfgm.com/locallink

Other comments

Fares start from as little as £2 for an adult single.
Concessionary fares are available.



Macc



Address	Macc Swan Buildings 3rd Floor 20 Swan Street Manchester M4 5JW
Email	info@macc.org.uk
Internet	www.manchestercommunitycentral.org
Telephone	0161 834 9823
Opening hours	Monday - Friday 9am – 4pm
Area covered	City of Manchester

The support we offer

- **Capacity Building Team** - supports voluntary and community groups in Manchester providing training, telephone support, online resources and meetings to build skills, knowledge and practice.
- **Policy & Influence Team** - sharing information, linking organisations, and providing networking opportunities. Building relationships between the voluntary and community sector with private and public sectors, Councillors, the City Council, NHS,
- **Police and other stakeholders.**
Volunteer Centre Manchester - helps people in Manchester find volunteering opportunities. Help groups to find manage and support volunteers.

How to contact us

Email: info@macc.org.uk
Website: www.manchestercommunitycentral.org
Macc, Swan Buildings, 3rd Floor 20 Swan Street, Manchester
M4 5JW
Tel: 0161 834 9823

Other comments

Macc is the voluntary and community sector support organisation for the city of Manchester. Our purpose is to encourage, support and develop voluntary and community groups and individuals to have a real influence over the places and communities in which they live.



Manchester Advocacy Hub



Contact	Sheena Hopkins
Address	Gaddum House 6 Great Jackson Street Manchester M15 4AX
Internet	www.manchesteradvocacyhub.co.uk
Telephone	0161 214 3904
Opening hours	9am – 5pm Monday - Friday
Area covered	Manchester City

The support we offer

Care Act Advocacy Service - Advocacy support for people with substantial difficulty who are going through care assessments/reviews, support/care planning or safeguarding. Referrals can only be made by professionals.

IMHA (Independent Mental Health Act Advocacy) – Advocacy support for people detained under the Mental Health Act. Referrals can be made by individuals or professionals.

How to contact us

Our offices are open Monday – Friday 9am – 5pm. For all enquiries and referrals contact the Advocacy Administrator on 0161 214 3904



Manchester Carers Forum



Contact	Jackie Moran
Address	Gaddum House 6 Great Jackson Strteet Manchester M15 4AX
Internet	www.manchestercarersforum.org.uk
Telephone	0161 819 2226
Opening hours	9:30am - 4:30pm
Area covered	City of Manchester

The support we offer

We offer support to unpaid carers in Manchester. We organise group breaks and act as the voice of carers. We offer peer support through a number of groups based in Openshaw, Wythenshawe, Cheetham Hill, Hulme and Moss side and Levenshulme. We offer support to carers of people with substance misuse issues. We also have a peer mentoring scheme for carers of people with dementia.

How to contact us

How to contact us - Phone 0161 819 2226
Website: www.manchestercarersforum.org.uk
E mail: info@manchestercarersforum.org.uk



Manchester Deaf Centre



Contact	Reception
Address	Crawford House Booth Street East Manchester M13 9GH
Email	info@manchesterdeafcentre.com
Internet	www.manchesterdeafcentre.com
Telephone	0161 273 3415
Opening hours	Monday to Friday, 9am – 5pm
Area covered	Greater Manchester

The support we offer

Our aim is to enable Deaf people to participate and have equal access to the Greater Manchester community. We do this through 1-1 support, training, coaching, advocacy, raising awareness, providing communication support. We have Youth, Employment and befriending service as well as British Sign Language and Deaf Awareness training. We also facilitate social groups such as older deaf people, deafblind, BME, Tinnitus and IT groups.

