

# Oldham Family Support Information Sheet

## 1 School Uniform Exchange

Many schools across Oldham are running schemes and programmes where you can either, donate school uniforms that are no longer needed, or get help and support with equipping your child with a school uniform, throughout the year.

There is a Facebook group called 'Oldham Preloved Uniforms' available for uniform swaps.



## 2 Emergency Support

You may be eligible for Local Welfare Provision to help you meet short term emergency needs.

### Who is Eligible For This Support?

People who have suffered disaster, people under exceptional financial pressure, vulnerable people, chronically ill people etc

Here are some examples of how you could receive help via the Local Welfare Provision: Order and payment by Oldham Council to suppliers of suitable goods or services, Kitchen packs & Bedding packs



Apply Online via Oldham council website!

## 3 Reporting a Housing Issue

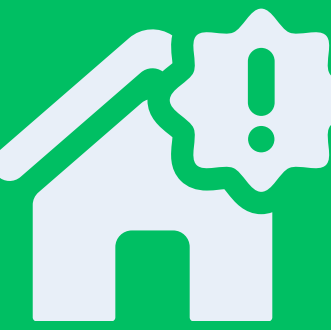
### Repairs at First Choice Homes Oldham (FCHO) properties:

If you need a repair at your FCHO home, reporting it is easy. Use the MyAccount portal 24/7, 365 days a year.

### Log In At:

- [myaccount.fcho.co.uk](http://myaccount.fcho.co.uk)
- Call 0161 393 7117

Find more information on the First Choice Homes Oldham website.



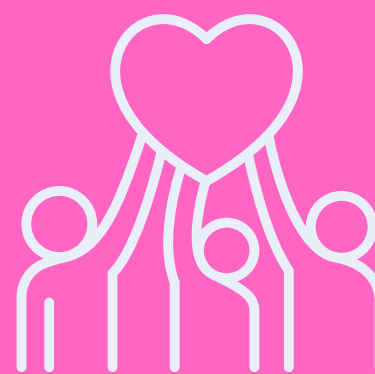
## 4 Household Support Fund

The Household Support Fund can provide help to low-income households experiencing financial hardship.

### Support Offered:

- food vouchers
- fuel vouchers
- Essential items & additional help

If you need help contact Oldham Councils help line on 0161 770 7007 (9am – 5pm on weekdays).



## 5 Local Food Banks

**Oldham Food Bank:** 0161 622 1061  
Unit B, Prince of Wales Industrial Units  
Vulcan Street, Oldham, OL1 4ER.  
Monday - Friday 9am - 3pm

**Shaw & Crompton Churches Together:**  
The Salvation Army, Farrow Street East, Shaw,  
OL2 8QY  
Monday 11am - 1pm

Care professionals such as doctors, health visitors, social workers, CAB and police identify people in crisis and issue them with a foodbank voucher.



## 6 Benefit Support

Are you struggling financially? Oldham Council can help.

It's ok to reach out for help if you need it. We know it's a difficult time for many so please be aware support is available for you.

They can help with issues like debt, employment, your health, meals and more.

Remember you can always ring them via the Oldham Helpline: 0161 770 7007 (9am – 5pm on weekdays)



## 7 Family & Childrens Hubs

Our Family Hubs are one-stop shops where you can access all the help and support you need to make sure your child is healthy, safe and looked after. From maternity appointments and health visitor contacts, to stay and play activities and breastfeeding support – you can access face-to-face support in our Family Hubs across Oldham.

To Find out about locations and more visit:  
<https://familyhubs.oldham.gov.uk/family-hubs/>



## 8 NHS Healthy Eating

Here are a number of easy ways to eat well and move more as a family.

It is recommended by the NHS that children and adolescents do at least 60 minutes of exercise per day. Exercise and physical activity is considered the most important factor for promoting life long health and wellbeing, as well as preventing various health conditions.

