

# Financial Support Toolkit

## How it works

This tool is for anyone looking to do something about money matters. It will help you work out your first priority, what options there are, and who to speak to first.

It doesn't cover everything, but will help you get started. Once you've sorted one priority, these groups can help you with the next step (until you get to where you want to be!).

You might want to use it by yourself or with a support worker/person who is helping you.

**Do not use this tool if you are in fear of your life or your safety is at risk**



If you are in an emergency call **999** immediately

### **A** What is your priority right now?

What would make your current situation better? Life can feel overwhelming, so take it one step at a time.

It can help to think about a time when things were better. What would help get back closer to that point?

Sometimes, it might not be directly about money either. It's easy to get in bad cycles, and taking time to do different activities, speak to different people and improve your mental health might actually come first.

### **B** What are some options to achieve this?

Once you've worked out what you want to do, the rest is easy.

The things listed here have all been developed in Rochdale borough for people in your situation who've benefitted from them before.

Everyone is different though, so read the descriptions and decide for yourself what might be worth trying.

If it doesn't work for you try out another option and see if that fits.

### **C** Who can help?

All of the places listed here are to help you get the right support. Get in touch by phone, email or online – however suits you best.

If you don't get through the first time, follow up and take time to explain what is going on for you because they won't know in advance and need help to understand and provide the right support.

If they can't help resolve your priority directly, they'll know who else can if you share what else you'd like to do. They can even use this tool to help!

## A What is your priority right now?



I want to get help for an emergency

Go to **1**



I want short term help with food, energy or items

Go to **1** or **2**



I want to understand what I'm supposed to do next

Go to **3** or **4**



I want to get on top of my finances

Go to **3** or **4**



I want to improve my skills and job prospects

Go to **5**



I want to feel less stress and worry

Go to **4** or **5** or **6**

## B What are my options to achieve this?

### 1 Hardship and Assistance funds

Get help from welfare funds toward white goods, energy bills and so on, as well as reliable loans or help with saving from safe, reliable sources like credit unions.

See: [Council Helpline](#) or [Citizen's Advice](#)

### 2 Pantries, Food Clubs, Digital Libraries

Access essentials with dignity & empathy.

See: [Council Helpline](#)

### 3 Advice services

Get support to challenge decisions, fill out forms, plan, budget and manage your finances or to work out where you need to go next

See: [Council Helpline](#) / [Citizen's Advice](#) / [Our Rochdale](#)

### 4 Community support

Talk to a real person who has been in your shoes and trained to help you work through your own situation.

See: [Community Champions](#)

### 5 Training, Activities & Volunteering

Find out about the positive things you can do to be busier, meet people and improve job prospects.

See: [Action Together](#) / [Work & Skills Team](#)

### 6 Mental Health

Counselling, support, & mediation around the clock and in multiple languages is available if you are under strain.

See: [Community Champions](#) / [Our Rochdale](#)

## C Who can help?

### Community Champions

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Telephone: 01706 751190

Website: [livingwellrochdale.com/service/community-champions/](http://livingwellrochdale.com/service/community-champions/)

### Council Helpline

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Telephone: 01706 923 685 (*Mon Fri, 9am 5pm*)

Website: [rochdale.gov.uk/health-and-wellbeing/coronavirus/Pages/covid-19-help-for-vulnerable-adults](http://rochdale.gov.uk/health-and-wellbeing/coronavirus/Pages/covid-19-help-for-vulnerable-adults)

### Our Rochdale

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Email: [family.info@rochdale.gov.uk](mailto:family.info@rochdale.gov.uk)

Website: [ourrochdale.org.uk](http://ourrochdale.org.uk)

### Citizens Advice

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Freephone: 0808 278 7803 (*Mon Fri, 8:30 5:30*)

Website: [casort.org/info](http://casort.org/info)

### Action Together

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Website: [actiontogether.org.uk/rochdale](http://actiontogether.org.uk/rochdale)

Email: [rochdale@actiontogether.org.uk](mailto:rochdale@actiontogether.org.uk)

### Work & Skills Team

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Telephone: 01706 926 657

Email: [jobsandskills@rochdale.gov.uk](mailto:jobsandskills@rochdale.gov.uk)