

LET'S END HATE CRIME.

THIRD PARTY REPORTING CENTRES

NORTH MANCHESTER DIVISION

4CT LIMITED

**The Grange Community Resource Centre,
Pilgrim Drive,
Beswick,
M11 3TQ**

0161 230 1420

www.4ct.org.uk

Opening hours:

Monday to Friday, 9am–4pm

4CT is a multipurpose community organisation and charitable company delivering services across the city and involving residents and volunteers in creating a better Manchester. 4CT manages the Grange Community Resource Centre and the Sporting Edge Sport and Youth Centre in Openshaw. The Grange is the office base for the following services: Manchester Adult Education Services, for all adult learners; Community Accountancy Services, for VCS groups; Twinkle Star Nursery, for children under three years old; Manchester Credit Union, for people at risk of financial exclusion; and the Get Experienced Project, for local people who wish to become volunteers.-

AFFLECKS

**1st Floor Office, Afflecks,
52 Church Street,
M4 1PW**

0161 839 0718

Opening hours:

Monday to Saturday, 11am–5pm

Afflecks is a shopping emporium in the centre of Manchester that provides a safe shopping environment for all, and it is particularly popular with alternative subculture. Afflecks has an anti-abusive behaviour policy and trained staff who can offer support and advice. Afflecks will promote the message that there is no place for hate crime in Manchester.

AL-HILAL COMMUNITY PROJECT

**425 Cheetham Hill Road,
Cheetham Hill,
M8 0PF**

0161 205 6663

Opening hours:

Monday to Thursday, 4-7pm; Friday, 2-7pm

Al-Hilal believes in informing, motivating and empowering individuals and groups in the local community by offering opportunities in social, cultural, recreational and educational activities. Al-Hilal works with people of all ages and backgrounds and strives to serve the needs of the local community.

ANTI SOCIAL BEHAVIOUR ACTION TEAM, MANCHESTER CITY COUNCIL

**Manchester Town Hall Complex,
PO BOX 532,
M60 2LA**

08000 830 007

**www.manchester.gov.uk/crime
asb.action.team@manchester.gov.uk**

Opening hours:

Monday to Friday, 9am-5pm

The Anti Social Behaviour Action Team is part of Manchester City Council. The team is responsible for investigating reports of anti social behaviour and through a harm centred approach taking informal and formal action to stop anti social behaviour, safeguard victims and witnesses and prevent further incidents. You can report hate crimes and hate incidents to the Anti Social Behaviour Action Team by telephone, by email or via our website. We will accommodate your needs and offer you a face to face appointment if required. We will listen to you, encourage you to consider your options and look at the circumstances of your report to determine if we can take any action to challenge those responsible for hate crimes or hate incidents. Please telephone 0161 234 4612 to make an appointment with a member of the team.

BREAKTHROUGH UK

Kevin Hyett Suite,
Abraham Moss Centre,
Crescent Road,
Crumpsall,
M8 5UF

0161 234 3950

www.breakthrough-uk.co.uk

Opening hours:

Monday to Friday, 9am–5pm

Breakthrough UK is a Manchester-based disabled people's organisation that uses the Social Model of Disability to promote the rights and respect of disabled people, particularly around social inclusion through employment and independent living. Breakthrough UK works with disabled people, employers and policy-makers to bring about a society where disabled people are fully included in all areas of life. The current services and projects include Employment and Skills Support, Peer Support and Independent Living Workshops, Training and Consultancy, Personal Budget and Payroll Solutions, and Policy Influence Work.

BUTTERFLIES TRANS* SUPPORT COMMUNITY DROP-IN

5 Richmond Street,
M1 3HF

www.butterfliesdropin.co.uk

Opening hours:

Every other Wednesday, 2–7pm

Butterflies was set up to offer a safe and supportive drop-in space for members of the trans* community, once every two weeks. The remit of the group has extended to offer facilities to all those questioning their gender, including family members, friends and supporters. It also includes a wide variety of support agencies: GMP Manchester City Partnership Team, Manchester City Council, MIND, NHS HealthWatch, and MACC Mosscafe Housing. Butterflies offers these agencies training, advice, and space to engage with community members. It also offers members the opportunity to engage with these agencies, plan and execute activities at Butterflies, and take part in a wide variety of group activities; these include employability skills, reading and writing workshops, craft and art therapy, planning community events, and Third Party Crime Report training.