For more information on how to get active & how to cook some healthy family meals visit: <https://www.nhs.uk/healthier-families/>



# Bury Family Support Information Sheet

## 1 School Uniform Exchange

Many schools across Bury are running schemes and programmes where you can either, donate school uniforms that are no longer needed, or get help and support with equipping your child with a school uniform, throughout the year.

There is a Facebook group called 'School Uniform Swap Shop Bury' available for uniform swaps.



## 2 Emergency Support



In the event of an emergency call the Emergency Duty Team on 0161 253 6606 which will take you through to Bury Council's 24/7 control room. They work to help a variety of people, including:

- Children, young people and families, Crisis fostering and home-care support for families, People with housing or accommodation problems, etc.

For housing repairs visit the [Housing Services repairs](#) webpage or telephone their emergency contact number: 0808 144 5368.

Environment Agency 24 hour flood emergency number 0845 988 1188.

## 3 Reporting a Housing Issue

Bury Housing Services is committed to delivering the best possible service at all times but if things have gone wrong, you can help us to learn from this and put things right.

For housing repairs visit the [Housing Services repairs](#) webpage or telephone their emergency contact number: 0808 144 5368.

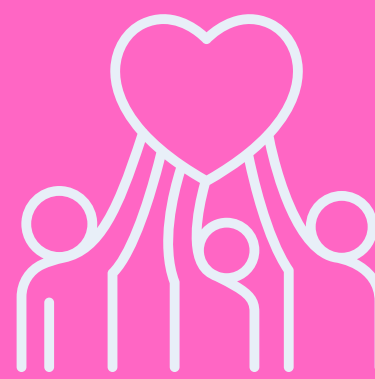


## 4 Bury Support Fund

Financial help is available through the Bury Support Fund. These are intended to provide short term financial support for food and fuel. This could be because of some unforeseen event, or due to the pressures of the Cost of Living Crisis.

Support provided is based on a household's income and expenditure, and will range from between £100 and £300, depending on your circumstances and financial hardship. Payments of less than £100 will be paid in certain crisis situations.

Apply online via the "Bury food and fuel support" Bury Council webpage



## 5 Local Food Banks

**Brandlesholme Foodbank:** 0161 797 7366  
Brandlesholme Community Centre 375B,  
Brandlesholme Road, Greater Manchester, BL8 1HS

Call Bury Community Hubs on 0161 253 5353 for a referral

**Trinity Food Bank:** 07963605283  
Trinity Baptist Church, Westminster Avenue, Radcliffe,  
Manchester, Lancs, M26 3WD

The referral form can be requested from them via their email address or you can contact them via their website [www.trinityfoodbank.co.uk](http://www.trinityfoodbank.co.uk)



## 6 Benefit Support

If you're struggling with the costs of living, then you're not alone and support and advice is available.

If you have vulnerable family or neighbours please watch for any signs they are not turning their heating on, eating properly or worrying about the cost of living.

If you're unsure about the support that you may be able to access please call 0161 253 5400.

United Utilities' Hardship Hub has advice from energy and utility companies, local authorities, housing agencies, charities, and community groups from across the North West of England. There's help with utility bills to guidance on applying for housing support. View the Hardship Hub If you're unsure about the support that you may be able to access please call 0161 253 5400.



## 7 Family & Childrens Hubs

Our Family Hubs are one-stop shops where you can access all the help and support you need to make sure your child is healthy, safe and looked after.

There are five main Hubs, three Spokes and a number of smaller community outreach venues which means that every family in Bury will be able to access Children's Centre services.



See the Bury Directory link below for information and the location of each Children's Centre Hub:

<https://theburydirectory.co.uk/categories/childrens-centres-in-bury>

## 8 NHS Healthy Eating

here are a number of easy ways to eat well and move more as a family.

It is recommended by the NHS that children and adolescents do at least 60 minutes of exercise per day. Exercise and physical activity is considered the most important factor for promoting life long health and wellbeing, as well as preventing various health conditions.

