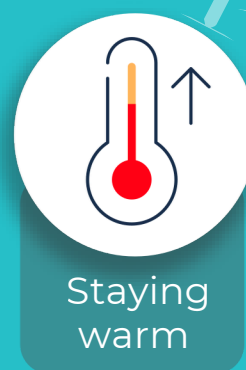
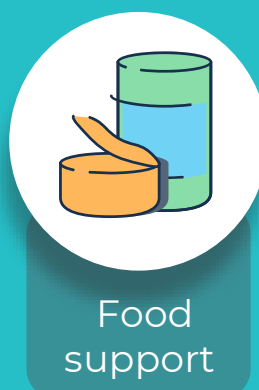
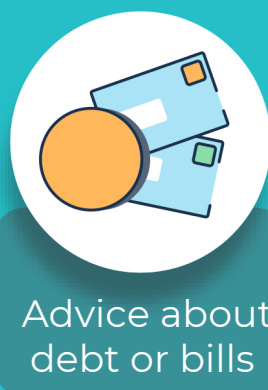


## \*SPECIAL EDITION\*

### KEEPING WARM AND WELL THIS WINTER

PLUS COST OF  
LIVING SUPPORT

Winter  
Wellness  
Special



Call Manchester's free Cost of Living Advice Line

# 0800 023 2692

Lines open: Monday to Friday, 9am to 4.30pm

text 07860 022 876

[manchester.gov.uk/coladvice](https://manchester.gov.uk/coladvice)

### Inside this issue of We Love Cheetham and Crumpsall...

Winter can be beautiful, and for many, a cause of celebration over Chanukah, Christmas, New Year and Chinese New Year. But the shorter, colder days can be tough too as it can be harder for some people to stay well, see friends, be active or keep their homes warm.

This issue is sharing information about where to get support, what activities are on and how to stay warm and well in Cheetham and Crumpsall. There's something for everyone!

# Welcome

خوش آمدیداً 歡迎 1Ласкаво просимо স্বাগতম Soo dhowow  
Hoş geldiniz أهلاً و سهلاً Welkom ようこそ Wilujeng sumping  
Witamy Bine ați venit 歡迎光臨 Karibuni ברוכים הבאים

## Welcome to the 23rd issue of our community newspaper for Cheetham and Crumpsall - our winter wellness special!

We have articles from local services and voluntary, community, faith and social enterprise organisations, along with updates about activities and lots of other wonderful stuff happening across the neighbourhood.

Our aim with this community paper is to bring smiles and updates to you. If you have any good news, opportunities and events that are taking place in Cheetham and Crumpsall, please send them to us. We would love to share it in this paper, in the hope that we can pass on all the good news in M8.

Please send contributions to:  **Dave.Bradley@mft.nhs.uk**  
**Lizzie.Hughes@mft.nhs.uk**

## Interested in joining the editorial team?

We are always looking for new contributors and fresh ideas. Please get in touch.

## Need a copy delivering?

If you're unable to access the paper from one of our community venues, we can deliver to you for free.

## MEET THE EDITORIAL BOARD



**Marysia Bocquet**

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**Amer Salam**

Khizra Mosque  
E: [amersalam10@outlook.com](mailto:amersalam10@outlook.com)

## Ben Warner

Manchester Central Foodbank

*Guest editor for issue 23*



Manchester Central Foodbank has been open since 2013, and since then we have given out over 750,000 meals to Mancunians in need. That's 1.36 for every current resident of the city.

We support people in crisis, working with local people and community organisations to identify those in need.

Winter is the busiest time of year for so many organisations like ours, as people feeling the bite of the cold and the cost-of-living crisis are forced to make a tough choice between heating and eating, and making sure they are able to provide for their family.

We can only do this by working closely and in partnership with other organisations, and we're keen to hear from you if you're working with members of the community who are struggling. Please don't hesitate to get in touch with me by emailing:

[ben@manchestercentral.foodbank.org.uk](mailto:ben@manchestercentral.foodbank.org.uk)

# Do You Want To Advertise In This Paper?

We always welcome contributions to the Cheetham and Crumpsall newspaper. If you would be interested in advertising with us, we would love to hear from you.

There is a small fee to advertise with us as this volunteer-run paper is funded by advertising and grants. **We do not charge for news articles.**

- The set prices for voluntary, community, faith and social enterprise sector organisations to advertise with us are £50 for half a page and £100 for a whole page.
- The set prices for businesses to advertise with us are £250 for half a page and £500 for a whole page.
- Bespoke advertising options are also available upon request.

ADVERTISE HERE



## How many people will see your advert?

- 2000 printed copies are available for free in community venues across Cheetham and Crumpsall, including schools and the library
- Hundreds of people read the paper online and download previous editions from the Manchester Local Care Organisation website.

**Please note: requests to advertise must be approved by the editorial team.**

## For more information, contact

Lizzie.Hughes@mft.nhs.uk or  
Dave.Bradley@nhs.net

# Our Friend Balbir

*A man with deep rooted religious convictions,  
Working tirelessly for our community with distinction.  
Feeding the hungry on our streets,  
This is a task that will continue without defeat.*

*Roti and Daal will always be cooked,  
With loving hands daily served.  
Salad and Pakora in little packs,  
Appreciated by those cold and laying on their backs.*

*Balbir a stalwart of the Cheetham Fest,  
At each meeting smartly dressed while I was in my shorts and a vest.  
Proudly wearing his turban to show his Sikh identity,  
Adding colour to our proceedings.*

*Balbir may Allah Tala look after you as you did others,  
Doing God's work in all weathers.  
Balbir a teacher, father, uncle, brother and our friend,  
A gift to this world you were sent.*

*Rest In Peace my brother*

*Sarfraz M Malik - The Cheetham Poet*

*December 2025*

**During the writing of this special winter and cost-of-living edition of the community paper, we learned of sad news of the death of Balbir Singh.**

Balbir was a central figure in the community and a founding member of the Cheetham Cultural Festival over 20 years ago. He was also involved with Feed My City who do so much to support the community with hot food.

Balbir will be sadly missed in our neighbourhood.

This poem was written by his friend, the Cheetham poet Sarfraz Malik.