*Trans is an umbrella and inclusive term describing people whose gender identity differs in some way from that which they were assigned at birth; including non-binary people, cross dressers and those who partially or incompletely identify with their sex assigned at birth.

COMMAND PRAYER CENTRE MINISTRIES INTERNATIONAL

1st Floor, Richmond House,
11 Richmond Grove,
Ardwick,
M13 0LN

0161 273 3977/07940 846665

www.commandprayercentre.org.uk

Opening hours:

**Monday, 12 noon–4pm; Wednesday, 3–6.30pm;
and Thursday, 10.30am–3pm**

CPCMI is a church that is passionate about developing and supporting local community initiatives aimed at achieving community cohesion and good citizenship. Our services, which can be accessed by people of faith or no faith, include the Youth Club, Romance Academy (www.romanceacademy.org), and Ardwick and Longsight Food Bank. We run a food bank to assist the needy and vulnerable people in our community and currently open on Mondays and Thursdays. Mega Fitness is a local community gym that helps participants to keep fit. The Resources and Community Centre is open to groups and organisations to use for meetings, community events, activities, training and workshops. The iProgress programme aims to provide opportunities for improving BME people's career prospects and aid their return back into work.

COMMUNITY SECURITY TRUST (PROTECTING JEWISH COMMUNITY)

PO Box 245,
M7 2WY

0800 980 0668 or 0161 792 6666

Opening hours: 24 hours

CST provides physical security, training and advice for the protection of British Jews. CST assists victims of anti-semitism and monitors anti-semitic activities and incidents. CST represents British Jewry to the police, Government and media. If you are the victim, or have information about an anti-semitic incident, please contact CST as soon as possible.

EASTLANDS HOMES

**Victoria Street,
M11 2NX**

0161 274 2390

Opening hours:

Monday to Friday, 8.45am–4.30pm

Eastlands Homes' vision is 'Creating a better future for you and your children in safe and successful neighbourhoods' and they are passionate about working closely with communities to deliver this. Eastlands own and manage nearly 8,000 homes across east and south east Manchester, covering Clayton, Beswick, Openshaw, Gorton, Ardwick, Rusholme, Longsight and Levenshulme, and have invested £180million in improvements since 2003. Eastlands teams work from four local offices spread across the area and deliver a range of services, including customer services, housing and allocations, antisocial behaviour management, neighbourhood wardens, tenancy support, rent collection, financial inclusion, debt advice, repairs and maintenance, estate services, and customer involvement. Promoting tolerance and equality is one of our key objectives and Eastlands aim to contribute towards strong, cohesive communities by valuing diversity and developing initiatives to support customers. Eastlands were recently awarded the 2013 Pride of Manchester Award for their Literacy Beacons project, supporting residents to read and write.

EUROPIA

**Ada House,
2nd Floor,
77 Thompson Street,
M4 5FY**

0845 833 8823

www.europia.co.uk

Opening hours:

Monday to Saturday, 10am–7pm (there isn't a staff member present all these times, but they will respond to messages within 24 hours)

Europa's mission is to provide information and practical support to European migrants at risk of abuse, exploitation and discrimination in Greater Manchester in order to identify and address the root causes of poverty, injustice and social exclusion. Europa is a community development organisation working exclusively for the benefit of East and Central European Migrants (Polish, Czech, Hungarian, Romanian, Bulgarian, Estonian, Slovakian, Latvian, Lithuanian and Slovenian). They provide language support, training, advice, community events and family and children support.

GUINNESS NORTHERN COUNTIES

India House,
1-3 McGinty Place,
M1 6BA

0845 605 9000

www.guinness.org.uk

Opening hours:

Please contact 0845 605 9000 to arrange an appointment

Guinness Northern Counties covers the North of England, employing over 600 people in 14 regional offices, with a corporate centre in Oldham, Greater Manchester. It provides a wide range of services, including care and support, neighbourhood investment, housing management, and rental or ownership opportunities for more than 26,000 homes. Guinness Northern Counties is proud of the work it does, and sees it as its job to provide good-quality homes and services to help its customers achieve their goals, ambitions and aspirations. Guinness Northern Counties is continually working to build neighbourhoods where people will want to live both now and in the future.