For more information on how to get active & how to cook some healthy family meals visit: <https://www.nhs.uk/healthier-families/>



# Chorley Family Support Information Sheet

## 1 School Uniform Exchange

Many schools across Chorley are running schemes and programmes where you can either, donate school uniforms that are no longer needed, or get help and support with equipping your child with a school uniform, throughout the year.

There is a Facebook group called 'Chorley Uniform Swaps' available for uniform swaps.



## 2 Emergency Support

In the event of an emergency, please contact Chorley Councils out of hours emergency service line on 01257 515142.

If you are in need of emergency food support, we may be able to refer you to our local food bank.

This is an emergency provision to support our most vulnerable residents in crisis - to ensure support can be given to those in need, you must satisfy a few criteria.

If you would like to request support, please telephone – 01257 515151



## 3 Reporting a Housing Issue

Chorley Council can provide help and advice if you are experiencing problems with your housing situation or if you are looking for a new home to rent or buy in Chorley.

If you would like to speak with a member of our team, please contact us by phoning 01257 515151 and asking to speak to the Housing Solutions team or by sending an email to [housing.solutions@chorley.gov.uk](mailto:housing.solutions@chorley.gov.uk) to book an appointment. We aim to respond to emails as quickly as possible but recommend a telephone call if you require an urgent response.



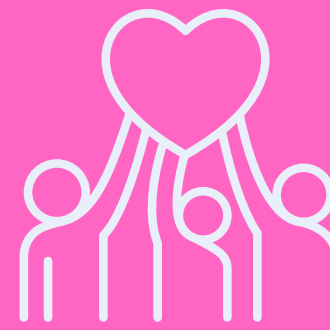
## 4 Accessing Financial Help

If you're struggling with the costs of living, then you're not alone and support and advice is available.

Financial help may be available to you from Chorley Council to aid you through times of hardship.

To find out more about how to access help from the council please visit the 'Accessing Help Now' page on the Chorley Council Website.

<https://chorley.gov.uk/people-communities/HSF/7>



## 5 Local Food Banks

**Livingwaters Church Storehouse:** 07889 757045  
33-45 Bolton Street (Café Connect), Chorley, PR7 3AB

LW Storehouse works on a referral basis through our local council or partner organisations. Please be sure to contact them directly to access this service, as food cannot be given without the referral.

**Chorley Help the Homeless Food Bank:** 01257 220077  
Matrix House, Friday Street, Chorley, PR6 0AA



## 6 Benefit Support

If you are unsure what benefits you are entitled to, call our Bolton Council on 01257 515151 and they will complete a quick benefit calculation over the phone for you.

They will help give you guidance on the following:

- Help with making a benefits claim or what to do if your claim is refused.
- Checking you're getting the right benefits.
- Council Tax Support.
- Universal Credit and FAQs.
- Housing benefit (HB)
- Discretionary housing payment



## 7 Family & Childrens Hubs

Find support for you and your family from local services both in person and online.

Support is available for all stages of family life, from pregnancy through to 19 years old or 25 for those with special educational needs and disabilities (SEND).

To find your local family hub via the 'Lancashire Family Hubs' website:  
<https://www.lancashire.gov.uk/children-education-families/family-hubs/>



## 8 NHS Healthy Eating

here are a number of easy ways to eat well and move more as a family.

It is recommended by the NHS that children and adolescents do at least 60 minutes of exercise per day. Exercise and physical activity is considered the most important factor for promoting life long health and wellbeing, as well as preventing various health conditions.



For more information on how to get active & how to cook some healthy family meals visit: <https://www.nhs.uk/healthier-families/>

# Bolton Family Support Information Sheet

## 1 School Uniform Exchange

Many schools across Bolton are running schemes and programmes where you can either, donate school uniforms that are no longer needed, or get help and support with equipping your child with a school uniform, throughout the year.

There is a Facebook group called 'School Uniforms Sell, Swap or Gift - Bolton' available for uniform swaps.



