

mobilise

The Greater Manchester Jewish
Representative Council & Jewish
Leadership Council

‘Working Together’
Community strengths and assets in
Greater Manchester

A Research Report by Mobilise Public Ltd with the
Institute for Jewish Policy Research

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jpr /



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1. Executive Summary

At 28,075¹ Jewish people, Greater Manchester recorded the largest Jewish population in the UK outside of London and adjacent Hertfordshire. At first sight, it appears to have grown by 12% between 2011 and 2021, most likely driven largely by high birth-rates among the strictly Orthodox community. Similarly, if the data eventually proves to be accurate, this constitutes a growth of 29% over the twenty years between 2001 and 2021. Provisional estimates of the Haredi community based on other data sources (such as Manchester Connections) suggest that the Haredi community could be as large as 22,778 but, again, further analysis is needed before any firm conclusions can be drawn. Whatever the final numbers, it is clear that Greater Manchester, which includes the largest Eruv in the UK with a perimeter of more than 13 miles, covering parts of Prestwich, Crumpsall and Higher Broughton, is an important and growing centre of Jewish life.

This report was commissioned by Jewish Representative Council of Greater Manchester & Regions (GMJRC) to research and analyse community strengths and provide a mapping of Jewish organisations in the Greater Manchester area. It was overseen by the GMJRC strategic group – a group that was formed of Councils and organisations across the Jewish religious spectrum as a response to the pandemic. It reviews services in seven themes: Children & Young People; Adult Services; Older People; Health; Employment; Emergency Response; and Housing. As well as looking at delivery, governance, leadership, and building assets, it also tries to understand where the gaps and support needs are. As the demographics and relative sizes of the mainstream and strictly Orthodox Jewish populations continue to change, this study represents an important examination of both the challenges and opportunities of how the respective communities work together. As these populations change across the UK, and beyond, the study will have significance to other cities where these Jewish communities exist side by side.

The Institute of Jewish Policy Research (JPR) used a variety of data sources to identify organisations delivering in each theme and built maps of that data which can be seen throughout this report. Mobilise Public Ltd use several methods to gather data from these organisations in each theme. The main approach was qualitative, using stakeholder interviews and focus group discussions with a purposely selected sample of these organisations, and the evidence collected was supplemented with a short survey which was issued to a larger number of organisations. The research was coproduced with a subset of the strategic group through a series of facilitated sessions and was designed to build a good understanding of delivery in each theme as well as an understanding of challenges and opportunities in readiness for the strategic group to develop a more integrated strategy for the Greater Manchester Jewish community.

¹ Source: ONS; Although initial results from the 2021 Census have been released by ONS, there is considerable uncertainty about the accuracy of the estimates of the Jewish population for two main reasons, likely under-reporting by the Haredi community, and changing patterns of reporting with an increasing number of individuals reporting themselves as Jewish by ethnicity. This means that until further data is released, and further analysis has been carried out, any figures presented, and any comparisons with the past, must be considered with considerable caution.



Ninety-one organisations were identified in the ***Children & Young People*** theme which were categorised into: children's centres & family support; learning disabilities and special educational needs; mental health; youth groups; and schools. There is a busy landscape of services and organisations that serve children, young people and their families in the Jewish community of Greater Manchester, particularly those serving children with Special Educational Needs & Disabilities (SEND). Some question the need for such a plethora of organisations, whilst others suggest that rationalisation would occur naturally if sufficient demand didn't exist. Overall, it was felt that organisations do work well together in this theme and JSense's directory of services helps ensure all Jewish community services and public services are catalogued and explained. One reason this area is well provided for is that the Haredi community require culturally sensitive services, often preferring an organisation from their own community. It was felt that local authorities could work much more effectively with community organisations to better reach the Haredi community. Even with newly established organisations (JAMH, Keren and The Helpline), a rising tide in the mental health needs of young people prior to the pandemic has been further exacerbated with schools suggesting they are not coping and need further support. Two year waiting lists were reported for assessment from Child and Adolescent Mental Health (CAMHS) with families feeling obliged to seek private support.

Twelve organisations were identified in ***Adult Services***. These were categorised into: adults with learning disabilities; mental health; and other services. There are three organisations providing services and supported living for adults with mild to moderate learning disabilities but perhaps with different philosophies: Outreach; Langdon; and the Focus Foundation. Although competition between organisations can be positive, it was questioned as to whether this is sustainable in the long term. Whilst the organisations do support Haredi adults with learning disabilities, none of the organisations come from the Haredi community. This may be because historically the stigma associated with learning disabilities and the impact it may have on 'shidduch', or marriage chances of siblings. This is changing, which is evidenced by the growth of Haredi organisations working with children and young people such as Aim Habonim, Tmimei Lev and Special Spirits. Brookvale is seen as a 'jewel in the crown' community resource (though their objects state they are open to all religions), yet some say it has been hard to build working relationships with, is perhaps underused, and assuming the current policy direction continues, residential clients will dwindle over time.

There are three organisations which focus on adult mental health: Neshomo, JAMH and Lev Shomea. A network for Jewish mental health practitioners engages 25 to 30 organisations offering a forum for the sharing of issues and training opportunities. The Fed is like no other organisation in Greater Manchester in terms of its scale, turnover, campus, services delivered, and the number of staff and volunteers working for it. With a £10m turnover and 380 staff, they report delivering services for one in seven of Greater Manchester's Jewish homes. However, there are differing views as to how well it works with the Haredi community, and some believe the Fed's scale and breadth of delivery can make it difficult for new organisations and services to establish. Challenges in this theme include consistency in Local Authority assessment; a lack of support and respite care for families; and an increase in mental health needs since the pandemic.

Seven organisations were identified delivering services to ***older people*** we categorised as residential & day care, health and welfare, and community day centres. There are four care homes

providing for Jewish elders: Heathlands Village (The Fed); Beenstock Home (Agudas); Newlands Care Home (Angel); and Morris Feinmann (Belong). The Nicky Alliance Centres offers day activities, hosts a meals on wheels service and a talking newspaper. The main challenges the organisations face is the gap between the funds local authorities pay for care and what it actually costs (particularly for Jewish residents), a lack of understanding from public authorities regarding the needs of the Jewish community, challenges with fundraising, and staff and volunteer recruitment. The Fed's Heathlands Village is not well used by Haredi elders and their families except sometimes for specialist dementia care. Demand for care home beds is met in Manchester and although the Haredi community is growing very quickly, any bulge in elders is still many years away as the population growth is more pronounced in the lower age bands. As more people want to stay at home in old age, the community may need to consider what are the services that will be needed to support that in the future. Whilst demand is met now, new data sets from the 2021 Census could be used to review the Caterwood predictions and ensure they still accurately reflect the likely future needs of the community.

In **Health** services, we identified eight organisations. These were categorised into women's infertility, hospital and medical support, and bereavement. Three organisations provide support for women's fertility which perhaps is a reflection of the priority this holds in the Haredi community. Ezra Care offer support for Jews in hospitals with kosher food and shabbat observance as well as medical equipment loans, community transport and hospital respite care. Ezra Care is an example of a Haredi organisation offering their services across the whole community, though there is some frustration caused by the mainstream Jewish community not always giving that recognition. This issue surfaced in a number of themes which will be dealt with in more depth later on.

In **Employment & Welfare** we identified six organisations including The Paperweight Trust, sometimes known as the Jewish community's CAB, and Mesila UK that support people's understanding of financial management and stability. The JEWEL foundation offers employment support and JCommerce and Ezras Rinos provide business support and business loans. Both JEWEL and JCommerce offer their services to the whole community. JEWEL was founded by the Haredi community though around 30% of their services users are from the mainstream community and they provide their services to a small number of non-Jews. In this theme, there is a lot of reliance on the public sector for financial support, including Universal Credit and the Household Support Fund. However, there is still hesitancy from the Haredi community and a belief that the public sector will not understand them or their needs. Again, the feedback was that the public sector needs to work more closely with relevant Haredi organisations in order to better reach those in the community in need.

