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| --- | --- | --- | --- |
| Support Finding Employment | | | |
| Get Oldham Working | Help with writing CVs and job applications. A personal learning mentor will help you improve your job prospects. Information about local jobs and training/apprenticeships opportunities. | | 07970966527  employability@oldham.gov.uk |
| Support for over 50’s | | | |
| Age UK | Information and advice on for the over 50s. Benefit support for those above state pension age. | 0161 6330213  info@ageukoldham.org.uk  www.ageuk.org.uk/oldham | |
| Gambling | | | |
| Beacon Counselling Trust | A counselling charity providing support to people with mild to moderate mental health issues, including problematic gambling. | 0151 226 0696  beaconcounsellingtrust.co.uk/problematic-gambling/ | |
| Drug and Alcohol | | | |
| Turning Point | The adult substance misuse treatment and support service for Oldham. | 0300 555 0234  wellbeing.turning-point.co.uk | |
| Mental Health | | | |
| Tameside Oldham and Glossop Mind | A range of support including  counselling and ‘listening spaces’. | 0161 330 9223  Office@togmind.org | |
| Domestic Abuse and Violence | | | |
| Greater Manchester Domestic Abuse Helpline | For people over 16 experiencing or who have previously experienced domestic abuse & violence. | 0800 254 0909  Or for a 24-hr service,  National Domestic Abuse Helpline, 0808 2000 247 | |
| Homelessness | | | |
| Housing Options Oldham | Advice and support to people who are homeless or at risk of becoming homeless. | 0161 770 4605  housing.options@oldham.gov.uk hpa2.org/refer/OLDHAM | |
| Asylum Seekers, Refugees and Migrants with No Recourse to Public Funds | | | |
| 1) Local Authority Asylum Seeker Liaison Officers provide support for asylum seekers and refugees due to leave Home Office/Serco accommodation  E: Narcisa.Trozic@oldham.gov.uk, Suzanne.Fields@oldham.gov.uk  2) The Migrant Destitution Fund can make grants to destitute migrants with no leave to remain – contact [sawn.org@gmail.com](mailto:sawn.org@gmail.com)  3) GMIAU can help with applications to have the “no recourse to public funds” restriction lifted and also help people with asylum support applications www.gmiau.org | | | |
| Tenants of Housing Providers | | | |
| Registered social landlords provide many of the advice services described throughout this tool. Tenants of these providers may want to check first with their provider what support is on offer there. | | | |

**Online Form – www.oldham.gov.uk/welfarerights**

**Open Mon – Fri 9am to 5pm**

We offer free specialist advice and support to Oldham residents on welfare benefits issues, including challenging benefit decisions and providing representation at appeal tribunals. We help in identifying and applying for benefits, starting with benefit calculations and advice/assistance in initially making the claim.

**Oldham Welfare Rights Service**

**WR**



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**Other support**

**How to access services**

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**Freephone: 0800 019 1084 www.warmhomesoldham.org**

**Open Monday to Friday, 9am to 5pm**

Free boiler replacements, Green Homes Grants, energy vouchers, support with maximising income, claiming benefit entitlements, getting out of energy or water debt and making trust fund applications for furniture and white goods.

**Warm Homes**

**WH**



Created by Greater Manchester Poverty Action in collaboration with Oldham Council and Oldham’s VCSE sector. With thanks to everyone who contributed, particularly Oldham’s food banks.

**Tel: Through the Customer Support Centre 0161 770 6622**

**Open Monday to Friday, 9am to 5pm**

If someone has Council Tax arrears they can be referred to our team for support and advice. We will also assist with budgeting advice

**Support Inclusion Team**

**SI**

**Tel: 0800 328 0006**

**www.capuk.org**

**Open Monday to Friday, 9am to 5pm**

Free debt help from a friendly team. We help you to find the best route out of debt, work out a budget for you, and walk with you every step of the way. We support anyone regardless of their religion.