## 2 Emergency Support

Bolton Local Welfare Provision (LWP) scheme helps people in short-term crisis with food and essential items.

The fund is available to people who do not have alternative means of paying for what they need. The scheme intends to meet one off needs rather than ongoing expenses. It is purely discretionary and you have no automatic right to the extra help.

To see if you are eligible for help, please visit: <https://bolton-gwa.egovhub.net/Gwa/launch>



## 3 Reporting a Housing Issue

Housing Standards is committed to improving and protecting the health, safety and wellbeing of the residents within Bolton. The team tackles poor property standards within the private rented sector and aims to improve the management standards of landlords operating within the borough.

If you are concerned about poor housing conditions in a privately rented property you first need to speak to your landlord and give them the opportunity to resolve the matter.

If your landlord does not respond to your request after sending this letter, you can contact the council on [01204 336500](tel:01204336500) and they will arrange for an inspection of the property and get in touch with your landlord to ensure any work required is carried out.



## 4 Help With Food & Fuel

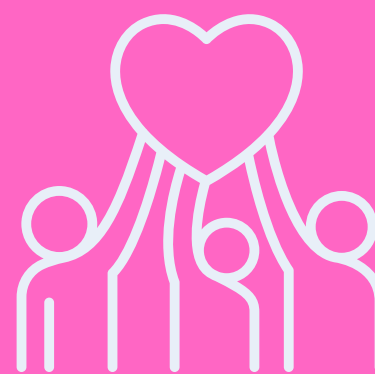
Anyone can apply for help with fuel (gas and electric) or food. You do not need to be receiving any benefits.

They will look at:

- Why you need help
- Any previous awards you might have had
- The makeup of your household

They can only award help with fuel if you have a prepayment meter with either a card or key.

To see if you are eligible for help, please visit: <https://bolton-gwa.egovhub.net/Gwa/launch>



## 5 Local Food Banks

**Crescent Food Bank:** 0333 772 6299  
The Mill, Prospect Street, Bolton, BL1 3QH

Call Crescent Food Bank on 0333 772 6299 to discuss how they can help support you.

**Urban Outreach:** 01204 385848  
Urban Outreach Office, Environ House, Salop Street, Bolton, BL2 1DZ

Call Urban Outreach on 01204 385848 to discuss how they can help support you.



## 6 Benefit Support

If you are unsure what benefits you are entitled to, call our Bolton Councils Money Advice Team on 01204 328000 and they will complete a quick benefit calculation over the phone for you.

They will help give you guidance on the following:

- Help with making a benefits claim or what to do if your claim is refused.
- Checking you're getting the right benefits.
- Council Tax Support.
- Universal Credit and FAQs.
- Housing benefit (HB)
- Discretionary housing payment



## 7 Family & Childrens Hubs

Bolton Family Hubs and Start Well Centres are places where families with children under the age of five years and beyond can share the joys and challenges of parenthood. They offer a range of activities and integrated support services to help you with every aspect of parenting, so your child gets the best possible start in life.

Please visit the Bolton Start Well Website to learn more about locations and times.

<https://www.boltonstartwell.org.uk/about-1/start-well-services-families-including-start-well-children%E2%80%99s-centres>



## 8 NHS Healthy Eating

here are a number of easy ways to eat well and move more as a family.

It is recommended by the NHS that children and adolescents do at least 60 minutes of exercise per day. Exercise and physical activity is considered the most important factor for promoting life long health and wellbeing, as well as preventing various health conditions.



For more information on how to get active & how to cook some healthy family meals visit: <https://www.nhs.uk/healthier-families/>

# Salford Family Support Information Sheet

## 1 School Uniform Exchange

Salford Council offer a Free School Uniform Exchange that is available all year round.

This is available at any of their local gateways or Swinton Civic Centre to donate your unwanted school uniforms and find items your child needs for the upcoming school year. Whether you're looking to donate or pick up, our exchange is here to support local families in Salford.