In **Emergency Response** ten organisations were sub-categorised as emergency services, food support, and organisations tackling abuse. Hatzola Ambulance Service Ltd (Hatzola) provide a fully CQC registered ambulance service which has become all the more relevant in recent times due to the challenges faced by the NHS ambulance service. Community Security Trust (CST) works across the whole community in Greater Manchester, and Shomrim have volunteer operations in Prestwich and Salford. Three organisations provide food support: Gift, L'Chaim-Chabad Foodbank, and Community Kitchen Manchester. Jewish Women's Aid and Migdal Emunah provide support to

abused people from all parts of the Jewish community and both organisations reported increases in demand due to the pandemic. Although the level of need was felt to be equally spread across the community, more challenges were reported in this area from the Haredi community including some distrust of authorities and non-Jewish professionals, fear of violating Jewish law, and a lack of access or ability to report due to less prevalence of smart phones and the internet. L'Chaim Foodbank said that referrals doubled during the pandemic with a peak of 300 families needing support. This dropped back afterwards but is rising again due to the costs of living crisis. It was felt that the public sector should recognise the significant burden that Jewish organisations shoulder in these areas.

In the **Housing** theme, Manchester Jewish Housing Association provides some sheltered and family housing with Gan Eden being their flagship building providing sheltered housing. MJHA has delivered a project with Agudas Israel Housing Association. Agudas is the major Jewish social housing provider in Manchester with 126 homes mostly in Salford. Organisations reported a lack of supply of social housing, particularly in the Haredi community, due to the challenges of an overheated housing market, and that higher demand in Jewish areas impacts prices. They also suggested a lack of affordable options for young people, single parents, and options for older people looking to downsize, but not wanting sheltered accommodation. It was suggested that Manchester could 'up its game' when it comes to housing and some look enviously at the progress Leeds Jewish Housing Association has made. More could be done to understand needs, priorities, what organisations plans are and where working together could help realise further investment. There was a suggestion that the community could work together to build a package for young people wishing to settle or return to Greater Manchester with housing, lower priced synagogue membership and encouragement to get involved in volunteering or leadership.

This research was instigated as a natural next step for the GMJRC who brought community leadership together as a strategic group in response to the pandemic. However, what became apparent early on was that although there is much separation between mainstream and Haredi Jewish communities in Greater Manchester, there is in fact significant interplay between organisations, with services delivered across the 'divide' from both sides.

In the Children & Young People's theme, schools are relatively separated, though King David High School has established a more observant division within it; Yavneh. The Fed, a mainstream organisation has established a children's centre used by the Haredi community, and Camp Simcha, which originated in the mainstream community works across all communities. In learning disability, the Friendship Circle operates across the whole community, though it originated from within the Haredi world. JSense is a mainstream community response although 80% of its users are Haredi. Jewish Action on Mental Health originated in the mainstream community, partly as a response to the number of suicides occurring amongst Haredi young people.

In the Adult Services theme, all organisations offering supported living and services to adults with learning disabilities or autism are from the mainstream community. Care home provision for older people is also mostly separated. In health, Ezra Care originated from the Haredi community but works across the whole community. In employment, JEWEL originated in the Haredi community

but works across the whole community. In emergency response Hatzola is a Haredi organisation that delivers to all, as is L’chaim food bank, and the Community Security Trust and Jewish Women’s Aid are mainstream organisations delivering to all.

Theme	Mainstream originated	Haredi originated
Children & Young People	Camp Simcha The Fed KD with Yavneh JAMH JSense	
Adult Services	The Fed Focus Foundation Langdon Neshomo Paperweight Trust	The Friendship Circle
Health	Chai Cancer Care	Ezra Care Misaskim
Employment/Welfare		JEWEL
Housing	MJHA	
Emergency	CST Jewish Women’s Aid	Hatzola Ambulance Service L’Chaim Foodbank Migdal Emunah* Shomrim

* Not a Haredi organisation though set up by someone from the Haredi community

We encountered several views as to why services have evolved in this way, and why there is sometimes duplication of services across the communities. The main suggestions are summarised below:

- Mainstream and Haredi communities care about all Jews. Even in the face of significant cultural differences both communities often make their services available to the other.
- Cultural differences can mean different parts of the community are better suited to develop services in different areas.
 - Haredi organisations are often set up to deal with specific issues in a practical way doing whatever it takes to address the issue.
 - Mainstream organisations tend to be more structured, longer term, planned, and more policy led.

- Cultural sensitivities means services are slow to develop or not developed– for example learning disability, mental health, domestic and other forms of abuse - where a Haredi approach to Jewish law or custom may come into conflict with modern approaches or where stigma is attached to a family member with the issue.
- Inherent ideological differences mean there might be a suspicion of ‘outsiders’ trying to help will mean sometimes duplicate or parallel services are set up for the Haredi community.
- Sometimes attempts are made to get mainstream organisations to extend their services to the Haredi community and when this is not delivered on, something new will emerge from the Haredi community, which is smaller, nimbler and can adapt more easily than an established organisation.

Two perspectives illustrate some of the differences. From a mainstream organisation: *“We have more organisations and badges, they get on with it. When we hooked up with **, we wanted some of that, it was a real eye opener. We can do more”*. From a Haredi organisation: *“My view is the Haredi community is tremendously organised and provided for. We have good links with Councils and infrastructure in place that (the) mainstream community can only aspire to.”*

On the subject of provision of services, we also heard two common complaints. Whether or not the complaints are true, they seem to be commonly heard. The first was that the Haredi community are often happy to use mainstream services, but never help fund them. The second was a similar complaint that the mainstream community are happy to use Haredi services but often do not acknowledge that.

Our work demonstrated that many mainstream Jewish organisations are working with the Haredi community. It is often commonly misunderstood that Haredi organisations only work with Haredi Jews. However, many Haredi organisations also work with all Jewish people, irrespective of an individual’s level of observance. Haredi organisations maintain cultural practices and standards whilst also working to high professional standards and this ensures Haredi people feel comfortable accessing services. This leads to many members of the Haredi community almost exclusively utilising organisations located within their communities. This was demonstrated through the pandemic when uptake of the vaccination was low amongst the Haredi community. When Hatzola were instructed to commence vaccination clinics, there was a huge surge in people obtaining their injections. It is important that public sector service commissioners understand this if critical services are to reach all in the Greater Manchester Jewish communities. It should also be noted that the strength of the Haredi community is demonstrated by the sheer number of schools, synagogues, yeshivot, kolelim, and other organisations that have been established over a relatively short number of years.

Going forward we believe there are core areas the MJRC and the strategic group could focus on in order to dispel myths (thereby supporting areas like fundraising, volunteer recruitment, etc.); reduce duplication and support rationalisation opportunities; support mainstream charities to prepare for the changing demographics of the community; and support the Haredi community continue to gear up to support their own needs in the future:

- A 'Working Together' campaign could be designed to inform the whole Jewish community in Greater Manchester that there is more cross-communal service provision than is perceived and that there should be no barriers to funding, volunteering, or working for organisations in any part of the community.
- More work could be done to support organisations in specific themes from different parts of the community to consider how they can better work together examining all the options from working more closely to full mergers.
- A change manager or consultancy resource could begin work on the recommendations coming out of this report. Areas that could benefit from this focus include: how Brookvale could expand its role and use among the wider community; opportunities for closer working or merger in organisations supporting adults with learning disabilities; working with mainstream organisations to support delivery to needs emerging from the Haredi community; developing partnerships that will support Jewish schools with the growing mental health challenges faced by young people.
- All organisations which currently provide services to all parts of the community or strive to do so should consider diversifying their trustees/directors, their workforce and volunteers to ensure there are people from all parts of the community represented in their leadership.
- Duplication and a multiplicity of providers is a characteristic of the Greater Manchester Jewish community organisation landscape, and this inevitably has an impact on finding resources from funding to volunteers. The largest organisations, such as the Fed, could demonstrate that it welcomes specialist providers by stepping back from delivery in those areas and supporting strong referral and partnering arrangements.

New community facilities are needed for one-to-one work. These could be provided in the context of an incubator hub that could support the emergence of services (be they charities, social or other businesses). If this is done, it should also support the rationalisation agenda noted above.

