



Cheshire West and Chester

Directory of Services for Volunteer and Community Sector Organisations supporting People Seeking Sanctuary



Created by Refugee and Asylum Seeker Team

04/10/2024
Version 6

Any required changes to the information contained within this document should be communicated to:-
refugeesupport@cheshirewest.gov.uk

Contents

Chester	3
<i>Food Banks, Affordable Food and Warm Spaces</i>	4
<i>Mental Health Support</i>	7
<i>Healthcare</i>	8
<i>Wellbeing Activities</i>	9
<i>Education and Employment Support</i>	13
<i>ESOL</i>	14
<i>Legal</i>	15
<i>Finance</i>	16
<i>Chester Libraries</i>	16
<i>Digital Inclusivity</i>	18
<i>Refugees and Asylum Seekers – Equality Specialists</i>	19
<i>Refugee and Asylum Seeker – Support Networks</i>	19
<i>Ukraine</i>	21
<i>Hong Kong</i>	21
<i>Asylum Seeker Property and Support Contractors</i>	22
<i>(commissioned by the Home Office)</i>	22
<i>SERCO</i>	22
<i>Migrant Help</i>	22
Winsford and Northwich	23
<i>Food Banks, Affordable Food and Warm Spaces</i>	24
<i>Mental Health Support</i>	25
<i>Healthcare</i>	26
<i>Wellbeing Activities</i>	27
<i>Education and Employment Support</i>	29
<i>ESOL</i>	30
<i>Legal</i>	31
<i>Finance</i>	32
<i>Winsford and Northwich Libraries</i>	32
<i>Digital Inclusivity</i>	34
<i>Refugee and Asylum Seeker – Equality Specialists</i>	34
<i>Ukraine</i>	35

<i>Asylum Seeker Property and Support Contractors</i>	35
<i>(commissioned by the Home Office)</i>	35
SERCO	35
Migrant Help.....	36
Ellesmere Port and Neston	37
<i>Food Banks, Affordable Food and Warm Spaces</i>	38
<i>Mental Health</i>	41
<i>Healthcare</i>	41
<i>Wellbeing Activities</i>	42
<i>Education and Employment</i>	44
<i>ESOL</i>	45
<i>Legal</i>	45
<i>Finance</i>	45
<i>Ellesmere Port and Neston Libraries</i>	46
<i>Digital Inclusivity</i>	47
<i>Asylum Seeker Property and Support Contractors</i>	48
<i>(commissioned by the Home Office)</i>	48
SERCO	48
Migrant Help.....	48
Council Support	49
Refugee and Asylum Seeker Services	51
Council-wide Support	53
National Support	54

The Regional Strategic Migration Partnership have an interactive map for the Northwest which highlights services specifically for refugees and asylum seekers.

Voluntary and Community Sector Organisations can register on the link below:

RSMP Link: <https://forms.office.com/pages/responsepage.aspx?id=Xn3OsM2B-0eU9ydsYmt7CbUYyRrLoSFkIjcsiR6agZVUQTfYRfMwSDIEQUsxV0FDMUFURzdPRFdQWC4u>

Chester

Food Banks, Affordable Food and Warm Spaces

Community Crossroads Hub: has a food bank and community cafe.

In association with other groups, also provide some food, personal care and hygiene products, clothing, SIM cards and household items to sanctuary seekers who are welcome in the café

Website: <https://cchub.org.uk/>

New Church, Dicksons Drive in Newton, Chester, CH2 2BN

West Cheshire Food Bank

Contact details: call 0808 2082138

Email: info@westcheshire.foodbank.org.uk

Website: [West Cheshire Foodbank | Helping Local People in Crisis](#)

Address: West Cheshire Foodbank, Units 2-4, Stanney Mill, Dutton Green, Chester, CH2 4SA

Support given: Free food parcels.

Blacon Beacon

Food Bank collections

<https://www.blaconbeacon.org/>

Holy Trinity Church Norris Road Blacon Chester CH1 5DZ

Soul Kitchen

Drop-in Provision for hot food and drinks, clothing, shower facilities

<https://soulkitchenchester.org.uk/>

Campbell Hall, Boughton, CH3 5BR

Kingsway and Newton Hub

Community Hub on the Kingsway Shopping Parade and accessible daily you can drop in and speak to any of our volunteers about aspects of the local area, or to gain advice on how to report matters of concern.

<https://www.kanra.co.uk/>

Community Hub, 61 Kingsway Shopping Parade, Kingsway, Newton, Chester, CH2 2LJ

Matthew Henry Church

Foodbank

<https://www.mhecblacon.com/>

Nevin Road, Blacon, CH1 5RS

The Venue, The Lache Community Centre

The Venue provides a wide selection of freshly ground coffees and hot drinks in a comfortable relaxing setting. Enjoy a freshly prepared breakfast, snack, or hot meal from 9am to 2pm, with sandwiches and hot drinks available from 2pm.

The Venue, Hawthorn Road, Chester, CH4 8HX

[The Venue \(Lache Community Centre\) | Cheshire West and Chester Council](#)

Luncheon Club, Christleton

Lunch club held every 3rd Monday of the month at Christleton Parish Hall.

Come along, have a lovely hot meal.

Free-donations welcome. All welcome-please.

Christleton Parish Hall, Christleton, Cheshire, CH3 7AS

[Luncheon Club, Christleton | Live Well Cheshire West \(cheshirewestandchester.gov.uk\)](#)

Plum Community Café

Being able to offer high quality but very affordable hot drinks will appeal to and attract our diverse neighbourhood, including residents, students, and sanctuary seekers.

The Uniting Church, 66 Garden Lane, Chester, CH1 4EW

Website: [Plum Community Cafe for Garden Lane \(spacehive.com\)](#)

SHARE – Homeless Hub

Share's HomelessHub is a place where you can go during certain daytime hours and receive shelter, warm food, clothing, toiletries, friendship and most importantly help and guidance.

- Morning sessions: provide cooked food and hot drinks to over 30 service users.

- We also provide 2 day water based food parcels to those that have just gone into temporary accommodation, this allows a further food bank referral into Crossroads Food Bank.
- We also provide toiletries, warm clothing and help with referrals into all local agencies like, DWP, WDP, Cheshire west and Chester Housing Options.
- Tuesday's and Thursday's sessions provide you with a delicious hot cooked meal and warm drinks, not forgetting lots of chats, board games and movies.

[HomelessHub – Share \(shareaid.co.uk\)](https://www.shareaid.co.uk)

Telephone: 03301201820

Soup and pudding club, Tattenhall

Soup And Pudding in the Community Room, St. Albans Church. From 12 noon. £3
Great value for money. Where else could you get such value?

Community Room, St Albans Church, 6 Church Bank, Tattenhall, Chester, CH3 9QE

Website: https://www.tattenhall.org/news/soup-and-pudding-club-4th-november.html?fbclid=IwAR3Ctx88WIYG0Rby2Bj_E9JAyrVmsmOteDj3_Wyo_0dD_TT_raCqN2AvH6dk

Warm Welcome Spaces

Our map allows you to search for Warm Welcome Spaces near you by entering your postcode. It's never been easier to join a local community.

<https://www.warmwelcome.uk/#map>

Mental Health Support

Cheshire and Wirral Partnership (CWP)

Contact Details: call 0800 145 6485

Website: [Mental health | Cheshire West and Chester Council](#)

Support given: Open 24 hours a day, seven-days a week, it is open to people of all ages including children and young people who need urgent mental health support.

Café 71

Café 71 have a great space in Chester which is open from 10am-10pm everyday (bank holidays included!)

They provide non-clinical, but instead creative support for those who need it. Individuals can access support by simply walking in, phoning up (01244 393139), or by being referred by a professional.

They did advice that if we submit a referral then they will follow up with this, whereas if someone arrives once it is up to them to come back and engage with the service.

Number 71 Crisis Café, No. 71 St Anne Street, Chester, CH1 3HT

Telephone: 01244 393139

Email: enquiries.chester@spiderproject.org.uk

Website: <https://www.spiderproject.org.uk/cafe71>

Tomorrow's Women Chester

We offer support for women aged 18+ with a range of issues including mental health, substance misuse, confidence & self-esteem, money, exercise, and social isolation.

5 Upper Northgate Street, Chester, CH1 4EE

Telephone: 01244 906 494

Email: admin@tomorrowswomen.org.uk

Website: <https://www.tomorrowswomen.org.uk/tomorrows-women-chester>

Samaritans Of Chester And District

We offer support to any person who is going through a difficult time emotionally, including suicidal feelings. The support is provided at any time...

36 Upper Northgate Street, CHESTER, CH1 4EF

Telephone: 01244 377999

Email: jo@samaritans.org

Website: <http://www.samaritans.org/branches/chester-and-district-samaritans>

Platform for Life

We offer counselling and play therapy sessions to low income families (parents, young people and children) struggling with mental health issues who live in Blacon or Lache. We're local so you won't have to travel to access our service and all our sessions are delivered for free.