# Help to heal.

If you are struggling with the effects of the recent terrorist attack and want help now, please speak to Victim Support by calling their free 24/7 support line on **0808 168 9111** or via their online Live Chat: **[manchester.gov.uk/victim-support](https://manchester.gov.uk/victim-support)**

People have very different reactions to shock, trauma and other memories it can trigger.

If you need support, please don't wait more than a month before asking for help. This is to help prevent mental illness.

Signs of distress can include:

- **Feeling lonely**
- **Nightmares**
- **Worries about the future**
- **Feeling overwhelmed**
- **Strong feelings such as anxiety or anger.**

This link will also show where there is help:

**[gmintegratedcare.org.uk/traumasupport](https://gmintegratedcare.org.uk/traumasupport)**

**You matter to us.**



Manchester City Council and partners.





# Community Safety

## Greater Manchester Police Operations

The Cheetham and Crumpsall neighbourhood team have been working alongside colleagues in the transport unit to make the Metrolink safer for the community.

We have been regularly patrolling Abraham Moss and surrounding areas. We currently have a proactive operation running in the area which is targeting individuals involved in drug supply and violence in the area.

We also recently had Operation Avro where we executed numerous warrants across North Manchester including addresses in Cheetham.

These were positive resulting in the recovery of drugs and weapons. The neighbourhood team will continue to target individuals causing issues in the area.



Photo of Cheetham and Crumpsall neighbourhood team briefing

### Bee In The Loop

Sign up to keep up to date with what's happening in your area. Whether it's crime updates, local incidents, or information from your neighbourhood police officers, you choose what matters most to you: [beeintheloop.co.uk](http://beeintheloop.co.uk)

## Reporting Hate Crime

### What is a hate crime

Hate crimes are crimes that are targeted at a person because of hostility or prejudice towards that person's:

- disability
- race or ethnicity
- religion or belief
- sexual orientation
- transgender identity

This can be committed against a person or property.

### Why should I report hate crime?

Hate crimes and incidents hurt; they can be confusing and frightening.

By reporting them when they happen to you, you may be able to prevent these incidents from happening to someone else. You will also help the police understand the extent of hate crime in your local area so they can better respond to it.

Source: [report-it.org.uk/what\\_is\\_hate\\_crime](http://report-it.org.uk/what_is_hate_crime)

### How to report hate crime

#### Greater Manchester Police:

Anyone can report hate crime by using an online form or by calling 101 or visiting your local police station. Scan the QR code to visit: [www.gmp.police.uk/ro/report/hate-crime/triage/v1/report-hate-crime/](http://www.gmp.police.uk/ro/report/hate-crime/triage/v1/report-hate-crime/)



Scan Me!

#### Community Security Trust (CST):

CST is a charity where you can report antisemitism and related threats and access support. Scan the QR code to visit: [cst.org.uk](http://cst.org.uk)



Scan Me!

#### Tell MAMA

Tell MAMA is a national project supporting victims of anti-Muslim hate and monitoring anti-Muslim incidents. Scan the QR code to visit: [tellmamauk.org](http://tellmamauk.org)



Scan Me!

**The British Muslim Trust** provides confidential support and reporting for victims of anti-Muslim hate. Visit: [britishmuslimtrust.co.uk](http://britishmuslimtrust.co.uk)

# Your Local Health Update

## Meet your local Health Visiting Team

The Cheetham and Crumpsall Health Visiting service works to support families with young children across the neighbourhood.

Health visitors are encouraging people to register for the **Essential Parent app** to help parents navigate the world of parenting from pregnancy to teenage years.



## The Essential Parent App

The Essential Parent app is a free digital library. It provides information from experts and videos for parents and carers.

It offers evidence-based guidance on various topics, including child development, behaviour, mental health, and physical health for both parents and children, and can be localised by health and local government partners to include local service information.

The app can also provide content in many languages and uses automated timelines to deliver timely, relevant information to users.

### Download the app

#### Android:

[play.google.com/store/apps/details?id=cz.pixelfield.manchester&hl=en\\_GB](https://play.google.com/store/apps/details?id=cz.pixelfield.manchester&hl=en_GB)



Scan Me!

#### Apple:

[apps.apple.com/gb/app/essential-parent-gm-family-hub/id6739504014](https://apps.apple.com/gb/app/essential-parent-gm-family-hub/id6739504014)



Scan Me!



## It's never too late to quit smoking.

**For free quitting support search 'smokefree'.**

For free products, advice and support to help you stop smoking for good,

**visit: [changegrowlive.org/be-smoke-free](https://changegrowlive.org/be-smoke-free) or call: 0161 8234157.**



# Ask Amjad: your Local GP

We are seeing more cases of Flu in our Manchester hospitals than at the same time last year but we still have low vaccination levels in our city. We asked our local Cheetham Hill GP, Dr Ahmed, to explain a bit more about the flu vaccine and answer some of your questions about why having your winter vaccinations can help you stay well.

## Stay Well This Winter: Understanding the Flu Vaccine

"Winter brings colder days and a higher chance of flu. Flu is not just an ordinary cold. It can make people very unwell, especially older adults, young children, pregnant women, and anyone living with a long-term health condition. The flu vaccine is one of the simplest ways to protect yourself and the people around you."

### Amjad, why should people have the flu vaccine?

- "Flu can lead to serious illness and even hospital stays
- The vaccine helps your body recognise the virus more quickly
- It lowers your chance of catching flu
- If you do become unwell, your symptoms are usually much milder
- Getting vaccinated also helps protect family members, friends, and the wider community."

### How the vaccine is made

"Flu changes often, which is why the vaccine is updated every year.

"In England, there are two main types of flu vaccine.

1. **The flu jab:** This contains inactivated virus or tiny parts of the virus. It cannot give you flu.
2. **The nasal spray for children:** This contains live attenuated virus. This means the virus has been weakened so it cannot cause flu in healthy children, but it still helps the immune system learn how to fight it."

### What is in the vaccines?

Mostly water and salts along with purified viral ingredients. A very small amount of stabiliser is added to keep the vaccine working properly. All ingredients are checked carefully for safety.



Dr Amjad Ahmed

### What are common after-effects?

"Most people feel completely well after their vaccine. If you do experience anything afterwards it is usually mild and lasts only a day or two. You might notice:

- A sore arm where the jab was given
- Feeling a little tired
- Achy muscles
- A mild headache
- A slightly raised temperature

These are normal signs that your body is building protection."