Considering the size of the community, compared to other UK cities with Jewish populations, the Greater Manchester Jewish community is generally well provided for. In the context of sustaining those services, increases in costs and regulation, the current downward pressures on public spending, and the cost of living and inflation crisis which is likely to impact on charitable giving, more could be done to optimise the mix of organisations and services.

Recommendations from the main report:

Children & Young People

- Jewish Life training could be centrally coordinated and targeted at children's therapists and the wider public sector across Greater Manchester building on the work that JSense and Neshoma currently offer. (Recommendation for all themes)
- A more in-depth piece of work could examine projected needs for children with learning disabilities and SEND over the coming years and how organisations could work more closely together including exploring the possibility for greater efficiency by merging two or more organisations in this theme.

- Schools are challenged with higher mental health needs and levels of absenteeism. They would welcome closer working with the charities that are supporting these challenges, for example, by utilising youth workers, therapists, counsellors and offering training to teachers and school staff.
- There are long waiting lists for children needing assessment from CAMHS and little for children with Autism Spectrum Disorder (ASD). This is an area that now needs further support, particularly since the pandemic, and efforts by organisations trying to address these issues should be supported.
- A positive outcome for this work would be if all organisations subscribed to a clear definition of child abuse and a clear intervention and reporting pathway when it comes to safeguarding children with a zero-tolerance approach.

Adult Services

- Organisations in this theme described two key areas where more support is needed:
 - Sourcing and training volunteers, particularly younger volunteers in the 18 to 30 age group, and male volunteers.
 - There are not enough spaces for one-to-one therapies and group activities. These facilities could be set up and provided on a shared basis.
- The Manchester Jewish Mental Health Network was commended for the role it is playing in bringing organisations together and sharing resources. This should be supported and could act as a model for better sharing and coordination in other service areas.
- Brookvale could expand its role and usage. Every effort should be made to work with its executive and lay leadership to ensure this important facility maximises its benefit to more people in the Greater Manchester Jewish community.
- The Fed could work differently supporting a network of specialist organisations, joint funding and commissioning opportunities and signposting instead of delivering so much in house. In this way, The Fed could demonstrate a new model of leadership and partnership that could also support a more effectively delivery of services to the Haredi community.

Older People

- A more in-depth study would help model population growth across all Jewish communities in Greater Manchester, demand for care home places, and the services that may be needed to support older people being cared for at home.
- There is potential for a model of 'separated integration'. For example, Heathlands Village could provide a strictly Orthodox care home building as a part of its offer, perhaps in partnership with an existing Haredi community organisation.

Health

- Local authorities and the NHS could be persuaded to promote voluntary services such as Chai Cancer Care more proactively particularly given the demand on public services currently.
- More could be done to acknowledge and celebrate that services are delivered from all parts of the community: mainstream organisations delivering to the Haredi community, and Haredi

organisations that deliver services to the mainstream community. This could help improve community relations and support fundraising for both.

- Mainstream organisations wanting to provide support to Haredi individuals and families may need to consider how the Haredi community are represented within their organisations at all levels.

Employment

- Local authority and other public services should develop partnerships with frontline Haredi organisations, like they do with JEWEL, if they wish to reach the Haredi community more effectively with their services.
- Local authorities should find ways to ensure commissioning exercises are as least onerous as possible for small organisations, for example, by undertaking joint commissioning with neighbouring authorities.

Emergency Response

- The strictly Orthodox community is growing and the public sector need to recognise the value of Haredi organisations, what they deliver and the potential to work in closer partnership with them.
- Post-pandemic, and now with the cost-of-living crisis, demand for services in this theme is increasing. Services already reach all parts of the community from both Haredi and mainstream organisations. More work could be done to demonstrate this to the wider Manchester community. This could help organisations fundraise and seek resources (e.g., volunteers), from all parts of the community.

Housing

- With rising demand in the Haredi community and more modern options (Independent living flats; 'Extra Care') needed for older people, housing providers and interested parties should work in partnership to ensure their individual focus is part of a community wide approach and to develop a strategy that will lever in funding and develop joint building projects.
- More could be done by working together, sharing resources and attracting young people to live or return to live in Greater Manchester. As a part of that, Greater Manchester Jewish organisations could work together to promote opportunities for and attract younger leaders onto their boards and committees. With housing now so expensive in London and the South East there are early signs that this work could be more fruitful now.

2. Introduction

Mobilise Public Ltd was appointed by the Jewish Representative Council of Greater Manchester & Regions (GMJRC) to research and analyse community strengths and provide an asset mapping of Jewish organisations in the Greater Manchester (GM) area. The Institute for Jewish Policy Research (JPR), played a supportive role, primarily preparing specific outputs; demographic analysis, and lists and maps of organisations.

We were asked to build an understanding of the services available in the following themes:

- a. Children & Young People including Education & Learning Disability, Autism & Mental Health
- b. Adult Services including learning disability, mental health, domestic violence
- c. Older People
- d. Health including Public Health
- e. Employment & Skills
- f. Emergency Response/Community Safety
- g. Housing

We were also trying to understand how different organisations interact with each other, what activities are delivered and how well organisations are able to deliver governance, quality and safeguarding including what further support they might need. We were interested in the quality of community leadership, the organisations and projects that serve different parts of the community, and how building assets support or hinder delivery.

This work was overseen by the GMJRC Strategic Group and will support the GM Councils, other public bodies and the wider voluntary and community sector to engage at a strategic and fine-grain level with the Jewish community and its voluntary organisations helping understand what gets delivered by the Jewish community, what the gaps and support needs are, and therefore how resources can be better targeted where they are most needed. The work will result in a set of recommendations that should lead the strategic group into a position to plan their next steps toward creating an integrated strategy. We believe it could have greater significance for other faith, ethnic and other communities of interest in Greater Manchester.

Because of the Covid pandemic, a strategic group was established that would meet regularly during the pandemic and beyond. It consisted of organisations across the Jewish religious spectrum in Greater Manchester as well as representation from the relevant Councils - Salford, Bury and Manchester. That group and closer working has continued beyond the pandemic and already led to the commission of this research. As the demographics and relative sizes of the mainstream and strictly Orthodox Jewish populations continue to change, this study represents an important examination of both the challenges and opportunities of how the respective communities can work together. As these populations change across the UK, and beyond, we therefore believe that the study will have significance to other Jewish centres where both communities exist side by side.

3. Greater Manchester’s Jews & Population Change

Although initial counts of the number of Jews in England and Wales is now available from the 2021 Census from the Office for National Statistics (ONS), complete data about the Jewish population has not yet been released. For example, data is not yet available for religion by age and sex, nor is the number of individuals in households by religion available, though both of these types of information are crucial in order to determine the extent of any undercounting of the number of Jewish households and the number of Jewish individuals within households, particularly within the Haredi population. ONS has also not yet published complete data about the number of Jews who reported themselves as Jewish by ethnicity and *not* by religion, which may have led to undercounting, perhaps more likely in the non-Haredi Jewish population. These issues do not just affect the reliability of data from the 2021 Census *per se*. It seems likely that there have been changes in how Jews have self-reported between Census 2011 and Census 2021. This means that direct comparisons cannot be made between 2021 and earlier data until further exploration and analysis has been completed.

Nevertheless, subject to caveats and correction of the data in the ways described above, it appears that the Jewish population of Greater Manchester based on initial Census 2021 data, is 28,075. This is the largest Jewish population in the UK outside of London and adjacent Hertfordshire. Although comparison between data points is also misleading for the reasons given above, at first glance, this suggests a growth of 12% between 2011 and 2021 most likely driven largely by high birth-rates among the strictly Orthodox community. This represents a growth over the twenty years to 2021 of 29% from 21,732 to 28,075. Again, it must be emphasised that these are provisional figures, not yet adjusted to account for the important caveats mentioned earlier.

