

COVID-19 Partner Support & Signposting Document

In these very difficult times, many things can cause us stress, worry and uncertainty.

We've put together a document showing some of the support that is available across Salford, which we hope can support you and your contact with Salford residents (young people and adults) during these troubling times.

This document is not an exhaustive list and is not for circulation to residents as the information could change as new services develop. It is a support document for our providers and partners in the employment and skills field within Salford and should not be distributed to residents directly. However we encourage you to pass on specific details where appropriate. We will update weekly as support and needs change.

Within this document you will find information on:

- [Council Services](#) such as Bereavement Services and Bin collections
- [Financial Support](#) such as COVID-19 guidance for employees and Benefit Advice
- [Salford Welfare Rights and Debt Advice](#)
- [Mental Wellbeing](#) lists a range of services for mental and physical wellbeing
- [Skills, Work and Education](#) looking for work, updates on education and training
- [Housing Options](#) advice and assistance on housing and housing related issues
- [Foodbanks](#) links and information on Salford Foodbanks
- and [Domestic Abuse Support Service](#) and [Childrens Commissioner](#)

(click on each to find out more)

If you need any further support, then please contact the Skills and Work Team at Salford City Council. You can email SkillsandWork@salford.gov.uk or Sebastian.young@salford.gov.uk.



For details on **Salford Council Services** please visit our webpage by clicking [here](#). These include:

<ul style="list-style-type: none">• Achieve Drug and Alcohol Service• Allotments• Benefits• Bereavement Services• Bin collections• Business rates• Children's 0-19 Services• Commercial Catering Services• Community centres, libraries, leisure centres and other service provided by Salford Community Leisure• Council tax• Dog warden service• Free school meals• Gateways• Hackney carriage and private hire vehicle licences• Health Improvement Service• Homelessness• Household and waste recycling centres• Housing Benefit/Council tax reduction and Blue Badge Service• Ingleside Birth and Community Centre• Job help for residents and businesses• Mental Capacity Act/ Deprivation of Liberty Safeguards (MCA/ DOLS) Team• Gateways• Hackney carriage and private hire vehicle licences	<ul style="list-style-type: none">• Health Improvement Service• Homelessness• Household and waste recycling centres• Housing Benefit/Council tax reduction and Blue Badge Service• Ingleside Birth and Community Centre• Job help for residents and businesses• Mental Capacity Act/ Deprivation of Liberty Safeguards (MCA/ DOLS) Team• Parks and green spaces• Register Office• Regulatory Services• Food Standards• Trading Standards• Housing Standards• Environment Protection and Anti-Social Behaviour• Licensing• Landlord Licensing• Home Improvement Agency• Salford Housing Options Point• Salford Independent Domestic Abuse Support Service (SIDASS)• School Meal Service and Building Cleaning Service• School place appeals• Sexual Health Services• Supported Housing (including temporary accommodation and rough sleeper services and A Bed Every Night)• Welfare Rights and Debt Advice Service
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Financial Support

Provider	Offer	Contact Details and Web Links
<p>COVID-19: guidance for employees <i>(National)</i></p>	<p>The government guidance for employees page contains advice on:</p> <ul style="list-style-type: none"> • Going to work • Staying at home • Sick pay • Furloughed workers • Claiming benefits 	<p>Please click here to visit the page.</p>
<p>Salford Assist <i>(Local)</i></p>	<p>If you find yourself without the finances to feed yourself or family or heat your home, help is available from Salford Assist.</p> <p>The Salford City Council scheme offers short-term support to people who can't meet their own or family's basic needs because of a crisis, emergency or disaster.</p> <p>Support is discretionary but could include help with baby items, essential furniture, gas and electricity or necessary documents for people who are homeless. Salford Assist can also signpost to debt, benefits and affordable energy advice</p>	<p>How to apply for Salford Assist:</p> <p>Call the Spirit of Salford Helpline on 0800 952 1000 from 8.30am to 6pm.</p> <p>Submit the application form (which can be found on the link below) or email to: salfordassist@salford.gov.uk</p> <p>Click here for website.</p>
<p>Council Tax Reduction and/or Housing Benefit <i>(Local)</i></p>	<p>If you are already in receipt of Council Tax Reduction and/or Housing Benefit, payments will continue as normal. However, if anyone has a change in circumstances please complete our change in circumstances online form to update us.</p>	<p>Click here if you have had a change in circumstance.</p>
<p>Struggling to pay your council tax <i>(Local)</i></p>	<p>If you have lost your job or aren't getting paid and struggling to pay your council tax, please see our back on track pages where there is a wide range of support available.</p> <p>For example, you may be entitled to help with your council tax through the council tax reduction scheme or we may be able to change or extend your payment plan.</p>	<p>Get back on track page can be found here.</p> <p>The Council Tax Reduction scheme can be found here.</p>
	<p>If you are self-isolating or without internet access and unable to complete online forms for benefits or the Blue Badge service, we can help. Please call us on 0161 793 2500.</p>	<p>T: 0161 793 2500</p>
<p>Benefit claimants <i>(National)</i></p>	<p>Benefit claimants can find more information about coronavirus support on the GOV.UK website.</p>	<p>Click here to find out more.</p>
<p>Salford Welfare Rights and Debt Advice Service</p>	<p>For Salford residents only.</p> <p>We can help you work out what benefits and tax credits you are entitled to, and argue your case at an appeal if you disagree with a decision. If you have</p>	<p>How to contact us for advice on your benefits</p>