### Amjad, what are the options for people who want to avoid porcine products?

- "All adult flu vaccines provided in England are porcine-free.
- The nasal spray used for children contains porcine gelatine.
- Children can be offered the injectable flu vaccine instead, which is porcine-free.

**Getting the flu vaccine is quick, safe and a simple act of care for yourself and others.**

**If you are eligible, contact your GP practice to book your vaccine."**

### FACT CHECK;

- The flu vaccine is quick, safe and simple.
- The flu vaccine injection does not contain pork (porcine).



# Hope for Cheetham

## The Cost of Living

**I'm very excited to be asked to write this article about the cost-of-living even though it's not an uplifting topic. I'll explain both good and bad parts to it.**

One of the hardest things about living today is how expensive basic necessities have become like oil and bread. In 2020 an average loaf of bread was 52p now it's £1.38. This affects people by turning everyday necessities into financial burdens, even a packet of sweets used to be less than a pound now it's £1.25!

More non physical things like the cost of connection, for instance the cost of a bus ticket used to cost me a £1 to and from school, now it's £2 this can stop families from seeing each other. It has doubled the price of a simple journey. This has been a struggle for me as I take the bus to school,

it forces the decision between meeting friends or save the extra pound for the bus.

However, despite these challenges, it has taught me to be careful with my money and how to save it. I've also learnt to work around it by finding alternatives for example using cheaper brands and finding free activities.

My perspective on the cost of living has changed, I now save for necessary things like laptops and school supplies.

The cost of living can be tricky but with smart habits we can sometimes get round it.

*– written by Plamedie Mbenza*



Photo of Plamedie

## Breathe Easy Update

**This giant inhaler was designed by the young people who were selected to be a part of the Breathe Easy project with the support of Young Manchester and Malandra Jacks.**

The project involves listening to the experiences of young people with asthma – all whilst having fun and eating good food.

We're hearing lots of important insights, and we are beginning to get an understanding of the different factors that affect their asthma management and how the systems around them can better support them.



## Hope for Cheetham Fund

**HOPE FOR CHEETHAM**

**Youth Fund!**

“£250–£10,000 grants for young people to lead projects that make a difference in Cheetham Hill!”

Scan to apply!

Deadline Jan 26<sup>th</sup> 2026



# Wood Street Mission

Wood Street Mission is a children's charity that supports families from Manchester and Salford on low incomes.

Our projects include:

- **Family Basics** – providing help with clothes, toys, baby equipment and toiletries
- **Smart Start** - a school uniform project, providing new school uniform and other essential school items
- **Christmas Appeal** – We don't want any child going without at Christmas, so we help with Christmas presents for children
- We work closely with schools and youth groups to deliver our **Books Forever** and **Childhood Experiences** projects.

All our services are free. You cannot refer yourself. You need to be referred to Wood Street Mission by a professional who knows your family's circumstances. This could be someone at your child's school, a social worker, health visitor, midwife, or support worker. They will need to send us a referral form.

All referral information and forms can be found on our website [www.woodstreetmission.org.uk](http://www.woodstreetmission.org.uk)



Wood Street Mission images

## Manchester Cost of living Support

Call Manchester's free Cost of Living Advice Line: 0800 023 2692

Lines are open from Monday to Friday, 9am to 4.30pm

Text: 07860 022 876

Visit: [manchester.gov.uk/coladvice](http://manchester.gov.uk/coladvice)



Benefits or rent



Advice about debt or bills



Food support



Staying warm

## School Uniform Help



Support is available for uniform costs:

- ask your school about pre-loved uniform schemes or grants
- Wood Street Mission offers help via referral from a professional like a social worker, health visitor or your GP. Visit [woodstreetmission.org.uk](http://woodstreetmission.org.uk)
- some housing providers and trade unions offer grants. Visit [moneysavingexpert.com](http://moneysavingexpert.com) for deals and tips.
- Unify Credit Union offers low-interest uniform loans visit: [unifycu.org/uniform-loan](http://unifycu.org/uniform-loan) or call **01942 245656**.

# Food Support

## The Welcome Centre Emergency Food Parcels

📍 The Welcome Centre, 18 - 32 Brentfield Avenue, Cheetham Hill, M8 0TW

📅 Mondays to Thursdays  
🕒 10am to 3pm

🍲 We provide an emergency dry storage food parcel service.

### Referrals needed:

Referrals done over the phone need to be followed up either by an email sent to [welcome.centre@waiyin.org.uk](mailto:welcome.centre@waiyin.org.uk) or a physical letter delivered by the person collecting the food parcel.

### Who can refer?

Organisations such as local jobcentres, Social Services, Manchester City Council, Women's Aid organisations, other local voluntary organisations and charities can refer.

☎ 0161 513 4126  
✉ [welcome.centre@waiyin.org.uk](mailto:welcome.centre@waiyin.org.uk)  
🔗 [waiyin.org.uk/centres/welcome-centre](http://waiyin.org.uk/centres/welcome-centre)

## Rainbow Surprise Foodbank

📍 Rainbow Surprise, Crumpsall Community Hall, Cleveland Road, M8 4GS

📅 Monday, Tuesday, Thursday and Friday (closed Wednesdays), 11am to 3pm

### Referral needed

We accept referrals from professionals via email. In some cases, we may ask for a registration form to be completed. Evidence required.

✉ [hello@rainbowsurprise.com](mailto:hello@rainbowsurprise.com)  
☎ Shakar 07515 110 208  
🔗 [www.rainbowsurprise.com](http://www.rainbowsurprise.com)



Images from Rainbow Surprise



## St James Pantry and Free Community Café

📍 St James' Church, Great Cheetham Street East, M7 4UH

📅 Wednesday, Thursday and Friday  
🕒 11am to 1pm

🍲 Each session we provide free hot meals and free hot drinks.

🍲 Community Food Pantry provides a choice of 10 items of food (including 4 from fridge or freezer) for £2.50. Thursdays we often have free bread and rolls.