Website: <https://www.platformforlife.org.uk/home/needhelp/>

Call: 07552 219806 or 01244 394353

Email: info@platformforlife.org.uk

Healthcare

Sexual Health Hub

Contact Details: call 0300 247 0020

Website: [Sexual Health & STI Clinics in Chester & West Cheshire | HCRG Care Group \(thesexualhealthhub.co.uk\)](https://www.thesexualhealthhub.co.uk)

Address: Stanney Lane Clinic, Stanney Lane, Ellesmere Port, CH65 9AE

Fountains Clinic, Delamere Street, Chester, CH1 4DS

Support given: Providing free information and advice on all types of contraception and STI testing and treatment (testing, vaccines, advice, contraception, counselling).

Cheshire Without Abuse (CWA)

Contact Details: call 0300 123 5101

Email: info@mycwa.org.uk

Website: [Home | My CWA, Cheshire](https://www.mycwa.org.uk)

Address: Lily Jones Support Centre Mill House, Brook St, Crewe CW2 7DE

Support given: From a 24-hour helpline, crisis accommodation and recovery programmes, to practical support and behaviour change programmes; our whole family service is designed to help everyone impacted by domestic abuse.

Care Community Teams - NHS

Contact details: call 01244 397397

Email: cwp.pals@nhs.net

Website: [Care Community Teams - Cheshire West :: Cheshire and Wirral Partnership NHS Foundation Trust \(cwp.nhs.uk\)](https://www.cwp.nhs.uk)

Address: Fountains Building, Delamere Street, Chester, CH1 4DS

Coronation Road Workplace Hub, Coronation Road, Ellesmere Port, CH65 9AB

Support given: Support with access to health services for those who face barriers.

Motherwell Cheshire

Contact details: call 01606 557666

Website: [Homepage - Motherwell Cheshire CIO](#)

Email: referrals@motherwellcheshirecio.com

Support given: Supporting mums with mental health.

Community Pharmacy Cheshire and Wirral

Contact details: call 07828 832782

Website: [Cheshire West & Chester \(CW&C\) – Community Pharmacy Cheshire and Wirral \(cpcw.org.uk\)](#)

Email: alison@cpcw.org.uk

Support given: A list of all the Cheshire West & Chester Commissioned Services

Wellbeing Service Primary Care Cheshire:

Social prescribing enables a GP, nurse, or other healthcare professional to refer you to one of our Wellbeing Coordinators to talk about the issues you're facing and find the right services to support you.

Website: <https://www.primarycarecheshire.co.uk/wellbeing-service>

Wellbeing Activities

Let's Talk

People's health and wellbeing can be affected by lots of different issues, including housing and financial challenges, that's why it's important for our residents to be able to access the help they need through a friendly face to face conversation at our Let's Talk drop in sessions.

Multiple locations

Website: <https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/adult-social-care/lets-talk-health-and-wellbeing>

Citizens Advice – General Advice Service

Telephone 10.00 - 16.00 Monday to Friday

Freephone - 0808 2787 806

Email advice - <https://www.citizensadvicecw.org.uk/advice-by-email/>

Community Access Points - <https://www.citizensadvicecw.org.uk/in-person-support/>

Blacon Beacon Advice Shop and Councillor Surgery

Free friendly advice. Local Councillors available to chat. foodbank available.

Holy Trinity Church Hall, Norris Road, Blacon, CH1 5DZ

Telephone: 07719 960541

Website: <https://www.blaconbeacon.org/>

Sense Virtual Buddying project and Virtual Group

The Sense Virtual Buddying project and Virtual Group Sessions is a great way to meet new people and make new friends. Both projects are FREE and open to disabled individuals over the age of 5 who might benefit from this service.

Telephone: 07866593853

Email: virtual.buddying@sense.org.uk

Website: <https://www.sense.org.uk/get-support/virtual-buddying/>

Cheshire West Wellbeing Walks

A network of regular short and social walks led by trained volunteer walk leaders, supported by Cheshire West and Chester Council in partnership with the Rambler's Association.

CH2 4PU

Email: HealthRanger@cheshirewestandchester.gov.uk

Website: <https://www.cheshirewestandchester.gov.uk/walks>

Brio Leisure

Northgate Arena

Victoria Road

Chester

CH2 2AU

[01244 380444](tel:01244380444)

Northgate@brioisure.org

<https://www.brioisure.org/>

Christleton Sports Centre

Plough Lane

Christleton

Chester

CH3 7AS

[01244 336664](tel:01244336664)

christleton@brioisure.org

Cheshire, Halton & Warrington Race & Equality Centre (CHAWREC)

Contact Details: office@chawrec.org.uk

Telephone: 01244400730

Mobile: 07786176168

Website: <https://www.chawrec.org.uk/>

Address: The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN

Support given: Aim to eliminate physical and mental health inequalities in healthcare services by promoting better health for BAME people, providing support to those who have trouble getting healthcare and helping healthcare providers understand barriers to give equal services.

Chester FC Mental Health Football Sessions

Email: anna.price@chesterfc.com

Charlotte.houghton@chesterfc.com

Phone: 01244560580 / 07308477055

Thursdays 12pm-1pm at King George V Sports Hub, Blacon, CH1 5BD

Free for all to join but **advance booking is essential**

Open to all aged 16+

Chester FC – Toddler Play Hub

Email: anna.price@chesterfc.com

Charlotte.houghton@chesterfc.com

Phone: 01244560580 / 07308477055

Wednesdays 9:30am – 11:30am at King George V Sports Hub, Blacon, CH1 5BD

£2 for one adult and one child. Additional family members 50p

Hope Garden

Join our friendly gardening club for a spot of gardening and a nice cup of tea.

Times: Summer (March-October) 12pm-2pm

Winter (November – February) 10am – 12pm

Location: United Reformed Church, 78 Saughall Road, Blacon, CH15EY

Garden equipment provided but please feel free to bring your own.

[Hope Garden, United Reform Church Blacon | Live Well Cheshire West \(cheshirewestandchester.gov.uk\)](http://cheshirewestandchester.gov.uk)

Chester FC – Golden Years

Email: anna.price@chesterfc.com

Charlotte.houghton@chesterfc.com

Phone: 01244560580 / 07308477055

Join us for a relaxed afternoon of activities, talks and socialising for the retired and semi-retired.

First Monday of every month 1pm-3pm, King George V Sports Hub, Blacon, CH1 5BD

Donations Welcome

Chester FC Women's Walking Football

Email: community@chesterfc.com

Phone: 01244560580 / 07308477055

Wednesdays 4pm – 5pm at King George V Sports Hub, Blacon, CH1 5BD

Free for all to join but **advance booking is essential**

Open to all aged 50+

Wellbeing Walks – Blacon Library

Email: georgia@cwtogether.org.uk

Phone: 07881345070

Tuesdays at 10am at Blacon Library, The Parade, Enterprise Centre, CH15HN

Join us for a gentle paced walk that will take 45 mins. Suitable for all abilities.

Chester FC – Pilates Classes

Email: anna.price@chesterfc.com

Charlotte.houghton@chesterfc.com

Phone: 01244560580 / 07308477055

Tuesdays 6pm-7pm and 7pm – 8pm at King George V Sports Hub, Blacon, CH1 5BD

£4 per class

Open to all aged 16+

Chester FC – Yoga Sessions

Email: anna.price@chesterfc.com

Charlotte.houghton@chesterfc.com

Phone: 01244560580 / 07308477055

Wednesdays at 5:30- 6:30pm at King George V Sports Hub, Blacon, CH1 5BD

£4 per class

Open to all aged 16+

Children's Centres – Starting Well

Children's Centres provide a wide range of services for prospective parents, children and their families. We aim to improve the lives of children and their parents by bringing together early childhood services in the heart of the community.

On this page you can find links to all children's centre timetables:

<https://www.startingwell.org.uk/centre-timetables>

Education and Employment Support

Multiply, CWAC

Email: multiply@cheshirewestandchester.gov.uk

Website: [Skills for Life: it all starts with skills | Skills for Careers \(education.gov.uk\)](https://www.skillsforlife.org.uk/)

Support given: Maths lessons and other education opportunities.

Cheshire West and Chester Skills and Employment

Contact details: Chester call: 07775717122 (Jo Talbot)

Ellesmere Port call: 07990532869 (Lewis Belfield)

Northwich call: 07833236675 (Steve Smith)

Winsford call: 07766205389 (Steve Smith)

Address: The Bluecoat Building, Upper Northgate Street, Chester, CH1 4EE

The Portal, Wellington Road, Ellesmere Port, CH65 ODA

Waterside House, Navigation Road, Northwich, CW8 1BE

Wyvern House, The Drummer, Winsford, CW7 1AH

Website: [Cheshire West and Chester \(cheshireadultlearning.org\)](https://www.cheshireadultlearning.org/)

Support given: English, wellbeing, and other courses.

Cheshire, Halton & Warrington Race & Equality Centre

This course is aimed at pre entry level i.e. no English at all or very little English. No need to enrol or book – just turn up on the day

The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN

Website: <https://www.chawrec.org.uk/esol-courses>

Cheshire West Libraries

English for speakers of other languages, Cheshire West libraries

A vast range of support from Cheshire West libraries is available to those wishing to learn English if it is not their first language.

Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/support-for-speakers-of-other-languages.aspx>

Jobcentre Plus

55-57, City Road, Chester CH1 3AQ

www.jobcentreguide.co.uk

0800 169 0190

Work Zone

Chester

Address: The Bluecoat Buildings, Upper Northgate Street, Chester, CH1 4EE

Telephone: 07775 717122

Website:

<https://www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education/skills-and-employment/work-zones>

Chester University

Local Voices Framework – partnered with Cheshire West Voluntary Action (CWVA)

The University of Chester carried out research, including a literature review, workshops, one-to-one interviews, and surveys, to develop a set of principles and definition for coproduction as part of the LVF.

The aim of the LVF is to guide all people and organisations across west Cheshire so we have a consistent approach to coproduction.

<https://cwva.org.uk/wp-content/uploads/2024/01/Local-Voices-Framework-Handout-2023.pdf>

ESOL

ESOL English for Speakers of other Languages

CHAWREC - Cheshire, Halton & Warrington Race & Equality Centre

Pre-entry – Level 2, accredited and non-accredited ESOL is available.

No English at all or very little English. No need to enrol or book – just turn up on the day or contact the centre below:

The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN

Website: <https://www.chawrec.org.uk/esol-courses>

For further details, contact the Head of ESOL, Sophie Freeman

Email: sophie@chawrec.org.uk.

Telephone: 01244 400730

Hong Kongers - any information required contact:

The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN

Website: <https://www.chawrec.org.uk/>

Email: sophie@chawrec.org.uk.

Ukrainians – any information required contact:

The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN

Website: <https://www.chawrec.org.uk/>

Email: lryna@chawrec.org.uk

English Conversation for Ukrainians

17:30-19:30

Free (booking needed)

Garret Theatre at Storyhouse, Hunter St ,Chester,CH1 2AR

<https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/chester-library>

Hoole Community Centre

International Coffee Morning – conversational English sessions

10am-12pm Every Thursday

Free to attend

95 Westminster Road, Chester, CH2 3AR, United Kingdom

<https://www.hoolecommunitycentre.org.uk/>

Lache Library

English Conversation Group

Tuesdays 10am - 11am Relaxed, social group which aims to build confidence in speaking English

Lache Park Avenue, Lache, Chester, CH4 8HR

<https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/lache-library>

Legal

Cheshire West Citizens Advice, advice sessions

We can offer In-person support and freephone access to our services at various Community Access Points across Cheshire West and Chester.

Bluecoat Chester, Upper Northgate Street, Chester, CH1 4EE

Website: <https://www.citizensadvicecw.org.uk/in-person-support/>

CHAWREC

Contact Details: call 01244 400 730

Website: [Refugees and Asylum Seekers | CHAWREC](#)

Address: Cheshire, Halton & Warrington Race & Equality Centre,

The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN.

Email: office@chawrec.org.uk

Support Given:

- Immigration
- Consultancy
- Policy and Partnerships
- BME Consultation Panel
- Refugees and Asylum Seekers

Finance

PennySmart: Free-to-client telephone and digital budgeting, benefits, and regulated debt advice services.

Telephone: 01244 651210

Email: enquiries@pennysmart.org.uk

Website: <https://www.pennysmart.org.uk/>

PayPlan; Free debt advice

We understand that the recent cost of living increases will be putting a strain on your finances. PayPlan help with contacting people you owe money to and arranging lower payments to make things more affordable.

Telephone: 0800 280 2816

Website: <https://www.payplan.com/>

Chester Libraries

Library service offering an attractive and up to date selection of books, services and activities for children, young people, and adults at various locations.

Email: libraries@cheshirewestandchester.gov.uk

Need more information on Databanks? Head to page 48

- **Blacon Library**

Cheshire West & Chester Council, The Parade Enterprise Centre, 14 The Parade, Blacon, Chester, CH1 5HN
Telephone: 01244 390628

Website: http://www.cheshirewestandchester.gov.uk/residents/libraries/find_a_library/blacon_library.aspx

○ **Chester Library at Storyhouse**

Storyhouse, Hunter Street, Chester, CH1 2AR
Telephone: 01244 997380

Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/chester-library>

○ **Hoole Library**

Hoole Library, Hoole Community Centre, Westminster Road, Hoole, Chester, Cheshire, CH2 3AU
Telephone: 01244 973700

Website: <http://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/hoole-library.aspx>

○ **Great Boughton Library**

Green Lane, Vicars Cross, Chester, CH3 5LB
Telephone: 01244 320709

Website: <http://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/great-boughton-library.aspx>

○ **Lache Library**

Lache Park Avenue, Lache, Chester, CH4 8HR
Telephone: 01244 973974

Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/lache-library>

○ **Tarvin Library**

Village Room Community Centre, Meadow Close, Tarvin, Chester, CH3 8LY
Telephone: 01829 740979

Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/tarvin-library>

○ **Tattenhall Library**

Park Primary School, Tattenhall, Chester, CH3 9AH
Telephone: 01625 378158

Website: <http://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/tattenhall-library.aspx>

- **Upton Library**

Wealstone Lane, Upton, Chester, CH2 1HB

Telephone: 01244 977678

Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/upton-library>

Digital Inclusivity

Digital Buddies

Digital buddies run from Storyhouse meeting room between 10am and 12 noon every Friday morning. There are information group sessions and individual one to.

Storyhouse, Hunter St, Chester, CH1 2AR

Telephone: 07932 556 062; 01244 379651

Email: digitalbuddieshereandnow@gmail.com

IT Buddy sessions - Hoole Community Centre

Hoole Community Centre

IT Buddy sessions on Monday's 2pm - 4pm and Tuesday's 10am - 12 noon in the Library.

Hoole Community Library, Westminster Rd, Chester, CH2 3AP

Telephone: 01244 342741

Email: volunteer@hoolecommunitycentre.org.uk

Website: <http://www.hoolecommunitycentre.org.uk/it-buddies/>

Great Boughton Library

Digital buddies drop in session

Thursdays 11am-12:20pm

Green Lane, Vicars Cross, Chester, CH3 5LB

<https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/great-boughton-library>

Refugees and Asylum Seekers – Equality Specialists

CHAWREC

Contact Details: call 01244 400 730

Website: [Refugees and Asylum Seekers | CHAWREC](#)

Address: Cheshire, Halton & Warrington Race & Equality Centre,
The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN.

Email: office@chawrec.org.uk

Support Given:

- Immigration
- Consultancy
- Policy and Partnerships
- BME Consultation Panel
- Refugees and Asylum Seekers

Other Activities include:

- Capoeira for kids and adults
- English for Speakers of Other Languages (ESOL) classes
- Knit and natter group
- Support for refugees and asylum seekers
- Drop in immigration advice sessions
- Discrimination advice
- CommUnity Cafe
- Volunteering opportunities
- Indian cookery demonstrations

Refugee and Asylum Seeker – Support Networks

Share - *Supporting Homeless Assisting Refugees Everywhere*

Share's aims are simple - we support families in crisis and people who are homeless in North Wales and Cheshire, and we assist refugees fleeing for their lives, wherever they are in the world. Share provides a homeless outreach service from their hub on City Road.

Share Hub, Presbyterian Church, City Road, Chester, CH1 3AS

Telephone: 07549869510

Share Shop

03301201820

We have relocated to: 30 Pepper St (old Dawsons music shop), Chester, CH1 1DF

Email: info@shareaid.co.uk

Website: <https://shareaid.co.uk/>

University of Chester

Contact details: +44 (0)1244 511000

Email: enquiries@chester.ac.uk

Website: <https://www1.chester.ac.uk/student-support-and-wellbeing/support-packages/sanctuary-scholarships>

Support Given: The University of Chester's Sanctuary Award

The University of Chester offers a full tuition fee waiver and financial support package to cover essential study costs for two students annually. This is for those seeking sanctuary with preference given to those living within easy commuting distance to the university – to see if you are eligible and to find out more, follow this link.

Applications for the Sanctuary Award 2025/26 will open from January 2025 with the deadline being 23rd May 2025.

Hoole Community Centre

International Coffee Morning is a relaxed way to practice speaking English. It's an informal chat, led by volunteers. Free to attend.

Hoole Community Centre, Westminster Road, Hoole, CH2 3AP

Website: <https://www.facebook.com/HooleCommunityCentre/>

Phone: 01244 342741

Kidsbank

At KidsBank Chester, we distribute children's items from where they are abundant to where they are lacking, reducing parental stress, anxiety, and depression, in turn helping children and instilling in them a sense of value and confidence.

Kids Bank Chester, 21 - 23 Garden Lane, Chester, CH1 4EU

Telephone: 07305 019 699

Website: <https://kidsbankchester.com/>

Chester Aid to the Homeless (CATH)

Offers support, encouragement, and a safety net for homeless people in crisis living in and around the city of Chester.

Harold Tomlins Centre, 24 Grosvenor Street, Chester, CH12DD

Telephone: 01244 314834

Email: info@cath.org.uk

Website: <https://cath.org.uk/>

Ukraine

Chester Welcomes Ukraine

Chance to meet other guests and local Ukrainians.

Wesley Church Centre, St John Street, Chester, CH1 1DA

Telephone: 01244 323037

Website: <https://www.wesleychester.co.uk/whats-on/community-groups-using-our-premises/ukrainians-in-chester/>

Malpas Community Minibus Association

The Malpas Community Minibus will be available to the local Ukrainian refugee support group. They have joined the Association and are training two or three volunteer drivers to offer transport.