<p><i>(Local)</i></p>	<p>debt problems we can help you draw up financial statements, negotiate with your creditors and represent you in court. Get more detail about the different ways you can contact us for welfare rights or debt advice.</p>	<p>By telephone Telephone 0800 345 7375 Monday to Friday between 10am and 12pm.</p> <p>At your GP practice Make a telephone appointment via your GP surgery if you usually see your GP at:</p> <ul style="list-style-type: none"> • Irlam Medical Centre • Lower Broughton Health Centre • Newbury Green Health Centre • Langworthy Medical Centre • Ordsall Health Surgery • Silverdale Medical Centre • Springfield Medical Centre <p>How to contact us for advice on your debts</p> <p>The debt advice service provides advice for people who have complex/priority debts. If you have a single debt or non priority debts please contact an agency that can advise you. These include:</p> <ul style="list-style-type: none"> • National debtline • Step Change <p>By telephone Telephone 0800 345 7323 Mondays and Wednesdays between 1pm to 4pm.</p> <p>For Arabic speaking referrals only to welfare rights or debt advice.</p> <p>Telephone 0800 345 7370 Monday to Friday between 9am and 4pm.</p> <p>The Online referral form can be found here.</p>
<p>Statutory Sick Pay (SSP) <i>(National)</i></p>	<p>You can get Statutory Sick Pay (SSP) if you're too ill to work. It's paid by your employer for up to 28 weeks.</p> <p>If you cannot work while you are self-isolating because of coronavirus (COVID-19), you could get SSP for every day you're in isolation. You must self isolate for at least 4 days to be eligible.</p>	<p>For more information please click here.</p>

	<p>If your illness is not related to coronavirus (COVID-19), you must be eligible for SSP and have been off work sick for 4 or more days in a row (including non-working days) to get SSP.</p> <p>You cannot get less than the statutory amount. You can get more if your company has a sick pay scheme (or 'occupational scheme') - check your employment contract.</p>	
<p>Coronavirus (COVID-19) helpline <i>(National)</i></p>	<p>All businesses and self-employed people in financial distress, and with outstanding tax liabilities, may be eligible to receive support with their tax affairs through HMRC's Time to Pay service.</p> <p>These arrangements are agreed on a case-by-case basis and are tailored to individual circumstances and liabilities.</p>	<p>Telephone: 0800 024 1222</p> <p>Opening times: Monday to Friday: 8am to 4pm</p>
<p>Lay-offs and short-time working <i>(National)</i></p>	<p>Please visit the Gov website here for more information.</p>	
<p>Citizens Advice <i>(National)</i></p>	<p>It's important to make sure that you get all the help that you're entitled to. These pages give you information on:</p> <ul style="list-style-type: none"> • benefits • tax credits if you are working or unemployed, sick or disabled, a parent, a young person, an older person or a veteran • council tax • housing costs • national insurance • payment of benefits • problems with benefits. 	<p>Check what benefits you can get here. Find out what help you can get if you are on a low income here.</p> <p>Covid 19 Update. We can advise you by phone and email from 9am to 6pm Monday to Friday</p> <p>Call us for help now on 0300 3309 074</p> <p>For more way to contact, please click here.</p>
<p>LITRG <i>(National)</i></p>	<p>Our mission is to:</p> <p>'Target for help and information those least able in the community to afford to pay for advice and make a real difference to their understanding of the systems of taxation and related benefits whilst working to make them more equitable and accessible for their needs.'</p> <p>We do this by:</p> <p>Providing comprehensive information, guidance and support to taxpayers and tax credit claimants and their advisers.</p>	<p>Coronavirus guidance page can be found here.</p>