**No ID needed, no questions, just bring a smile!**

☎ 0161 792 1208  
🔗 [stjamesbroughton.wordpress.com](http://stjamesbroughton.wordpress.com)

## Feed the 5000

📍 Faithlife Centre, 5 Mary Street, Cheetham Hill, M3 1NH

📅 Thursdays 4pm to 6pm

**Free of charge. Self-refer to us.**

☎ 0787 404 8246  
✉ [admin@faithlifecentre.com](mailto:admin@faithlifecentre.com)  
🔗 [faithlifecentre.com/lifecentre/feed-the-5000](http://faithlifecentre.com/lifecentre/feed-the-5000)

## Khizra Mosque Emergency Foodbank

📍 Khizra Mosque, 425 Cheetham Hill Road M8 0PF

Referral or advance notice required. By appointment only

☎ 0161 205 6662  
✉ [info@khizramosque.org](mailto:info@khizramosque.org)





# MAKE WINTER WARMER FOR ALL

## HELPING THE HOMELESS ON OUR STREETS

**This winter, let's come together to support those facing homelessness in our community.**

**We are offering advice, support and essential items such as hot drinks, snacks and warm clothing.**

Your donations, big or small, can help. We are collecting essential items such as:

- Warm clothing
- Blankets and sleeping bags
- Hats and gloves
- Socks.

Every contribution helps keep someone warm while they seek shelter and support.

Join us in making a difference - your generosity can bring hope to those who need it most. Together, we can help brighten their winter.

The items will be distributed in December 2025 and January 2026.

If you would like to make a cash donation, 100% of your donation will go to this cause.

Account name: **Khizra Mosque UKIM**

Sort code: **83-04-25**

Account number: **19357575**

Please use the reference : **help homeless**

Visit **[khizramosque.org/donations](https://khizramosque.org/donations)** to find out more about this cause and the 100% donation guarantee.



# Santa Visits Cheetham Hill

## Christmas Sparkle Lights Up Goldstone Gardens

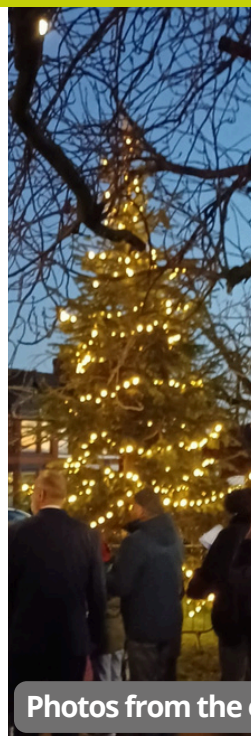
**Cheetham Hill residents were treated to a dazzling start to the festive season this weekend, as Goldstone Gardens twinkled into life with a spectacular Christmas lights switch-on.**

The event was lovingly arranged by our friends at LoveWorld Church, in partnership with MAD Theatre Company, New Testament Church of God and Manchester City Council.

The event brought together the community for an evening of joy, laughter, and plenty of Christmas cheer. Families gathered under the crisp winter sky to watch the gardens transform into a glittering wonderland, with fairy lights draped across trees and pathways, casting a magical glow over Cheetham Hill.

LoveWorld Church made sure no one left empty-handed, generously providing presents for local families. Children's faces lit up brighter than the lights themselves as they unwrapped surprises, while parents enjoyed the warmth of community spirit.

Hot chocolate and festive treats kept everyone cosy, while carol singers filled the air with timeless Christmas melodies. The crowd joined in heartily, proving that nothing warms a chilly evening like a good singalong.



Photos from the event

A treat that delighted young and old alike, Santa Claus himself took a break from his busy schedule to make an appearance. Not only did he lead the carol singing with gusto, but he also made sure every child had the chance to whisper their Christmas wishes into his ear.

The evening ended with cheers, laughter, and promises to make this sparkling celebration an annual tradition. Goldstone Gardens has never looked so bright, and thanks to the community effort of everyone involved, the true spirit of Christmas - giving, sharing, and community - shone just as brightly as the lights themselves.

## Spotlight on: Rainbow Surprise

**Rainbow Surprise provides skills for life, inspiring activities, and diverse services to meet the needs of local people and to create a strong and vibrant community. Our events bring together people from different faiths and cultures to improve community cohesion.**

Open Mondays, Tuesdays, Thursdays and Fridays, 11am to 3pm

Things We Do:

- Community Bazaars
- Community cohesion events
- Training and workshops
- Play provision
- Youth Provision
- Food drive (food bank)



Rainbow Surprise volunteers meet Lord Mayor, Carmine Grimshaw



# Festive Events

## Christmas Fair

### Meet and Greet Santa

20th December 2025, 4:30pm to 7pm

Crumpsall Community Hall, Cleveland road, M8 4GS

Enjoy festive music and food. Stalls will be selling food, cakes, tombola, craft, face painting and lots more.

For more info 0775 1855 229

St MATTHEW  
WITH St MARY  
CRUMPSALL



# Christmas

# PARTY

Thursday 25 DECEMBER 2025

**JOIN US FOR A FREE CHRISTMAS DINNER  
at Crumpsall community hall, Cleveland road  
M8 4GS**

**STARTING 1.30PM**

**OPEN TO ALL ADULTS WHO WOULD BE ON THEIR OWN ON  
CHRISTMAS DAY.**

**To book a place please call 07515110208 or email  
bookings@rainbowsurprise.com  
TAXI SERVICE CAN BE PROVIDED**



# Citizens Advice Manchester Give Top

## Jess from Citizens Advice has sent over some top tips based on their most-asked questions...

### Are there any discounts that people can access this winter?

#### Warm Homes Discount






- For people receiving a means-tested benefit such as Universal Credit and/or PIP.
- £150 is automatically awarded. You do not need to apply.
- Call us if you need any further information.

#### Winter Fuel Payment



- For people receiving a State Pension and Pension Credit. If you receive more than £35,000 in pension, you'll have to pay the winter fuel payment back.
- It is automatically awarded. You do not need to apply.
- Payment is per household.
- You'll receive £200 if you're below the age of 80, or £300 if you are above 80.

### What are the best practical ways to reduce energy bills this winter?

#### Tips to save energy:

-  Wash laundry at 30 degrees - hotter settings use more power.
-  Keep lids on pots and pans to keep the heat in and reduce moisture in the house.
-  Don't put hot food in the fridge - the fridge has to work hard to cool it down and it can cause bad bacteria to grow.
-  Close your curtains and if you can, tuck them behind the radiator at night to stop heat escaping.
-  Turn off appliances at the wall where possible and switch off lights when leaving the room.