Website: <https://www.livewell.cheshirewestandchester.gov.uk/Services/4102>

Ukrainian Boardgame Group

16:00-20:00 Every Sunday

Storyhouse , Hunter St ,Chester,CH1 2AR

<https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/chester-library>

Hong Kong

Hong Kong in Chester

Hong Kong in Chester(HKIC) is a constituted non-profit organisation in the UK founded in 2022 by a few passionate Hongkongers who have just moved to Chester from Hong Kong. Together with the growing number of Hong Kong families in Chester, we want to be a part of the community and make Chester a better place to live by collective effort from our group and the residents here.

Email: hkinchester@gmail.com

Website: [Hong Kong in Chester](#)

Asylum Seeker Property and Support Contractors (commissioned by the Home Office)

SERCO

The provider for the Northwest accommodation is **SERCO** with **all communication and issues being reported via Migrant Help**.

Migrant Help

Migrant Help have been awarded the contract for the **Advice, Issue Reporting and Eligibility Assistance services (AIRE)**, which will be a single integrated and national service for asylum seekers.

It will provide asylum seekers with a single point of contact, independent from the accommodation providers and the Home Office, to report issues.

The AIRE service (link below) will provide advice and guidance to service users on the asylum process, their rights, and signposting different services.

- Translated Advice: [Translated advice | Migrant Help \(migranthehelpuk.org\)](#)
- Asylum Resources: [Asylum resources | Migrant Help \(migranthehelpuk.org\)](#)
- **AIRE Contract (advice issue, reporting eligibility guidance):** [Download.ashx \(migranthehelpuk.org\)](#)
- Refugee Employability Programme: [Download.ashx \(migranthehelpuk.org\)](#) and [Refugee Employability Programme | North West | West Midlands \(maximusuk.co.uk\)](#)
- Legal Guidance Videos: [Asylum Video Briefings | Migrant Help \(migranthehelpuk.org\)](#)
- Helpful Explainer Videos: [Explainer videos | Migrant Help \(migranthehelpuk.org\)](#)
 - Includes how to use a cash machine
 - Preparing for asylum screening interview
 - Guide to main asylum interview
 - Applying for asylum support in the UK

For further information regarding this section please contact Migrant Help.

Free Asylum Helpline 24/7: 0808 8010 503

Service User Portal: www.migranthehelpuk.org/su-portal (for webchat, self-serve forms and information resources)

Website: www.migranthehelpuk.org

Winsford and Northwich

Food Banks, Affordable Food and Warm Spaces

Changing Lives

Community Grocery and café. Kids meals from £1.

The Old School House, Manchester Rd, Northwich, CW9 7NS

01606 827121 then press 5

<https://www.changing-lives-together.org.uk/verygreengrocery>

Free Cakes for Kids Northwich & Winsford

We work on referral to bake birthday cakes for families who might struggle to provide one - usually kids cake but will also bake cakes for adults who might not get a cake otherwise.

Email: Freecakesforkidsnorthwich@gmail.com

Website: <https://www.facebook.com/groups/296963412279898/>

Mid Cheshire Food Bank

Supporting our community since 2012

Open every weekday except bank holidays - booking required from a referral agent.

[Mid Cheshire Foodbank | Helping Local People in Crisis](#)

Please call 0808 278 7806 to speak to the Local Citizens Advice, a referral partner of Mid Cheshire Foodbank or to Cheshire West and Chester Help line 0808 175 3599 both will be able to issue a food bank voucher if appropriate.

Northwich Community Support

A charitable organisation, supporting the Northwich Community as a no food waste initiative. Staffed entirely by volunteers preventing good food going to landfill and helping people stretch their weekly budget.

With recent changes to food labelling laws, we have had to introduce a minimum donation of £1 to help us cover our costs.

There will be opportunities to donate further once inside. 'Flash hubs' happen from time to time in an evening at very short notice with amazing produce. These will always be at a minimum donation of £3.

- Our week of hubs starts with Winnington in the Scout hut on Winnington Ave, CW8 4EE, Sunday 10.30 until 11.30.

- Tuesday it's over to Cuddington at St John's Parish Centre on Norley Rd, CW8 2JU, 10.30 until 11.30.
- Next up is Weaverham on Wednesday at the Lighthouse on Church Lane, CW8 3NJ, 9.30 until 10.30.
- Then last but not least the Rudheath hub on Friday at the Rudheath social club on Middlewich Rd, CW9 7DN, 10.00 until 11.00.

<https://www.facebook.com/groups/2522184731355403/>

Northwich Salvation Army

We run a cosy little cafe on Tuesdays and Fridays from 9 am to 1.30 pm.

Please look at our menu below:

<https://www.livewell.cheshirewestandchester.gov.uk/Services/1897>

For more details please call 01606 330 572

Email: northwich@salvationarmy.org.uk

Mental Health Support

CWP - 24/7 Mental Health Phone Line

Cheshire And Wirral Partnership NHS Foundation Trust Health (CWP)

If your mental or emotional state quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly. The phone line is open 24 hours a day, seven days a week and is open to people of all ages – including children and young people.

Telephone: 0800 145 6485

Website: <https://www.cwp.nhs.uk/getting-help/need-urgent-help>

Making Space. Mental Health support

We support individuals who are over the age of 18 and who are suffering with a diagnosed mental health condition. Once we have made contact, we will pair you with one of our Key Workers who will arrange an initial meeting with you at a location in the community of our choice, somewhere you feel safe and comfortable.

Making Space, Waterside House, Navigation Road, Northwich, Cheshire, CW8 1HE

Telephone: 01606 606694

Email: mentalhealthsupport@makingspace.co.uk

Website: <https://makingspace.co.uk/northwich-employment-development-service>

Community Mental Health Teams, CWP

CWP provides a range of mental health services via community mental health teams including assessment, diagnosis, treatment and follow up to people with severe...

Vale House Resource Centre, Vale House, High Street, Winsford, CW7 2AS
Telephone: Main reception: 01606 555100;IAPT reception: 01606 555210
Website: <http://www.cwp.nhs.uk/services/199-community-mental-health-teams>

Mid Cheshire MIND

Mid-Cheshire Mind do not operate a drop-in centre/service. All attendance is by appointment only (for 1:1 support) or registration with our group facilitators (for peer support).

Wellbeing workshops run on Wednesdays (we have morning and afternoon sessions of the same theme/content). 8 spaces in each, first come first served. These are open to people accessing our 1:1/peer support group sessions already, or as stand-alone support. People can attend as many as they like so can book into any/all that they might find useful or relevant.

Mid Cheshire Mind, 21 Dingle Walk, Winsford Cross Shopping Centre, CW7 1BA.

Telephone: 01606 863 305

Email: hello@midcheshiremind.org.uk

Website: <https://www.midcheshiremind.org.uk/>

Samaritans, Northwich

We offer support to any person who is going through a difficult time emotionally, including suicidal feelings. The support is provided at any time...

1 Manchester Road, NORTHWICH, CW9 5LY

Email: jo@samaritans.org

Website: <http://www.samaritans.org/branches/mid-cheshire-branch-samaritans>

Northwich Salvation Army

The Drop In is a safe, friendly place for people with Addictions, Mental Health Problems and Homelessness. It's a place to chill out, play games, do some art, have something to eat and drink and even take a shower! The Drop In is open from 2 pm to 4 pm on Tuesdays and Fridays.

Website: <https://www.livewell.cheshirewestandchester.gov.uk/Services/1897>

For more details please call 01606 330 572

Email: northwich@salvationarmy.org.uk

Healthcare

Healthwatch

Contact details: call 0300 323 0006

Address: Denton Drive, Sension House, Northwich, CW9 7LU, United Kingdom

Email: info@healthwatchcheshire.org.uk

Website: <https://healthwatchcwac.org.uk/>

Support given: Advocacy and complaints support for those who have issues with their NHS treatment.

Motherwell Cheshire CIO

A service provided for women by women, promoting positive health and wellbeing, by offering a range of educational services, holistic therapies and mental health support.

New Images Youth and Community Centre, Nixon Drive, Winsford, Cheshire, CW7 2HG

Email: wellbeing@motherwellcheshirecio.com

Website: <http://motherwellcheshirecio.com/#about>

Wellbeing Activities

Winsford Youth and Community Forum

Have an array of activities listed on a handy timetable on their website which includes services such as:

- Tomorrow's Women
- Messy Little Monkeys
- Chatterbox Café
- Bat and Chat
- Action for Leisure
- Cheshire Dance/Spotlight Project
- Baby Time Sensory
- Zuma
- Youthfed – A Better Start
- All Stars Boxing

Website: <https://www.wycf.co.uk/activities/>

New Images Youth and Community Centre

Youth organisation hosting all the above activities.

Facebook: https://www.facebook.com/NewImagesYouthandCommunityCentre/?ref=embed_page

Contact: Debbie Cragg - debbie.cragg@wycf.co.uk

Grozone Community Garden

Grozone is a 'hidden oasis' that helps you to improve your health and wellbeing. We run open sessions for visitors and volunteers and cater for people of all ages and abilities.

You can learn new skills, meet new people, or just simply enjoy being outdoors in a calming green space.

We are open every Tuesday, Wednesday and Thursday from 10am - 3pm.

Come down, meet the team and take check out our amazing garden!