<p>Acas <i>(National)</i></p>	<p>Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice.</p> <p>Coronavirus (COVID-19): advice for employers and employees includes.</p> <ul style="list-style-type: none"> • Staying at home and social distancing • Vulnerable people and those at high risk • Self-isolation and sick pay • If the workplace needs to close temporarily • Using holiday • If an employee needs time off work to look after someone • If someone has coronavirus symptoms at work • Good practice steps for employers • More coronavirus advice 	<p>Helpline 0300 123 1100</p> <p>Open Monday to Friday, 8am to 6pm.</p> <p>If you have a hearing or speech impairment, you can contact us using Relay UK (this used to be called the 'text relay' service): 18001 0300 123 1100.</p> <p>For the Coronavirus (COVID-19): advice for employers and employees page please click here.</p>
<p>Universal Credit helpline <i>(National)</i></p>	<p>Universal Credit is a payment to help with your living costs.</p> <p>Coronavirus and claiming benefits page provides information about coronavirus and claiming benefits. It will continue to be updated. Please check this page regularly for updates on the arrangements the Department for Work and Pensions is making to support those who are affected by coronavirus. On this page you can find information on:</p> <ul style="list-style-type: none"> • If you're in work and not claiming benefits • If you're already claiming benefits • Changes to jobcentre appointments • Changes to health assessments • Changes to how much you'll get • If you're self-employed • Changes to your earnings • If you're making a new claim • If you're an employer 	<p>Coronavirus and claiming benefits page can be found here.</p> <p>Or visit the Universal Credit page here.</p>
<p>National Debtline <i>(National)</i></p>	<p>We know many people are worried about their finances right now. We are here to help. Like many employers, we are taking steps to look after our staff in line with public health guidance but we are open to give you the advice and support you need.</p>	<ol style="list-style-type: none"> 1. For instant information and guidance see our Coronavirus fact sheet. 2. Webchat with a specialist adviser 9am - 8pm Monday to Friday. 3. Call to speak to an adviser on 0808 808 4000 9am - 8pm Monday to Friday. 4. Use our Digital Advice Tool to do a budget if you're ready and get online advice about your debt solution options.

<p>Stepchange Debt Charity (National)</p>	<p>Need debt advice? Our online debt advice tool is available a time that suits you. Don't forget to use our budget form to gather information before starting your debt advice session, either online or over the phone with one of our advisors. A debt advice call takes around 40 minutes to complete, however, please be aware that we are currently operating at reduced capacity, so you may experience a delay when you call us.</p>	<p>Telephone: 0800 138 1111 Monday to Friday 9am to 5pm</p>
<p>Money Advice Service (National)</p>	<p>The spread of coronavirus, also called COVID-19, in the UK and across the world could have implications for your work, benefits and travel plans. Our guide looks at your rights to sick pay, what benefits you can claim if you're self-employed or not entitled to Statutory Sick Pay (SSP)</p>	<p>Please click here to see guide.</p>
<p>Better Off Salford (Local)</p>	<p>BetterOff provides online information for people who live in Salford. BetterOff will show you the benefits you are entitled to and will help you to apply for them online. BetterOff also provides information on how to find and apply for jobs.</p>	<p>For information on how to sign up for this service please click here.</p>

Additional information from WRADAS

If someone is concerned about existing debts, some temporary solutions have been put in place to put debt problems on hold, however you will need to contact creditors to request this in a lot of cases. A summary of current arrangements for common types of debt can be found below:

Mortgage – most mortgage lenders will give a 3-month payment break if you are struggling due to COVID19. You would need to contact your lender to discuss this and should be aware that interest will continue to be added, so when you resume payments, they will increase to pay this.

If you already had mortgage arrears and cannot get help in this way, county court rules have been introduced to stop any further enforcement through the court for at least three months (from March 2020). It is important to try to reach an agreement with your mortgage lender to avoid action in the future.