To find out more about gateway locations and the Swinton Civic Centre please visit: <https://www.salford.gov.uk/schools-and-learning/free-school-uniform-exchange/>

## 2 Emergency Support

If you're in need of emergency assistance or in a crisis, you may be able to get short term support.

Salford Assist discretionary scheme that can offer temporary help to people who are in a crisis, emergency or major disaster situation as well as provide referral routes to longer term support. Check to see if you meet Salford Assist's eligibility criteria and fill out an online application form or contact the team on 0800 694 3695. The helpline is open 10am to 12pm and 2pm to 4pm, Monday to Friday.

## 3 Reporting a Housing Issue

If you are struggling with housing costs, get help as soon as possible. Salford City Council offers a range of **housing advice** from finding a home to claiming housing benefit and affordable services to help you carry out minor repairs or to better insulate your property.

- Salford Housing Options Point is Salford's one-stop shop for all aspects of housing advice, including mortgage arrears and problems with debt and unaffordability of accommodation.
- You can access free, impartial and confidential advice when dealing with rent/mortgage arrears by contacting Salford City Council's Debt Advice Service. Visit our debt advice page or call 0800 345 7323 Mondays and Wednesdays 1pm to 4pm and Fridays 9.30am to 12.30pm
- Salford Citizens Advice provide free, confidential and impartial advice to residents of Salford whether you are facing a crisis or just considering your options. The service can assist you with all sorts of issues, including money, benefits, housing or employment problems. Call free on 0808 278 7802 between 9am and 4pm Monday to Friday or 0161 850 5053 between 6pm to 9pm every day.

## 4 Help With Food & Fuel

Life can sometimes throw the unexpected at you. Salford Assist is a Salford City Council scheme that can offer short term support to people who are in a crisis, emergency or major disaster situation. These situations can mean that you are unable to meet the basic needs of yourself or your family.

Salford Assist doesn't offer cash payments, but would consider your immediate needs and try to help with essential items.

find out more and how to apply for Salford Assist via the Salford Council website <https://www.salford.gov.uk/discretionarysupport>

## 5 Local Food Banks

**Salford Foodbank: 0161 637 2120**  
4 Kansas Avenue, MediaCityUK, Salford, M50 2GL

Call Salford Foodbank on 0161 637 2120 to discuss how they can help support you.

## 6 Benefit Support

Check that you are getting all the benefits available to your household. You can use an independent, free and anonymous benefits calculator through the government's website to check what benefits you are entitled to and an estimate of what you may get.

Salford City Council's Welfare Rights Service offers free, confidential, specialist advice, case work and representation on welfare rights for people who live in Salford. The service can help residents work out what they are entitled to, assist with forms and represent client's cases when appealing a benefits decision. You can access the Welfare Rights Service online or call 0800 345 7375 Monday to Friday 10am to 12 noon.

## 7 Family & Childrens Hubs

Salford CVS is working in partnership with the new Family Hubs in Salford. Family Hubs are Early Help centres based in your local community, offering universal support and services for children, young people and families aged 0-19 (and up to 25 if the young person has SEND). Services offered include antenatal, child's health, early help, parenting support, baby socials and more.

Along with four Family Hubs in different neighbourhoods, we also have six Youth Centres, which offer a wide range of services including youth clubs, drop in services, project work, youth forums, and more. Visit <https://www.salfordcvs.co.uk/children-young-people-and-families-salford> for more information.

## 8 NHS Healthy Eating

here are a number of easy ways to eat well and move more as a family.

It is recommended by the NHS that children and adolescents do at least 60 minutes of exercise per day. Exercise and physical activity is considered the most important factor for promoting life long health and wellbeing, as well as preventing various health conditions.

For more information on how to get active & how to cook some healthy family meals visit: <https://www.nhs.uk/healthier-families/>

# Rossendale Family Support Information Sheet

## 1 School Uniform Exchange

Many schools across Rossendale are running schemes and programmes where you can either, donate school uniforms that are no longer needed, or get help and support with equipping your child with a school uniform, throughout the year.

