

Support & Services

available to tenants
and residents in **Hulme**

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Introduction

This booklet has been produced in 2022 as part of an information drive led by Aquarius Community Savers, CLASS, Aquarius Tenants and Residents Association, and Hulme Tenants Union in response to the cost-of-living crisis.

If you would like more information about how and why this booklet has been produced, please email: contactus@class-uk.com

We have done our best to ensure accuracy but please note that the authors of this booklet are not advisers on any of the topics included. The objective of the booklet is to provide signposting information to a range of agencies, groups and services for local tenants and residents in Hulme with a focus on the Aquarius estate.



General Support & Community Centres



Many local activities can be accessed from the following local community centres:

Aquarius Community Centre

21 Eden Close, M15 6AX

The Old Abbey Tap House

Guildhall Close, M15 6SY

NIAMOS Centre

Warwick St, M15 5EU

Zion Centre

339 Stretford Road, M15 4ZY

Z-Arts

335 Stretford Road, M15 5ZA

Union Hall

Stretford Road, M15 6DY

General advice drop-ins:

Citizens Advice Bureau

The CAB run an advice drop-in at the Hulme/ Moss Side Library and Leisure Centre on Tuesdays.

Guinness Trust, One Manchester, Arawak Walton and Manchester City Council

10.00 – 12.00, second Tuesday of the month, at the Aquarius Centre.

These organisations run a general information, advice and signposting drop in together for tenants and residents in Hulme.

Ward Councillor Surgeries:

Your local Ward Councillors in 2022 are:

Ekua Bayunu

cllr.ekua.bayunu@manchester.gov.uk
07966 894 153

Lee-Ann Igbon

cllr.lee-ann.igbon@manchester.gov.uk
07908 759042

Annette Wright

cllr.annette.wright@manchester.gov.uk
07966 296 296

The councillors run three monthly drop-ins as follows:

Second Monday of the month

18.00 – 19.00

Ascension Church, 282 Stretford Road, M15 5TQ

Fourth Monday of the month

18.00 – 19.00

New Hope Church, Tatton Street, M15 4EQ

Third Saturday of the month

11.00 – 12.30

Roving surgery in different areas of the ward. Contact councillors for details.

If you do not have a phone or wifi please use one of the drop in services.

Money



One Money Team (One Manchester)

Call: 0330 355 1000

One Money service at One Manchester Housing Association can provide free and **confidential** advice to One Manchester tenants on a wide range of issues including:

- Debt advice
- How to budget and save money
- Benefits applications and appeals
- Support to access low-cost food
- Help accessing grants or affordable furniture for your home
- Support getting a credit union account
- Support with home contents insurance (some options cost 71p/week).

The conversations are completely confidential - no information about people accessing the One Money service is shared internally with other staff or departments within One Manchester Ltd.

Some services can be provided immediately such as crisis food or fuel vouchers, for others there may be a waiting period before an appointment is available.

The Guinness Partnership (TGP)

Call: 0303 123 1890

The Guinness Partnership Customer Support Team offers Guinness residents help and support to improve their finances and ability to pay for their home by finding the right external support agencies to help residents to sustain their tenancy.

The team can help TGP residents access help with:

- Getting the right benefits, at the right rate
- Supporting customers with Universal Credit
- Carrying out affordability assessments
- Providing budgeting advice
- Signposting to foodbanks
- Accessing grants to provide basic furniture
- Helping customers to get a grant to pay off utility debts.

TGP also have a Hardship Fund to help residents who are in extreme hardship or facing life crisis. This can help to provide emergency food, heating or basic furniture.

Money continued...



Step Change

Call: 0800 138 1111

StepChange are the UK's most comprehensive debt advice service. They help people get on top of their debts, free of charge. To access, call 0800 138 1111 or visit online at www.stepchange.org

Money Helper

Call: 0800 138 7777

MoneyHelper is a national government backed money advice service. You can call them for advice on any money matters including debt advice. Call 0800 138 7777.

Stop Loan Sharks

Call: 0300 555 2222

If you think you may have been the target of loan sharks, for confidential help and advice call the Illegal Money Lending Team at 0300 555 2222.

National Debtline

<https://adviser.moneyhelper.org.uk>

National Debtline offers free debt advice online through its digital advice tool and its web guides, fact sheets and sample letters.

Money Adviser Network

<https://adviser.moneyhelper.org.uk>

The Money Adviser Network offers free debt advice backed by MoneyHelper. Provide your contact details in confidence and we'll connect you with a qualified and regulated money advice provider so you can get back on track.

