

### **COUNSELLING SERVICES**

**1 POINT** A single point of access to community-based psychological wellbeing services. 01204 867000 [www.1pointbolton.org.uk](http://www.1pointbolton.org.uk)

**SIMEON CENTRE COUNSELLING SERVICE** Based at Victoria Hall but all referrals done through 1 Point. [www.simeoncentre.org.uk](http://www.simeoncentre.org.uk)

**BRIDGE COUNSELLING** email: [counselling@bridgebolton.com](mailto:counselling@bridgebolton.com)  
Bridge Church, 109 Bradford St., Bolton, BL2 1JX Tel 01204 361704

**BEACON COUNSELLING SERVICE** [www.beaconcounselling.org](http://www.beaconcounselling.org)  
The Bolton Hub, Bold St., Bolton, BL1 1LS Tel: 01204 546100

### **OTHER HEALTH RELATED AGENCIES**

**STROKE SUPPORT GROUPS** Support for stroke survivors & their carers

**JIGSAW** (Joint Initiative for Stroke Awareness and Wellbeing) :  
meeting 2nd and 4th Tues 1pm to 3pm at Christ Church, Mytham Rd,  
Little Lever, Bolton, BL3 1JE 01204 387704 [www.jigsaw-bsg.org.uk](http://www.jigsaw-bsg.org.uk)

**Bolton West Stroke Group:** meeting 1st and 3rd Thurs 1pm to 3pm at  
Horwich Resource Centre, Beaumont Rd, Horwich, BL6 7BG Tel: 01204  
773091 or 01942 793266 email: [mrsbrendanixon@yahoo.co.uk](mailto:mrsbrendanixon@yahoo.co.uk)

**DEMENTIA FRIENDS:** see [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk) for all info.

**BAAS-BOLTON ADULT ASPERGER SUPPORT:** 01204 337537 or  
07772547158 [www.boltonaspergersupport.co.uk](http://www.boltonaspergersupport.co.uk)

**INDEPENDENT LIVING SERVICE:** Promoting the independence of  
disabled/ sensory impaired residents of Bolton: 01204 337020

### **OTHER USEFUL CONTACTS**

**BOLTON CHRISTIAN COMMUNITY COHESION:** 01204 546139

**BOLTON INTERFAITH COUNCIL:** 546110 **BOL. HINDU FORUM:** 238018

**BOLTON COUNCIL of MOSQUES (BCOM):** 01204 363680

**BOLTON COMMUNITY and VOLUNTARY SERVICES (CVS)** 01204 546010

**ST EDMUND'S & ST PATRICK'S CATHOLIC CHURCHES:** 525716

**BOLTON PARISH CHURCH:** 522226 **SALVATION ARMY:** 365455

**BOLTON METHODIST MISSION, VICTORIA HALL:** 522569

**ST ANDREW & ST GEORGE URC:** 361960 **BOLTON YMCA:** 522855

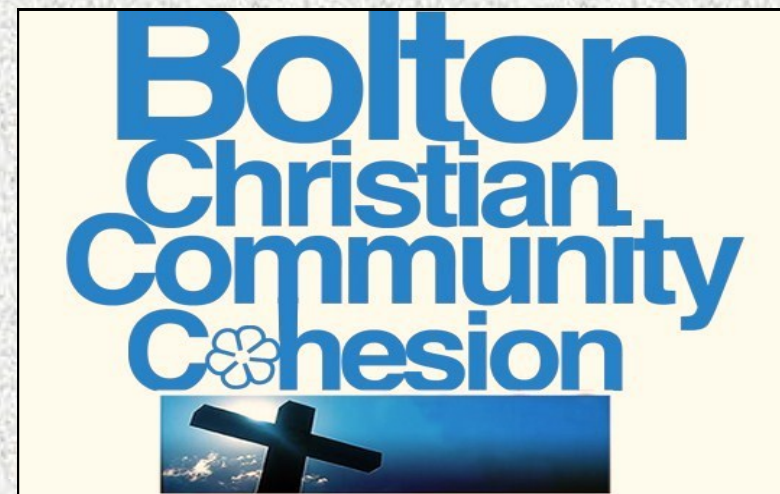
**BANK ST UNITARIAN CHAPEL:** 528633 **CHURCH@CLAREMONT:** 520166