How to contact us

Please contact our reception on 0161 273 3415 or email info@manchesterdeafcentre.com



Manchester Free Legal Help



Contact	Niki Polymeridou, Project Coordinator or Dinah Crystal OBE, Line Manager
Address	Manchester Civil Justice Centre 1 Bridge Street West M60 9DJ Room L02.12
Email	freelegalhelp@manchester.ac.uk
Internet	manchesterfreelegalhelp.org.uk
Telephone	0161 240 5034
Opening hours	Monday to Friday, 9am to 5pm
Area covered	Greater Manchester

The support we offer

MFLH aims to provide assistance to people who need legal advice and support but are unable to afford it, or are not entitled to Legal Aid. We will try to assist clients by signposting them to the most appropriate free advice or support service, or by linking them to a volunteer lawyer who will provide free advice by telephone, a face to face appointment, in writing or, in the most urgent cases, through representation.

How to contact us

You can contact us either by email or by telephone. We request that organisations complete and send to us a referral form that can be downloaded from our website.

Other comments

MFLH commenced advice appointments in February 2015. So far the service has been approached by more than 300 clients with various enquiries. MFLH has assisted, informed and/or signposted most of the clients with advice or information through a face to face or a telephone appointment, including representation for clients facing court hearings unaided. The demand for legal advice makes the existence of MFLH crucial to the Manchester community.



Manchester Libraries



Contact	Margaret Duff or Cheryl Pridgeon
Address	Manchester City Council PO Box 532 Town Hall Albert Square Manchester M60 2LA
Email	m.duff@manchester.gov.uk c.pridgeon@manchester.gov.uk
Internet	www.manchester.gov.uk
Telephone	0161 234 1926
Opening hours	See website, but libraries usually open Mon–Thu - 9am - 5pm or 9am - 8pm Fri - 9am - 5pm Sat - most until 1pm or 5pm
Area covered	Across all City wards

The support we offer

Manchester Libraries offer free books, resources and computer access at 22 venues across the city. We also hold a variety of activities and events, ranging from author talks to craft and computer sessions. Our newly opened Central Library has an outstanding local history and activity offer.

Three of our libraries hold Grand Day out events, which offer a range of activities and events for the over 55's –
Chorlton Library – Fridays 2.00pm-4.00pm
Forum Library – Wednesdays 10am-4pm
North City Library –Mondays 1.30pm-4.30pm

The Books to Go service is for all users who are housebound or unable to get out to the local library. We deliver books and audio materials to care homes as well as to individual users and include the Wireless for the Blind service.

How to contact us

Join the library free of charge either on-line at www.manchester.gov.uk/libraries, or calling in.

Grand Day Out events – no need to book, just turn up.
Books to Go - email us at bookstogo@manchester.gov.uk, or call 0161 227 3800



Manchester Mind



Contact	Will vary dependant on service
Address	339 Stretford Road Hulme Manchester M15 4ZY
Email	info@manchestermind.org
Internet	www.manchestermind.org
Telephone	0161 226 9907
Opening hours	9am – 5pm
Area covered	Manchester wide

The support we offer

We offer a range of services for people affected by mental health problems living in Manchester and include:

Advice Service – help with claiming benefits, form filling and challenging decisions, dealing with housing and debt issues ;

Volunteering in a number of roles including advice, admin, mentoring, catering and growing – on the basis that

volunteering can support people to reconnect and share skills and knowledge beneficial for mental health. All volunteering is offered with training and support.

Supported placements in our Manchester Mind Cafe and within

Bite our Growing Project – people can attend, learn some new skills, get out of the house and meet people within a safe and supported environment.

How to contact us

Volunteering@manchestermind

If needing advice we have 2 drop-ins per week on Monday afternoon 1-4pm and Thursday morning 10-1pm. If you are unable to make a drop-in or require a home visit ring 0161 226 9907 or contact advice@manchestermind.

Any general queries email: info@manchestermind or ring 0161 226 9907



Manchester Museum



Contact	Andrea Winn
Address	Manchester Museum The University of Manchester Oxford Road Manchester M13 9PL
Email	museum@manchester.ac.uk
Internet	www.museum.manchester.ac.uk
Telephone	0161 275 2648
Opening hours	10am – 5pm daily, 24-26 Dec, 1 Jan closed
Area covered	Greater Manchester

The support we offer

Manchester Museum Comes to You. This distinctive outreach programme takes the museum's outstanding collections out to Manchester's communities (including community venues, housing and social care settings).