PayPlan

www.payplan.com

PayPlan's online debt solution tool, PlanFinder, can give you a personalised debt solution in as little as 15 minutes. They also offer free live chat and email support for immediate help.

Financial Wellness Group

<https://adviser.moneyhelper.org.uk>

Financial Wellness Group provides free advice and solutions for people struggling with money, debt and budgeting. We have 27+ years experience supporting people to find a route to become debt free.

Help for families



Martenscroft Children's Centre

Sure Start Children's Centres offer a number of sessions, which provide young children with opportunities to develop and learn by good quality experiences. These may include:

Baby Stay and Play, Baby Sensory Bag, Tiny Tots and Toddler Time and Stay, Play and Learn. Parents or carers must stay with their child and their may be a small charge for snacks and drinks. Most of the groups run during term time only. Access the 'What's on Guide' to find out which sessions are offered at this centre and if you need to pre-book a place. For drop in sessions, we would suggest that you contact the centre before you go along to check that the session is running.

Martenscroft children's centre is integrated and located inside Martenscroft Nursery School.

For further information about Martenscroft Children's Centre and how to become a member of Sure Start, please contact the centre on 0161 226 1266.

Early Essentials Manchester

Contact Sarah Newton-Smith:

Call: 07720 647 226

Email: info@earlyessentials.org.uk

Facebook: Early Essentials Manchester

We are a charity providing newborn baby starter packs (packed into Moses baskets) for vulnerable pregnant women. The type of women we help are typically either homeless, fleeing domestic abuse, refugee/seeking asylum or in serious financial crisis.

The Moses basket starter packs containing everything a new mum

and baby would need, including nappies, clothes, blankets, breast pads, maternity pads, toiletries for mum and baby, hygiene products, treats and gifts, whilst also providing a safe place for their baby to sleep.

The women must be referred to our service by a health & social care professional or charity. We can accept referrals from the whole of Greater Manchester.

Help for families continued...



The following national organisations offer grants for families who are struggling:

Family Action

www.family-action.org.uk

Grants for families of children living in poverty.

Home Start

www.home-start.org.uk

General family support.

Family Fund

www.familyfund.org.uk/faqs/how-do-we-apply

Grants for families of disabled children.

Benefits



One Money Team (One Manchester)

Call: 0330 355 1000

The One Money service at One Manchester housing association can provide free and confidential advice to One Manchester tenants on a wide range of issues including benefit advice.

The Greater Manchester Law Centre (GMLC)

Call: 0161 769 2244

GMLC provides advice and representation for the following:

- Completing application forms for disability benefits including: Employment and Support Allowance (ESA50),
 - Universal Credit (UC50)
 - Personal Independence Payments
 - Disability Living Allowance for children
- Appealing Work Capability (medical) Assessments for Employment Support Allowance and Universal Credit
- Appealing Personal Independence Payment decisions

Utilities



Water

Call: 0800 072 6765

United Utilities have a free helpline for getting help to manage or reduce the cost of your Water Bill.

Telephone them freephone on 0800 072 6765.

They will ask you some questions to help decide which of their schemes is best for you (such as how many people live with you, what benefits you are claiming, and an estimate of income and outgoings).

They claim to be able to help some people get a more affordable bill in less than 15 minutes!

Examples of their schemes:

- People receiving Universal Credit for the first time can delay their bill until payment is received
- Pension credit recipients may be entitled to a cap on their bill
- Payment breaks for households who are struggling financially.

It may also be cheaper for you to switch to a water meter which they can support you to organise.

Electric and Gas

Call: 0161 627 1234

Citizens Advice Manchester provide free, confidential advice on energy saving tips. To access, call 0161 627 1234 or email them on energy@citizensadvicemcr.org.uk.

Greater Together Manchester offer the following advice:

If you are struggling to pay your energy bills, the best thing you can do is talk to your energy provider as soon as possible. They have lots of ways to help, including switching you to a more suitable tariff, helping with a more affordable payment plan, or advising you about grants available.

If you are finding it difficult to talk to your energy company, then one of the General Advice options listed above should be able to support you to do this.

A number of suppliers offer grants schemes for customers who are struggling with their energy bills including:

- **British Gas Energy Trust**
Call 0333 202 9804 or visit <https://britishgasenergytrust.org.uk/grants-available>

Utilities continued...



