

- **CAMHS**

Trafford CAMHS are offering face to face appointments for emergencies and continuing to operate a duty system 9-5pm for anything urgent and so people can phone in if they need support. They are continuing to accept referrals and will screen these by ringing the family to assess risk.

All routine open cases are being sent a letter to state that support will continue via phone or live video link if they are able to access this, as we have NHS approved systems to do this. We have produced leaflets to help YP through the crisis. **So they are continuing to operate but in a different way to support social distancing and trying to minimise face to face contact.** Tel: **0161 716 4747**

- **Concern for a child**

Children's First Response is Trafford's single point of contact for all professionals and members of the public to report concerns, request advice and share information about a child and/or family. **If you think that you or a child is in immediate danger - don't delay call the police on 999.** If you are a member of the public who has a concern about a child, and they are not at immediate risk of harm, **you should call Trafford Children's First Response on 0161 912 5125** during office hours (Mon - Fri 8:30 - 4:30) or 0161 912 2020 out of hours (Emergency Duty Team).

- **Childline**

Childline is free, confidential and available any time, day or night. You can contact them in a number of ways:

Telephone 0800 1111, Email them via the Childline Locker site
1-2-1 counsellor chat Or via their website at www.childline.org.uk

- **Community Hubs 0300 330 9073**

Following the closure of the foodbanks to the public they will continue to pack food parcels and distribute via the hubs. All referral agencies have been asked to cease issuing red vouchers and e-vouchers with the exception of Trafford Assist. Agencies should use the online referral to Trafford Assist: <https://trafford-framework.egovhub.net/TRAFFASSIST/launch>. Trafford Assist will then contact the Community Hub via email or phone and give them the voucher number and the address to where box is to be delivered.

This is a direct line to the help available during this difficult time to request assistance with shopping, getting essential medication, telephone support, looking after pets and food parcels. The helpline has been advertised via social media and other channels and over 6,000 of our more vulnerable residents will receive a leaflet with details in the next few days. As part of the offer, there are now five community hubs operational across Trafford with a sixth due to go live in Old Trafford by the end of this week. The government has identified an estimated 1.5 million people across the country with specific health conditions that make them extremely vulnerable to coronavirus who will likely need help. We have received data on some (but not all) of the people in Trafford in that category at weekend and have been making contact with them by phone to check out what help or support they need. Today, we received 42 boxes of food at the town hall as 'emergency supplies' which we have started to deliver to those that need it. At this stage the plan is for the government to deliver directly to people's homes from now on – indeed some of the residents we contacted by phone yesterday had already received their first food package direct from government.

- **Connexions:**

For advice /support contactus@trafford.gov.uk or 0161 911 8600. Direct Message on: Facebook – Connexions Trafford. Twitter – @ConnexionsTraff

- **COVID-19 Advice**

NHS 111

NHS 999 (for severe symptoms or other illnesses)

Urgent help 999 or 112

If you have any extremely medically vulnerable residents that meet the criteria for support, they/you can register their details online on <https://www.gov.uk/coronavirus-extremely-vulnerable>

This is a government initiative which puts names on a list of vulnerable people which gives priority to online shopping in supermarkets

- **Disability and Impairment:**

Disability Living Foundation Charity 0300 999 0004

Disability Rights UK, Independent Living and Carers 0330 995 0404

- **Drugs and Alcohol Services - Achieve Assertive Outreach | The Big Life group**

We are still accepting referrals and offering telephone support at this time.

achieve@thebiglifegroup.com 0161 871 2623

- **Domestic Violence**

Trafford Domestic Abuse Service

TDAS are still operating a support service via telephone, email and video calls. They have created packs for children and young people that can be emailed to you as well as safety plans and information for keeping safe. Service is available to children and young people 5-18. It is feared some people living in abusive households may not seek help due to being confined indoors, **call or text TDAS**, only if it is safe to do so, on: **0753 4066 029**. Leave a message and you will be contacted within 24 working hours. Alternatively visit: <https://www.tdas.org.uk/> or Email Children's Team: amy.moss@tdas.org.uk

National DVA helpline 0808 2000 247

National Stalking helpline: 0808 802 0330

For silent calls to police dial 999 – then 55

Mens Advice Line 0808 8010 327

GALOP (LGBT+ Domestic Abuse Helpline) 0800 999 5428

- **Early Break**

Early Break are continuing to work over Trafford, Salford, Bury, Rochdale and Bolton. They are still taking referrals and continuing to provide support to the people who are already in their service.