This unique initiative offers you the chance to explore the Manchester Museum from where you are! Host a visit from a museum member of staff who will use museum collections to explain the connection between the museum objects and the city's history.

How to contact us

www.museum.manchester.ac.uk/community/communityengagement

Other comments

Manchester Museum works with the city's many diverse communities to interpret and reinterpret our collections. We capture participants own expertise through exhibitions both on site and off site, participation in public programmes or through the Museum's volunteering programme.



Moneyline-UK



Contact	Andy Hall 07587 774 505
Address	Document House Capricorn Park Blakewater Road Blackburn BB1 5QR
Email	andy.hall@moneylineuk.com
Internet	www.moneyline-uk.com
Telephone	0345 643 1553
Opening hours	9:00am – 4:30pm
Area covered	Northwest – Blackburn, Burnley, Bury, St. Helens, Warrington, Birkenhead, Salford & Grimsby

The support we offer

We are a community based 'Not for Profit' organisation. We support our customers in building their financial resilience. We offer a loan that is fair to our customer's, with a personal & transparent service, flexibility, no hidden costs and manageable repayments.

We lend small amounts of money and encourage customers to save as well as repaying their loan so that step by step they can take control.

Where a loan is not right for our customers, we will say so but always try to find an appropriate solution for everyone, signposting to debt advice where appropriate.

How to contact us

www.moneyline-uk.com – 0345 643 1553

Other comments

Our loans are between £50 and £1,000 and between 13 and 52 weeks.



NEPHRA Good Neighbours



Contact	Claire Balshaw
Address	NEPHRA HQ 27 Parkfield Road North New Moston Manchester M40 3TB
Email	info@nephra.org.uk
Internet	www.nephragoodneighbours.org.uk
Telephone	0161 637 6788 Or 07889 258865
Opening hours	Varies every day.
Area covered	Moston, New Moston, Chadderton, Failsworth

The support we offer

Volunteers work with local people to help reduce isolation & loneliness in our neighbourhood. We offer a wide variety of activities, events and services such as a Luncheon Club and a Befriending Project as well as iPad classes, Digital Film Classes, Singing for Fun, Knit & Natter Card Craft & much, much, more. We also have regular day trips out and twice yearly escorted holidays!

How to contact us

By dropping in, ringing and leaving a message or by email.



The Oddfellows



Contact	Rebecca Tivey, Dawn Walters
Address	Oddfellows House 184-186 Deansgate Manchester M3 3WB
Email	rebecca.tivey@oddfellows.co.uk dawn.walters@oddfellows.co.uk
Internet	www.oddfellows.co.uk
Telephone	0161 832 9361
Opening hours	Mon – Fri, 9am – 5pm
Area covered	We have 139 Branches across the UK including the Greater Manchester area in Stockport, Knutsford, Leigh and Bolton, Bury and Oldham. Our central office is also located in Manchester.

The support we offer

The Oddfellows is a mutual, not for profit friendly society, run by its members for its members. Open to everybody, we have Branches nationwide where people are encouraged to meet and enjoy social activities together.

Members organise outings, holidays, coffee mornings, informative and educational talks and fundraising events. In addition to social activities that build friendships, the Oddfellows provides care support, advice helplines and a range of life-enriching financial benefits.

How to contact us

To find out more call our central office on 0161 832 9361 and ask to speak to Membership or visit <https://www.oddfellows.co.uk/Branches> to find your local branch.

Other comments

Founded in 1810, the Oddfellows has been part of social history for over 200 years and our members played a vital role in establishing the welfare state and National Health Service.

We have 280,000 members and membership costs £30 per year (or £28 by Direct Debit).



Parkinson's UK



Contact	Jacquie Gray
Address	c/o 215 Vauxhall Bridge Road London SW1 1EJ
Email	jgray@parkinsons.org.uk
Internet	www.parkinsons.org.uk
Telephone	Jacquie Gray 0344 225 9817 Free phone confidential help line 0808 800 0303
Area covered	Parkinson's UK offer support across the country to anyone affected by Parkinson's. Jacquie Gray is the local Information and Support Worker for Manchester.