- **Scottish Power Hardship Fund**

<https://tinyurl.com/2p8p663v>

- **E.ON Energy Fund**

Call 01733 421 075 or visit www.eonenergy.com/more-for-your-home/energy-fund.html

- **E.ON Next Energy Fund / Let's Talk Charis service:**

Call 01733 421 075 or visit www.eonnextenergyfund.com

- **Bulb Energy Fund**

Call 0300 30 30 635

- **Octopus 'Octo Assist Fund'**

Call 0808 164 1088 or visit www.octopus.energy/blog/struggling-to-pay

- **EDF Energy Customer Support Fund**

Call 0333 009 6999 or visit <https://tinyurl.com/5x7bphy4>

When you apply for a grant, you'll have to provide detailed information about your financial situation in your application. It could take a while to complete, and it might be worth getting help from a friend or family member.

Low Cost food



There are a number of projects in Hulme focused on supporting the local community to have access to healthy low-cost food. These are the ones we know about:

- **Community Grocer**

The Aquarius Centre Community Grocer can be accessed every Tuesday, Wednesday and Friday at the Aquarius Centre.



- **Meals on Wheels (The Old Abbey Tap House)**

Have a hot meal delivered to your door every Tuesday evening, with no cost,

organised by the Old Abbey Taphouse. To get onto the programme contact the Old Abbey Taphouse on 07905 271 883 or email theoldabbeytaphouse@gmail.com.

- **Gaskell Garden Project– Spiral Garden Café (Gaskell Garden Project)**

The Gaskell Garden Project run the Spiral Garden Café at the Niamos Centre every Tuesday, Wednesday and Thursday afternoon. Hot food is available to eat on a pay-what-you-feel basis.

- **Pay What You Feel Café**

At the Zion Community Resource Centre Cafe – every Friday 1pm.

- **Pay What You Feel Sunday Lunch**

Once a month, on the last Sunday of the month, the Old Abbey Taphouse run a pay what you feel Sunday lunch.

- **Emmaline's Pantry**

Emmaline's Pantry are a charity run by women for women in need. It helps women and their families access the things they need most, including food, toiletries, baby equipment and clothes. To contact, call 0161 204 3373 or email emmelinespantryparlour@gmail.com.

- **The Bread and Butter Thing**

The Bread and Butter thing are a charity based at the Zion Centre that provide cheap food. To sign up, send a text to 078860 063 256 with your full name, your post code, and the words "Zion Centre" and they will get in touch.

- **One Manchester**

One Manchester can refer or signpost you for food support from your local community grocer or foodbank. For a referral, please call the One Money team on 0330 355 1000.

- **Greenheys Mosque**

The Darul Aman Mosque on Greenheys Lane provides packs of food for families. Drop in for more information.

- **Healthy Start**

If you're pregnant or a mother with a child under 4, and on Universal Credit or other benefits, you may be eligible for Healthy Start vouchers to a value of over £1200. To apply, contact freya@gmequalstart.co.uk or call 07845 514 955.

There are two local foodbanks run by The Trussell Trust:



- **Manchester South Central Foodbank**

Run by the Trussell Trust, the Manchester South Central Foodbank is located at The Wesley Centre, Corner of Old York Street / Royce Road. To contact, call 0161 226 3413 or email info@manchestersouthcentral.foodbank.org.uk.

- **Manchester Central Foodbank**

This is located at Manchester Universities' Catholic Student Chaplaincy, Avila House, 335-337 Oxford Road, Manchester, M13 9PG. Call 07928 412 339 (Monday - Friday, from 9.00 - 12.00).

Housing



Greater Manchester Tenants Union

www.tenantsunion.org.uk

GMTU, the umbrella organisation of the Hulme Tenants Union, provides support on housing issues from disrepair to evictions. To access their Member Solidarity team, contact info@tenantsunion.org.uk or head to their website www.tenantsunion.org.uk

Guinness Trust, One Manchester, Arawak Walton and Manchester City Council information, advice and signposting drop in

Come to our monthly drop-in session:

Second Tuesday of the month

10.00 – 12.00

Aquarius Centre, 21 Eden Close,
Manchester M15 6AX

If you have a housing issue, you can come and raise it with your housing officers. The drop in is also for general advice on any challenges experienced by local tenants and residents.

AT RISK OF BECOMING HOMELESS?

Call Shelter on 03301 755 121 or visit england.shelter.org.uk/housing_advice

Call CAB Manchester on 0808 278 7800 or visit citizensadvice.org.uk/housing

Health & Wellbeing



Cornbrook Medical Practice and The Arch Medical Practice

Did you know that if you are struggling to manage money, housing, or other day to day issues and this is beginning to affect your health and wellbeing, you can ask the above GP practices to refer you to their Focused Care service?