**BOLTON STREET ANGELS:** 07448695998 **CAFÉ CREATE:** 07981550374

**QUAKERS FRIENDS MEETING HOUSE:** 528616 **UNIVERSITY CHAPLAIN:** 903415

**BOLTON TOWN CENTRE CHAPLAINCY:** 546118 or 07500928573

This booklet is not exhaustive. For a detailed list of agencies please  
see Bolton Council's Local Directory: [www.localdirectory.bolton.gov.uk](http://www.localdirectory.bolton.gov.uk)



## **Signposting Info - Nov 2016**

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## **GENERAL ADVICE**

### **CITIZENS ADVICE BUREAU**

26-28 Mawdsley Street, Bolton, BL1 1LF.

Phone advice: 03444889622 or 0808801011, Mon-Fri, 10am to 4pm.

Drop-in advice sessions Tues, Wed, Fri, 10am to 3.30pm.

www.boltoncab.org.uk e.mail: advice@boltoncab.org.uk

### **SAMARITANS**

24 HOUR HELP BY PHONE, FOR THOSE IN DISTRESS OR DESPAIR:

01204 521200 OR 116123 (Freephone number).

Daytime drop in and chat: 16 Bark St East, Bolton BL1 2BQ: Mon 7.30pm to 9pm; Tues 9am to 3.30pm & 7.30 to 9pm; Wed 4.30pm to 9pm; Thurs 12-30pm to 9pm; Fri 7.30pm to 9pm; Sat 9am to 9pm; Sun 7pm to 9pm

## **HOUSING ADVICE AND HOMELESS ISSUES**

**HOMELESS WELFARE** 01204 335900 - for singles

01204 335830 - for families needing help finding a home.

ONE STOP SHOP: Bolton Town Hall, Le Mans Crescent, Bolton, BL1 1RU

Drop in: Mon to Fri 10am to 12.30pm & 1.30pm to 4.30pm (Fri till 4pm).

**HOUSING ADVICE (Bolton Council):** 01204 335900

### **BOND BOARD**

Help with accessing private rented accommodation where a deposit is required. Can only be accessed through Housing Advice. 01204 335900

### **URBAN OUTREACH:**

Environ House, Salop Street, Bolton. BL2 1DZ. 01204 385848

Drop-in for housing advice with Alan Holt, Tues 1pm to 3pm at Urban

Restore Centre, Pool St, Bolton, BL1 2BA

**EMMAUS BOLTON** Derby Barracks, Fletcher Street, Bolton. 01204 398056

Provide a home and meaningful work in the recycling business to people who have been homeless. Anyone over the age of 18 is welcome to request a place in the Community themselves, although in most cases residents are referred by other agencies. Emmaus do not operate a waiting list and therefore admittance is on a first come first served basis.

www.emmaus@bolton.org.uk e.mail:: info@emmausbolton.org.uk

## **ADDICTION SUPPORT and ADVICE**

**ALCOHOLICS ANONYMOUS (AA)** Freephone: 08009177650

Support groups for alcoholics. Just turn up at meetings in Bolton area:

Tues, Thurs, Sun 7.30pm, Sunnyside Community Centre, Moisant St., off Higher Swan Lane, BL3 3AT

Wed 7.45pm & Sun 7.30 Red Lane URC, Newby Rd, Brightmet. BL25EG

Fri 7.30pm, St Joseph's RC Church, 71 Horrace St., Bolton, BL1 3PU

Recovery: Wed 12.15pm YMCA 125 Deansgate, Bolton, BL1 1HA

**BIDAS (Bolton Integrated Drugs and Alcohol Services)**

Support centre for substance and alcohol abuse. 01204 557977

Beacon House, 69-73 Manchester Rd, Bolton, BL2 1ES: Mon to Fri 8.30am to 6pm (Thurs till 8pm) & 6 St. Andrew's Court, Bowker's Row, Bolton, BL1 1LD: Mon to Fri 9am to 5pm .