- Service users are having their sessions with our workers via Facetime, What's App, telephone or Skype. The feedback on the whole has been positive as young people and

families adapt to working this way. Not surprisingly, many young people have adapted quickly to having virtual sessions

- We are utilising our external communication channels such as via our website and our social media platforms to share information, raise awareness and raise spirits
- Early Break remain community focussed and are liaising with many different agencies in our communities to ensure children, young people and families are cared for whilst they are in isolation

If you need any help or have a general enquiry you can contact us on 0161 723 3880 or info@earlybreak.co.uk

- **Trafford Early Help Hubs for Children (0 - 11) and Their Families.**

During the Coronavirus lockdown period the Early Help Hubs are closed. However the following services are still available:

- Individual support for families who are already receiving one to one support from a member of the hub team, this will continue.
- Telephone advice to offer support and to signpost to other key agencies is available from 10am – 4pm Mon – Friday.
- The hubs Facebook page will offer information, advice and links.
- The hubs generic email addresses are available for specific queries.
- The North Area Panel and Early Help Panel are still active, and are now being run as a virtual panel

- **Elderly support**

Alzheimer's Society Trafford

If you or someone you know are worried about or affected by dementia, this service has information to help you understand dementia and what to expect, and practical advice and support to help you to live as well as possible with the condition. **0161 962 4769 or E-mail** trafford@alzheimers.org.uk

Age UK

Please contact 0800 678 1602 for support.

- **Energy Suppliers**

For people with a pre-pay meter who are self isolating, advise them to contact their energy provider who will send out 2 weeks' worth of gas/electricity or if they have a smart meter they will top the meter up remotely.

- | | |
|------------------|---------------|
| ○ British Gas | 0333 202 9802 |
| ○ EDF | 0333 200 5100 |
| ○ EON | 0345 052 0000 |
| ○ N Power | 0800 073 3000 |
| ○ Scottish Power | 0800 027 0072 |
| ○ SSE | 0345 026 2658 |

- **Food**

Foodbank parcels are available through contacting the Community Hubs

Barakah Food Aid

Provide food parcels for those in need. Non-perishable items along with fresh items are provided. This service relies on donations; it is a free service and no need to complete any referral forms.

This service also has volunteers who will deliver food free to the doorstep: contact is Manzoor - mobile 07506-527523.

Bread and Butter Thing

Is still delivering food to people who are members – instead of bags being sorted and collected from the designated areas (St. Johns in Old Trafford and Gorse Hill Methodist Church) people can collect the food from outside the venues as food will be stored in the van. Bags are being sorted at the warehouse to minimise the risk of spreading Covid-19.

The Globe: 79 Cornbrook Street, Old Trafford. (Pantry service)

The Globe operates a pantry service (£3.50 per bag) and opens every Friday between 2.00 and 4.00 pm. If anyone has been advised to “self isolate” during this pandemic, The Globe is currently offering to delivery groceries when and where necessary. If you need to contact the Globe please ring between **10.00 and 12.00 on Friday mornings on 0161 868 0266** or via email info@globecentre.org.uk

Feed My City

Feedline is part of Feed My City which is offering to cook and deliver HOT veggie meals to groups of people (not individuals) who are in need. They are operating 7 days a week and have the capacity to deliver 1000 meals a day. Minimum order is 10 and maximum order is 250 meals. If you have a group of people (e.g. refuge, hostel, supported accommodation etc) who would benefit from a free hot meal please contact 0300 365 3101 and they will deliver the food.