Focused Care Practitioners can provide you with tailored support to access the information and services you need.

NHS Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, the Healthy Start scheme can help you buy healthy foods like milk or fruit and get free vitamins.

Ask your GP for help applying or visit: <https://services.nhsbsa.nhs.uk/apply-for-healthy-start>

You need to be claiming certain benefits to qualify. If you're pregnant and under 18 you can claim even if you do not receive any benefits.

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How much will I get for my children?

- £4.25 each week of your pregnancy (from the 10th week of your pregnancy)
- £8.50 each week for children from birth to 1 year old
- £4.25 each week for children between 1 and 4 years old.

Your money will stop after your child's 4th birthday, or if you no longer receive benefits.

Sure Start Maternity Grant

You could get a one-off payment of £500 to help towards the costs of having a child. This is known as a Sure Start Maternity Grant.

You usually qualify for the grant if both of the following apply:

- you're expecting your first child, or you're expecting a multiple birth (such as twins) and have children already
- you or your partner already get certain benefits.

You must claim the grant within 11 weeks of the baby's due date or within 6 months after the baby's birth. You do not have to pay the grant back and it will not affect your other benefits or tax credits.

Ask your GP for help to claim – you have to claim by post as follows:

1. Print out and fill in the Sure Start Maternity Grant (SF100) claim form <https://tinyurl.com/2p8vcdhb>
2. Get a health professional such as a doctor or midwife to fill in the statement on page 10 of the form. You can send your form without this statement if necessary to meet the deadline. If you do this, you'll be contacted about arranging the statement at a later date.
3. Post the form to 'FreePost DWP SSMG' - you do not need a postcode or a stamp.

Cold Weather Payments

You may be eligible for Cold Weather Payments if you're getting:

- Pension Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest

You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees

Health & Wellbeing continued...



celsius or below over 7 consecutive days. You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.

You should get this payment automatically if you are eligible but if you think you are eligible and you have not received this payment contact Job Centre Plus on 0800 055 6688 or the Pension Service on 0800 731 7898.

The 2021 to 2022 Cold Weather Payment scheme has now ended. Next year's scheme will start on 1 November 2022.

Winter Fuel Payments

help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:

- get the State Pension
- get another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

If you do not get either of these, you may need to make a claim. You can make a claim for a Winter Fuel Payment from 1 August 2022.

If you've got a Winter Fuel Payment before, you do not need to claim again unless you've deferred your State Pension or moved abroad.

Most payments are made automatically in November or December. You should be paid by 13 January 2023. Check your account in November and December to make sure you have been paid. If you do not get your payment, contact the Winter Fuel Payment Centre on 0800 731 0160.

Any money you get will not affect your other benefits.

Digital Skills & Wifi



You can access free wifi at the following locations:

- **Moss Side Leisure centre and Library (you can also use PCs here)**
- **Aquarius Community Centre**
- **The Old Abbey Tap House**
- **Zion Arts and Café**

We have heard that the Trussell Trust may be able to provide sim cards with free data and minutes to people in need (see foodbank information on page 10).

We have heard that JobCentrePlus may be able to help people access digital devices.

BT Home Essentials Broadband

BT offer a lower-cost £15/month phone and broadband plan for certain households. You will need to be receiving one of the following to be eligible:

- **Universal Credit**
- **Pension Credit**
- **Employment and Support Allowance**
- **Jobseeker's Allowance**
- **Income Support**

Call BT for more information: 0800 800 150 or this is the process for applying online at **www.bt.com/exp/broadband/home-essentials**:

1. Enter your postcode to see which Home Essentials plans are available. Both new and existing BT customers can apply.
2. Once you've picked a plan, you'll go into our checkout.
3. As part of the checkout, we'll run an online eligibility check.
4. We'll ask for your last name, date of birth and National Insurance number.
5. We'll check these details with the Department for Work and Pensions to see if you're on one of the qualifying benefits.
6. You'll get an instant response and, if eligible, you can complete your Home Essentials order straightaway.

Social Activities & Groups

There are many different social activities and groups that you can get involved with in the Aquarius area and Hulme more widely.

We have tried to find out about as many as possible to include here but this list is not exhaustive there may well be more that we haven't heard about!

• Age-Friendly Hulme & Moss Side

We meet monthly at Will Griffith Court, Graeme Street, Moss Side.