Rent – if you are struggling to pay rent you should first check if you are entitled to Housing Benefit or Universal Credit and if this does not cover your full rent and you are struggling to make up the difference, you can apply for a Discretionary Housing Payment

<https://www.salford.gov.uk/benefits/discretionary-housing-payments/>

Some temporary measures were introduced to help people struggling with rent, including an increase in the maximum amount that can be claimed in private renter properties and a requirement for all landlords to give a period of three months' notice before taking repossession action.

<https://www.salford.gov.uk/benefits/local-housing-allowance/local-housing-allowance-room-rates/>

It is important to understand that this is not a 3 month payment break – rent arrears will still be owed and repossession action can still be taken at some point in the future. It is important to speak to your landlord to see if they can agree to reduce payments if you are struggling.

Any existing repossession action through the courts will now have been put on hold due to a change in court rules which delays proceedings for at least 3 months, however it is again important to remember that this is not an agreed payment break and missing payments could lead to repossession.

Council Tax – council tax payments are still due, although if you have had a reduction in your income you may be able to claim Council Tax Reduction .

<https://www.salford.gov.uk/benefits/council-tax-reduction-scheme/>

If you have made a claim for Universal Credit, you will still need to make a separate claim for Council Tax Reduction. If you are struggling to pay and want to request a reduction in your payment arrangement, this can be requested online and you may want to contact our advice line for further advice if you cannot reach an agreement.

Magistrates Court Fines – payments for court fines will still be due and failing to pay will risk enforcement action. Magistrates courts are prioritising urgent work but if you are struggling to make payments arranged for a fine, you can ask the court to reduce the payments or consider remitting (writing off) the debt.

At the moment this is done by contacting them through the National Compliance and Enforcement Service at NCESBCT@justice.gov.uk or call **0300 123 9252**. If the fine is being collected by bailiffs, the court will usually expect you to contact the bailiffs in the first instance.

Bailiffs – the trade association covering most private bailiff firms, CIVEA, have said that their members will not visit people while current restrictions are in place. This means you are unlikely to be visited by a bailiff, however they may still contact you by phone. If you are struggling financially or if you are vulnerable, then you should explain this to the bailiff and ask them to consider returning the account to whoever the debt is owed to.

Food Banks

Provider	Offer	Contact Details and Web Links
Salford Foodbank <i>(Local)</i>	<p>We don't think anyone in our community should have to face going hungry. That's why we provide three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis. We are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK.</p> <p>Our foodbank works using a voucher referral system. Find out more about how we work here.</p>	<p>If you're unsure which service to use, please use the contact form here. Or email: info@salford.foodbank.org.uk Or call: 0161 637 4500</p>

Housing Options

Provider	Offer	Contact Details and Web Links
Shelter <i>(National)</i>	Urgent housing advice	Telephone: 0808 800 4444 8am to 8pm from Monday to Friday 8am to 5pm on Saturday and Sunday
Salford Housing Options Point (SHOP) <i>(local)</i>	<p>We offer advice and assistance on housing and housing related issues such as:</p> <ul style="list-style-type: none"> • Housing advice and options tailored to your specific housing needs and circumstances • Assistance with rehousing options and with bidding on the council's allocations system • Mortgage arrears and mortgage repossession • Rent arrears and rent repossession • Problems with debts and unaffordability of accommodation • Disrepair and landlord/tenant disputes • Private sector accommodation including access to Salford's Rental Bond Scheme • Housing related floating support to help maintain your tenancy • Accessing housing resettlement grants <p>Please click here for more information.</p>	<p>Important notice about coronavirus Salford Housing Options Point building is currently closed until further notice.</p> <p>If your enquiry is not urgent please email: housing.advicecentre@salford.gov.uk housing issues or salfordhomesearch@salford.gov.uk for Salford Home Search enquiries.</p> <p>If you are homeless or need advice and information please call 0161 793 2020. Please be prepared to be asked to wait for a call back.</p> <p>If you need assistance outside of office hours please call 0161 794 8888.</p>