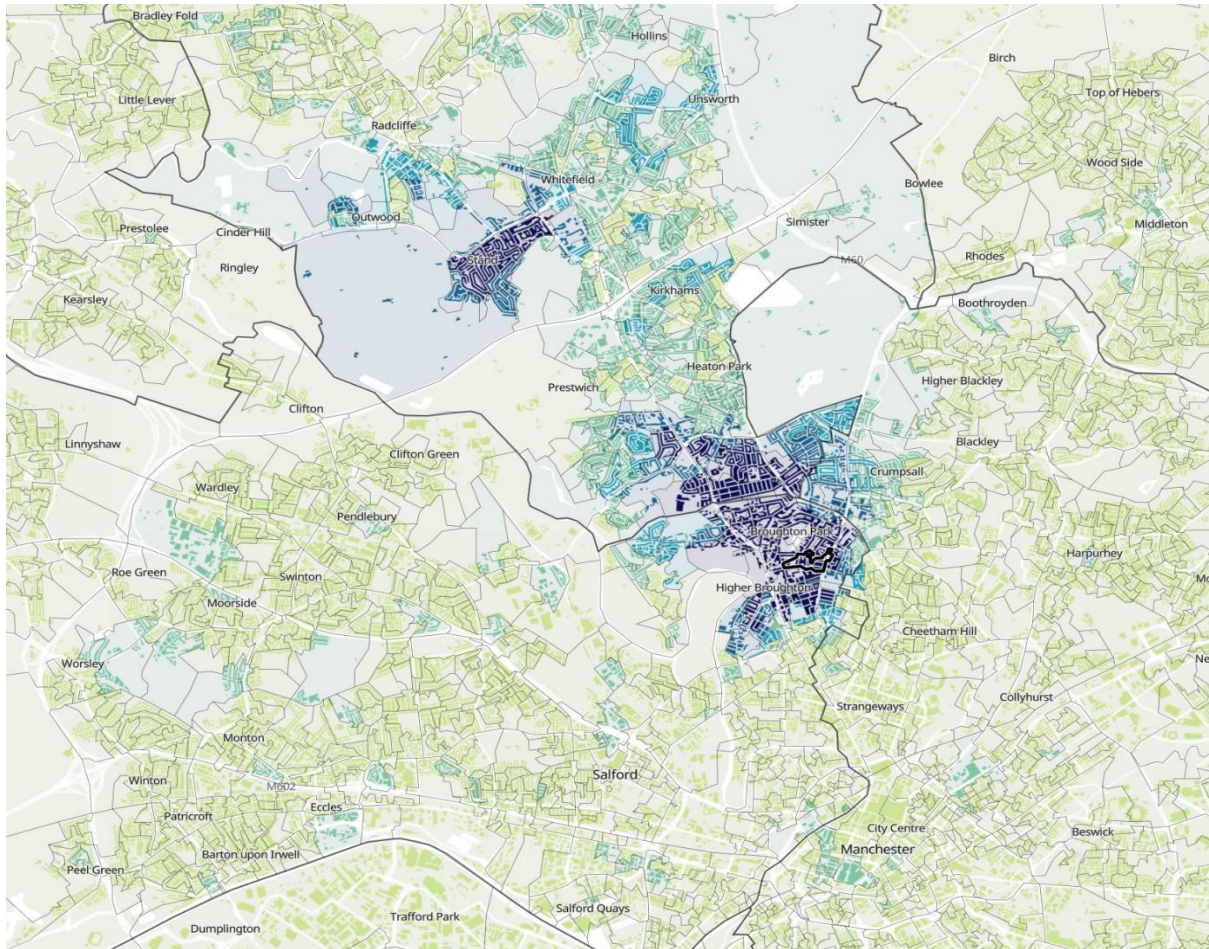
The following table provides a breakdown of Jewish population change in Greater Manchester by local authority between 2001 and 2021 based on initial census data. The data suggest the Jewish population of Salford is now almost the same size as the population in Bury. Again, these figures are subject to change.

Table 1 Jewish population change 2001-2021

	Census year			Percent change		
	2001	2011	2021	2001-2011	2011-2021	2001-2021
Bolton	146	174	159	19.2%	-8.6%	8.9%
Bury	8,924	10,302	10,734	15.4%	4.2%	20.3%
Manchester	3,076	2,613	2,632	-15.1%	0.7%	-14.4%
Oldham	90	108	146	20.0%	35.2%	62.2%
Rochdale	181	216	218	19.3%	0.9%	20.4%
Salford	5,179	7,687	10,373	48.4%	34.9%	100.3%
Stockport	1,654	1,340	1,234	-19.0%	-7.9%	-25.4%
Tameside	85	89	87	4.7%	-2.2%	2.4%
Trafford	2,314	2,413	2,408	4.3%	-0.2%	4.1%
Wigan	83	71	84	-14.5%	18.3%	1.2%
Total	21,732	25,013	28,075	15.1%	12.2%	29.2%

Source: ONS

The following map indicates the Jewish population concentrations in Greater Manchester in 2021, again based on initial data. The southern concentration is split between the local authorities of Salford and Bury. Between 2011 and 2021 Salford increased by 35% and Bury increased by 4%.



Source: ONS

As described earlier, the Haredi population is likely to have been undercounted in the 2021 Census due to one set of reasons and that the non-Haredi population may also (to a lesser extent) have been undercounted due to another set of reasons. At this stage this is speculative and further work will be needed as new datasets become available. Consequently, it is not possible to estimate the proportion of the Jewish population in Greater Manchester which is and is not Haredi. Despite these caveats, it is clear that there has been significant change which is affecting the overall composition of the community. This is not new. According to an earlier report by JPR², in 2011 the strictly Orthodox Jewish population was 16% of UK Jewry but amongst children it was approaching 30%. Between the 2001 and 2011 censuses, the ‘mainstream’ Jewish population declined, and growth in the Jewish population was generated exclusively by the strictly Orthodox community, which has been predicted to become the majority group among British Jews in time. The influence of strong Haredi growth rates is very important in Greater Manchester.

Indeed, JPR has estimated that the size of the Manchester Haredi community in January 2022 was 22,778 based on data on Haredi school children in the UK and the Haredi community directory (Northwest Connections). These figures are subject to another, independent set of errors and consequently are not directly comparable to the Census figures. Nevertheless, these estimates show that the Haredi Jewish population of Manchester forms the considerable majority of the total Jewish population in the area, whatever the exact figures. As stated earlier, however, it is important to wait for further information and analysis before relying on these numbers and before calculating any further estimates.

² Staetsky D and Boyd J 2015 Strictly Orthodox Rising, Institute for Jewish Policy Research, London

4. Method Statement

Mobilise worked closely with The Institute for Jewish Policy Research (JPR) to carry out the first phase of the work. JPR used a variety of data sources (including those held locally by the Fed and the MJRC alongside their existing community data base to find, categorise and map Jewish organisations in the wider Greater Manchester area. JPR gathered community organisation information for Greater Manchester and the surrounding areas using the latest version of NW Connections and a series of internet searches of Jewish databases. A full set of the combined data is available with this report.

JPR also created a set of maps of different parts of the Greater Manchester area reflecting organisations in the themes and assets of interest. The maps appear within the report but are also available as larger versions if they are required.

We worked with MJRC and the working group to identify the largest and most impactful organisations for each theme. We developed a research framework (see Appendix 1) that built on the research questions provided by the Strategic Group:

- How are the Jewish communities doing since the pandemic?
- How well do different parts of the community work together?
- How well are governance, quality standards and safeguarding addressed?
- What are the strengths (in terms of people) and assets (buildings) that work well across each theme? What are the challenges?
- What can the respective Local Authorities do to support delivery, strengthen governance and standards, and close the gaps?

The research framework was subsequently used to formulate discussion guides for stakeholder interviews and focus groups and to design a community survey. We identified the largest organisations in each of the themes, undertaking stakeholder interviews with them to find out key information and help us address the research questions. Whilst we know there are many community organisations and associations in the Jewish community in Greater Manchester, working with the largest initially enabled us to gain a strong understanding from the outset of some of the key strengths and challenges for this project. Where there were enough organisations in a theme, we designed and hosted focus group discussions in some of the themes (Children & Young People, Adult Services, Older People and Schools) to better understand the needs, delivery, strengths, and challenges in the themes. Where a relatively small number of organisations operated in a particular theme (Health including Public Health, Employment & Skills, Emergency Response/Community Safety, Housing) we tried to undertake stakeholder interviews with every relevant organisation.