**360:** Alcohol and Substance misuse service, support and specialist advise and treatment for Bolton's Young People under the age of 18 years. Weekdays 9.00 am to 5.00 pm. 1st and 2nd Floor, The Base, Marsden Road, Bolton, BL1 2PF—337330. Anyone can refer.

### **STAUROS**

Providing support for those struggling with addictions and their families (+ support for ex-offenders and prison inmates). Tel: Paul 07824485437

## **MENTAL HEALTH SUPPORT**

**BOLTON MENTAL HEALTH** [www.boltonmentalhealth.org.uk](http://www.boltonmentalhealth.org.uk)

For info about a wide range of mental health agencies in Bolton area.

**MhIST (Mental Health Independent Support Team)**

Providing a wide range of mental health support. Hanover House, Hanover St., Bolton, BL1 4TG Tel: 01204 527200 [www.mhist.co.uk](http://www.mhist.co.uk)

**MOVE FORWARD BOLTON (Mental Health Day Services Partnership)**

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

**ST GEORGE'S DAY CENTRE.**

Provides daily care and activities for those with mental health issues, including counselling. Tues to Thurs 9am to 3.30pm (Fri till 2pm). Must be referred from a mental health professional or a doctor. 01204 397889.

**BAND (Building a New Direction)**

Community mental health charity based at Bolton YMCA. Weekdays 9am to 5pm. 01204 380643, admin@band.org.uk, [www.band.org.uk](http://www.band.org.uk)

## **DEBT MANAGEMENT**

### **BOLTON MONEY SKILLS SERVICE**

Promoting financial awareness— based within the community housing service in Bolton Town Hall. Offering free small group training sessions (01204 331968), free one-to-one appointments, money guidance and debt advice (01204 332916). [www.boltonmoneyskills.org.uk](http://www.boltonmoneyskills.org.uk)

### **CHRISTIANS AGAINST POVERTY (CAP)**

A charity for people struggling with debt, poverty and their causes.

**St. Peter's Parish Centre**, 347, Church Rd, Bolton, BL1 5RR. Contact 07528382582 or 01204 599903, or email [capcentre@stpetersparish.info](mailto:capcentre@stpetersparish.info)

**Bridge Church, Bolton**, 109 Bradford Street, Bolton, BL2 1JX  
01204 361704 /[bolton@capuk.org](mailto:bolton@capuk.org) (**Both include Job Clubs**)

### **HOOT : Bolton Credit Union**      [www.wisewithmoney.org.uk](http://www.wisewithmoney.org.uk)

Offering accessible saving and affordable loans to members. Need proof of ID, & address, online application form and £1 to begin. The Square, 53-55 Victoria Square, Bolton, BL1 1RZ. Tel: 01204 365024-Mon to Fri 9.30am to 4pm (Wed 11am to 4pm). Also at Our Lady of Lourdes Parish Centre, 275 Plodder Lane, Farnworth, BL4 0BR (Mon 12 to 2pm).

## **CARE FOR THE ELDERLY**

### **AGE UK BOLTON**

Offering a wide range of support and activities for older people.