Housing Associations operating in Salford

Provider (click provider name for web link)	Contact Details
Abbeyfield	Telephone: 0161 790 8331
Adactus (was Family Housing Association)	Telephone: 0300 111 133
Anchor Housing Association	Telephone: 0808 102 6398
Arcon Housing Association	Telephone: 0161 214 4120
Carehome (was Agudas Israel Housing Association)	
Carr-Gomm Society	Telephone: 0300 666 3030
Clarion (was Affinity Sutton)	Telephone: 0300 100 0303
ForHousing	Telephone: 0300 123 5522
Great Places	Telephone: 0300 123 1966
Guinness Partnership	Telephone: 0300 123 1890

Hanover Housing Group	Telephone: 01480 475069
Housing 21	Telephone: 0370 192 4000
Irwell Valley Housing Association	Telephone: 0300 561 1111
MJHA	Telephone: 0161 740 0001
MSV (was Mosscaire and St Vincents)	Telephone: 0161 226 4211
Onward (was Contour)	Telephone: 0345 602 1120
Pendleton Together	Telephone: 0300 555 5567
Places for People	Telephone: 01132 858923
Riverside	Telephone: 0345 111 0000
Salix Homes	Telephone: 0800 218 2000
Your Housing Group	Telephone: 0345 345 0272

Mental Wellbeing

Provider	Offer	Contact Details
42nd Street	Online counselling for young people in Salford aged 16-25	www.onlinesupport.42ndstreet.org.uk/register
Shout	Confidential 24/7 text service 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.	24 hours a day, 7 days a week, simply by texting GMSalford to 85258
Kooth	Online counselling now available for young people aged 11-18 and offers a variety of resources, including: A live chat function that allows young people to contact a qualified counsellor Chat forums with other young people Crisis information Self help resources	www.kooth.com
CAMHS (Local)	Service description Multi-disciplinary Child and Adolescent Mental Health Service for Salford.	Pendleton Gateway, 1 Broadwalk, Salford, M6 5FX Phone: 0161 518 5400 (Main Reception)
Greater Manchester Mental Health NHS Foundation Trust (Greater Manchester)	Provides support with: <ul style="list-style-type: none"> • Community Mental Health Teams • Inpatient services (Meadowbrook and Woodlands) • Rehabilitation • Memory Assessment Treatment service (MATS) • Crisis Resolution Home Treatment • Early Intervention in Psychosis • Day opportunities • Psychology 	Bury New Rd, Prestwich, Manchester M25 3BL Phone: 0161 773 9121
START in Salford Arts Project (Local)	The creative activities at START have been successful in helping people overcome emotional difficulties and reach new heights. The opportunity to be creative acts as a social outlet for members as well as being a great way to learn new skills. It empowers them to express themselves more clearly and come to a better understanding of their place in the world and what they can achieve.	Brunswick House, 62 Broad St, Salford M6 5BZ
Self Help Services e-therapy (Greater Manchester)	This service offers online cognitive behavioural therapy (CBT), such as Beating the Blues or Living Life to the Full and is very effective in helping people to overcome anxiety and/or depression. It teaches you a wide range of CBT techniques via a computer and is clinically proven to help overcome	Phone: 0161 226 3871 Email: pws.manchester@selfhelpservices.org.uk

	issues related to low mood, anxiety, stress and insomnia.	
Six Degrees Social Enterprise <i>(Local)</i>	Six Degrees Social Enterprise delivers accessible, recovery orientated services for people with common mental health problems such as depression and anxiety. The services are confidential and free for anyone aged 16 years and over.	You can access the service through your GP practice or directly. Southwood House, Greenwood Business Centre, Regent Road, Salford, M5 4QH Phone: 0161 212 4981
Garden Needs <i>(Local)</i>	Garden Needs is a mental wellbeing garden centre, a partnership project between Mind in Salford and Social Adventures. Garden Needs is a place to come and make friends, commune with nature and learn some new skills. There are drop-ins and volunteering opportunities for people with experience of mental or emotional distress. You can even do a qualification in horticulture and help with landscaping and grounds maintenance work.	1 Radford Street, Salford, M7 4NT Phone: 0161 212 4980 Email: info@gardenneeds.org.uk
Health improvement service <i>(Local)</i>	The health improvement service can support you in different ways to look after both mental and physical wellbeing.	Phone: 0800 952 1000
SilverCloud	SilverCloud offers online programmes for adults (aged 16 years+) to help ease your levels of stress, sleep better or to build resilience. The programmes are designed to help you improve and maintain your wellbeing by addressing underlying issues that can have a negative impact on how you would like to live your life	https://GM.silvercloudhealth.com/signup
Access to Work <i>(Local)</i>	Salford City Council is partnering with Access to Work: Mental Health Support Service to offer an on-site mental health support service to employees. Through the one to one sessions, employees will gain access to: <ul style="list-style-type: none"> • Tailored work-focused mental health support for nine months • Suitable coping strategies • A support plan to keep you in, or return to work • Ideas for workplace adjustments to help you fulfill your role • Practical advice to support those with a mental health condition. 	To book a remote appointment, email chris.kingsbury@remploy.co.uk or bethany.kimberley@remploy.co.uk You can also access the service by phoning 0300 456 8114 or emailing a2wmhss@remploy.co.uk

