

# HELPLINES

If you are in crisis or need support urgently, you can call the following helplines

- **Childline 0800 1111**  
24 hours
- **Mind in Manchester Information Service 0161 272 8205**  
10.30am – 3.30pm weekdays  
Information on services in Manchester
- **NHS Direct 0845 4647**  
24 hours
- **Samaritans 0161 236 8000 or 08457 90 90 90**
- **42nd Street 0161 832 0170**  
Open 10.30am – 5pm weekdays  
Helpline for young people (14 – 25)
- **Consumer Credit Counselling Helpline 0800 138 1111**  
8am to 8pm Monday to Friday  
Advice and information to help resolve problems with debt
- **Domestic Violence Helpline 0161 636 7525** 10am to 4pm weekdays  
or **0808 2000 247** open 24 hours a day  
For anyone affected by domestic violence
- **Saneline 0845 767 8000**  
1pm to 11pm every day  
Support and information during a crisis including 'staying with the caller'
- **Shelterline 0808 800 4444**  
open 24 hours. For anyone with a housing problem

## Where to go in an emergency in person

You could visit your GP or the nearest Accident & Emergency hospital

- **Manchester Royal Infirmary**  
Oxford Road, Manchester, M13 9WL  
0161 276 1234
- **North Manchester General Hospital**  
Delaunays Road, Manchester, M8 5RB  
0161 795 4567
- **Wythenshawe Hospital**  
Southmoor Road, Wythenshawe, M23 9LT  
0161 998 7070

## Websites

Websites covering East Manchester include:

- **Eastserve**  
[www.eastserve.com](http://www.eastserve.com)  
Information and online services for East Manchester
- **Mental Health in Manchester**  
[www.mhim.org.uk](http://www.mhim.org.uk)  
for easy access to straightforward information about mental health
- **Mind in Manchester**  
[www.mhdirectory.org.uk](http://www.mhdirectory.org.uk)  
On-line Directory for access to information on mental health services and issues in Manchester



# STARTING POINTS

## Further information

### Mind in Manchester

The Progress Centre, Charlton Place, Ardwick Green, Manchester, M12 6HS

Telephone 0161 272 8205 (Information Service)