Old Dane Nurseries, Northwich, Cheshire, CW9 5QA

<https://www.grozone.org.uk/>

Telephone: 01606 723160

Mid Cheshire Community Shed (MCCS)

A mixed gender charity, open to anybody over the age of 25. It was formally known as Hartford Men in Sheds, which was the first shed of this type to open in the UK.

<https://www.facebook.com/mccshed/>

Let's Walk, Canal's and River's Trust (Northwich)

Our free walk leader-led canal and riverside walks are an easy way to get active and meet new people. We go at a gentle pace suitable for anyone who does not have a severe mobility difficulty and/or is not seriously unfit. Walks are just an hour long.

Anderton Boat Lift, Northwich, CW9 6FW

Website: <https://www.eventbrite.co.uk/e/lets-walk-northwich-social-walk-tickets-400614557927>

Brio Leisure

Winsford Lifestyle Centre

The Drummer

Winsford

CW7 1AD

01606 550700

Winsford@brioleisure.org

[Brio Leisure - Gyms and Entertainment in Cheshire](#)

Cheshire, Halton & Warrington Race & Equality Centre (CHAWREC)

Contact Details: office@chawrec.org.uk

Telephone: 01244400730

Mobile: 07786176168

Website: <https://www.chawrec.org.uk/>

Address: The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN

Support given: Aim to eliminate physical and mental health inequalities in healthcare services by promoting better health for BAME people, providing support to those who have trouble getting healthcare and helping healthcare providers understand barriers to give equal services.

Edna Laundrette (Winsford)

Service users will have access to two free washes and dries a week, during which they can also socialise and make new friends.

New Images Youth and Community Centre, Nixon Drive, Winsford CW7 2HG

Website: <https://motherwellcheshirecio.com/our-services/motherwell-community-hub/>

Children's Centres – Starting Well

Children's Centres provide a wide range of services for prospective parents, children and their families. We aim to improve the lives of children and their parents by bringing together early childhood services in the heart of the community.

On this page you can find links to all children's centre timetables:

<https://www.startingwell.org.uk/centre-timetables>

Education and Employment Support

Jobcentre

Wyvern House, The Drumber, Winsford, CW7 1AD

0800 169 0190

<https://www.gov.uk/contact-jobcentre-plus>

Work zone

Northwich

Address: Work Zone, Waterside House, Navigation Road, Northwich, CW8 1BE

Telephone: 07833 236 675

Winsford

Address: Wyvern House, The Drumber, Winsford, CW7 1AH

Telephone: 07766 205 389

Website: <https://www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education/skills-and-employment/work-zones>

ESOL

Free conversational English Classes in Winsford and Northwich

CHAWREC - Cheshire, Halton & Warrington Race & Equality Centre

Pre-entry – Level 2, accredited and non-accredited ESOL is available.

For further details, contact the Head of ESOL, Sophie Freeman

Email: sophie@chawrec.org.uk.

Telephone: 01244 400730

The Old School House, Manchester Rd, Northwich CW9 7NS

Website: <https://www.chawrec.org.uk/esol-courses>

Hong Kongers - any information required contact:

The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN

Website: <https://www.chawrec.org.uk/esol-courses>

Email: sophie@chawrec.org.uk.

Ukrainians – any information required contact:

The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN

Website: <https://www.chawrec.org.uk/esol-courses>

Email: lryna@chawrec.org.uk

Sandiway Library

English conversation group

Mondays 10am - 11am

Mere Lane, Cuddington, Northwich, CW8 2NS

<https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/sandiway-library>

Northwich Library

English conversation group

Wednesdays 10.30am - 12pm

Weaver Hall Museum and Workhouse, London Road, Northwich, CW9 8AB

<https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/northwich-library>

Legal

Citizens Advice Cheshire West

With offices in Chester and Winsford, as well as Community Access Points across the borough, our service is free, confidential and open to everyone in the community.

Wyvern House, The Drumber, Winsford, CW7 1AD

Telephone: 0808 2787 806

Website: <https://www.citizensadvicecw.org.uk/>

CHAWREC

Contact Details: call 01244 400 730

Website: [Refugees and Asylum Seekers | CHAWREC](#)

Address: Cheshire, Halton & Warrington Race & Equality Centre,
The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN.

Email: office@chawrec.org.uk

Support Given:

- Immigration
- Consultancy
- Policy and Partnerships

- BME Consultation Panel
- Refugees and Asylum Seekers

Finance

Benefits visiting and welfare advice service

Cheshire West and Chester Council can offer welfare benefit advice over the telephone or in your own home.

Email: visits@cheshirewestandchester.gov.uk

Website: [Benefits and welfare advice service web pages](#)

PS CIC Money Advice Service

An independent, confidential, free-to-client budgeting, benefits and regulated debt advice and casework service available to anyone living in Cheshire West & Chester who is in financial hardship and/or debt crisis

Telephone: 0300 365 1210

Email: advice@pennysmart.org.uk

Website: <https://www.pennysmart.org.uk/>

Winsford and Northwich Libraries

Library service offering an attractive and up to date selection of books, services and activities for children, young people and adults.

Email: libraries@cheshirewestandchester.gov.uk

Need more information on Databanks? Head to page 48

- **Barnton Library**
Cheshire West & Chester Council, Barnton Library, Townfield Lane, Barnton, Northwich, CW8 4LJ

Telephone: 01606 274360

Website: <http://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/barnton-library.aspx>

○ **Frodsham Library**

Princeway, Frodsham, WA6 6RX

Telephone: 01244 977 345

Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/frodsham-library>

○ **Sandiway Library**

Mere Lane, Cuddington, Northwich, CW8 2NS

Telephone: 01606 888065

Website: <http://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/sandiway-library.aspx>

○ **Tarporley Library**

High School, Eaton Road, Tarporley, CW6 0BJ

Telephone: 01829 731794

Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/tarporley-library>

○ **Weaverham Library**

Russet Road, Weaverham, CW8 3HY

Telephone: 01606 274344

Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/weaverham-library>

○ **Wharton Library**

Willow Square, Wharton, Winsford, CW7 3HP

Telephone: 01606 271572

Website: <http://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/wharton-library.aspx>

○ **Winsford Library**

High Street, Winsford, CW7 2AS

Telephone: 01606 552065

Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/winsford-library>

○ **Northwich Library**

Based at Weaver Hall Museum and Workhouse, London Road, Northwich, CW9 8AB

Telephone: 01606 275646

Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/northwich-library>

Digital Inclusivity

Safer Schools & Young People Partnership Cheshire

Safer Schools & Young People partnership for @CheshirePolice. Working in partnership to safeguard and protect young people

Communities Unit, Cheshire Constabulary, Clemonds Hey, Winsford, CW7 2UA

Telephone: 01606 364565

Website: <https://www.facebook.com/CheshireSSYP/>

Northwich Library

Digital device sessions

Tuesdays 2pm - 3.30pm

Weaver Hall Museum and Workhouse, London Road, Northwich, CW9 8AB

<https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/northwich-library>

Refugee and Asylum Seeker – Equality Specialists

CHAWREC

Free conversational English classes in Northwich.

The Work Zone, Northwich Railway Station, Northwich, CW9 5LY

Telephone: 01244400730

[Cheshire Halton & Warrington Race & Equality Centre \(chawrec.org.uk\)](http://chawrec.org.uk)

Ukraine

GGO Community Group

Weekly meetings on Wednesday for Sponsors and a Thursday for Ukrainian refugees.

GGO Community Bungalow, 15 - 17 Finsbury Walk, Winsford, CW7 2YA

Email: ggowestwinsford@hotmail.com

Ukraine support, Changing Lives Together

A safe space for Ukrainian families and/or their sponsors to come together to chat, cook, shop and be supported

The Old Schoolhouse, Manchester Road, Northwich, Cheshire, CW9 7NS

Email: love@cheshirefoodhub.org.uk

Website: <https://www.changing-lives-together.org.uk/>

Winsford Uniform Exchange, Ukraine Support

Collecting pre-loved, good condition used or unused uniform items to distribute within the community to those who need it.

Email: uniformexchangewinsford@gmail.com

Website: <https://www.facebook.com/uniformexchangewinsford/>

Asylum Seeker Property and Support Contractors *(commissioned by the Home Office)*

SERCO

The provider for the Northwest accommodation is **SERCO** with **all communication and issues being reported via Migrant Help.**

Migrant Help

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- Asylum Resources: [Asylum resources | Migrant Help \(migranthehelpuk.org\)](#)
- **AIRE Contract (advice issue, reporting eligibility guidance):** [Download.ashx \(migranthehelpuk.org\)](#)
- Refugee Employability Programme: [Download.ashx \(migranthehelpuk.org\)](#) and [Refugee Employability Programme | North West | West Midlands \(maximusuk.co.uk\)](#)
- Legal Guidance Videos: [Asylum Video Briefings | Migrant Help \(migranthehelpuk.org\)](#)
- Helpful Explainer Videos: [Explainer videos | Migrant Help \(migranthehelpuk.org\)](#)
 - Includes how to use a cash machine
 - Preparing for asylum screening interview
 - Guide to main asylum interview
 - Applying for asylum support in the UK

For further information regarding this section please contact Migrant Help.