Mental Wellbeing Services/Charities in Salford

Provider	Offer	Contact Details
Young Minds <i>(National)</i>	Supporting and empowering young people with mental health needs.	24 hour support - text YM to 85258
42nd Street <i>(Greater Manchester)</i>	Provides a range of services to young people including mental health needs assessment, counselling & therapy, individual community mental health support, group work, drop-ins, a helpline, youth work activities, participation opportunities for young people using the service, and a national online question and answer service for young people affected by self-harm.	Phone: 0161 228 7321 Email: theteam@42ndstreet.org.uk Online support - https://onlinesupport.42ndstreet.org.uk/what-is-counselling
Emergence <i>(National)</i>	Emergence is a service user-led organisation supporting all people affected by a diagnosis of personality disorder, whether you are a service user or a carer (which is a family member or friend of a service user).	https://www.emergenceplus.org.uk/
Rethink <i>(National)</i>	Rethink is a leading national mental health membership charity and works to help everyone affected by severe mental illness recover a better quality of life. The website has information on a range of mental health needs from personality disorders through to schizophrenia.	Phone: 0300 5000 927
Emerge <i>(Greater Manchester)</i>	Emerge is a comprehensive multi-disciplinary service targeted at 16 and 17 year olds in order to provide a developmentally appropriate, flexible and responsive service. It is based in the community offering mental health services in a range of settings. Emerge is a stand-alone CAMHS service which focuses on the specific needs of 16 – 18 year olds with moderate to severe mental health problems. The team will accept routine and urgent referrals. All accepted urgent referrals will be prioritised and assessed within two working days.	Phone: 0161 226 7457 (Reception) Email: Cmm-tr.emerge.cmft@nhs.net
Making Space <i>(Local)</i>	Person-centred support for people living with mental health conditions.	Stott Ln, Salford, M6 8HD Phone: 0161 772 4370
Anna Freud <i>(National)</i>	The section on Self Care was built from research involving young people – it highlights what young people felt worked best for them when struggling with low mood or anxiety.	https://www.annafreud.org/media/8502/final_infographic_self_care.pdf
Kooth <i>(Greater Manchester)</i>	All children and young people in Greater Manchester can now access free online counselling and emotional well-being support.	Please click here for more information.

Skills, Work and Education

Provider	Offer	Contact Details
Skills and Work Team <i>(Local)</i>	The Skills and Work team, at Salford City Council, collaborate with partners to support the skills, employment, education and training needs of the community. Covid-19 update: Available to support and offer guidance on skills, employment, education, and training via email.	Email: Angela.Arthur@salford.gov.uk
Connexions <i>(National)</i>	Connexions provide careers information, advice and support to young people between the ages of 16 to 18 (up to 25 for those with special educational needs) including help with job search and applications, local vacancies, apprenticeships, qualifications, training opportunities and benefits. Covid-19 update: Supporting young people via Facebook, telephone and email.	Phone: 0161 393 4500 Or email: Sean.McLaughlin@careerconnect.org.uk
Department of Education <i>(National)</i>	The Department for Education is responsible for children's services and education, including early years, schools, higher and further education policy, apprenticeships and wider skills in England. Covid-19 update: Information on educational settings closures - https://www.gov.uk/government/publications/covid-19-school-closures and https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers Information on support for vulnerable families - https://www.gov.uk/government/news/covid-19-adoption-support-fund-scheme-to-help-vulnerable-families	Phone: 0370 000 2288 for DfE Helpline.
National Careers Service <i>(National)</i>	The National Careers Service provide IAG across Salford and surrounding areas to help people make decisions on learning, training and work. The service offers confidential and impartial advice and is supported by qualified careers advisers. It is open to 19+ year old's and, if referred by a JCP Work Coach, it is open to 18-year-olds too.	Phone: 07889 604 280 or 0783 476 5626 Or email: amanda.fahey@gcemployment.uk or stacey.burgess@theworkcompany.co.uk
SEARCH <i>(Local)</i>	The purpose of the service is to work with businesses to maximise employment and skills opportunities and to connect Salford people to them.	Phone: 0161 743 3662 Or Email: search@gcemployment.uk
Employ Greater Manchester	Employ GM connects employers who have urgent temporary vacancies with individuals across Greater Manchester, who are available to start working straight away during the Coronavirus pandemic.	Phone: 0161 393 6473 for careers advice and guidance.