Manchester Public Health Development Service



For better  
mental health



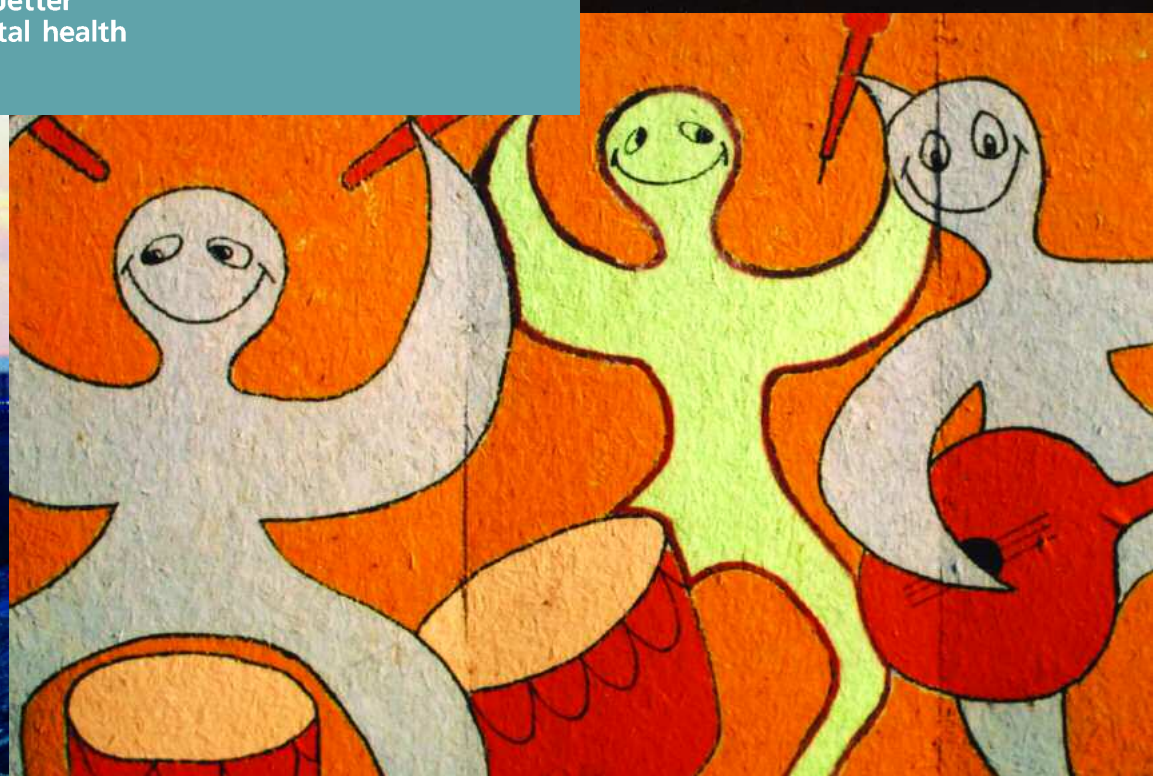


# STARTING POINTS

FOR HELP AND SUPPORT TO MOVE FORWARD FROM PERSONAL DIFFICULTIES AND EMOTIONAL DISTRESS IN EAST MANCHESTER



For better mental health



# MENTAL HEALTH

## Having a Voice

The Venture Centre, 491 Mill Street, Beswick, M11 2AD

**Telephone 0161 223 4438**

[enquiries@havingavoice.org](mailto:enquiries@havingavoice.org)

[www.havingavoice.org](http://www.havingavoice.org)

- A user run voluntary sector organisation for people aged over 18 experiencing mental health issues. Provides access to self help groups: Mental Health Recovery workshops focusing on self-help and coping strategies, these workshops are structured and run over a twelve week period.
- Offers a peer support drop in at the Venture Centre, Monday to Friday 10am – 5pm, for a chance to meet others over a tea or coffee.
- Counselling Service, this confidential free service is available by self-referral.
- Help with benefits and DLA.
- The media project offers opportunities to get involved in making films.

## Lesbian and Gay Foundation

4th Floor, Princess House, 105 – 107 Princess Street, M1 6DD

**Telephone 0161 235 8035 (admin)  
0845 330 3030 (helpline)**

[info@lgf.org.uk](mailto:info@lgf.org.uk)

[www.lgf.org.uk](http://www.lgf.org.uk)

- Supports lesbian, gay and bisexual people citywide.
- Offers counselling, sexual health services, a helpline, a magazine, support groups and a range of other services.

## North Manchester Primary Care Mental Health Team Supported Self Help Clinics

Primary Care Mental Health Team, Clayton Health Centre, 89 North Road, Clayton, M11 4EJ

**Telephone 0161 231 0017**

[www.manchesterpct.nhs.uk](http://www.manchesterpct.nhs.uk)

- For an appointment ask your GP or ring the team direct on the above number.
- The service is for people 16 and over experiencing problems like

depression, anxiety, stress, phobias, panic attacks, anger management, mild eating disorders and self harming behaviour.

- Offers brief interventions to help people help themselves, including setting goals and action planning with follow-up sessions.
- A free counselling service, offering up to six sessions, is also available.

## Self Help Services

Zion Community Resource Centre, 339 Stretford Road, Hulme, M15 4ZY

**Telephone 0870 777 7832**

[www.selfhelpservices.org](http://www.selfhelpservices.org)

- Self Help groups giving the opportunity to meet people who have been through similar experiences. Groups include anger management, depression, eating disorders, food and mood, social phobia, self harm and anxiety.
- North Manchester Depression Group runs every Thursday 2pm – 4pm at Box 36, Manchester City Football Club, City of Manchester Stadium, Sportcity M11 3FF.
- Other services include computer therapy packages (which enable you to work through a therapy at your own pace), guided self help clinic, yoga and acupuncture.
- Check website for full list of groups, changes and new developments.

## Social Inclusion and Recovery Service (SIRS)

The Progress Centre, Charlton Place, Ardwick Green, M12 6HS

**Telephone 0161 273 5787 or  
0161 275 9822**

[sirs@mind-in-manchester.org.uk](mailto:sirs@mind-in-manchester.org.uk)  
[www.mind-in-manchester.org.uk](http://www.mind-in-manchester.org.uk)

- This is an individualised one to one service provided by Mind in Manchester where trained and supervised volunteers provide support and guidance to adults (16+) who live or work in Manchester and who currently experience difficulties associated with mental ill-health. The aim of SIRS is to support and encourage individuals limited by anxiety and a lack of confidence.
- People accessing the service can expect to receive support to gain

confidence and explore new opportunities. Support might entail finding ways to feel comfortable leaving the home or other familiar surroundings, or developing a new interest, enrolling on a college course or gaining employment.