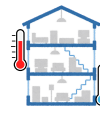



#### Tips to save water:

-  Showers use less water than baths.
-  Only boil as much water as you need.



Jess

#### Tips to save heat:

-  Think about how you use the house – hallways don't need to be as warm as living rooms.
-  Fit draught excluders to outside doors and windows.
-  Check your house is insulated, including your water tank if you have one.
-  Install and use programmable thermostat, timers and radiator valves.

### How can I make my home more energy efficient?

#### Groundwork's Green Doctor Retrofit Scheme

It's not too good to be true - Groundwork can come to your home and install small but mighty changes such as energy efficient lightbulbs, radiator foils etc.

- FREE service.
- You can self-refer.
- [groundwork.org.uk/greendoctor](https://groundwork.org.uk/greendoctor)
- 0161 220 1000

#### Energy Company Obligation (ECO)

Find out if you're eligible to get help for energy-saving improvements to your home from your energy supplier through ECO.

- Visit: [gov.uk/energy-company-obligation](https://gov.uk/energy-company-obligation)

#### Take Charge

Ready to take the next step towards your low carbon future? Take Charge provide free advice on low carbon technologies to help you make the best decision for your home.

- 0800 988 1731 (free to call)
- [takechargetoday.co.uk/explore-low-carbon](https://takechargetoday.co.uk/explore-low-carbon)

# Tips on Utilities and Energy Bills

**How can people get their boiler serviced if they don't have boiler insurance or are struggling to pay for it?**

## **Cadent's Services Beyond the Meter Scheme**

- Cadent provide a range of FREE services such as: gas appliance safety checks, repairs, carbon monoxide alarms, and gas safety checks.
- FREE service.
- Contact Cadent to see if you are eligible to receive one of their services.
- ☎ 0800 389 8000
- 🔗 [cadentgas.com/help-and-advice/services-beyond-the-meter](https://cadentgas.com/help-and-advice/services-beyond-the-meter)

## **What is the Priority Service Register (PSR)?**

The (PSR) is a free UK-wide service which provides extra advice and support when there's an interruption to your electricity, gas or water supply.

As a Manchester resident, this free service is provided by your network operators, which are:

- Cadent for your gas
- Electricity North West for your electricity
- United Utilities for your water.

It can be a stressful time when your supply goes off, especially if you find yourself in a vulnerable situation. The PSR helps to ensure you can access the care you need.

You and others in your household can join the register if:

- someone has a chronic or serious illness (mental or physical)
- someone is dependent on medical equipment including oxygen
- someone has poor mobility, reduced sight, hearing or sense of smell and/or speech difficulties
- someone cannot communicate in English
- someone is of pensionable age or has living with them children under 5 years old who may benefit from additional support in the event of an interruption to their energy supply.

Contact Citizen's Advice Manchester to see if you are eligible and sign up.

## **Contacting us**

**FREE Adviceline**

☎ **0808 278 7800**

Monday to Friday, 9am to 5pm

**FREE Energy advice line**

☎ **0808 164 4406**

Monday to Friday, 9am to 5pm

🔗 [citizensadvicemanchester.org.uk](https://citizensadvicemanchester.org.uk)

Please note these times will be subject to change over the festive period.



## **Video Advice Drop-in Sessions**

**These north Manchester venues run Video Advice drop-in sessions:**

- Avenue Library, Blackley, M9 6HW - Tuesday mornings
- Manchester Settlement, Openshaw, M11 1JG - Thursday afternoons
- Yes Employment, Newton Heath, M40 2TP - Friday mornings
- Beacon Centre, Clayton, M11 4FB - Friday mornings



## **Face-to-Face Sessions**

**These north Manchester venues run face-to-face sessions, in Citizens Advice Community Hubs:**

- Abraham Moss Library, M8 5UF - Monday 9am to 1pm
- The Avenue Library, Blackley, M9 6HW - every other Friday, 9:30am to 1pm
- Newton Heath Library, M40 2JB - Tuesday 9:30am to 1pm
- North City Library, M9 8AE - every other Wednesday, 9:30am to 1pm



Specific dates can be seen on our live calendar: [citizensadvicemanchester.org.uk/face-to-face](https://citizensadvicemanchester.org.uk/face-to-face)



# Cardio Conversations

**We're excited to announce that in 2026, Freshrb Health Media and Manchester Local Care Organisation (MLCO) will release a ground-breaking new podcast series: Cardio Conversations.**

This series is designed to demystify cardiovascular disease (CVD) - also known as heart disease - and make heart health accessible for everyone, especially communities across Manchester who continue to face some of the highest CVD rates in the UK.

Built on real stories, expert insights, and practical advice, Cardio Conversations is all about empowering people with the knowledge they need to prevent heart disease through everyday changes like better food choices, moving more, managing stress, and understanding the importance of regular health checks.

What makes this series truly special is the people behind it. We've brought together Manchester's health community which includes GPs, public health experts, fitness professionals, community leaders, and individuals with lived experiences to share honest conversations rooted in culture, reality, and hope.

Expect episodes that are insightful, relatable, funny, and sometimes emotional, but always focused on inspiring positive action. Whether you're tuning in on your morning walk or winding down after work, Cardio Conversations will give you the tools and motivation to take charge of your heart health.

Stay tuned for the launch, follow us on Spotify and YouTube, and get ready for a series that brings science, community, and storytelling together like never before.