The support we offer

We're the UK's Parkinson's support and research charity. Because we're here, no one has to face Parkinson's alone. If you have Parkinson's, or you know someone who has, you can turn to us for information and support.

- our free confidential helpline 0808 800 0303
- our UK-wide team of information and support workers
- our website
- our publications

How to contact us

Jacquie Gray Information and Support Worker 0344 225 9817
Free phone confidential help line 0808 800 0303

Other comments

Most areas have local groups run by volunteers. To check if there is a local group in your area please check our website or phone Jacquie Gray. Contact details above.



Pension Wise



Contact	Mary Brown
Address	Citizens Advice Bureaux Swan Buildings 20 Swan St Manchester M4 5JW
Email	pensionwise@manchestercab.org
Internet	www.pensionwise.gov.uk
Telephone	0161 830 2070
Opening hours	Monday to Friday 9.30am to 5pm
Area covered	Manchester (all areas covered by Manchester City Council), Trafford, Tameside and Stockport.

The support we offer

A free and impartial government service for the new options for defined contribution pensions.
Face to face appointments provided by Citizens Advice.
You can find out what you can do with your pension pot, how to shop around and the implications for taxes and fees.
We explain how to avoid pension scams and the importance of taking your time to make sure your money lasts as long as you do.

How to contact us

Phone 0161 830 2070 or
Email pensionwise@manchestercab.org

Other comments

Face to face appointments with trained guidance specialists available in Manchester, Tameside, Stockport and Trafford.
Eligibility - 50 or over and have a defined contribution pension.
This is a pension based on how much you and possibly your employer paid into your pot. It's not a final salary pension.



PRAGMA; Planned Retirement Association of Greater Manchester



Contact	John Cotcher
Address	Canada House 3 Chepstow Street Manchester M1 5FW
Email	john.cotcher@ageukmanchester.org.uk
Internet	www.pragma4retirement.org.uk
Telephone	0161 817 2351
Opening hours	Monday to Friday, 9am to 5pm
Area covered	Greater Manchester

The support we offer

Our aim is to prepare people for later life and to help them plan for a fulfilling, secure and happy retirement.

We run planned retirement courses and have a team of specialist tutors who provide information about tax, financial planning, state benefits, healthy living, relationships, wills and trusts, and the challenge of the changes brought about by leaving work.

Most courses are run in central Manchester. A two day course costs £125 but we do offer a number of free places; ring us to see if you qualify.

We also run seminars, workshops and events.

How to contact us

Telephone or email

Other comments

PRAGMA, established in 1964, is now part of the Age UK Manchester group of charities.



Refugee Action



Address	Canada House 3 Chepstow Street Manchester M1 5FW
Internet	www.refugee-action.org.uk
Telephone	0161 831 5420
Opening hours	Office hours are Mon – Fri, 9.30am – 5.30pm (drop-in advice service, Mon - Fri 9.30am-12.30pm)
Area covered	The Gateway Protection - Bolton, Bury, Tameside, Oldham and Stockport, PAH & IAJ Greater Manchester and The Choices AVR service works with clients across the whole of the North West

The support we offer

Preventing Asylum Homelessness (PAH) – advice and advocacy support for asylum seekers to access section 4 support, and asylum support appeals.

Choices AVR – advice and advocacy support for asylum seekers and irregular migrants considering voluntary return to their home countries.

Increasing Asylum Justice (IAJ) – supports asylum seekers going through the asylum process, including people making further representations / submissions, fresh claims.