LGBT FOUNDATION

5 Richmond Street,
M1 3HF

0845 3 30 30 30

<https://lgbt.foundation>
info@lgbt.foundation

Opening hours:

10am-10pm daily

The LGBT Foundation is a vibrant charity with a wide portfolio of well-established services and a rapidly developing range of new initiatives aimed at meeting the needs of lesbian, gay, bisexual and trans* people. The LGBT Foundation is a registered charity (No.1070904) and a company limited by guarantee (No.3476576). The charity is governed by a Board of Trustees from a variety of backgrounds and with a wide variety of skills and qualifications. The Trustees are supported by the chief executive and four directors responsible for services, finance, income generation and organisational development. The LGBT Foundation's staff team, currently equivalent to 35 full-time staff, deliver a wide range of services, many of which are supported by over 200 volunteers. Volunteers give their time and skills to further the work of the LGBT Foundation and the communities it serves. As a result, the LGBT Foundation provides more direct services and resources for more lesbian, gay, bisexual and trans* people than any other charity of its kind in the UK.

MANCHESTER CONNEXIONS

Unit A, North City Shopping Centre,
M9 4DH

084567 13 2 19

www.connexions-manchester.com, www.facebook.com/ManchesterConnexions, www.twitter.com/McrConnexions

Opening hours:

Tuesday, Wednesday and Thursday, 1–4.30pm

Connexions offers information, advice and guidance to young people aged between 13 and 19 on a range of education, employment and training opportunities available for them. Connexions can also support young people with more personal issues, such as relationships, health and homelessness.

MANCHESTER JEWISH MUSEUM

190 Cheetham Hill Road,
M8 8LW

www.manchesterjewishmuseum.com

Opening times:

Sunday to Thursday, 10am–4pm; Friday, 10am–1pm

Manchester Jewish Museum is for Jewish and non-Jewish people to increase their understanding of the Jewish faith, culture and heritage. The museum tells the diverse story of Manchester's social history and explores and celebrates the heritage and culture of Manchester's Jewish community.

MANCHESTER LEARNING DISABILITY PARTNERSHIP

Crescent Bank,
Humphrey Street,
Crumpsall,
M8 9JS

0161 861 2958

www.mldp.org.uk

Opening hours: Daytime

Manchester Learning Disability Partnership (MLDP) provides health and social care services to help people attain a good quality of life. It is a partnership between Manchester City Council's Adult Social Care Department and the NHS. MLDP works with each person and their families, carers and friends to encourage health, wellbeing and independence, providing support to help people live full and happy lives as members of their community.

MANCHESTER PEOPLE FIRST

3 Broughton Street,
Cheetham Hill,
M8 8RF

0161 839 3700

<http://www.manpf.org/hatecrimemanches.html>

Opening hours:

Monday to Friday, 9am–3.30pm

Manchester People First are a small self-advocacy charity run by and for learning disabled people in Manchester. They provide information in a way people understand, and hold information days, workshops and training to give learning disabled people the tools to be able to make decisions and choices in their lives. Manchester People First also offer social activities and drop-ins for people to have fun, get information and relax in a safe and friendly environment.

MOSSCARE MANCHESTER EAST NEW ROUNDHOUSE

1328–1330 Ashton Old Road,
Openshaw,
M11 1JG

0161 371 6570

www.mosscares.org.uk
reportahatecrime@mosscares.org.uk

Opening hours:

Monday, Wednesday, Friday, 8.30am–12.30pm;

Tuesday and Thursday, 1.30–4.30pm

The Mosscares Housing Group is a charitable and non-profit-making organisation comprising Mosscares Housing, Mossbank Homes, Mosscares Developments and Carrbrook Housing Co-operative. It was formed in 1967 to respond to the need for good-quality affordable homes and the need to build and maintain a vibrant, sustainable community. Mosscares owns and manages nearly 5,000 properties in Manchester, Stockport, Tameside and Trafford, housing families, couples and single people. It also has sheltered housing schemes for older people and specialist accommodation for people with additional support needs.