To reach as wide an audience for understanding Greater Manchester Jewish community's assets and strengths, we developed an online community survey which was distributed using the dataset developed to smaller charities and organisations. The survey was also promoted through local email groups and on social media. This survey sought to seek wider views from members of the community and ensure that the data collected is representative of all organisation sizes in Greater Manchester. Whilst some stakeholders in the work were disappointed by the poor response to the survey, the research team are confident that this does not affect our understanding of service delivery, key challenges, and recommendations in each theme. This is because a range of methods were utilised to undertake the research including stakeholder interviews; organisational visits; focus group discussions in themes; analysis and combining of national and locally held data sets; co-production with a local working group; and oversight of the GMJRC strategic group.

We supported the strategic and working group with a number of facilitated sessions, including one to shape the project and work plan ensuring the research was coproduced to ensure that it is specific and relevant to local circumstances. A further workshop engaged the working group in the findings of the mapping and field work ensuring that as findings emerged, we were able to explore the strategic issues and challenges emerging and focus together on the recommendations and next steps.

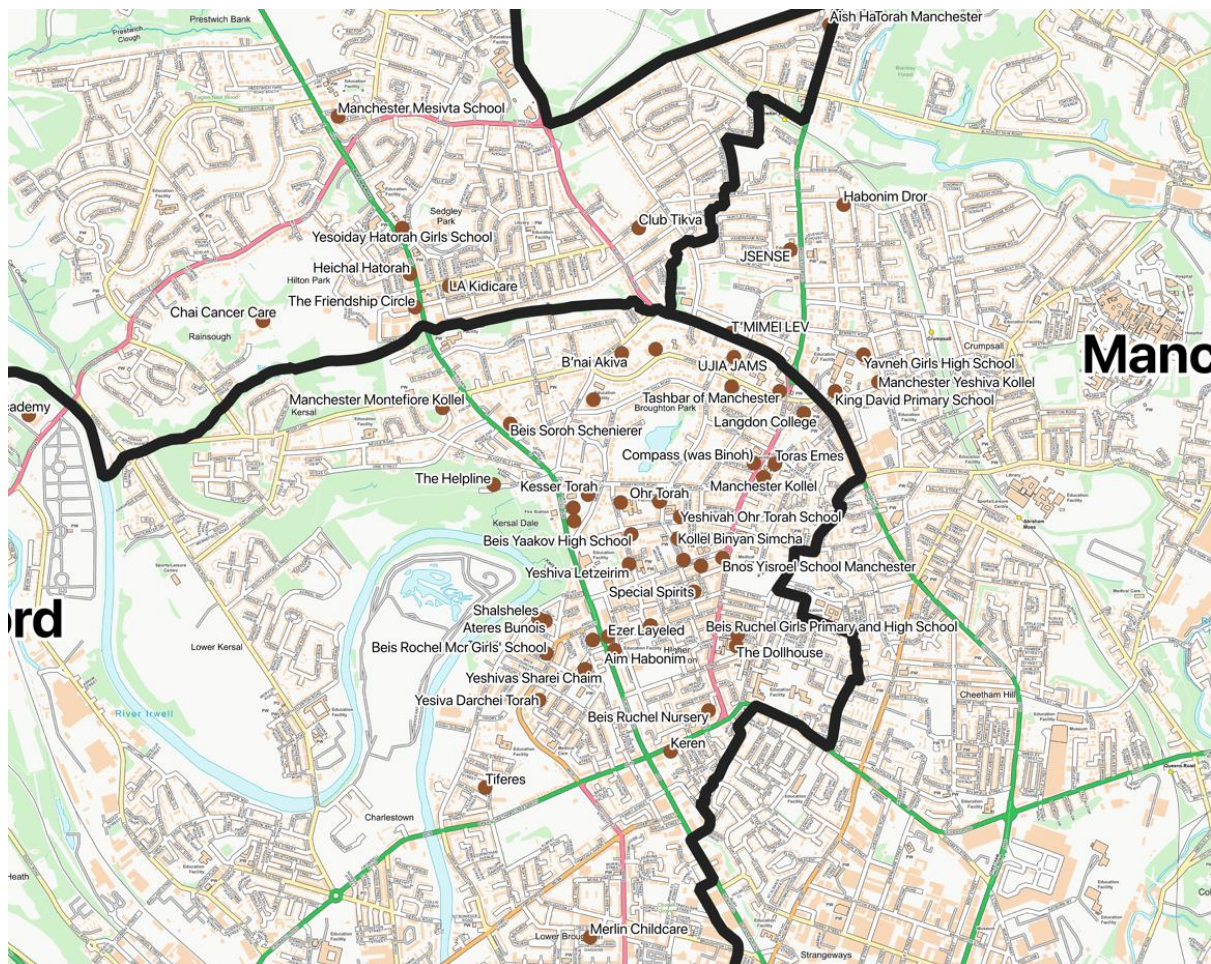
The main body of this report will combine these data sources providing, against the research questions, an analysis of delivery in each of the themes, an understanding of need, together with an understanding of any gaps in delivery and recommendations.

It should be noted that this work is qualitative in nature and whilst it was designed to produce a comprehensive mapping of organisations and a good understanding of services and organisations in each theme, their strengths, assets, and challenges, it was not intended to gain detailed service information such as times of opening, details of all services offered, who they are offered to etc. Nor was it designed to undertake detailed analytical work on existing data sets or data held by the local authorities on population or need/disadvantage. We also note that organisations whose primary purpose is not delivering to the themes – e.g., synagogues, kolelim, yeshivot, schools – were not a focus for the work. Where any of these organisations has a significant service offer in the theme they were included. However, with the rise in reported challenges young people face since the pandemic (a rise in anxiety, depression, and other mental and physical health challenges), a focus group discussion was held with four schools to understand these issues further. It should also be noted that although the variety of methods utilised reached many organisations and capture the vast majority of services delivered, it may not represent 100% coverage.

5. Children and Young People

The children and young people theme encompassed organisations and services working with Jewish children and young people including those supporting mental health and children with learning disabilities.

We identified 91 organisations in Greater Manchester with a focus on children, young people and their families. We have sub categorised these into: children’s centres and family support; learning disabilities and special educational needs; mental health; youth groups; and schools. Where organisations deliver to more than one of these themes, we have categorised according to their main focus. Mostly, we did not focus on the 34 schools, nine childcare and nursery provisions, 14 youth groups, three seminaries, eight yeshivot and seven Kollelim as they do not provide services in the themes of interest to this study outside of organised formal and informal education. However, we did hold a focus group discussion for schools to ensure that we could understand the challenges they and their pupils face and how other organisations in the community can support.



Map 2: Children & Young People

Children's Centres & Family Support

There are two children's centres: The Hershel Weiss Centre in Salford and The Fed's in Bury. The Fed's Children Centre is well equipped with a fully functioning kitchen and lots of outdoor play space.



1The Fed's Children's Centre

The Fed also offers family support, SEN support, trips, and activities as well as benefit and grant support. This is delivered via a professional social work team and has a holistic, team around the child approach. Additionally, their Project Smile Play and Learn Services for children with special needs is accessible to Jewish people across the religious spectrum above aged 5. The services and activities are tailored to be sensitive to a strictly Orthodox Jewish way of life and all food provided is strictly Machzikei Hadass (MH) kosher. The Hershal Weiss Children's Centre works in partnership with Salford City Council. They offer family support, mother and baby clinics, drop in play counselling, SEN support, trips and activities for the underprivileged, and benefits and personal grant support. It is mainly used by the Haredi community but is open to anyone who would not access these services elsewhere.

Salford's Camp Simcha's mission is to ensure that no child affected by a serious illness or their family anywhere in the UK has to cope without help irrespective of religious affiliation. They do this by providing practical, emotional, and therapeutic support services to the whole family. Each family is assigned a family liaison officer and a range of activities and residential camps are offered. Camp Simcha is a London based charity with an operation of family liaison officers in Greater Manchester who reach around 40 families per year (80% of whom are Haredi) utilising 70 to 80 volunteers

around 50% of whom are Haredi. Chai Cancer Care provide support and counselling for families across Greater Manchester and across religious levels.