How to contact us

Preventing Asylum Homelessness (PAH) - Contact MIKE DOLAN – 0161 441 4029 / miked@refugee-action.org.uk
Choices AVR– contact DUTY CASEWORKER on 0161 831 5445 / choicesdutymcr@refugee-action.org.uk
Increasing Asylum Justice (IAJ) – Contact DONNA MCCAFFEREY on 0161 214 3025 / donnam@refugee-action.org.uk

Other comments

Gateway Protection Programme – supports newly arrived refugee families across Bolton, Bury, Tameside, Stockport and Oldham. Provide casework advice as well as organising group events to encourage community cohesion and to ease isolation, including elderly refugee clients. (Unfortunately we can't accept referrals into this service)



Ring and Ride



Contact	Chris Berry
Address	GMATL 20th Floor Manchester One 53 Portland Street Manchester M1 3LD
Email	enquiries@ringandride.info
Internet	www.ringandride.info
Telephone	0161 200 6011
Opening hours	Mon – Sat 8.00 - 22.30 & Sun 8.45 – 22.00
Area covered	We operate across the whole of the Greater Manchester area.

The support we offer

We are a door-to-door service for people of all ages including children who find it difficult to use public transport. You can make short, local journeys to do your shopping, travel to work, school or college, attend health appointments, take part in social and leisure activities, visit places of worship. Our fully accessible minibuses and professionally trained drivers will assist you to get out and about with ease.

How to contact us

Please contact us on 0161 200 6011, our enquiry line is open Mon-Sun 8.00 – 22.30 or e-mail enquiries@ringandride.info or visit our website at www.ringandride.info

Other comments

Before you book a journey with Ring and Ride, you must be registered as a member. Registration is simple, quick and free of charge. Just phone 0161 200 6011.



Royal British Legion



Contact	Neil Reynolds
Address	The Royal British Legion Victoria Buildings 1-7 Princess Street MANCHESTER M2 4DF
Email	nreynolds@britishlegion.org.uk
Internet	www.britishlegion.org.uk
Telephone	0808 802 8080
Opening hours	Mon - Fri 10am - 4pm
Area covered	Greater Manchester and Lancashire.

The support we offer

The Royal British Legion provides lifelong support for the Armed Forces community serving men and women, veterans, and their families. We offer a range of support for veterans including financial advice, help with pensions and support for those with mental health problems, bereavement support and we also provide care homes for ex-service people.

How to contact us

Visit our Pop-in at 59 Cross Street, Manchester, M2 4JW or call our Contact Centre on 0808 802 8080.



Royal Voluntary Service



Contact	Claire Yates, Operations Manager
Address	Manchester Hub Office Spotland Community Centre 92-96 Spotland Road Rochdale OL12 6PJ
Email	manchesterhub@royalvoluntaryservice.org.uk
Internet	www.royalvoluntaryservice.org.uk www.facebook.com/royalvoluntaryservice www.twitter.com/royalvolservice
Telephone	0161 871 2011
Opening hours	Hub office – 9am – 5pm Monday to Friday Individual service opening hours vary
Area covered	Greater Manchester

The support we offer

Royal Voluntary Service wants to help create a society where everyone feels valued and involved whatever their age. Our teams help older people stay active, independent and able to continue to contribute to society. They do this by providing practical and emotional help where and when it's needed. This includes volunteering opportunities; befriending; support in, and home, from hospital; transport; social clubs and lunch clubs (Geographical/funding restrictions apply).



Rusholme Social-Cafe



Contact	Rich Browning
Address	c/o Birch Community Centre Brighton Grove Manchester M14 5JT
Email	richbrowning@healthymehealthycommunities.co.uk
Internet	www.healthymehealthycommunities.co.uk
Telephone	07913 540680
Opening hours	Wednesday 12.30pm - 3pm
Area covered	based in Rusholme but everyone welcome

The support we offer

Rusholme Social-Cafe

Join us every Wednesday, 12.30pm – 3pm the Rusholme Social-Café for a snack-lunch, crafts and reminiscence activities. The Rusholme Social-Café is a space for relaxing, enjoying a healthy home-made lunch, making new friends, enjoying activities in a friendly and supportive environment. The activities are free with refreshments / lunch available for a donation. Please join us at Birch Community Centre, Brighton Grove, Rusholme, M14 5TJ.