FEED my CITY **free**
ZERO COST

FEED LINE – MCR
Coronavirus (COVID-19) Response
► FEED MY CITY | www.feedmycity.org **0300 365 3101**

STEP 1	STEP 2	STEP 3
Call Feedline Line's are open 24/7 PLEASE CALL 0300 365 3101	Place your order Minimum order 10 persons (If less than 10, discuss with Feedline operator. We will try our best to serve) Maximum order at any one time 50 persons	INFO required • Contact name • Contact phone number • Contact address • Drop off point • Drop off point contact number Service on reasonable endeavour basis.
STEP 4 Delivery or Collection Will be made by one of our drivers in line with current UK GOV & NCASS guidelines. ie. Social distancing & PPE	Hot Vegetarian Meals for anyone in the following situations: Homeless, Refuge centres, shelters, etc. Emergency Provisions - No gas, No water No access to a basic meal or COVID-19 situations	Avoid close contact with people who are sick, sneezing or coughing. Avoid touching your eyes, nose, and mouth with unwashed hands.

WE DO NOT STORE OR KEEP YOUR DATA **Feeding Humanity - Supporting People**

- **Free School Meals**

Children eligible for free school meals will benefit from a national voucher scheme allowing them to continue to access meals whilst they stay at home. All students that are currently on free school meals will receive a £15 a week voucher starting next Tuesday via email. If a parent is not signed up for their child to receive free school meals they can register at this link, <https://www.cloudforedu.org.uk/ofsm/sims-trafford>

Bite Back 2030, an organisation we've been working with on our emerging food strategy, has created a website to help parents make the most of the voucher, with shopping and healthy meal ideas.

<https://biteback2030.com/real-story/making-your-ps15-free-school-meal-voucher-go-further-home>

- **Financial Advice**

- Money Advice Service 0800 138 7777
- National Debtline 0808 808 4000
- Step Change Debt Charity 0333 202 4461

How to report loan sharks - <https://www.stoploansharks.co.uk/who-we-are/>

I-can – scams how to report. - <https://ican.org.uk/>

- **GM Employ (Growth Company)**

The Growth Company, along with Greater Manchester Combined Authority and delivery partners has launched GM Employ with the aim of keeping the businesses and people of Greater Manchester working at this time of challenge and uncertainty.

The initiative will connect employers who have urgent temporary vacancies with individuals across Greater Manchester who are available to start work straight away. It will provide practical support across the recruitment cycle which includes promotion of jobs to a large network of available candidates, quick and efficient recruitment and running a weekly payroll for businesses not used to utilising a temporary workforce. Employ GM will also support individuals who have been made redundant due to COVID-19, as well as self-employed people who have seen a significant drop in work, by helping them look for new job opportunities as well as providing them with careers advice and training. **Call us on: 0161 237 4121 8am - 6pm - Monday to Friday / 9am - 1pm - Saturday and Sunday**

- **Health**

School Nursing Teams:

Are keeping in contact with vulnerable families to see if they need any support. For updated information, regular updates are advertised on facebook/Instagram.

Health Visiting Teams

As above - but also may visit parents whose children are on child protections plans as well as new births, but in the main these are done over the phone. CNNs are contacting the nurseries although a lot are closed

- **Housing Advice, Benefits and Legal Support**

Citizens Advice Bureau

03444 111 444

Housing Options Service Trafford (HOST), offers advice and assistance on housing related issues.

The service is free, impartial and confidential. 0161 912 2230 or **E-mail** host@salixhomes.co.uk

- **Homelessness**

- HOST - 0161 912 2230 or **E-mail** host@salixhomes.co.uk
- Shelter 0800 800 4444

- **Mental Health Support**

BlueSci – Old Trafford Wellbeing Centre - 0161 912 2177

Bluesci are operating a dedicated mental health/wellbeing help line that is covered by qualified and experienced practitioners, operating Monday – Friday 10am – 2.00 pm. **Please contact 0161 912 2177** – *people can leave a voice message outside of these times and a member of staff will contact them at the earliest opportunity.*

42nd Street: Young people can access online support by logging on at www.42ndstreet.org.uk. This service offers young people access to one-to-one support with 42nd Street's Mental Health Practitioners either in real time or for weekly appointments.