MANCHESTER UNIVERSITY STUDENTS' UNION ADVICE SERVICE

**Manchester Students' Union,
Oxford Road, Manchester
M13 9PR**

0161 275 2952

manchesterstudentsunion.com/advice-service

Opening hours:-

Monday - Friday 10am - 4pm.

Manchester University Students' Union Advice Service offers free, confidential and impartial advice and practical support on all the main issues affecting Manchester University students. We can assist with any academic, financial or housing issues that arise whilst you study at Manchester. We aim to ensure that your time at University is not lessened through a lack of support or knowledge of your rights.

NEESA WOMEN'S PROJECT

**Woodville Resource Centre,
1 Shirley Road,
Cheetham Hill,
M8 7NE**

0161 740 2995

www.manchestercommunitycentral.org

Email: neesa01@tiscali.co.uk

Monday to Thursday, 9.15am-3pm

Neesa Women's Project provides health and wellbeing for Asian women, running stay-and-play sessions twice a week, a drop-in, a library service, an elderly luncheon club, and a mental health group. Neesa also offers home visits and provides leisure services, such as monthly coffee mornings. The Project runs English classes, a carers service, and a new Comic Relief-funded healthy-living service for women over 60.

REVIVE

**187 Grey Mare Lane,
Beswick,
M11 3ND**

0161 223 5668

Opening hours:

Tuesday to Thursday, 9am–5pm

Established in 2002, Revive is a project of the Spiritans (Holy Ghost fathers) working in partnership with Caritas Diocese of Salford to provide practical support, advice, accompaniment and advocacy for refugees and persons seeking asylum. Its mission statement is 'To accompany and support refugees and people seeking asylum on a long-term basis living in Manchester, Salford and adjacent areas without regard to their race, ethnicity, age, gender, religious belief or disability.'

WAI YIN SOCIETY

**66–68 Swan Street,
Ancoats,
M4 5JU**

0161 833 0377

www.waiyin.org.uk

Opening hours:

Monday to Friday, 9.30am–5.30pm

Wai Yin is dedicated to providing quality services for socially excluded and disadvantaged communities in north west England. It aims to enhance the wellbeing of its service-users in terms of social, cultural, educational, health and career development. Beneficiary groups include communities of interest and communities of place.

YOUR TUNG SING

**Victoria House,
119 Princess Street,
M1 7AG**

0161 234 0260

response@yourhousinggroup.co.uk

Opening hours:

Monday to Friday, 9am–5pm

Your Tung Sing is a Greater Manchester-based BME housing association with some 650 homes in the Manchester and surrounding areas. Your Tung Sing was founded in the Manchester area to redress the disadvantages of the Chinese community in obtaining good-quality housing at affordable rent levels. The Association was supported by Manchester City Council and the Commission for Racial Equality. Your Tung Sing registered with the Housing Corporation and obtained development funding to build a block of flats in Manchester's Chinatown (Faulkner Court). It was the first social housing scheme in the city centre of Manchester. Since the early 1990s, the Association has provided all the services in-house, with the exception of the development service, which was provided by a number of mainstream housing association partners.

SOUTH MANCHESTER DIVISION

COMMUNITY MINDED LTD & OLD MOAT SURE START CENTRE

**Old Moat Sure Start Centre,
Old Moat Lane,
Withington,
M20 1DE**

0161 446 2131

www.community-minded.co.uk

Opening hours:

Monday to Friday, 8.30am–5pm

Community Minded is a not-for-profit limited company based in Old Moat ward, south Manchester, dedicated to supporting children and adults with education, play and leisure. It provides services for children from a Community Hub in Old Moat Primary School and further services for Adults at the Sure Start Centre across the road. The charity also has a wide range of courses available including a cooking and taste class, employability courses, a work club, family forum services, debt solution workshops and volunteering support and opportunities. Community Minded also works in partnership with Sure Start and health services based at the Centre.

COMMUNITY ON SOLID GROUND

**Welsh Chapel,
116b Egerton Road North,
Whalley Range,
M16 0BZ**

0161 862 0955

www.yosg.org.uk

admin@yosg.org.uk

Opening hours:

Monday to Thursday, 10am–5pm

Community on Solid Ground support the community to participate in activities that develop integration, community cohesion and social inclusion. They promote the health and wellbeing of all community members through active participation and engage all sections of the community, including hard-to-reach young people to help them choose positive lifestyles instead of involvement in crime and antisocial behaviour. Community on Solid Ground support people's social development through social, sport, recreational and educational activities. This enables them to be more resilient in order to achieve their full potential and positively contribute to the community as mature and responsible individuals for the benefit of the whole community.