Free Asylum Helpline 24/7: 0808 8010 503

Service User Portal: www.migranthehelpuk.org/su-portal (for webchat, self-serve forms and information resources)

Website: www.migranthehelpuk.org

Ellesmere Port and Neston

Food Banks, Affordable Food and Warm Spaces

People's Pantry: Free meals and Slow cooker classes

<https://www.thepeoplespantryep.co.uk/>

- Hope Farm Methodist Church, Ellesmere Port CH66 2LF
- Westminster Community Centre, Ellesmere Port, CH65 2ER
- Wolverham Community Centre, Ellesmere Port CH65 5DS

Refugee & Asylum Seeker support sessions, The People's Pantry, Ellesmere Port

Peoples Pantry will be running sessions for refugees and asylum seekers at Westminster Community Centre every Friday from 10am to 2pm, starting from 4 January 2024.

Westminster Community Centre, Church Parade, Ellesmere Port, CH65 2ER

Website: <https://www.thepeoplespantryep.co.uk/>

Wezzy Wednesdays

Breakfast 9am – 12pm

Toasties, hot drinks, 10am -12pm

Westminster Community Centre, Church Parade, Ellesmere Port, CH65 2ER

Tea at Two, St Thomas' Church

Tea, cake, conversation, and company.

<https://ellesmereportparish.org.uk/tea-at-two/>

Whitby Road, Ellesmere Port, CH65 6UW

The Bread-and-Butter Thing

Helping residents of Ellesmere Port save on food shopping bills! This is a project which helps redistribute food & everyday essentials at a fraction of the price to make life more affordable, reduce food waste & strengthen communities.

<https://www.forhousing.co.uk/cheshirewestandchester/events/the-bread-and-butter-thing-2-2024-03-06/>

This link: [Become a Member — The Bread and Butter Thing](#) explains how it works and how you become a member to shop/ finds your nearest hub/how much it costs

Trinity Methodist Church: Foodbanks and Coffee Conversations

<https://wirralmethodist.org.uk/churches/trinity-ellesmere-port/>

Trinity Methodist Church Whitby Road, Ellesmere Port, CH65 0AT

The Table at United Reformed Church

Wednesdays - Soup, Toasties, hot and cold drinks (12:00-16:00)

Free foodbank collection (13:00-16:00).

Chester Road, Whitby, Ellesmere Port, CH65 6RY

[The Table – A meeting place for the community at Chester Road URC, Ellesmere Port – URC Mersey \(urcmerseysynod.org.uk\)](#)

The Cupboard at United Reformed Church

4 items per family – free

Until 11pm everyday

Chester Road, Whitby, Ellesmere Port, CH65 6RY

[Ellesmere Port: The Cupboard Network open new community café | Wirral Globe](#)

Salvation Army

Tuesday (10am – 12) Coffee and Chat. Foodbank collection.

Whitby Road, Ellesmere Port, CH65 6RS

[Ellesmere Port | The Salvation Army](#)

Little Sutton British Legion

Tuesdays 10am -12pm

Toasties and Hot drinks

Chester Road, Little Sutton, CH66 3RJ

[\(2\) Little Sutton - Royal British Legion Club | Facebook](#)

Our Lady Star of the Sea Centre

Saturday - Free Meal from 12:30-2:20pm

Enfield Road, Ellesmere Port, CH65 8BY

[Our Lady Star of the Sea Catholic Church | Roman Catholic Churches of Ellesmere Port and Hooton \(rcchep.co.uk\)](#)

Stanlow Abbey Vivo Café

Mon-Fri

Affordable food 10am – 2pm

Stanlaw Abbey Business Centre Dover Drive, Ellesmere Port CH65 9BF

Ellesmere Port Library Vivo Café

Affordable Food

Mon – Fri 10am – 3pm

Civic Way, Ellesmere Port CH65 0BG

[Vivo opens café at Ellesmere Port Library | Cheshire West and Chester Council](#)

Hope Farm Methodist Church

Wednesday

10am-12pm Free Lunch

Hope Farm Road, Ellesmere Port CH66 2LF

<https://wirralmethodist.org.uk/churches/hope-farm/>

Mental Health

Chapters

Contact Details: call 01244 344 409

Email: info@chaptermentalhealth.org

Website: [Chapter \(chaptermentalhealth.org\)](http://Chapter(chaptermentalhealth.org))

Address: Chapter, Stanlaw Abbey Business Centre, Dover Drive, Ellesmere Port CH65 9BF

Support given: Provides one-to-one support, group activities, workshops that empower people to manage their own wellbeing, a telephone listening service, and professional mental health training for local groups and workplaces.

Flynn's Port in the Storm Crisis Café

Flynn's will provide to Clients/Patients a warm and welcoming setting to support all in need, particularly those suffering with their mental health

Mental Health Crisis

9 Rivington Road, Ellesmere Port, CH65 0AW

Email: admin@flynns.me

Website: [Flynn's Facebook Support Group](#)

Healthcare

Contraception and Sexual Health Service Provided by HCRG Care Group

We provide free and confidential sexual health services in Cheshire West and Chester including Winsford, Northwich, Blacon and Ellesmere Port.

Our services include providing free information and advice on all types of contraception and STI testing and treatment.

Everyone is welcome and you don't need to see a GP first.

You can [book an appointment online](#) 24/7 or speak to us on 0300 247 0020.

Stanney Lane Clinic, Stanney Lane, Ellesmere Port, CH65 9AE

<https://www.thesexualhealthhub.co.uk/services-near-you/cheshire-west-and-chester/>

Wellbeing Activities

Canal & River Trust Active Waterways Cheshire Walking Group

Active Waterways Cheshire is a Sport England funded programme to get you up and about and enjoy the beauty of canals and rivers on your doorstep. We want to help everybody get active and feel better by water and so we've teamed up with Sport England to increase the activity levels of all Cheshire residents over the age of 55 who live near our canals and rivers.

Ellesmere Port National Waterways Museum, South Pier Road, Ellesmere Port, Ellesmere Port, Cheshire, CH65 4FW

Email: activewaterways@canalrivertrust.org.uk

Website: <https://canalrivertrust.org.uk/about-us/where-we-work/north-west/active-waterways-cheshire>

Cheshire Change Hub

Cheshire Change Hub is your local health and wellbeing service. It's here to offer you the support you need to live a healthier, happier life.

Ellesmere Port Sports Village, Stanney Lane, Ellesmere Port, CH65 9LB

Telephone: 0300 777 0033

Email: hello@cheshirechangehub.org

Website: <https://cheshirechangehub.org/>

Bridge Community Farms (Bridge Wellness Gardens)

We are a charity based in Ellesmere Port, Cheshire. Focused on helping make the world around us a better, happier place. With the help...

Bridge Wellness Gardens, Mill Lane, Ellesmere Port, CH66 3TH

Telephone: 07446699995

Email: info@bridgecommunityfarms.co.uk

Brio Leisure

Ellesmere Port Civic Hall
Civic Way
Ellesmere Port
Cheshire
CH65 0AZ
[0151 356 6890](tel:01513566890)
boxoffice@brioleisure.org

Ellesmere Port Sports
Village
Stanney Lane
Ellesmere Port
Cheshire
CH65 9LB
[0151 659 1010](tel:01516591010)
EPSportsVillage@brioleisure.org

Neston Recreation Centre
Raby Park Road
Neston
Cheshire
CH64 9NQ
[0151 336 5741](tel:01513365741)
Neston@brioleisure.org

[Brio Leisure - Gyms and Entertainment in Cheshire](#)

The Conservation Volunteers - Stamford Street Allotment Community Growing Hub

Neil McMahon (TCV Senior Project Officer)
M: 07740 899716
[Activities | The Conservation Volunteers \(tcv.org.uk\)](#)

Every Thursday at 10.30am

Meet at the entrance to the allotments on the corner of Stamford Street and Princes Road (by the garages)

Come and learn how to grow your own food or build raised beds, maybe lay footpaths to help build a Community Growing Hub. Green Gyms are fun and free outdoor sessions where you will be guided in practical activities such as making raised beds, planting, and harvesting vegetables, laying footpaths and other activities.

The Conservation Volunteers - The Haven Community Growing Hub

Neil McMahon (TCV Senior Project Officer)
M: 07740 899716
[Activities | The Conservation Volunteers \(tcv.org.uk\)](#)

Every Tuesday afternoon at 1.30pm

Meet at the entrance to the allotments on the corner of the field just off McGarva Way and Stoke Gardens (look for the TCV flag)

Come and learn how to grow your own food or build raised beds, maybe lay footpaths to help build a Community Growing Hub

Children's Centres – Starting Well

Children's Centres provide a wide range of services for prospective parents, children and their families. We aim to improve the lives of children and their parents by bringing together early childhood services in the heart of the community.

On this page you can find links to all children's centre timetables:

<https://www.startingwell.org.uk/centre-timetables>

Education and Employment

Looking to improve your skills?

Want to boost your skills and confidence ? Looking to progress but not sure where to start?

Thelwall Road Community Centre – CH66 3JT. The friendly Work Zone team will be there every Wednesday 9:30am till 11:00am

[Looking to improve your skills ? - Cheshire West and Chester \(forhousing.co.uk\)](https://www.forhousing.co.uk)

Jobcentre Plus

The Portal, Wellington Road, Ellesmere Port CH65 0BA

Telephone: 0845 604 3719

Work Zones, Skills and Employment

Cheshire West and Chester Council run 4 borough-wide Work Zones providing all the help you need to find employment. For anyone requiring some extra support to get into work and/or wanting to develop their skills, our Work Zones can provide all the help you need.