We are a registered board with a great interest in people from these communities coming together, and we also invite representatives from other organisations, ie. GP Surgeries, NHS, etc. to work with us for the betterment of these communities.

For more information, please contact patricia.williams@gmmh.nhs.uk

• Aquarius Art Group

Tuesday 11.00 – 13.00 each week at the Aquarius Centre.

We are made up of anyone over 50 who would like to come along to our sessions.

We offer free classes, painting, ceramics, crochet, drawing, with a professional artist. To get involved, contact Sally Casey: sally40@live.com or just drop by at the Aquarius centre on a Tuesday.

• On Top of the World Drop in / Seanchai Café

11.00 – 15.00 Wednesdays at The Aquarius Centre.

Social activities, games, bingo and a hot nutritious meal – all welcome. We usually also have a One Manchester Housing Officer and Independent Living Advisor in attendance for any issues that tenants need help with.

• Aquarius Community Savers

Wednesdays 11.00 – 14.00 at the On Top drop in / Seanchai Café.

We run a savings club during the On Top drop in (a bit like Slimming World but for savings!). We also bring together tower block tenants across the Aquarius estate to talk about the issues they are facing and develop plans together – this could be social activities, advocacy for improving local services, or developing new solutions to old problems. (*We do not do individual case work*).

Drop by on a Wednesday and ask for Bernard, Maisie or Tina if you are interested in finding out more.

• Hulme Writers @ Aquarius

Hulme Writers meet weekly at the Aquarius Centre, every Monday at 13.30. Just drop by for more information.



- **Hulme Tenants Union**

The Hulme Tenants Union meet monthly, usually the first Saturday of the month. If you have a problem with your housing, or want to get involved in our activities then please contact hulme@tenantsunion.org.uk.

- **Sally's Allotment Group**

Behind Crediton Close, Wednesdays at 14.00. Just drop in!

- **Aquarius Mobility Class**

The Aquarius Centre mobility class meet every Tuesday, 11.00 – 13.00.

- **Over-50s Exercise Class**

The Over 50s Exercise Class, meet at the Aquarius Centre on Mondays between 12.00 and 13.00. It's a friendly welcoming atmosphere, with activities tailored for strength, balance and mobility.

- **Adult Walking Football**

Contact Lee Wallis:
lee.wallis@foundation92.co.uk
07874 863 957.

- **Evening Youth Work**

Contact Lee Wallis:
lee.wallis@foundation92.co.uk
07874 863 957.

- **The Boiler House**

The Boiler House is a friendly community workshop space dedicated to making and mending on 9 Wilcock Street in Moss Side.

It is open Monday to Friday, 9.00 – 16.30. Activities based there include Sow the City, a Men's Shed, TV repair and a fix-it café.

Just drop in, or call 0161 465 6954 for more information.

- **Foundation 92**

Foundation 92 is an independent registered charity that focuses on supporting communities to improve their lives through sport, education and bespoke projects with an emphasis on positive physical and mental wellbeing.

The charity uses innovative programmes that specialise in Health and Wellbeing, Education, Employability Skills, Community Inclusion and Youth Outreach.

Contact Matt for more information on 07596 327 684.

Continued over the page...

Social Activities & Groups continued...



• Union Hall, Stretford Road

Union Hall on Stretford Road provide a range of drop ins and services, at the following times, including:

- **Mondays 19.00**
“iCafe” - a cafe for international students
- **Tuesdays 14.30 – 15.30**
“Coffee and Chat” drop in (term-time only)
- **Tuesdays 19.45**
Bible Study and prayer meeting.
- **Friday nights**
Fortnightly men’s fellowship which meets in someone’s home.
- **Sundays 10.30 and 18.30**
Services at 10:30am and 6pm.

To access, either drop in at the times above or contact the Union Hall on 0161 226 4329.

• Women’s Matters

Women's Matters is an over 50's support group for all women of Hulme. This is a safe space to share ideas & experiences, reduce social isolation develop friendships through a variety of activities.

To join or for more information contact womensmatters@hotmail.com.

• Hulme Karate Club

Drop by Saturdays 10.00 – 13.00 or contact Lydon Appleton on 07521 242 513 or email hulmekarateclub@gmail.com.

We set up in September 2019 to help the local children of Hulme get into karate, it offers children a chance to try something new while making friends and learning a martial art, it benefits the children in many ways social skills, discipline, focus, confidence, concentration, coordination just to name a few.