**Christians Against Poverty**

**CAP**

**Money Advice Referral Tool Oldham**

Online version available at: [www.oldham.gov.uk/wecanhelp](http://www.oldham.gov.uk/wecanhelp)

Free, confidential advice on welfare benefits, financial capability, immigration & residency issues, human rights, family & personal issues. We offer specialist services in debt, housing and employment.

**Citizens Advice Oldham**

**Adviceline: 08082787803**

**For universal credit support: 0800 144 8 444**

**Textphone: www.casort.org**

**Open Monday to Friday, 8:30am to 5:30pm**

**CA**

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**SI**

**Christians Against Poverty**

**0800 328 0006**

**CAP**

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**WR**

**WR**

**Welfare Rights**

**www.oldham.gov.uk/welfarerights**

**WR**

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**SI**

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**Who can help:**

**Benefit advance or hardship payment:** If you have applied for benefits and are waiting for your first payment you may be able to get an advance. This will have to be paid back. If you have no money because of a sanction, you may be able to claim a hardship payment from the Jobcentre. Hardship payments of Universal Credit need to be paid back, but hardship payments of JSA or ESA do not. You should get advice before accessing either of these.

**WH**

**CAP**

**CA**

Self-check online: benefits-calculator.turn2us.org.uk

**CA**

**Who can help:**

**Challenging a decision:** You can challenge a benefit decision if your benefit has been stopped, sanctioned, or reduced and you believe the decision is wrong. Most decisions need to be challenged within one month, or within 13 months if there are special reasons for delay.

**Who can help:**

**Budgeting:** Advice and support to manage the money you have more effectively.

**Benefit check:** A benefit check can ensure you are receiving your maximum entitlement and you can receive help to claim benefits. If you’re pregnant or have a child under four years old you can also ask the advisor about healthy start vouchers: www.healthystart.nhs.uk

**Who can help:**

**Who can help:**

**Debt advice:** Advice & support including financial assessments, solutions, debt recovery options available to creditors, income maximisation, budgeting advice & Financial Statements.

**Who can help:**

**Energy advice:** If you’re struggling to pay your energy bills you may be able to get support to reduce your bills, apply for a warm home discount, or access other grants.

**Who can help:**

**Discretionary Housing Payment:** Payments may be awarded if you are struggling to pay your rent and do not already receive full housing benefit. You must already be in receipt of some Housing Benefit, or the housing element of Universal Credit. For full eligibility go to: [www.oldham.gov.uk/info/100001/benefits\_and\_money/1780/housing\_benefit\_and\_help\_to\_pay\_your\_rent/4](http://www.oldham.gov.uk/info/100001/benefits_and_money/1780/housing_benefit_and_help_to_pay_your_rent/4)

**Who can help:**

**Council tax arrears:** Receive help to claim benefits and Council Tax Reduction and that the appropriate discounts have been applied to your account.

**Who can help?**

**What are some options?**

**What’s the problem?**

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**Warm Homes**

**0800 019 1084**

**WH**

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**Support Inclusion Team**

**0161 770 6622**

**SI**

**Citizens Advice**

**08082787803**

**CA**

I have other problems that are affecting how I manage my money

For support with employment, mental health, addictions, resettlement, or other support needs see section on ‘other support’ overleaf.

I have debt

* Rent, Council Tax, gas or electricity arrears
* Payday loans or owing friends and family
* Benefit repayments

See options

I suddenly have no money

* Lost job
* Benefits stopped (sanctioned/failed a medical)
* Emergency/disaster (fire, flood, lost money)
* Relationship breakdown
* No recourse to public funds (NRPF)

See options

I’m waiting on a payment/decision

* Made a new claim for benefit
* Benefit is delayed
* Waiting for benefit decision to be reassessed

See options

My money doesn’t stretch far enough

* Deciding between food and fuel
* Low income or zero hours contract
* Not sure if eligible to claim for benefit
* Change of circumstances (e.g. new baby / bereavement / illness / reduction in benefit)
* Unsure how to manage my money/overspending

See options

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