<p><i>(Greater Manchester)</i></p>	<p>Working with our partner networks, this service will also help businesses retain their current workforce in the long term, support the future of their company and help individuals secure employment for the future.</p> <p>For businesses Employ GM will:</p> <ul style="list-style-type: none"> • Advertise your roles • Quickly match candidates • Support with payroll process • Identify any skills needs • Provide additional guidance for your businesses and employees <p>For individuals Employ GM will:</p> <ul style="list-style-type: none"> • Support you through redundancy • Help if they have been given reduced hours • Identify immediate job opportunities • Provide skills, training and careers advice to help improve your job prospects 	<p>Phone: 0161 237 4121 for support searching for work. Phone: 0161 359 3050 for business support.</p> <p>Phone: 0161 237 4120 recruitment support for businesses.</p> <p>Please visit https://employgm.org/ for more information</p>
<p>Department for Education (DfE) <i>(National)</i></p>	<p>The Department for Education is responsible for children’s services and education, including early years, schools, higher and further education policy, apprenticeships and wider skills in England.</p>	<p>DfE helpline Telephone: 0370 000 2288 Monday to Friday, 9am to 5pm</p> <p>For the latest updates please click here.</p>
<p>Salford Health Works</p>	<p>Salford Health Works is a locally-run programme that supports people in Salford aged 18-65. They work in partnership to help people to make positive and lasting changes to their lifestyles that will improve their health and wellbeing. They offer health and wellbeing support and support to move into employment.</p>	<p>Please click here for more information.</p> <p>Or Call Zoe Waddicor on 0161 603 6847 or email shwenquiries@salford.gov.uk</p>

Domestic Abuse Support Service and Childrens Commissioner

Provider	Offer	Contact Details
<p>Salford Independent Domestic Abuse Support Service <i>(Local)</i></p>	<p>Salford Independent Domestic Abuse Support Service (SIDASS) is part of the local charity Salford Women's Aid, which offers a range of services to help and support women, men and children who are affected by domestic abuse.</p>	<p>You can telephone our helpline in the strictest confidence on: 0161 793 3232 Monday to Friday from 1:00 p.m. to 4:00 p.m. and there is an answer phone outside of these hours. If we are unable to answer your call, or you need support outside of these hours, contact the 24-hour National Domestic Violence Freephone Helpline on: 0808 2000 247. If you are a woman in immediate danger, please call 999.</p>
<p>Childrens Commissioner <i>(National)</i></p>	<p>There have been big changes in our lives because of coronavirus, so we've created a children's guide to coronavirus to help explain the situation.</p>	<p>For a link to download the guide please click here.</p>
<p>Worried about a child <i>(Local)</i></p>	<p>If you are worried about the welfare or safety of a child it is very important that you contact us.</p> <p>Salford City Council and our partners have a multi agency hub called the Bridge Partnership that screen all contacts concerning the welfare or safety of a child to children's services.</p> <ul style="list-style-type: none"> • Who is involved? • Children's Services • Early Help services • Greater Manchester Police • Salford Royal NHS Foundation Trust • Child and Adolescent Mental Health Services • Achieve Recovery Services • Greater Manchester Mental Health NHS Foundation Trust 	<p>The Bridge Partnership can be contacted by telephone on 0161 603 4500 from 8.30am to 4.30pm. If you need to speak to somebody about your referral of concern outside these hours, please call the Emergency Duty Team on 0161 794 8888</p> <p>For more information please click here.</p>