The Square, 53-55 Victoria Square, Bolton, BL1 1RZ Tel: 02104 382411  
Learning & Activities Centre, Cross St., Farnworth BL4 7AG 01204701525

**Including the new 'Home from Hospital Service'** -A free service to support older people who live at home when they come out of hospital (or a visit to A&E).  
01204 390390 ext 3519/3520, [HfH@ageukbolton.org.uk](mailto:HfH@ageukbolton.org.uk)

### **BEFRIENDING SERVICES**

Offering volunteer weekly home visiting to give companionship to elderly isolated people who are living alone. Age Uk + Halliwell Befriending Service, St Paul's Church, Halliwell Rd, Bolton, 01204 840808

### **BOLTON CARERS SUPPORT**

Helping carers of a family member/friend who is elderly, ill or disabled.  
Thicketford Centre, Thicketford Rd, Tonge Moor, Bolton, BL2 2LW  
01204 363056 (Mon, Tues, Thurs 11am to 2pm).

[www.boltoncarerssupport.org.uk](http://www.boltoncarerssupport.org.uk), email: [boltoncarers@btconnect.com](mailto:boltoncarers@btconnect.com)

**CARELINE** : Bolton at Home's Community Alarm Service: 01204 335732 or 01204 335733, [careline@bolton@home.org.uk](mailto:careline@bolton@home.org.uk)    [www.bolton@home.org.uk](http://www.bolton@home.org.uk)

## **YOUNG PEOPLE SHELTER.**

If a 16-17 year old, who has completed Y11, needs a bed for the night they can be referred to a young peoples hostel through 'The leaving care team' on 01204 337376 on Mon to Fri 9am to 5pm at BASE, Marsden Rd, Bolton BL1 2PF. Further advice can be found at Bolton Young Persons Housing Scheme, 01204 520183, e.mail: [mail@byphs.org.uk](mailto:mail@byphs.org.uk) (who also provide temporary supported accommodation for 16 to 25 year olds). (If it is out of hours and the person is under 16, then the police need to be contacted).

## **ADULT EMERGENCY SHELTER.**

Stonham Housing Association—Muamba House on Duke Street, is next to the Salvation Army building. They cannot take people directly on the door in the shelter, access is through Homeless welfare - 01204 335900. This accommodation is not for under 18's.

## **DOMESTIC ABUSE.**

If there is a woman who is suffering from domestic abuse, they can be referred to Fort Alice (a women's refuge). Call 01204 701846 or 01204 365677 at any time. Referrals are daytime on the door and a victim can self refer at 43 Bradford St, Bolton, BL2 1HT or through housing advice on 335900. Fort Alice also provide:

One to one advice sessions (by self-referral), The Freedom Programme—drop-in sessions for women, Young People's Support Service, IRIS scheme for domestic Abuse (referral through GP)

## **SOCIAL SERVICES:**

01204 333333 (Bolton Council's switchboard) Mon-Fri 8.45am to 5pm.  
Out of hours social worker can be contacted on 01204 337777

## **WELFARE RIGHTS.**

01204 333820 Mon to Fri—9.00 am to 5.30pm. Free service by Bolton Council, that can provide information and support on welfare benefits, housing benefits, appeals and tribunals.

**POLICE** Emergency: 999, Less urgent: 101 , Crimestoppers: 0800 555111  
Anti-terrorist hotline: 0800 789321, Action fraud: 0300 1232040  
British Transport Police: 0800 1689111,  
Safeguarding/ Preventing Radicalisation: 0161 8566345

**OTHER SERVICES:** Bolton Town Centre CCTV Service: 01204 336902  
NSPCC Helpline: 0808 8005000, Central Bolton Partnership: 336128

## **DROP IN CENTRES (Someone to talk to and receive a hot meal)**

**SALVATION ARMY:** 102 St George's Rd, Bolton, BL1 2BZ.01204 365455 :

- Bolton Community Kitchen, Mon 6pm to 9pm—Free meal.
- Common Wealth Café, Tues & Thurs 11am to 3pm— Pay as you feel.
- Wednesday Drop-in: Tea & toast in morning, + lunch. Donation only.