Learning disabilities and special educational needs

There are organisations specifically for children and young people with special educational needs. Broughton Park, Salford based Friendship Circle services the whole community. They enrich the lives of children and adults with disabilities through a range of fully integrated social and recreational programmes which include regular trips and a buddy programme which provides social support.

Salford based Haredi charity, Special Spirits provides activities for special needs children including winter sleep away camps and after school clubs. They run three afterschool programmes every day with 12 staff (mostly part time) and 120 volunteers per week. They believe they are not meeting current demand and have a waiting list of 60 children. They report that 90% of their families are lower income who can't afford £40 per week that is charged for the afterschool programmes. Special Spirits are currently run out of prefab buildings that are far from adequate and are embarking on plans to develop a 4-storey building that will need £3m of funds for the build.

JSense offer a free confidential helpline for parents and carers of children and young people with Special Educational Needs or Disabilities (SEND) that signposts to appropriate services. If additional support is needed, a referral is made to the Advocacy coordinator who works with the family to help resolve the issues and find the right services. JSense also offer an online directory of services, sibling support groups, and courses to support parents and carers develop their skills.

There are several organisations that offer support outside of school to children and young people with learning and other disabilities in addition to the two dedicated schools for students who need extra support, Aim Habonim and Tmimei Lev: Compass, JSense, Ezer Layeled, and Pathways. They are mostly strictly Orthodox charities who serve the Haredi and mainstream communities based in Salford but act in Manchester and Bury also.

Compass supports independent schools with Special Education Advice and support. They offer training for staff and help put processes in place to help schools better support SEND pupils. Ezer Layeled offers advice, occupational therapy and a referral network for children up to 19 years with physical, behavioural, emotional, developmental or academic difficulties. Pathways provide advice, therapy and support to children who are in hospital or who are affected by disability: including physical, behavioural, emotional, developmental or academic difficulties. Pathways takes referrals from parents, schools and concerned adults. They also run Continuous Professional Training for local therapists and well-being events for the wider community.

JSense's confidential helpline for parents and carers of children and young people with special educational needs (up to the age of 25, whilst in full time education), offers initial advice, guidance, signposting and advocacy by trained, supervised support workers. They give training to parents including addressing issues early on, so that they can ensure the children and young people can fulfil their full potential. JSense works closely with schools in Greater Manchester, in particular in Salford, Bury and Manchester Councils, offering training, support and consultancy services. They

also run support groups for children with Special Educational Needs such as autistic spectrum disorder, attention deficit and hyperactivity disorder (ADHD), as well as groups for siblings who they say are often forgotten. JSense serve 60 to 80 families per year, 80% of which they estimate are from the Haredi community, and say their services are growing rapidly mostly through need and word of mouth recommendation within the Haredi community.

Further organisations that offer support to parents or the education of children with special needs include the Delamere Charitable Trust, Club Tikvah, In Touch Support Group and Gateway Action.

Mental Health

Recently, more organisations have established in Greater Manchester supporting young people's mental health. Keren provides practical and emotional support to girls aged 12 - 24 from the Orthodox Jewish communities in Greater Manchester. They offer a non-judgmental one-to-one service, encouraging girls to live confidently and happily in their own surroundings, empowered to benefit from a more productive wholesome future. Keren has 60 young women under the Keren framework aged 12 to 24 with a further 40 on a waiting list. They report a doubling of referrals per year since Covid.

Jewish Action for Mental Health (JAMH) was established in 2019 as a response to a number of teenage suicides in the Haredi community. They offer quality care for mental health by offering therapy, signposting, wellbeing events and mental health training for the Greater Manchester Jewish community irrespective of religious background. There are 35 registered therapists who have provided support to 400 young people since May 2020. In 2022, The Helpline was established by Gateway Action as a telephone and SMS service to support young people with mental health challenges.

Youth Groups

Aish Hatorah focus on "kiruv", reaching out to less religious young people encouraging them to be more observant. They aim to make Judaism and Jewish education accessible. They provide religious support and hold classes for students on campus.

Greater Manchester has 14 youth groups which cover the religious spectrum and ages. Younger children have Cub Scouts and Brownies based in Prestwich. Habonim Dror is a cultural Jewish Socialist Zionist youth movement. In South Manchester BBYO is pluralist and RSY caters for Reform Jews. Salford B'nai Akiva and FZY caters to more "mainstream" Jews and modern Orthodox, and Salford and Prestwich based Ezra and Chaverim cater for the strictly Orthodox. However, it was reported to us that there are very few weekly activities with the youth groups now.

Safeguarding

From all the evidence we gathered, through the survey, stakeholder interviews and focus group discussions, the organisations we engaged with were highly aware of the importance of safeguarding and child protection and all reported having the relevant policies, training and practice. Historically, institutions in the community have been openly criticised for their failure to safeguard children and there have been well documented criminal prosecutions for child physical and sexual abuse and neglect. Perhaps because of this, organisations are particularly concerned to ensure that policy and practice in this area is strong. *"Everybody who works within our org – does*

the Salford safeguarding course. No one can deliver a service without doing safeguarding, and there being another member of staff present.”

How would you rate awareness and practice of safeguarding in your organisation?

36 responses

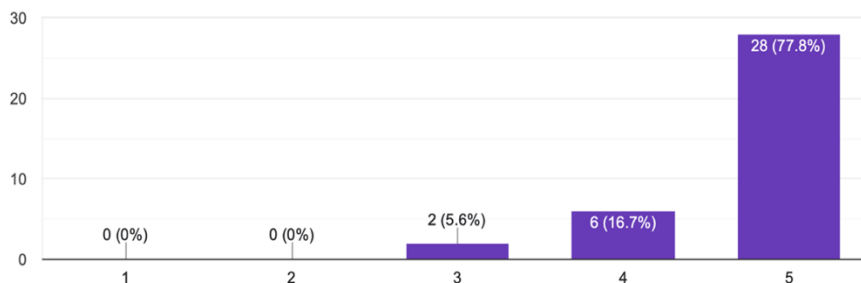


Chart scale: 1 = Safeguarding practice is very poor; 5 = Safeguarding practice is very good

However, some still report that fear of authorities and community norms that look to the Rabbis on all matters can still prevent proper safeguarding practices in some parts of the community.

“We still live with a culture of non-reporting. It still goes to rabbis instead of police or social workers. People keep it quiet, and children live in really sad, awful situations.”

Analysis

Children and Young people’s services is an area where there are a mix of organisations in terms of who they were formed by and who they serve. There are organisations that were set up in the Haredi community but mostly serve the mainstream community (eg, The Friendship Circle); organisations set up by the Haredi community, mostly for the Haredi community (eg, Special Spirits, Herchel Weiss Centre, Aim Habonim, Tmimei Lev, Ezer Layeled); and organisations that were set up and operated mostly by the mainstream community operated with varying degrees of Haredi involvement, yet primarily serving the Haredi community (eg, JSense, JAMH, Camp Simcha).

There is a busy landscape of services and organisations that serve children, young people and their families in the Jewish community of Greater Manchester, particularly within those serving children with SEND. Some question the need for such a plethora of organisations, whilst others suggest that rationalisation would occur naturally if the demand wasn’t there. From the conversations we had with organisations operating in this space there are a number of reasons why services seem to have evolved in this way. Firstly, the Haredi community are growing rapidly in Greater Manchester, and higher birth rates means that the needs are greatest in this part of the community so most of the organisations are therefore working with a majority of Haredi children and young people. Secondly, issues of trust and safeguarding emerged. For example, it emerged in one discussion that The Fed can be perceived as being closely linked to the authorities and sometimes the referral of a case to them may not happen through fear involvement of social services. For others, the provision of a service that does adhere to proper safeguarding practices, promotes through the Jewish Advertiser and builds a positive reputation in the Haredi community can lead to an influx of demand with demand outstripping supply. Finally, even within the Haredi community, it was reported to us that people like to stay within their particular sect when it comes to provision of services.

Overall, it was felt that organisations do work well together in this theme. Organisations we spoke to talked about being in touch with many others, and cross-referring cases to the most relevant service. Some talked about clients who had not been helped by another organisation and that is why they might take the case on. There was a sense that it may not always be clear to people in the community what services are on offer and which might be the most relevant. JSense's directory of services goes some way to ensure all Jewish community services and public services in the themes and across the authorities are catalogued and explained. JSense also reported that they were planning a large information day later in 2022 to bring all services into one 'marketplace' to offer better access and information for clients.