✉ [info@freshrb.com](mailto:info@freshrb.com)

🌐 [www.freshrb.com](http://www.freshrb.com)

▶ [youtube.com/@HealthFilmsTV](https://youtube.com/@HealthFilmsTV)

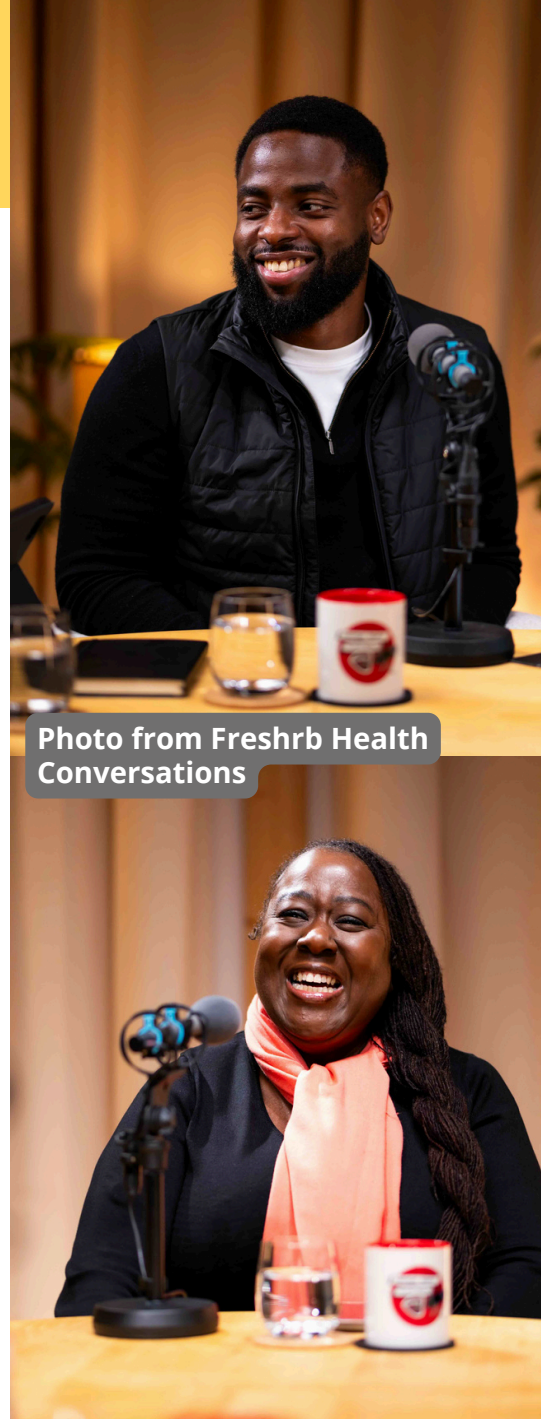


Photo from Freshrb Health Conversations

## Your Local Library

### Warm Hubs

**Every library in Manchester is a warm, safe and free space** that residents of all ages can come in and stay warm all day in a positive environment with lots of resources. Here's some of what's available:

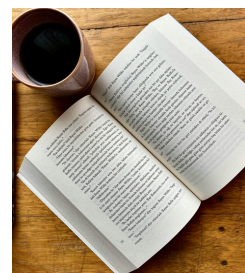
- Age-friendly spaces
- Hot drinks – available until February 2026
- Free Wifi
- Newspapers
- Information and advice
- Digital drop-ins
- Under 5s story times once a week.

### Abraham Moss Library

140 Crescent Rd, Crumpsall, M8 5UF

The library is open:

- Monday to Friday 6:30am to 10pm
- Saturday 7:30am to 5pm
- Sunday 9am to 5pm





# Health Creation

**Health Creation means looking at health and wellbeing as something that we can enhance and improve by creating the conditions for people to be healthy and helping them to be so.**

We know that if we have connections with other people and our communities, we have greater control over our lives. This then enhances the way we feel and our physical and mental health.

A number of our local community organisations are leading the way on how we improve health in our area using this approach. This isn't just about avoiding illness, but about focusing on what people need to be healthy, and putting in place things that can make a difference.



**For more information, contact:**

- [Lizzie.Hughes@mft.nhs.uk](mailto:Lizzie.Hughes@mft.nhs.uk)
- [info@guidancehub.org](mailto:info@guidancehub.org)

## Health Creation: Empowering Local Communities Through the Long-Term Conditions (LTC) Project

**The Guidance Hub is proud to be part of the Long-Term Conditions (LTC) Project in North Manchester; an initiative focused on improving health and wellbeing for residents in North Manchester. Supported by Manchester Local Care Organisation and Manchester Settlement. This project brings together community organisations with deep local knowledge to better support people living with long-term health conditions.**

The LTC Project aims to empower individuals to take greater control of their health by building on the trusted relationships and grassroots connections that voluntary, community, and social enterprise (VCSE) organisations have established over many years. By working directly within neighbourhoods, the project ensures that support is culturally appropriate, accessible, and shaped by real community experiences.

A key strength of the project is its partnership approach. Four dedicated voluntary, community and social enterprise (VCSE) organisations are leading targeted programmes across priority health areas:

**Al Hilal Regeneration**, led by Robina Shah, is supporting residents affected by dementia and cardiovascular disease, helping families better understand symptoms, access services, and feel confident in managing care.

☎0794 663 9260

✉ [sondra@alhilarregen.org.uk](mailto:sondra@alhilarregen.org.uk)

**New Testament Church of God**, coordinated by Sharon Thomas, is focusing on blood pressure (hypertension) and mental health, raising awareness and offering safe spaces for conversations about wellbeing.

☎0161 202 1851

✉ [admin@ntcgft.org.uk](mailto:admin@ntcgft.org.uk)

**Jamia Masjid North Manchester**, under the leadership of Hamad Raza Khan, is delivering support around hypertension and Type 2 diabetes, conditions that disproportionately affect local minority communities.

☎0776 380 2003

✉ [hamadrazakhan.manchester@gmail.com](mailto:hamadrazakhan.manchester@gmail.com)

**Sri Guru Singh Sabha Gurdwara**, led by Bhaglunan Singh, is working to address hypertension, stroke, and cardiovascular disease, promoting early detection and healthier lifestyles.

