

Services for families



At Oasis Media City UK, we are committed in supporting all of our students and their families. If you feel that anyone in your family needs to talk to someone, seek support from a service or find out more details on what is available, we hope the providers listed below will help address your needs.

- You can contact the main office Monday- Friday 8.30 – 2.30 via 0161 886 6500 or info@oasismediacityuk.org

Name of the service	What does the service offer?	Contact Details
National Online Safety	A breadth of interactive services, which parents can access to support with parenting, mental health, wellbeing and other useful tips during self-isolation and government guidance. This service also offers an instant messaging app to support you with your questions and queries	<p>Website https://nationalonlinesafety.com/guides</p> <p>General enquires hello@nationalonlinesafety.com</p> <p>Telephone 0800 388 8061</p>
Salford City Council	Where to find help is set out on the council's website. The website covers a wide range of areas including housing, children, education, benefits plus more.	<p>Children & Families: https://www.salford.gov.uk/children-and-families/</p> <p>Housing: https://www.salford.gov.uk/housing/</p> <p>Schools & Learning: https://www.salford.gov.uk/schools-and-learning/</p>
Spirit of Salford	Salford council helpline set up to get support, advice and help on lots of different issues including: <ul style="list-style-type: none"> - Benefits - Council tax - Debt advice - Skills and work - Salford Citizen's Advice 	<p>Website https://www.salford.gov.uk/spiritofsalford</p> <p>Telephone 0800 952 1000 and is open Monday to Friday 8.30am to 6pm and Saturday 9am to 1pm</p>
Childline	A service which is available for all children to use for support on managing anxiety, domestic abuse, helping a friend, reporting online abuse, depression, boosting your mood and eating habits. This service also has an instant messaging service which is designed to help you navigate you to the right areas and seek the support you need	<p>Website https://www.childline.org.uk</p> <p>Telephone 0800 1111</p>
Family Lives	Support for parents on mental health, relationships, bullying, development and more. This service offers a phone line service and additional a skype service too. This service is operational between the hours of 9am – 9pm Monday to Friday and 10am – 3pm on Saturday and Sunday.	<p>Website www.familylives.org.uk</p> <p>Telephone 0808 800 2222</p> <p>Skype www.skype.com (open Skype Dialler and call 0808 800 2222)</p>

Bereavement Support	A service, designed to support with bereavement and loss or if you need support or advice.	Website www.greater-manchester-bereavement-service.org.uk Telephone 0161 983 0902
Scams	Please be aware that there are a number of scams at the moment. Please take care.	Government Website https://www.gov.uk/government/news/beware-vigilant-against-coronavirus-scams
Food parcels	There are a variety of food services offering food parcels. Click the links to see where your nearest food bank is. Some are also offering a drop off service.	Website http://greater-together-manchester.org/food-support/food-banks/ Salford Food Banks: https://salford.foodbank.org.uk/get-help/ More 4 Less Food Club @ St Clements Church/Community Centre, Ordsall. For residents of M5 only. Phone 0161 873 8217 for more details.
Domestic violence and abuse	The Independent Domestic Violence Advisory service supports victims and survivors and their family.	Email advisory.service@manchester.gov.uk Telephone 0161 234 5393
Manchester Women's Aid	Free confidential advice, somewhere safe to stay or someone to talk to	Telephone 0161 660 7999 (Mon – Fri 9:30 – 4:30) 0808 2000247 (Freephone 24/7)
Salford Safeguarding Children Partnership	If you are concerned about the welfare of a child or young person, or need support for your own family.	0161 603 4500 or email worriedaboutachild@salford.gov.uk