How to contact us

Please feel free to pop-in but give us a call or email to check current dates and activities
richbrowning@healthymehealthycommunities.co.uk
07913 540680



Stroke Association



Contact	Helen Gilbertson
Address	Office base only: 6th Floor St. James House Pendelton Way Salford M6 5FW
Email	helen.gilbertson@stroke.org.uk
Internet	www.stroke.org.uk
Telephone	0161 742 7482 / 07983 343003
Opening hours	Monday to Friday 9am till 5pm
Area covered	We work in North, South and Central Manchester

The support we offer

We offer practical help, support, and signpost and refer accordingly to anyone whom has survived from a stroke or a TIA (Transient Ischaemic Attack) after they have returned home from hospital with living with Life After a Stroke.

We offer a holistic approach to not only the stroke survivor but the carer and family members too.

We run a variety of social groups in surrounding areas too 😊

How to contact us

0161 742 7482 / 07983 343003
helen.gilbertson@stroke.org.uk



Tax Help for Older People



Contact	Jude Anderson, Regional Development Manager North Jude.Anderson@taxvol.org.uk
Address	Pineapple Business Park Salway Ash Bridport Dorset DT6 5DB
Email	taxvol@taxvol.org.uk
Internet	www.taxvol.org.uk
Telephone	0845 601 3321 or 01308 488066
Opening hours	Helpline: Monday to Friday, 9am to 5pm
Area covered	Tax Help for Older People is a UK-wide service

The support we offer

Tax Help for Older People provides free, impartial, professional tax advice and advocacy for older people on lower annual incomes. Help is available to those approaching 60 or older with an annual income of less than £20,000. The service, provided by the charity Tax Volunteers, offers caring and friendly advice on personal tax matters by expert advisers which is jargon-free and individual to each client's needs.

How to contact us

Initial enquiries are made to the Helpline by phone, post or email. Face-to-face meetings with a local volunteer tax adviser can be arranged locally and home visits if required.

Other comments

Tax Help can check if your tax codes are correct and paying the right tax. We can help with letters from HMRC and explain what to do about tax underpayments or help in completing the correct forms. We aim to resolve your tax issue and put your mind at rest.



University Hospital of South Manchester - Community Services



Contact	Phil Brown, Deputy Directorate Manager
Address	Wythenshawe Hospital Southmoor Road Manchester M23 9LT
Email	Phil.brown@uhsm.nhs.uk
Internet	www.uhsm.nhs.uk
Telephone	0161 291 2557
Opening hours	Dependent on Service
Area covered	South Manchester locality

The support we offer

We provide a wide range of community services in the South Manchester area, for patients registered with a South Manchester GP. These include community nursing, therapy, Intermediate Care and a spectrum of urgent care services. The aim of community services is to provide care closer to home and avoid admission to hospital, unless necessary.

How to contact us

Referral is currently via your GP or healthcare professional but for more information on the services available, please contact Phil Brown on 0161 291 2557



Vegetarian for Life



Contact	Amanda Woodvine
Address	83 Ducie Street Manchester M1 2JQ
Email	admin@vegetarianforlife.org.uk
Internet	www.vegetarianforlife.org.uk
Telephone	0161 257 0887
Area covered	UK-wide

The support we offer

Vegetarian for Life is a charity that works to support elderly vegetarians. We visit care homes to educate cooks through talks, cookery demonstrations and tastings. We have a register of care homes that have signed up to our code of good practice, and we can offer grants to elderly vegetarians in need. We also offer free talks, demonstrations and hands-on classes to groups of elderly people in the North West.

How to contact us

Email us or leave a phone message if you'd like to arrange a visit from our roving chef or discuss any aspect of our work.

Other comments

We offer free talks to groups of elderly people and can offer demonstrations or classes depending on facilities available. Our events are fun and flexible - we don't try to 'convert' people or include any shocking material.



This Directory accompanies the Networking Event held on September 16th 2015 at Canada House, Chepstow Street.

For additional FREE copies please contact John Cotcher, PRAGMA, Canada House, 3 Chepstow Street, Manchester M1 5FW or ring 0161 817 2351

John.cotcher@ageukmanchester.org.uk

Each organisation has written its own entry

Layout and design: Gary Wilkinson,
Age UK Manchester