Community Mental Health

Community Mental Health Teams in Trafford are open as usual but only doing phone consultations at present. Contact number **North: 0161 358 1390 / South: 0161 357 1340**

Community mental health teams (CMHTs) provide multi-disciplinary assessment, treatment and care of individuals with severe and enduring mental health problems.

Helplines:

- Samaritans 116 123
- MIND 0300 123 3393
- SANE 020 3805 1790

Kooth.com

Kooth is operating as usual, however due to Covid-19 the site may be experiencing an increase in traffic so young people may need to wait longer for chat and messaging responses.

Contact: 07930 532638. **E-mail** lnagle@xenzone.com **Website:** <https://kooth.com/>

Pakistani Resource Centre

This Mental Health Service is involved with the Trafford Prevention & Wellbeing Partnership. They offer a free, confidential and Non-Judgmental Service for BME Trafford Residents experiencing Mental Health Issues. Trafford Black & Minority Ethnicities Mental Health Service also provide our Manchester Welfare Rights Service. Contact: 0161 445 0633 **E-mail:** tahir@pakistani-resource.org.uk

Self Help

Are currently still offering telephone counselling and appointments which client's would need to refer into the service to access. They are not currently offering face to face appointments, peer support groups or our group courses due to the outbreak.

SHOUT service

A confidential 24/7 text service for people aged 16+, operated by trained crisis volunteers who will chat using text responses. Advice is available for anyone struggling with a host of issues, including: anxiety, depression, suicidal thoughts, abuse or assault, self-harm, bullying or relationship issues. The newly launched confidential SHOUT text service can be contacted 24 hours a day, 7 days a week, simply by texting GMTrafford to 85258

- **Midwife Hotline at St. Mary's Hospital**

If you are booked to give birth at St. Mary's Hospital on Oxford Road and have any questions about your pregnancy and COVID 19 please **contact the hotline on 0161 701 5572**

- **NSPCC**

If you're worried about a child, even if you're unsure, contact our helpline to speak to one of our counsellors. Call us on 0808 800 5000, email help@nspcc.org.uk or fill in our [online form](#)

- **Sexual Health Support**

For sexual health advice please call the Urmston Clinic 0161 749 1160 or www.thenorthernsexualhealth.co.uk

- **Trafford Council**

Residents can continue to receive assistance and advice relating to Council services via the Access Trafford contact centre on 0161 912 2000, which is open from Monday to Friday 8.30am-5.30pm. Members of the public can also find information and contact the Council online at www.trafford.gov.uk.

- **Trafford Directory**

Remember the [Trafford Directory](#) is the go to place to find out about Trafford local services and many listings have already been updated to reflect changes under Covid-19.

- **Trafford Sunrise** – Web Seminars (Via Zoom) *For parents of children aged 5 -12 years.*

No booking required! Join our Zoom Webinars for Free!

You need to be a Trafford Resident to participate in this webinar.

Anxiety Tuesday 7 th April, 10 am – 11 am Zoom Meeting ID: 740 907 3128 https://zoom.us/j/7409073128	Online Safety & Social Media Wednesday 8 th April, 10 am – 11 am Zoom Meeting ID: 740 907 3128 https://zoom.us/j/7409073128
Behavioural Difficulties Thursday 9 th April, 12 pm - 1 pm Zoom Meeting ID: 740 907 3128 https://zoom.us/j/7409073128	

You can also see our event details and updates on Facebook and Twitter

- **Trafford Rape Crisis**

- General Helpline: 0800 783 4608
- BME Helpline: 0800 434 6484
- Email: dorothytrc@hotmail.co.uk dorothy.bme@hotmail.co.uk

- **Young Parents Service**

Are still operating and are trying to be creative whilst supporting our teenage parents, teenage parents to be and their babies.