**URBAN OUTREACH :** Environ House, Salop St, BL2 1DZ. 01204 385848

- **WINTERWATCH:** January to the end of March. Friday, Saturday and Sunday 8pm to midnight. Three course meal- Urban Restore Centre,
- **STREET LIFE:** Drop in Tuesday 1.00 pm To 3.30.pm Homeless and benefits help but no food. **info@urbanoutreach.co.uk**

## **FOODBANKS**

**LOCAL WELFARE PROVISION:** For emergency food parcels + support with heat, electricity, remaining in the community and moving back into the community. Accessed through the Bolton Councils website ([www.bolton.gov.uk](http://www.bolton.gov.uk)), in person at the One Stop Shop, Town Hall or by calling 01204 332772.

**URBAN OUTREACH / STORE HOUSE:** Bolton's Food Bank providing emergency food parcels to people in temporary financial crises. Vouchers given by an agency the person is known by eg. Social worker, probation officer, housing officer etc or by CAB or UCAN centres. Vouchers redeemed at Urban Restore Centre, Pool St., Bolton, BL1 2BA on Mondays 10-30am to 12 noon (refreshments and chat with volunteers also provided). Older people, those with mobility issues, or single parents and carers with young children receive a delivery on Mon evenings Tel 385848 or **storehouse@urbanoutreach.co.uk**

## **FARNWORTH AND KEARSLEY FOODBANK—TRUSSEL TRUST**

Farnworth's Foodbank (BL4) Vouchers provided by agencies the person is known by. Vouchers redeemed at: The Well, Trafford Street Farnworth BL4 7PQ (Tues-Fri 12 to 2pm); Our Lady of Lourdes Parish Centre, 275 Plodder Lane, Farnworth, BL4 0BR (Mon 12 to 2pm)

Wharton and Cleggs Lane Church and Community Centre, Clegg's Lane Little Hulton, M38 9RW (Tues 10-30am to 1pm)  
01204 861671 **info@farnworthkearsley.foodbank.org.uk**

## **IMMIGRATION ADVICE**

### **BRASS (Befriending Refugees and Assylum Seekers):**

Immigration advice, English classes, advisors, health checks and social work placements. Providing weekly food & toiletries to destitute asylum seekers at the Park Lodge, Green Lane, Great Lever, Bolton BL3 2HP— weekdays 9.30am to 4-30pm (3.30pm on Fri). Tel: 01204 238340 or 01204 397152 , [carol@brass-bolton.org.uk](mailto:carol@brass-bolton.org.uk), [www.brassbolton.org](http://www.brassbolton.org)  
Numeracy: Thurs 9.30am to 2-30pm; English: Mon 10am to 12.30pm  
Esol (English for speakers of other languages): Tues 9.30am to 12.30pm  
Conversation Café: Fri 10.30 to 1.30pm at Bolton General Practice, Marsden House, Marsden Rd, Bolton, BL1 2AY

### **THE DESTITUTION PROJECT**

Drop-in for refugees and asylum seekers on Wed 10am to 3pm at the basement of Victoria Hall, 37-39 Knowlsley St, Bolton, BL1 2AS.  
Providing English lessons, case workers and signposting but not Immigration advice. Hot meal provided at 1.30pm ish by Bolton Mutual Aid. Contact 07714580590 or [altavistarules@aol.com](mailto:altavistarules@aol.com).

**RED CROSS** (Providing advice, support and English Classes for refugees and asylum seekers). Basement of Victoria Hall, Mon 10am to 2pm.

### **ACAB (African Community Association of Bolton)**

Contact Nat Biney at Bolton YMCA 07792908960 or 07722243687

## **HUMAN TRAFFICKING.**

### **MODERN SLAVERY HOTLINE**

For Modern Slavery/ trafficking advice and info contact 0800 0121 700  
**www.modernslavery.co.uk**

### **SALVATION ARMY (Trafficking advice)**

24 hour confidential referral helpline.

**www.salvationarmy.org.uk /human-trafficking** Tel: 0300 3038151

### **SAFE (Standards Against Female Exploitation)**

Free resource pack for schools/ churches etc Tel: 0844 800 8563  
**www.safe.uk.net** or **www.safeandfree.co.uk** (resources)