"Just to identify what there is out there. So much that people probably don't know about that. So, communication and working together is important to deliver the best services available."

Culturally appropriate service responses were also seen as a major issue for the community and perhaps why so many services and organisations deliver within the community.

"There's a language barrier - Yiddish, for families to understand and find the services they need can be very challenging. And for them to find the local authority, and the translation of that information can be really challenging. Often, they're passed from pillar to post because they don't know how to fill out things, they don't get the right benefits."

"They (public services) need to understand more about cultural sensitivities regarding say use of the internet, access to information, the way families are formed - how we live, the way families are built and operate. Even with services available parents don't want to send their children to mixed groups; online services won't work – internet access is limited. You have to go to them as Jewish community. They're a bit fearful of coming out."

Some felt that local authority social workers could work much more closely with community organisations to work more effectively with Haredi families.

"Their social workers have been good. There needs to be more working together with us and the social workers and disability team. We know the families so well we need to be working more in partnership – team around family and the child. They don't involve us enough in partnership work around the families. We are a trusted lifeline for families."

"They have to understand how we are different. They keep saying we will be more cultural, more kosher etc. they can't do it, they are not Haredi, they can provide a service. Even mainstream community like the Fed, Haredi families prefer to send to a non-Jewish service if needed as this confuses the child. We have to have in the Haredi community a mirror of all services for the 90% who will not access mainstream services."

There was also a sense that although The Fed provide a range of services to children and families including an assessment and support service for families that are struggling, that Haredi families can still be wary of using the service due to historic attitudes and fears of mainstream social service involvement (see discussion in Adult Services below, The Fed). This is juxtaposed with a sense that

Haredi families are happy to access other services at The Fed and ask for support. It was suggested that there is still a need for a trusted Haredi service that can provide assessment, support and referral for Haredi families. However, it was also suggested that this would lead to further duplication, so perhaps the Fed needs to ask itself how it can build further trust with the Haredi communities.

In young people's mental health, there are some significant challenges some of which have increased dramatically since the pandemic. When we talked to organisations in this theme in a focus group discussion, there was a strong sense that needs that were already increasing prior to the pandemic have continued to increase since the pandemic. Some told us of a spike in child abuse cases since the pandemic affecting children from all parts of the Jewish community.

“Mental health is still a Cinderella service. It would be crazy to do this work without highlighting the emerging crisis of mental health amongst young people in every part of the community. It manifests in addiction, and family estrangement issues etc. and there is no way the community can claim we are satisfactorily addressing this. There are emerging services doing a good job, but no strategy. And schools don't have the skills to spot the needs and provide early intervention.”

JAMH reported a significant challenge that 36% of their 400 clients are under the age of 18 and that there are not enough children's therapists they can draw on who also understand Jewish life. A further significant challenge highlighted by JSense and JAMH are cases where mental health is an issue, but the underlying challenge may be about special educational needs. They suggested that the relationship between schools and parents is critical in this and that this often breaks down. There was a strong sense that the schools are not coping with the number of children needing mental health support who then may be sent home, refuse school or find ways of 'self-medicating'. It was also suggested that a 'one stop shop' or shared front door for services delivering mental health support would support families navigate the right service for them.

It was strongly felt by many that Child and Adolescent Mental Health (CAMHS) services are not able to provide timely access to assessment, statements and funding should they be required. Demand since Covid was described as 'overwhelming'. Organisations reported two-year waiting times to be seen and 'frozen' lists. It was reported that families are having to wait so long for assessment that many feel obliged to seek support from private sector suppliers even when they cannot afford to. JSense also support with some early assessment work to help families understand their likely pathway, however this or a private assessment is not sufficient to access financial support from the local authority – here only an NHS CAMHS assessment is recognised. It was reported that many families find accessing CAMHS support complex and difficult to navigate and that this was exacerbated further for Haredi families whose primary language is Yiddish.

“It's so difficult when people are at the point where they've not got any help, they've not been diagnosed yet.”

We also offered a focus group discussion for schools, though only three schools attended the discussion (out of the 30 invited) which in all likelihood demonstrates the pressures they are under. Nevertheless, the feedback from schools was clear that since Covid, a number of challenges that

were there prior to the pandemic have since been exacerbated. Absenteeism is significantly up with one school reporting absenteeism still at 10%. A part time school counsellor had been appointed in one school prior to the pandemic, and now this provision has become overwhelmed. There was a strong openness and encouragement to the charities and voluntary organisations supporting mental health to work even more closely with schools.

We were also told about challenges the Haredi community face with some young people gathering in parks, using alcohol and drugs, and wanting to become non-Haredi. Some say that this issue is a 'ticking timebomb' whilst others say that there is an organisation reaching out to those young people, whilst others question whether the organisation is qualified to deal with young people and addiction.

"A lot of children living in poverty, not given enough choices, they've gone off the rails, really badly, dropped out of education, hang around the park, hundreds during Covid, involved in drugs, alcohol and underage sex. It's a massive problem. There is no proper organisation working with them. They are not interested in workers from the community; they are very hard to reach."

Children & Young People theme recommendations

- Jewish Life training could be centrally coordinated and targeted at children's therapists and the wider public sector across Greater Manchester building on the work JSense and Neshoma currently offer. (Recommendation for all themes)
- A more in-depth piece of work could examine projected needs for children with learning disabilities and SEND over the coming years and how organisations could work more closely together including exploring the possibility for greater efficiency by merging two or more organisations in this theme.
- Schools are challenged with mental health needs and higher levels of absenteeism. They would welcome closer working with the charities that are supporting these challenges, for example, by utilising youth workers, therapists, counsellors and offering training to teachers and school staff.
- There are long waiting lists for children needing assessment from CAMHS and little for children with ASD. This is an area that now needs further support, particularly since the pandemic, and efforts by organisations trying to address these issues should be supported.
- A positive outcome for this work would be if all organisations subscribed to a clear definition of child abuse and a clear intervention and reporting pathway when it comes to safeguarding children with a zero-tolerance approach. (recommendation emanating from the discussion in the next section).

The Focus Foundation has been recently established to transform the lives of adults with learning disabilities and those on the autistic spectrum. They offer bespoke support to learning disabled people and recognise that many of their members also face mental health challenges. They offer supported housing and a fulfilling social life. They currently support 27 members with 15 staff and have a waiting list. They say 20% of their members come from the Haredi community currently and that this demand is increasing. They are creating an 'autonomous division' in Focus to deliver a bespoke service for the Haredi community.

Outreach supports people with learning disabilities and/or long-term mental health needs to live an independent life. It was formed in 1978 by a group of parents of adults with learning disabilities and has an office, community space and café in Radcliffe. They support 28 people in supported living, 19 in residential care, and 12 are supported by a domiciliary care team in their own or family homes. Outreach only supports one service user from the Haredi community. It has shifted its focus to work with Jewish and non-Jewish clients and their supported living service only has one Jewish client. This is because there has not been enough demand from the mainstream Jewish community for their services, some say in part due to the establishment of the Focus Foundation in recent times where some of their clients have now moved to.

Langdon is a charity based in London and Manchester supporting adults with learning disabilities to live more independent and fulfilling lives. In Greater Manchester, Langdon support 30 adults with supported living in seven shared houses, two of which are more observant with seven strictly Orthodox members, almost half of which come from London, not Manchester. Langdon Community has an office and community space in Prestwich with a community garden. Their accommodation is close together in Bury and Salford to create a Langdon community which enables their members to live more closely and supports delivery of their care model. Langdon began in Manchester in 1992 when Langdon College was established which still operates today. Salford based Langdon College provides a programme of study for students with learning difficulties, disabilities, or autistic spectrum disorders, who are aged between 16–24 years and who have an Education, Health and Care Plan (EHCP). They offer students an extended curriculum which provides the opportunity to Recognise and Record Progress and Achievement (RARPA) through the setting of individual targets. These targets are linked to Independent Living Skills, Communication and Interaction, Cognition and Learning, as well as Work Experience and Social and Leisure Skills. Langdon College has recently negotiated a new partnership with the Aim Habonim school which will see 12 Haredi boys who need places join Langdon College. Langdon believe there is potential for much greater sharing of provision with the Haredi community.