There is a Facebook group called 'Rossendale Pre-Loved School Uniform' available for uniform swaps.



## 2 Emergency Support



For council emergencies at evenings, weekends and over the holiday periods when the offices are closed call 0300 222 5946. If you are homeless in an emergency at the weekend or when the offices are closed call 0300 222 5946.

## 3 Reporting a Housing Issue

If you need advice because you have nowhere to live or are at risk of becoming homeless, please complete the online enquiry form using a computer or smartphone via: <https://www.rossendale.gov.uk/housing-homelessness/housing-assistance>

If you are homeless tonight and need emergency accommodation please complete the form and contact the team on 01706 217777 during office hours or 0300 222 5946 and select option 9 outside of office hours.

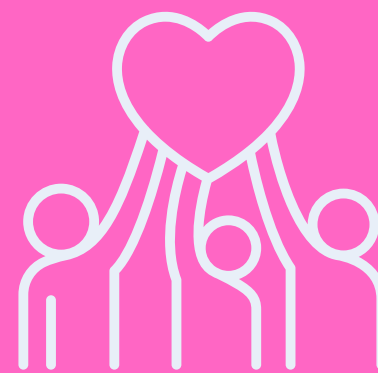


## 4 Help with Cost of Living

Make sure you are claiming all of the benefits you are entitled to, and get help with debt issues, contact Citizen's Advice on 0808 2787 975.

If you are falling behind with your energy bills, and finding yourself struggling to pay, the best thing to do is contact your supplier as soon as possible. Under rules from regulator Ofgem, your supplier has to help you – usually by negotiating a payment plan that you can afford.

If you are still struggling with debt, your supplier may suggest putting you on a prepayment meter. However, your supplier can only do this if it has explored all other options first, so you should always contact your supplier as soon as possible.



## 5 Local Food Banks

The RAFT Foundation: [info@raftfoundation.org](mailto:info@raftfoundation.org)  
Suite 35 3rd Floor, Hardmans Business Centre,  
New Hall Hey, Rawtenstall, BB5 6AJ

Haslingden Community Link: 01706 230116 opt 5  
Bury Road, Haslingden, Rossendale, Lancs, BB4 5PG



## 6 Benefit Support

Check that you are getting all the benefits available to your household. You can use an independent, free and anonymous benefits calculator through the government's website to check what benefits you are entitled to and an estimate of what you may get.

To speak to a member of the Rossendale Council benefits team please contact them on 01706 217777 or email them at [benefits@rossendalebc.gov.uk](mailto:benefits@rossendalebc.gov.uk)



## 7 Family & Childrens Hubs

Rossendale Family Hubs and Start Well Centres are places where families with children under the age of five years and beyond can share the joys and challenges of parenthood. They offer a range of activities and integrated support services to help you with every aspect of parenting, so your child gets the best possible start in life.

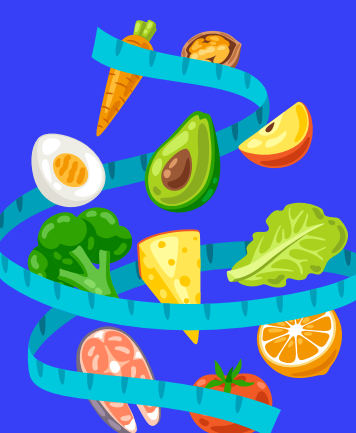
Join the 'Rossendale Family Hub' Facebook page to find out more about support services near you along with some helpful tips about parenthood.



## 8 NHS Healthy Eating

here are a number of easy ways to eat well and move more as a family.

It is recommended by the NHS that children and adolescents do at least 60 minutes of exercise per day. Exercise and physical activity is considered the most important factor for promoting life long health and wellbeing, as well as preventing various health conditions.



For more information on how to get active & how to cook some healthy family meals visit: <https://www.nhs.uk/healthier-families/>