☎0774 6944 584

**All sessions and activities are rooted in the Health Creation Principles, ensuring that programmes build on community strengths, promote meaningful involvement, and deliver long-lasting impact. If anyone wishes to be involved in any of the projects, please contact the relevant project coordinator above for more information and ways to take part.**



# The flu jab is free, and done in minutes.

Check to see if you should have it:  
[manchester.gov.uk/getmyjab](https://manchester.gov.uk/getmyjab)



time



plans



money



health



**The flu season has started very early and is likely to last 5 months.**

**It's a more serious strain than last year. But almost 8,000 people still died from flu in England in 2024/5.**

**Please have a free flu vaccine if you are offered one.**

**All the evidence shows you are far less likely to end up in hospital if you have had the vaccine.**

**The flu vaccine injection does NOT contain porcine (pork).**

**Protect yourself from flu. Ask your GP, nurse or pharmacist for the vaccine.**

**You can get a free flu vaccination if you:**

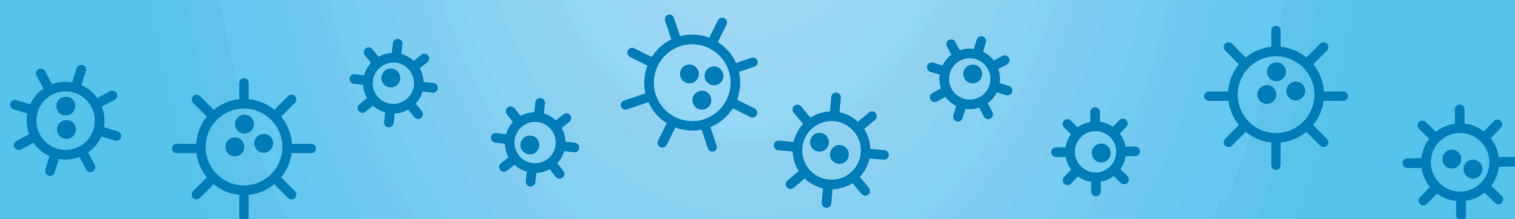
- are aged 65 or over (including those who will be 65 by 31 March 2026)
- have certain long-term health conditions
- are pregnant
- live in a care home
- are the main carer for an older or disabled person, or receive a carer's allowance
- live with someone who has a weakened immune system
- are a front-line health and social care worker.

**The children's flu vaccination is recommended for:**

- children aged 2 or 3 years on 31 August 2025 (born between 1 September 2021 and 31 August 2023)
- school-aged children (Reception to Year 11)
- children aged 6 months to 17 years with certain long-term health conditions.

# The COVID-19 jab is free, and done in minutes.

Check to see if you should have it:  
**[manchester.gov.uk/getmyjab](https://manchester.gov.uk/getmyjab)**



**Bugs like flu and COVID-19 can hit families during the winter, especially pregnant mums and kids with health conditions.**

**Getting vaccinated is free and helps to protect your family's health, your time, and your wallet.**

**You can get the winter COVID-19 vaccination if you:**

- are aged 75 or over (including those who will be 75 by 31 January 2026)
- are aged 6 months to 74 years and have a weakened immune system because of certain health conditions or treatment
- live in a care home for older adults.

Vaccinations take about two weeks to work, so don't wait!

## **Why it matters:**

Getting flu or COVID-19 can do more than make you feel unwell – it can:

- keep you off work or school
- disrupt family plans
- cost money if you don't receive sick pay or free prescriptions.

## **Where to get your free jabs**

- contact your GP surgery to book an appointment
- visit [manchester.gov.uk/getmyjab](https://manchester.gov.uk/getmyjab)
- for COVID-19 and flu vaccinations: find a pharmacy or walk-in clinic near you (no appointment needed), book online at [nhs.uk](https://nhs.uk), or use the NHS app
- for a COVID-19 vaccination: the Care Gateway is helping those who need additional support to make an appointment, find a walk-in clinic, or access a housebound vaccination. Call: 0161 947 0770 or 0800 092 4020.





**#ChargeSafe**

# E-BIKE, E-SCOOTER AND MOBILITY SCOOTER FIRE SAFETY IN THE HOME

Charge your e-bike, e-scooter or mobility scooter battery safely. Follow these simple steps to reduce the risk of fire.



Don't leave your device charging unattended or when you're asleep.



Don't charge or store your battery in the hallway, communal area or where it could block your escape.



Only use the correct charger for your battery.



It is recommended that a professional carries out an e-bike conversion.



Only buy e-bikes, e-scooters, mobility scooters and batteries from trusted retailers and manufacturers.

Scan here  
for other  
languages





# BE SAFE THIS WINTER

FOLLOW THESE SIMPLE TIPS TO KEEP YOU,  
YOUR FAMILY, AND YOUR FRIENDS SAFE.

## HOT WATER BOTTLES

- Check the expiry date, and replace every two years
- Allow boiled water to cool first
- Fill slowly, holding upright
- Fill 2/3 full
- Squeeze the air out
- Tighten the cap
- Use a cover

Year the bottle  
was made



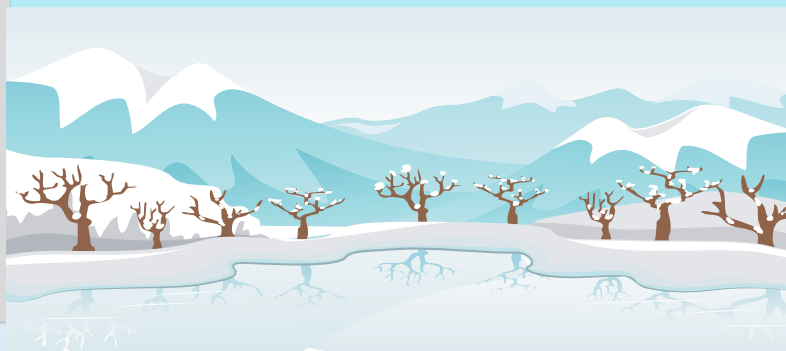
## TOY SAFETY

- Check you're buying toys from a trusted retailer
- Look out for the CE or lion mark so you know toys have passed safety tests
- Check for loose parts including button batteries



## COLD WATER SAFETY

- If you're going near the water stay with other people
- Only go near the water when there is daylight and you can see where you are walking
- Take care near canals, rivers and reservoirs when paths can be icy to avoid slipping into the water
- Keep back from the edge of water
- **Never step onto the ice**, it isn't as strong as you think, you could fall through



If you fall in, follow the  
**WATER SAFETY CODE**

## FIND OUT MORE...

Water safety  
advice



Burns  
advice



Stop and  
think – spot  
the dangers



Stay  
together



In an  
emergency:  
Float



Call  
999 or 112

# Spotlight on: Be Well



**Be Well is here to help you find a way to live and feel well whatever twists and turns life brings. We can even help you get on top of work, family and money worries.**

When you come to Be Well, you'll be assessed by one of our trained coaches. They'll talk to you about the help you need and the goals you want to achieve, and set you up with the most appropriate person in the team to get you to where you want to be.