# DRUGS/ ALCOHOL

## ECLYPSE

73 Ardwick Green North, Ardwick, M12 6FX

**Telephone 0161 273 6686**

[info@eclipse-yps.co.uk](mailto:info@eclipse-yps.co.uk)

[www.eclipse-yps.org.uk](http://www.eclipse-yps.org.uk)

- For young people under the age of 19 years, who reside in the city of Manchester.
- Confidential and non-judgemental advice, education, information and support to young people who use, or are at risk of using drugs and alcohol.

## Manchester Community Alcohol Team

Beswick District Office, 1 Campion walk, Beswick, M11 3RS

**Telephone 0161 223 9641**

- Information and support to anyone over the age of 16 who want to cut down or give up drinking.
- The team can also help people who are affected by other people's drinking.

## Manchester Drugs Service – North

The Bridge, 104 Fairfield Street, M1 2WR

**Telephone 0161 273 4040**

- A community drug treatment service with the aim to help reduce drug related harm to individual drug users and their families and friends.
- Services include, community detox, counselling, cognitive behavioural therapy, referral to inpatient unit, substitute prescribing, needle exchange scheme, hepatitis vaccinations, hepatitis clinic.

### Outlook Manchester

1 Kay Street, Openshaw, M11 2DX

**Telephone 0161 231 7012**

outlook@east-manchester-outlook.org.uk  
www.east-manchester-outlook.org.uk

- For people aged 19 and over who live in the Manchester area who want to move on from their drug use. Outlook is part of the Lifeline Project
- Offers a range of leisure and educational activities, complementary therapies, internet café, music and arts programmes, social groups, counselling and literacy skills.

### Smithfield Services

Thomson Street, Collyhurst, M4 5FX

**Telephone 0161 839 8829**

info@turning-point.co.uk  
www.turning-point.co.uk

- Advice, information and support on alcohol or drugs.
- Services include alcohol detox, drug detox, floating support, supported housing.
- Will accept referrals from any source including self referral.

## ETHNIC MINORITIES

### African and Caribbean Mental Health Services

Zion Centre, 339 Stretford Road, Hulme, M15 4ZY

**Telephone 0161 226 9562**

admin@acmhs-blackmentalhealth.org.uk  
www.acmhs-blackmentalhealth.org.uk

- Offers a wide range of activities for people of African and Caribbean origin with mental health difficulties including an Employment Link Worker, Support Workers, and Casework and Advocacy Sections.
- Complementary therapies like counselling, befriending, aromatherapy, and other sporting and leisure activities are available.

## ADVICE AND INFORMATION

### Citizens Advice Plus

28 Chaddesley Walk, Bradford, M11 3SW

**Telephone 0161 231 2730 for bookings**

- CAB drop in on Tuesday and Friday and CAB appointments on Wednesdays.
- Regular advice surgeries from the following agencies: Age Concern, Pension Service, Jobcentre Action Team, Immigration Advisory Service, Manchester Consumer Advice



### Refugee Action Manchester

4th floor, Dale House, 35 Dale Street, M1 2HF

**Telephone 0161 233 1200 or 0800 917 2719**

www.refugee-action.org.uk/manchester/

- Provide practical advice and assistance for newly arrived asylum seekers and long-term commitment to their settlement through community development work.
- Work with refugees to build new lives and to provide advice and assistance to asylum seekers who are being supported by the National Asylum Support Services.

### Health Information Points within East City and Clayton Library

#### East City Library

Whitworth House, Mancat, Openshaw Campus, Ashton Old Road, M11 2WH

**Telephone 0161 234 5501**

#### Clayton Library

The Wells Centre, 101 North Road, Clayton, M11 4NE.

**Telephone 0161 219 6097**

- Want to know more about your health and wellbeing? The health information point has books and audio CDs you can use in the library or take home on medical conditions, treatments, disabilities, diet, child care and mental health.
- Includes a range of information on looking after your mental health and wellbeing, including recommended reads from health professionals.

### Mind in Manchester

The Progress Centre, Charlton Place, Ardwick Green, M12 6HS

**Telephone 0161 272 8205**

info@mind-in-manchester.org.uk  
www.mind-in-manchester.org.uk

- Information Service gives information about mental health issues and services in Manchester with a phone service backed by an online and printed Mental Health Directory
- Social Inclusion services work with individuals and groups to help people with a range of mental health needs make progress towards recovery and being able to engage with the wider community.

### Money Mentors

New Deal for Communities, 187 Grey Mare Lane, Beswick, M11 3ND

**Telephone 0161 230 2100 (Contact Nicola Brocklehurst or Elaine Wilkinson).**

- Offer free guidance on personal money matters and debt to people living and working in East Manchester.