Skills and Employment - Cheshire West and Chester Council, The Portal, Wellington Road, Ellesmere Port, CH65 0BA

Telephone: 07775 717122

Email: SkillsandEmployment@cheshirewestandchester.gov.uk

Website: <https://www.cheshirewestandchester.gov.uk/residents/education-and-learning/further-and-higher-education/skills-and-employment/work-zones.aspx>

ESOL

Trinity Methodist Church

English class ran by Heart for Refugees

Tuesdays 12noon – 2pm

Trinity Methodist Church Whitby Road, Ellesmere Port, CH65 0AT

Legal

Cheshire West Citizens Advice, advice sessions

We are able to offer In-person support and freephone access to our services at various Community Access Points across Cheshire West and Chester.

Bluecoat Chester, Upper Northgate Street, Chester, CH1 4EE

Website: <https://www.citizensadvicecw.org.uk/in-person-support/>

CHAWREC

Contact Details: call 01244 400 730

Website: [Refugees and Asylum Seekers | CHAWREC](#)

Address: Cheshire, Halton & Warrington Race & Equality Centre,
The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN.

Email: office@chawrec.org.uk

Support Given:

- Immigration
- Consultancy
- Policy and Partnerships
- BME Consultation Panel
- Refugees and Asylum Seekers

Finance

PennySmart: Free-to-client telephone and digital budgeting, benefits, and regulated debt advice services.

Telephone: 01244 651210

Email: enquiries@pennysmart.org.uk

Website: <https://www.pennysmart.org.uk/>

PayPlan; Free debt advice

We understand that the recent cost of living increases will be putting a strain on your finances. PayPlan help with contacting people you owe money to and arranging lower payments to make things more affordable.

Telephone: 0800 280 2816

Ellesmere Port and Neston Libraries

Library service offering an attractive and up to date selection of books, services and activities for children, young people and adults.

Email: libraries@cheshirewestandchester.gov.uk

Need more information on Databanks? Head to page 48

- **Ellesmere Port Library**
Civic Way, Ellesmere Port, Cheshire, CH65 0BG
Telephone: 0151 337 4685
Website: <http://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/ellesmere-port-library.aspx>

- **Hope Farm Library**
Bridge Meadow, Great Sutton, Ellesmere Port, CH66 2LE
Telephone: 01244 977678
Website: <http://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/hope-farm-library.aspx>

- **Little Sutton Library**
Chester Road, Little Sutton, Ellesmere Port, CH66 1QQ
Telephone: 0151 337 6800
Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/little-sutton-library>

- **Neston Library**
Telephone: 0151 337 4670
Parkgate Road, Neston, CH64 6QE
Website: <https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/neston-library>

Digital Inclusivity

Free IT Course

IT User Fundamentals - BTEC Level 1 Qualification Ideal for those with limited IT knowledge, or looking for a refresher Improving productivity using IT

Armstrong Works, Stanlaw Abbey Business Centre, Dover Drive, Ellesmere Port, CH65 9BF

Telephone: 0161 247 4986 / 07919 923636

Ellesmere Port Library

Digital buddy session

Mondays 9am - 11am

Civic Way, Ellesmere Port, CH65 0BG

<https://www.cheshirewestandchester.gov.uk/residents/libraries/find-a-library/ellesmere-port-library>

Asylum Seeker Property and Support Contractors (commissioned by the Home Office)

SERCO

The provider for the Northwest accommodation is **SERCO** with **all communication and issues being reported via Migrant Help**.

Migrant Help

Migrant Help have been awarded the contract for the **Advice, Issue Reporting and Eligibility Assistance services (AIRE)**, which will be a single integrated and national service for asylum seekers.

It will provide asylum seekers with a single point of contact, independent from the accommodation providers and the Home Office, to report issues.

The AIRE service (link below) will provide advice and guidance to service users on the asylum process, their rights, and signposting different services.

- Translated Advice: [Translated advice | Migrant Help \(migranthehelpuk.org\)](#)
- Asylum Resources: [Asylum resources | Migrant Help \(migranthehelpuk.org\)](#)
- **AIRE Contract (advice issue, reporting eligibility guidance):** [Download.ashx \(migranthehelpuk.org\)](#)
- Refugee Employability Programme: [Download.ashx \(migranthehelpuk.org\)](#) and [Refugee Employability Programme | North West | West Midlands \(maximusuk.co.uk\)](#)
- Legal Guidance Videos: [Asylum Video Briefings | Migrant Help \(migranthehelpuk.org\)](#)
- Helpful Explainer Videos: [Explainer videos | Migrant Help \(migranthehelpuk.org\)](#)
 - Includes how to use a cash machine
 - Preparing for asylum screening interview
 - Guide to main asylum interview
 - Applying for asylum support in the UK

For further information regarding this section please contact Migrant Help.

Free Asylum Helpline 24/7: 0808 8010 503

Service User Portal: www.migranthehelpuk.org/su-portal (for webchat, self-serve forms and information resources)

Website: www.migranthehelpuk.org

Council Support

Cheshire West and Chester Council – Refugee and Asylum Seeker Team

Email: refugeesupport@cheshirewest.gov.uk

Cheshire West and Chester Council – School Admissions

Contact details: call 0300 123 8123

Website: [School admissions | Cheshire West and Chester Council](#)

Support given: Support with school admissions, free school meals and appeals.

Cheshire West and Chester Council – Benefits and Welfare

Contact details: call 0300 123 8123

Website: [Benefits and welfare help | Cheshire West and Chester Council](#)

Support given: Benefits advice and support.

Cheshire West and Chester Council - Housing Team

Contact details: call 0808 175 3595

Website: [Housing | Cheshire West and Chester Council](#)

Support given: support to resolve issues with housing in poor or unsafe condition.

Cheshire West and Chester Council – Any other services

Contact details: call 0300 123 8123

Website: [Contact | Cheshire West and Chester Council](#)

Support given: Support with signposting to services- asylum advice, education, health and wellbeing and other support.

Cheshire West and Chester Libraries

[Find a library | Cheshire West and Chester Council](#)

Cheshire West and Chester – Community Centres

<https://www.cheshirewestandchester.gov.uk/residents/leisure-parks-and-events/village-halls-church-halls-community-centres/community-centres>

Live Well Cheshire West

Contact details: [Contact Us | Live Well Cheshire West \(cheshirewestandchester.gov.uk\)](#)

Website: [Home | Live Well Cheshire West \(cheshirewestandchester.gov.uk\)](#)

Support given: Advice and contacts on special needs, mental health and physical health and wellbeing.

Contact your local MP

Website: <https://members.parliament.uk/members/commons>

Support Given: There are five MPs who represent the different constituencies of west Cheshire in Westminster.

Cheshire West and Chester Council - Public Transport

- itravel On Demand - Connecting People and Places
Link: <https://www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-transport/itravel-connecting-people-and-places>
- Bus service timetables
Link: <https://www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-transport/bus-timetables-route-maps/bus-service-timetables>
- Bus timetables, route maps and service changes
Link: <https://www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-transport/bus-timetables-route-maps>
- Local bus network maps and bus service information
Link: <https://www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-transport/bus-timetables-route-maps/local-bus-network-maps-and-bus-service-information>
- Traveline

Link: <https://www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-transport/traveline>

- Trains

Link: <https://www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-transport/trains>

Refugee and Asylum Seeker Services

CHAWREC

Contact Details: call 01244 400 730

Website: [Refugees and Asylum Seekers | CHAWREC](#)

Address: Cheshire, Halton & Warrington Race & Equality Centre,
The Unity Centre, 17 Cuppin Street, Chester, CH1 2BN.

Email: office@chawrec.org.uk

Support Given:

- Immigration
- Consultancy
- Policy and Partnerships
- BME Consultation Panel
- Refugees and Asylum Seekers

Other Activities include:

- Capoeira for kids and adults
- English for Speakers of Other Languages (ESOL) classes
- Knit and natter group
- Support for refugees and asylum seekers
- Drop in immigration advice sessions
- Discrimination advice
- Community Cafe
- Volunteering opportunities
- Indian cookery demonstrations

Refugee Assist – soon to be moving premises.

A community group, set up to help refugees and asylum seekers settle and regain dignity in local communities. Are able to provide advice, clothes and signposting to other services.

Can take new referrals.

General Enquiries - enquiries@refugeeassist.org.uk

Referrals - referrals@refugeeassist.org.uk

https://www.facebook.com/RefugeeAssist1/?ref=embed_page

Website:

[Refugee Assist – HELPING REFUGEES & ASYLUM SEEKERS SETTLE IN THE UK](#)

Changing Lives Together

A safe space for families to come together to chat, cook, shop and be supported.

Providing food, clothes, toiletries, socialising opportunities, toys, electrical items. We have SIM cards provided by Vodafone.

- Cook together, eat together
- Shop together: Uniform exchange, clothes, nappies, toiletries
- Community Food Shop
- Support together: Signposting & drop-in sessions

Based in Winsford and Northwich, but anyone is welcome.