You'll be offered regular one-to-one sessions – either face-to-face or over the phone. Together with your worker, you will talk through any changes you would like to make in your life; and ways to keep you motivated along your journey.

By coming to Be Well, you'll feel motivated to make changes that stick and you'll have learned some new ways of staying on the right track.

It might be that you have one particular issue that's central to you or a number bound together. Whatever you face, we can offer range of support to find a new way forward.



Here are a few of the many things we can help you with so you can live and feel well:

- Physical Health
- Mental Health & Wellbeing
- Staying in work
- Finding paid work, training or volunteering
- Being more connected
- Money
- Housing

**Be Well is for anyone who is registered with a Manchester GP.**

**To be referred to us, speak to a healthcare professional or call us on 0161 470 7120**

**[thebiglifegroup.com/service/be-well](http://thebiglifegroup.com/service/be-well)**



## Men's health drop in and advice sessions

**Be Well is here for men too. If you are looking for advice, why not call in to see us at our monthly drop-in sessions:**

**Thursday 29<sup>th</sup> January 2025**

**Thursday 26<sup>th</sup> February 2026**

**Thursday 26<sup>th</sup> March 2026**

**Thursday 30<sup>th</sup> April 2026**

**Thursday 28<sup>th</sup> May 2026**

**Thursday 25<sup>th</sup> June 2026**

**All dates are 10am till 1pm, at No. 93 Wellbeing Centre, 93, Church Lane, Manchester M9 5BG (Next to Conran Medical Centre)**



**Speak to a healthcare professional or call us on 0161 470 7120**  
**[thebiglifegroup.com/service/be-well](http://thebiglifegroup.com/service/be-well)**

# Christmas and Mental Health:

Coping Tips from [manchestermind.org/christmas](https://manchestermind.org/christmas)

**Christmas can be difficult for anyone, at any point in their life. You might be struggling this year for the first time. Or you may have found Christmas difficult in the past, and you are dreading it again this year.**

You may also enjoy Christmas, but not be able to celebrate it how you would like. Or you might find some parts enjoyable, but other parts stressful.

Whether or not Christmas is part of your life, your mental health might be affected by it happening around you. It's a time of year that often puts extra pressure on us, and can affect our mental health in lots of ways.

## Be gentle, generous and patient with yourself

- It's okay to prioritise what's best for you, even if others don't seem to understand.
- Think about what you need and how you might be able to get it.
- Consider talking to someone you trust about what you need to cope.

## Plan ahead

Think about what might be difficult about Christmas for you, and if there is anything that might help you cope. It might be useful to write this down. For example:

- Think about whether you really need to do things if you are not looking forward to them. Can you do them differently or for less time?
- Make a list of any services that you might need and their Christmas opening hours. Mind's page of useful contacts has some suggestions.
- If you are worried about feeling lonely or isolated this Christmas, think of some ways to help pass the time. For example, this might be doing something creative or spending time in nature. See our self-care hub for more ideas.
- If you can't be with the people you want to see in person, you could arrange a phone or video call to catch up with them on the day. Or try to arrange a visit around Christmas, if there is a time when it's possible to meet.
- Try to plan something nice to do after Christmas. Having something to look forward to next year could make a real difference.

## Manage relationships

If other people's questions are difficult, you could think of some answers in advance so you are not caught off guard.

- Think about how to end difficult conversations. It's okay to tell someone you do not want to talk about something, or to change the subject.
- Suggest an activity or an easy way to move on to help end an unwanted conversation.

## Look after yourself

Set a 'start' and 'finish' time for what you count as Christmas. Remind yourself: it will not last forever.

- Set your boundaries. Say no to things that are not helpful for you.
- Let yourself experience your own feelings. Even if they do not match what is going on around you, they are still real and valid.
- Let yourself have the things you need. For example, if you need a little bit of quiet time.
- If you cannot avoid something difficult, plan something for yourself afterwards to help reduce the stress or distress you might feel.

## Talking to other people

Let people know you are struggling. It can often feel like it's just you when it is not.

- Tell people what they can stop, start or continue doing to help you.
- You don't have to justify yourself to others.
- You might not be able to make others understand. That is okay. It's not your responsibility to convince other people, or get their permission to look after yourself.

## Get support

If you are struggling, you can contact:

- **Samaritans:** Free 24-hour confidential emotional support: 116 123
- **Shout** is a free 24/7 text service for anyone in crisis anytime, anywhere. Text Shout to 85258
- **Crisis Cafe at No. 93 Harpurhey** out of hours support for anyone in a crisis. Mon to Fri: 8pm to 1am and Sat & Sun: 3pm to 1am. Call 07778012838 or 0161 271 0339.



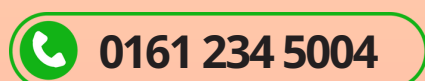
# Need help taking your bins out?

**Manchester City Council can take your bins to a collection point and return them if you and people you live with are unable to do so.**

People this may include are:

- older people
- people with physical or mental disabilities
- people with other health problems.

To arrange this service or find out more, visit:  
**[manchester.gov.uk/binhelp](https://manchester.gov.uk/binhelp)**



## Books to Go



**Books to Go provides a home-delivery service for Manchester residents of any age who have difficulty leaving their home or have issues with access.**

### What can I borrow?

We have over 30,000 items in stock, so we are bound to have something you will like to read.

We have books in ordinary and large-print size, talking books, music CDs, and films on DVD.

You can also access our digital services any time. You can download e-books, audio books, digital versions of your favourite magazine, and use our online reference library.

Our staff can show you how to get started.

### How does it work?

When you join our service you will be asked to give us an idea of what you like to read. Our experienced staff will then choose books for you according to your preferences.

### Is there a charge?

No – the service is free.

### Become a Books to Go subscriber

Anyone who has difficulty leaving their home, or who is caring for someone who does, can register for the free Books to Go service.

- Call us on **0161 227 3800**
- Email us at **[bookstogo@manchester.gov.uk](mailto:bookstogo@manchester.gov.uk)**
- Or call your local library, they can fill out a form for you over the phone.
- [manchester.gov.uk/libraries](https://manchester.gov.uk/libraries)