MANCHESTER STUDENT HOMES

Unit 1-3 Ladybarn House,
Moseley Road,
Fallowfield,
Manchester
M14 6ND

0161 275 7680

www.manchesterstudenthomes.com

Opening hours:

Monday – Friday 9am to 5pm

Manchester Student Homes (MSH) is a **free**, university-run housing service for students. Based in Fallowfield, MSH runs a landlord accreditation scheme and can offer support to students in relation to property searches, providing housing advice and contract checking. MSH also works with students, the community and partner agencies to identify issues in off campus areas.

MOSS SIDE MILLENNIUM POWERHOUSE

140 Raby Street,
Moss Side,
M14 4SL

0161 226 4335

mcrpowerhouse.com

Opening hours:

Please check website for opening times

The Powerhouse is a charity-run Council building with its key objective being youth. The charity supports organisations that deliver to local young people. Daytime adult education programmes and community groups complement the evening youth provisions. The Powerhouse has a variety of services on site: a library, Connexions, Hideaway and Trinity House Youth Clubs, Emerge, and Manchester College to name a few. There is also a number of open-access community activities, including fitness (yoga, Healthy Body Healthy Mind and Insanity) and education (Centre of Hope community support sessions, peer training pre-employment and a 50s+ programme). The Powerhouse also has facilities to cater for meetings and conferences during the day.

MOSSCARE HOUSING

**101 Great Western Street,
Moss Side,
M14 4AA**

0161 226 4211

**www.mosscares.org.uk
reportahatecrime@mosscares.org.uk**

Opening hours:

Monday to Friday, 8.30am–4.30pm

The Mosscares Housing Group is a charitable and non-profit-making organisation comprising Mosscares Housing, Mossbank Homes, Mosscares Developments and Carrbrook Housing Co-operative. It was formed in 1967 to respond to the need

for good-quality affordable homes and the need to build and maintain a vibrant, sustainable community. Mosscares owns and manages some 5,000 properties in Manchester, Stockport, Tameside and Trafford, housing families, couples and

single people. It also has sheltered housing schemes for older people and specialist accommodation for people with additional support needs.

PLACES FOR PEOPLE

**179 Royce Road,
Hulme,
M15 5TJ**

www.placesforpeople.co.uk

Opening hours:

Monday to Thursday, 9am–5pm and Friday 9am–4.30pm

Places For People are a registered provider who own, allocate and manage a range of properties nationwide, including across Greater Manchester. They offer a support service that includes income and benefits advice, loans (including those for new tenants for furniture packages, mortgages and supported accommodation), a Community Support Team and an extensive housing management service. Places For People have a 24-hour Customer Service Centre and work with partners in the community to provide advice, signposting and referrals on a number of issues for customers.

ROYAL OAK COMMUNITY CENTRE

**Brookcot Road,
Royal Oak,
Baguley,
M23 1DU**

0161 998 2146

Royal Oak Community Centre offers a wide range of community-run projects and events, including an active residents association. It offers a safe, secure and welcoming environment for all members of the community. Activities include junior and senior boxing clubs, bingo, ballroom dancing, a film club, a work club, a youth club, cooking classes, digital inclusion classes and ESOL classes.

SOUTHWAY HOUSING TRUST

**Aspen House,
825 Wilmslow Road,
Didsbury,
M20 2SN**

0161 448 4200

www.southwayhousing.co.uk

Opening hours:

Monday to Friday, 8am–5.30pm

Southway Housing Trust is a committed and forward-thinking not-for-profit local housing company that is passionate about providing excellent homes and outstanding customer care. The Trust owns and manages almost 6,000 homes across Burnage, Chorlton, Didsbury and Withington. It took over these homes from Manchester City Council in 2007 following a ballot of Council tenants. Southway Housing Trust works in partnership with others to make south Manchester a place that people are proud of and a safe place where people choose to live, work and play. Its priorities are to provide affordable, high-quality and secure homes in a safe, clean and greener environment. During Southway Housing Trust's first five years it successfully delivered a multimillion pound programme of improvements to homes and the environment, exceeding the Government's Decent Homes Standard.