### Miles Platting Advice Centre

3 Queensbury Parade,  
Miles Platting, M40 7DW

**Telephone 0161 205 5031 or  
0161 205 5578**

mpac.1@btinternet.com

Free confidential advice and information on welfare benefits, debt and housing. Representation at tribunals and home visits available where needed. Open by appointment only open Mon – Thur 10am – 4pm, with phone advice available Mon – Fri 10am – 4pm. Outreach sessions at Newton Heath Community Centre on Tuesdays 11am – 2pm and Having a Voice on Mondays 1 – 4pm also by appointment only.

## OLDER PEOPLE

### Manchester Alzheimers Society

Phoenix Mill, 5-6 Piercy Street,  
Ancoats, M4 7HY.

**Telephone 0161 203 6434.**

manchester@alzheimers.org.uk  
www.alzheimers.org.uk

- Provides support and information to carers, friends and relatives of people with all forms of dementias and to people with dementia.
- Local support groups for carers to meet with others who have been through similar experiences, in Gorton, Crumpsall, Ardwick and Baguley.
- Provides access to a respite bed to give carers a break.

### The Generation Project

Mills Street Venture Centre, 491 Mill Street, Openshaw, M11 2AD

**Telephone 0161 230 6789 (office)**

mpowell@careandrepair-manchester.org.uk

- A free, confidential and impartial information, befriending and advocacy service, for people aged 55 and over and/or their carers, who live in Beswick, Bradford, Openshaw and Clayton.
- The focus is around housing, health and wellbeing, but the project will attempt to help people with whatever query or problem they have.

## YOUNG PEOPLE

### 42nd Street

2nd Floor, Swan Buildings,  
20 Swan Street, M4 5JW

**Telephone 0161 832 0170 (helpline)  
0161 832 0169 (admin)**

**Minicom: 0161 831 7616**

theteam@fortysecondstreet.org.uk  
www.fortysecondstreet.org.uk

- Supports young people under stress aged 14-25 in a safe environment, including counselling and various groups, including groups for young men and women.
- Projects include a Suicide and self harm project, Refugee & Asylum Seeker Project, Young Black Women's Counselling Service and others.

### Youth Access Team

The Cornerstone Centre, 2 Graham Street, Beswick, M11 3AA

**Telephone 0161 230 2241**

youth.access@cmmc.nhs.uk  
www.cmmc.nhs.uk

- Citywide service focussed on young people aged 16 and 17 with emotional and mental health issues such as anxiety, depression, family problems and school based issues.
- Offers one to one therapy and group work using a range of approaches in a safe environment, including access to a psychologist and psychiatrist. Short term secure accommodation is available.

## DOMESTIC VIOLENCE

### Discus Domestic Violence Project

The Cuthbert Centre  
877 Ashton Old Road  
Openshaw, M11 2NA,

**Telephone 0161 223 3568**

nancy.burgess@nacro.org.uk

- For women and children living in Beswick, Clayton and Openshaw.
- Provides emotional support, practical advice and referral on to other agencies, also basic housing, legal and welfare advice.

## CARERS

### Manchester Carers Centre

Beswick House, Beswick Row,  
M4 4PR

**Telephone 0161 835 2995**

admin@manchestercarers.org.uk  
www.carers.org/manchester

- Provides information, advice, advocacy and support services to carers living or caring for someone in the City of Manchester.
- Mental health and other support groups, carers break service and advice line.

### Carers Support Service (Making Space)

73 Cariocca Business Park, Ardwick,  
M12 4AH

**Telephone 0161 273 8558**

www.makingspace.co.uk

- Offers support for carers of people with severe mental illness, such as schizophrenia, bi-polar affective disorder or a psychotic disorder.
- Carers Support Worker for East Manchester including Beswick, Gorton, Longsight, Levenshulme and Ardwick

## SEXUAL ASSAULT/ RAPE

### St Mary's Centre Sexual Assault Referral Centre

St Mary's Hospital, Hathersage Road  
M13 0JH

**Telephone 0161 276 6515**

stmarys.sarc@cmmc.nhs.uk  
www.stmaryscentre.org/

The centre offers a forensic medical counselling and support service to women and men who have been raped or sexually assaulted. Emergency contraception and STI screening are also available. Referral can be made via the police or as a self referral by contacting the number above. We encourage clients to contact the centre first to discuss requirements, the number above is available 24 hours a day.