Email: love@cheshirefoodhub.org.uk

Website: <https://www.changing-lives-together.org.uk/>

High Street, Winsford, CW7 2AS (the old Job Centre) Wednesday 11am til 2pm

Manchester Road, Northwich, CW9 7NS (in front of TG Builders) Thursday 11am til 2pm

Lawstop

Lawstop is an organisation providing Housing advice under Legal Aid. Housing Solicitor Siobhan Taylor-Ward has now started work in Wirral and Cheshire and is the process of obtaining and opening an office.

Services include help with:

- legal housing problems including eviction, possession cases, homelessness (including requests for assistance, Reviewing decisions made and the potential Judicial Review of unlawful decisions as well as possible help with Care Act and Section 17 eligibility for accommodation),

- Asylum Support problems (including complex financial issues in s.95 and s.4, evictions and appeals)
- Illegal eviction
- Unsuitable housing or serious disrepair

They will be running a Housing advice service for Migrants at Heart 4 Refugees drop in every Monday between 10am-3pm.

Enquiries and referrals can be sent to merseysidelawstop@lawstop.co.uk and Siobhan can also be contacted on 07731 404 691 where needed Siobhant@lawstop.co.uk

Council wide Support

Student Action for Refugees

STAR is the national network of students building a more understanding and just society where refugees are welcomed and can thrive in the UK.

- [Student Action for Refugees \(star-network.org.uk\)](http://star-network.org.uk)

Databank Libraries

Cheshire West and Chester Libraries are now partners in the UK National Databank.

This means that we are now providing **free data** to those in need courtesy of Good Things Foundation and participating mobile networks.

Anyone over 18 who is struggling to afford mobile data either at home or on the go can collect a free SIM card from participating libraries.

SIM cards are available for residents to collect themselves without a referral, but we also have a referral form for partner organisations to request a SIM for anyone who is in need.

[The National Digital Inclusion Network: England - Good Things Foundation](https://www.goodthingsfoundation.org/map)

If you're able, visit
www.goodthingsfoundation.org/map
for more locations

Or scan to
find your
nearest
Databank



- Barnton Library
- Blacon Library
- Chester Library at Storyhouse
- Ellesmere Port Library
- Frodsham Library
- Great Boughton Library
- Helsby Library
- Hope Farm Library
- Lache Library
- Little Sutton Library
- Neston Library
- Northwich Library
- Sandiway Library
- Upton Library
- Weaverham Library
- Wharton Library
- Winsford Library

West Cheshire Food Partnership- Helping communities access the food support they need

At Cheshire West Voluntary Action (CWVA), we host the West Cheshire Food Partnership, which helps deliver the Food for All Plan and puts a clear plan in place so everyone in our communities can access the food support they need.

Find support for you – The West Cheshire Food Partnership has a live, interactive map to show the range of food support available locally.

Website: <https://cwva.org.uk/west-cheshire-food-partnership/>

National Support

Refugee support, Koala NW

Koala Northwest exists to provide children and their families with tailored practical and emotional support that improves wellbeing, reduces isolation, and supports both children and caregivers to thrive.

Telephone: 0151 6088288

Email: admin@koalanw.co.uk

Website: <http://www.koalanw.co.uk>

Refugee Council Infoline

Offering information and advice for people arriving in the UK as refugees from Education advise to health. Freephone signposting service for people seeking asylum and refugees.

Telephone: 0808 196 7272

Website: <https://www.refugeecouncil.org.uk/information/>

Boloh Helpline

The Samaritans

We work with adult Asylum Seekers UK-wide by supporting their emotional health and wellbeing.

Telephone: 0800 151 2605

Website: <http://helpline.barnardos.org.uk>

Maternity Action

Maternity Action is the UK's maternity rights charity dedicated to promoting, protecting and enhancing the rights of all pregnant women, new mothers and their families to employment, social security and health care.

Telephone: 0808 802 0029

Email: info@maternityaction.org.uk

Website: <https://maternityaction.org.uk/>

Migrant Help

Website: www.migranthelpuk.org

Helpline: 0808 8010 503

Email: outreach@migranthelpuk.org

- Webchat for support
- First Response Centre (FRC) available 24/7
- Advice and Guidance Line (EAGL) 8am-8pm
- Assists clients who are at risk or who require additional support.

Barnardo's

This Helpline has been created to support children, young people and their family's seeking sanctuary in the United Kingdom. The Helpline provides emotional and practical support as well as advice and signposting. The Helpline also offers free therapeutic support to children and young people aged 21 and under who are living in England under the Ukraine and Afghanistan pathways.

Telephone: 0808 156 9877

Email: refugeefamilyhelpline@barnardos.org.uk

Website: <https://www.barnardos.org.uk/get-support/services/barnardos-refugee-family-helpline>

Barnardo's Virtual Youth Space

Our Afghan Virtual Youth Space is a safe place for young people (aged 10 – 17) from Afghanistan to have fun, make friends and informally practice their English skills. Each session we will play games and chat about different topics. Staff from the Refugee Family Helpline will lead the sessions, but there will also have interpreters available if young people need support with expressing themselves

Our Afghan Virtual Youth Space Sessions will take place on the first Monday of every month at 18:00 – 19:00. Our first session will be on Monday 1st July. Young people are welcome to drop in at a time that suits them. If a young person wishes to join the session, they can register [here](#).

We would also like to use this opportunity to remind you of our Ukrainian Virtual Youth Space for 10 – 17-year-olds which is held on the 1st and 3rd Thursday of every month at 18:00 – 19:00. Young people are welcome to drop in at a time that suits them. If a young person wishes to join the session, they can register [here](#).

Email: Ellen Benn (service lead) at ellen.benn@barnardos.org.uk or

Refugee Family Helpline at RefugeeFamilyHelpline@barnardos.org.uk

Telephone: 0808 156 9877

Doctors of the World

Doctors of the World is an independent humanitarian movement working at home and abroad to empower excluded people to access healthcare.

Website: <https://www.doctorsoftheworld.org.uk/>

Translated Resources: https://www.doctorsoftheworld.org.uk/translated-health-information/?_gr=coronavirus-information

Resources and Training: <https://www.doctorsoftheworld.org.uk/what-we-stand-for/supporting-medics/resources-and-training/>

British Red Cross – Reconnecting Families

Reconnecting families: Preventing separation, searching for the missing, reuniting loved ones

Every year we help to account for, restore contact between, trace or reunite thousands of family members who lost contact or went missing because of armed conflict, situations of violence or disasters or in the context of migration.

Website: <https://www.icrc.org/en/what-we-do/reconnecting-families>

Telephone: +41 22 734 60 01

Email: gva_cta_office_Mailbox@icrc.org

<https://www.icrc.org/en>

Right to Remain

A step-by-step guide to the UK asylum and immigration system. The Right to Remain Toolkit is free to use, and it's for people who want to learn more about the legal process, or a particular part of the legal process. You might be making an application or are thinking about it; you might be helping someone else to do so.

Website: <https://righttoremain.org.uk/>

The Joint Council for the Welfare of Immigrants

We are a small charity, but we punch above our weight. We work toward this vision of a better Britain by:

- Challenging unjust laws and practices that restrict rights and lead to discrimination.
- Influencing the debate on migration and fighting against the politics of hate and fear.
- Supporting vulnerable individuals & families with reliable, high-quality legal advice.
- Improving the quality of advice elsewhere through training and capacity building.

- Building and supporting progressive movements at the grassroots and at the national level.

Website: <https://jcw.org.uk/>

Telephone: 020 7251 8708

Email: info@jcw.org.uk

Refugees at Home

We may be able to arrange for short-term, temporary accommodation with one of our volunteer hosts if you:

- have refugee status
- have leave to remain
- are actively engaged in the asylum process, or
- are hoping to come to the UK under the Homes for Ukraine sponsorship scheme.

Website: <https://refugeesathome.org/get-involved/i-need-a-room/>

Email: info@refugeesathome.org

Asylum Matters

Working in partnership locally and nationally to improve the lives of refugees and people seeking asylum through social and political change.

For general enquiries please email us on info@asylummatters.org

Phone: 0113 880 5064

Website: <https://asylummatters.org/>

NHS 111 - urgent mental health helpline

A new way for people to access the right support in a mental health crisis has been introduced across the North West. [NHS England — North West » Accessing urgent mental health support](#)

Anyone needing urgent mental health support can now call NHS 111 and select option 2 - the mental health option for 24/7 access to urgent support. The service continues to be provided by the same organisation, that is not changing, there is just a new telephone number to call.

For now, callers will be able to access mental health support either via NHS 111 and select the mental health option or existing local helpline if you are worried about:

- Severe changes to your mood
- Withdrawing from people (close family, friends, or work colleagues)
- Not taking care of yourself like you usually would
- Having increased thoughts about your life not being worth living
- Excessive worry
- Feeling out of control or unable to cope
- Feeling anxious about leaving the house
- Hearing voices or seeing things that others can't
- Thinking about harming yourself.

If you or someone else have physically harmed themselves, or if their life is at risk, then you should still call 999 or go to A&E.

NHS Talking Therapy Services are also available for people who need help with other mental conditions such as anxiety, depression, obsessive compulsive disorder and PTSD and anyone can refer themselves online via NHS.uk or by contacting their GP.
[Talking therapies and counselling - NHS \(www.nhs.uk\)](https://www.nhs.uk)