



## Group development

### Manchester Progress 2 Change

Abdi and Badri are two young members of the Somali community in Manchester. They were concerned about the level of accessible information, advice and guidance on offer to their community in the North of the city. They recognised this support was available in Central Manchester, but those living in North Manchester and bordering Salford had to travel a distance to the already oversubscribed services.

In their spare time they were unofficially providing support to members of the community helping them complete application forms, draft responses to correspondence and contact their local MP etc. When they saw enough evidence that there was a clear need for this service they contacted Macc for help.

Following a bespoke support package Abdi and Badri have formed a community group called Manchester Progress 2 Change and secured funding to provide information, advice and guidance support in North Manchester with a particular focus on the Somali Community. This will be in the form of a drop in service Thursday and Friday 9am-5pm for 50 weeks providing support with housing issues, legal matters, healthcare access and employment.

#### **They will support those who access the service by:**

- Helping service users understand correspondence and drafting responses
- Providing a phone line and support to contact service providers and agencies
- Giving them access to and supporting internet activity, i.e. job search, council services, education provision and NHS appointment booking services
- Signposting to support services and preparing them for conversations they may have. If the service users cannot be accompanied to support services to help with language issues they will be offered help to access interpretation services across the city
- Pro-actively holding sessions interpreting local and national agendas and campaigns, i.e. Universal Credit, cancer screening, the importance of voting. Also as part of this the organisation will secure and support a clinic with a local MP
- Producing and distributing a regular newsletter with key contacts and information at a level community members can understand

#### **Manchester Progress 2 Change said:**

**“We would like to thank you for all the support you have provided for us and for being so patient and understanding throughout the process. We can now see our vision because of your help.”**