THE JOYCE LAYLAND LGBT CENTRE

**49/51 Sidney Street,
M1 7HB**

0161 222 0766

www.lgbtcentremcr.co.uk

ali@lgbtynw.org.uk

Opening hours:

Monday to Friday, 11am–4pm

The Joyce Layland LGBT Centre works with many lesbian, gay, bisexual and trans* groups and individuals in Manchester and further afield. The Centre's work aims to meet the needs of LGBT people, their friends, families, schools and allies. A range of grass-roots and community groups are run from the Centre, offering a safe, friendly and welcoming environment.

THE ODD THEATRE COMPANY

**335 Stretford Road,
Hulme,
M15 5ZA**

0161 226 1912

Opening hours:

Monday to Friday, 9am–6pm

The Odd Theatre Company uses specialist arts to challenge, inspire and transform the lives of vulnerable and excluded people. In ten years it has worked UK-wide with over 60,000 people to make safer communities and individuals. The Odd Theatre Company is a market leader in issue and evidence-based arts work within criminal justice and community settings. With a strong track record, a wide range of partners and significant reach, it promotes the reduced risk of offending, increased wellbeing, confidence and self-worth, as well as improved access to opportunities through accreditation and life skills.

THE UNION – MANCHESTER METROPOLITAN UNIVERSITY (MMU)

**21 Higher Cambridge Street,
M15 6AD**

<http://www.mmunion.co.uk/advice/>

Opening hours:

Monday, Wednesday, Thursday and Friday, 9.30am–4pm;

Tuesday, open 12 noon–6.30pm in term time,

12 noon–4pm during holidays

The Union MMU offer free, confidential and impartial advice and practical support on all the main issues affecting MMU students. They can assist MMU students with any academic, financial or housing issues and aim to ensure that their time at university is not marred by a lack of support or knowledge of their rights.

WESTCROFT COMMUNITY CENTRE

**24–26 Westcroft Road,
Burnage,
M20 6EF**

0161 448 8232

www.westcroftcommunitycentre.org

Opening hours:

Monday to Friday, 9am–3:30pm

Westcroft Community Centre is a learning and community hub that offers activities for children, adults and older people. Its aim has always been to help improve the lives of local people living in and around Burnage.

WHALLEY RANGE COMMUNITY FORUM

**JNR8 Community Centre,
82 Cromwell Avenue,
Whalley Range,
M16 0BG**

0161 881 3744

Opening hours (term-time only):

**Monday, 10am–12 noon; Tuesday, 10am–4pm; Wednesday, 11am–3pm;
Thursday, 10am–12 noon; Friday, 12 noon–2pm**

Whalley Range Community Forum (WRCF) is a representative residents group formed in 1995 to facilitate and improve communication and cohesion between members of the richly diverse community and those who serve or represent Whalley Range. Councillors, Council officers, GMP etc get together with other groups and residents under the umbrella of WRCF at meetings held once every two months. WRCF supports established and new groups, including the Age-friendly Whalley Range initiative, acting as an information discussion forum for issues affecting local residents. WRCF disseminates information via its newsletters, email and website, facilitates activities at the JNR8 Centre, and co-organises a local annual community festival.

WYTHENSHAW COMMUNITY HOUSING TRUST

Wythenshawe House,
8 Poundswick Lane,
Wythenshawe,
M22 9TA

0800 633 5500

www.wchg.org.uk

**Opening hours:
Monday to Friday, 9am–5pm**

Wythenshawe Community Housing Group (WCHG) manages over 14,000 properties across Wythenshawe and supports tenants and residents through a wide variety of services, such as repairs and improvements, tenancy support, financial inclusion, community safety, neighbourhood management, resident involvement and rehousing. To date, WCHG has invested more than £300million in improving homes and the environment, developing new homes and open spaces, and providing new community facilities. WCHG is also a key partner in neighbourhood renewal and is involved in a wide range of economic, physical and community regeneration programmes, with tenants and residents at the heart of planning and decision-making.

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