Daily chats (over the phone, text or social media), with young parents practitioners. We can help you with;

- * **Benefits advice & support**
- * **Housing advice & support**
- * **Yours and babies health and wellbeing**
- * **Child development**
- * **Relationship advice**
- * **All things sexual health!**

For information contact nia.arkinsall@trafford.gov.uk

Youth Services

Trafford's Virtual Street Talk
13—17 April

Daily polls, riddles, advice and Information!

Street Talk Instagram: [Street_talk_trafford](#) Facebook: [Street Talk Trafford](#) Twitter: [@talk_trafford](#)

Active Mondays	BANK HOL	BANK HOL
Tricky Tuesdays	Facebook 4-5pm	Skills and tricks to make life easier COVID 19 JOURNAL PACK
Skills Wednesdays	Instagram 2-3.30pm Facebook 5-6pm	Poem writing with Rach Fun Sport Challenge
Quizzit Thursday	Instagram 3-4pm Facebook 5-5.15pm	Quizzit!! Footy quiz with Colin Bread Making with Annie
FRIYAY	Facebook/insta all day	FUN FRIDAY / Trafford and MCR quiz by Harry

Stay Connected 



GORSE HILL STUDIOS & Sport works

Going Digital

ONLINE YOUTH WORK 2020

We are all in this together.
Now more than ever we need to keep in touch, look after each other and be kind.
This is what our digital offer looks like for the week starting Monday 30th March.

ALL WEEKDAYS	ACE ALTERNATIVE CREATIVE EDUCATION	ACE 1-2-1 online learning support Contact archie@gorsehillstudios.co.uk for more information.	DAILY DROP-IN Daily drop-in on Facebook messenger any issues, ideas or thoughts that young people want to share/discuss. Please contact us between 10am - 5pm.
MONDAY	BEHIND BARS	Behind Bars mentorship scheme 3pm-5pm 1-2-1 session led by Yusuf via Soundtrap. Contact yusuf@gorsehillstudios.co.uk for referrals and more information.	
TUESDAY	TUESDAY CHALLENGE	Davyhulme Youth Club Online session 2x Zoom sessions - 7pm & 8pm. Join the Davyhulme Facebook page or contact via email: jon@sportworksltd.co.uk	
WEDNESDAY	Lostock Youth Centre	Lostock Youth Centre Online interactive activities aimed at under 11's with special educational needs. Contact jon@sportworksltd.co.uk	TYC Trafford Youth cabinet Weekly meetings over Zoom. Social media takes over by different YP's. Contact kimble@gorsehillstudios.co.uk for more information.
THURSDAY	WIN WHAT IS NEXT	What is Next? Weekly group session Care Leavers social action forum. Contact debbie@gorsehillstudios.co.uk for more information.	BEHIND BARS Behind Bars Girls Music Group 4pm-6pm. Led by Liv via Facebook. Contact yusuf@gorsehillstudios.co.uk for more information.
FRIDAY	Lostock Youth Centre	Lostock Youth Centre Online interactive activities aimed at under 11's with special educational needs. Contact jon@sportworksltd.co.uk	BEHIND BARS Behind Bars mentorship scheme 3pm-5pm. 1-2-1 session led by Yusuf via Soundtrap. Contact yusuf@gorsehillstudios.co.uk for referrals and more information.
SATURDAY	SATURDAY CHALLENGE	Saturday Challenge Sing along 11:30am - 12:30pm. To get a zoom invite contact tombland@gorsehillstudios.co.uk	SALE WEST Sale West Youth Club 6-8pm. Zoom chat with Youth Mentors.

Watch this space for more online activities and support on offer during Covid 19 Lockdown.

 Hello@gorsehillstudios.co.uk
 01618668356
  www.gorsehillstudios.co.uk

 /Gorse Hill-Studios
  @GHStudiosCC
  /gorsehillstudios