Brookvale is a residential care provider for adults with learning disabilities. Although they are open to all religions, their trustees and beneficiaries are mostly Jewish. It is registered with the Manchester Beth Din and is kosher. It is based on a large, spacious site, set up like a village with excellent facilities such as a gym and a swimming pool. It is a provider for adults with moderate to severe learning disabilities and associated physical disabilities. It has a capacity of 80 places though only 67 were being utilised at the time of this research as local authorities are no longer referring cases because of national policy that requires services to be integrated in the community. Fewer than 50% of residents are Jewish and the most recent Jewish referral was 10 years ago. There are no Haredi residents, nor are there any Haredi board members or staff. A number of attempts have

been made to open services there for the Haredi community including a separate house for Haredi residents and a respite care service for children from the Haredi community. However, issues of staffing, shabbat, and kashrut standards became challenges. Brookvale residents are ageing and without new cohorts coming through – in the medium to long term, this inevitably means the organisation will need to change. If policy remains the same, residents will gradually dwindle and at some point, the operation will become less or unsustainable. Although on the outskirts of North Manchester, Brookvale has much space and good facilities and seems to be an underused resource within the landscape of buildings and services in the Jewish community of Greater Manchester.

Mental Health

There are three organisations which focus on adult mental health: Neshomo, JAMH and Lev Shomea. Salford based Neshomo is a culturally sensitive, confidential mental health charity for adults and work with around 50 clients at any one time. They strive to be accessible, welcoming and accepting of all and report that more people from the Haredi community are accessing their services. Neshomo delivered about 2,000 hours of one-to-one befriending in 2021. There are four outreach workers who are experienced mental health practitioners and offer volunteer “befriending” and training to raise mental health awareness in the community. They are commissioned by the CCG and provide a hospital link worker to support those being discharged from psychiatric units. Neshomo also provide a range of social prescribing activities and initiated the Network for Jewish Mental Health Practitioners. The network engages 25 to 30 organisations offering a forum for the sharing of issues of concern, and training opportunities for staff and volunteers.

JAMH (Jewish Action for Mental Health) was established in 2020 and offers therapy, wellbeing events and mental health training for the community. With access to 35 therapists, it has received 750 calls to its phone line and provided 4000 therapy sessions. Haredi Crumpsall based Lev Shomea has been established for 11 years and have a team of eight therapists & mentors dealing with the full spectrum of emotional and mental health disorders. They offer subsidised therapy and mentoring to couples and individuals in the Greater Manchester Haredi community who would otherwise not be able to afford therapy. They have supported 170 families in the last two years with 1762 sessions.

The Fed also operates in the area of mental health and family support. Using their community centre, they offer advice and a range of support groups. The Fed, working with Neshomo, are also working with JAMI and appointing a JAMI social worker to be based with the Fed. This has caused some unrest with the other Greater Manchester base mental health organisations, however none of those employ a social worker. It was also reported that the NHS has an early intervention team for mental health but that mostly, the Jewish community either don't know about it or are too fearful of using a statutory service in this theme.

Other Services for Adults

Salford based charity Ziv Hatorah are known for offering adult education, a range of adult learning services and part time adult learning courses. Two further charities focus on supporting families. In Touch supports mothers and families with special needs children. They offer counselling and

tailored advice. The Paperweight Trust supports vulnerable people with forms, paperwork and bills. For many of their clients the work is about supporting benefits claims and understanding what is available to them. They deal with 150 to 200 enquiries per year in Greater Manchester, about three to four per week. Although set up in the mainstream Orthodox community in London, about 60% of cases come from the Haredi community. They say this is because Haredi families have larger families, mostly pay for non-state provided education, don't use mainstream libraries, and have high food costs as kosher food often costs more. Most of the demand comes from Prestwich, Sedgley Park, and Lower Broughton. The Second-Generation Network have regional groups to promote Holocaust education through talks, presentations, and discussion meetings.

The Fed

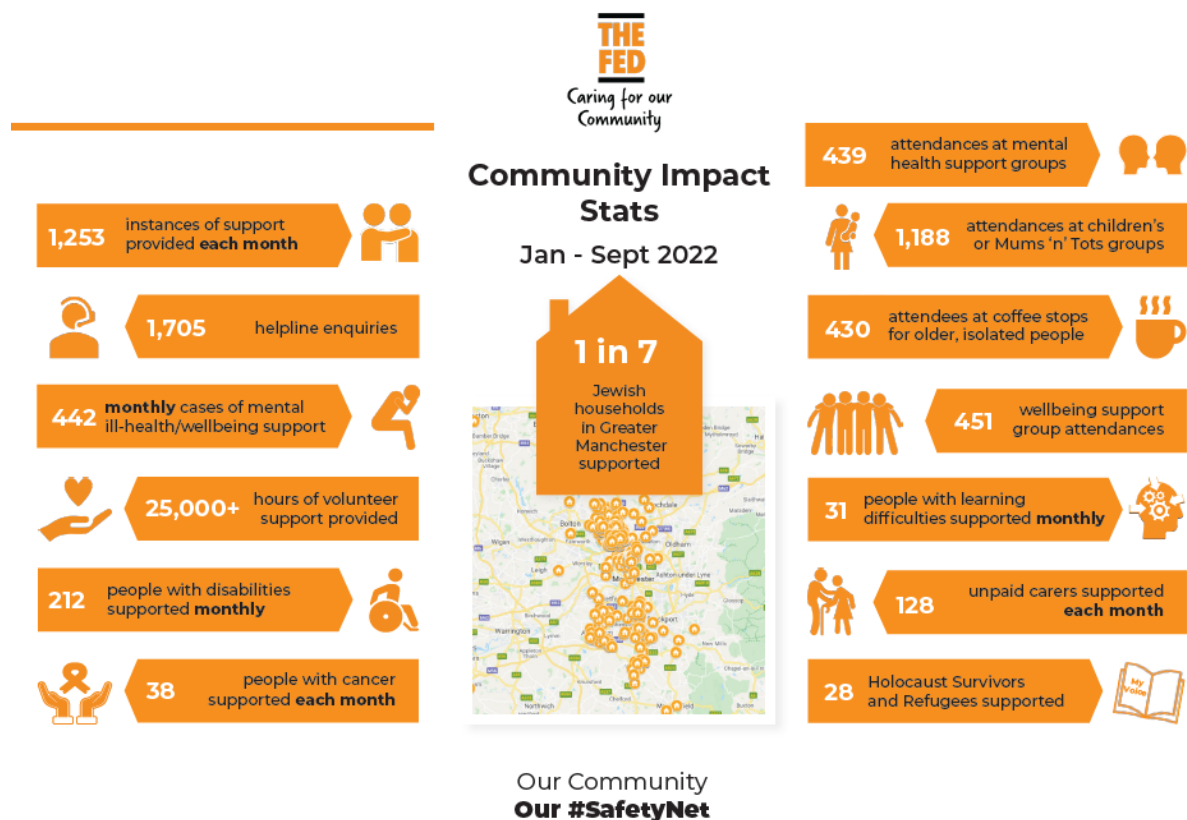
The Fed is like no other organisation in Greater Manchester in terms of scale, turnover, its campus, the services it delivers and the number of staff and volunteers working for it. With a £10m turnover and 380 staff they report delivering services in one in seven of Greater Manchester's Jewish homes. The Fed is a 'jewel in the crown' of Greater Manchester's Jewish services and organisations. It is well located for much of the community at Heathlands Village in Prestwich. It has a village style campus with modern buildings offering a range of services and facilities including a children's centre, elderly care facilities, a dementia care building, a synagogue, community spaces and café, offices for itself and other organisations and more. Some of the services offered learned about in this study include:

- A volunteer services team with 538 volunteers. Where people in the community are not coping – carers, individuals, elders etc – an assessment is undertaken, and a volunteer is assigned to provide one to one support with 128 carers supported every month.
- Monthly coffee stops for clients in North and South Manchester
- Translation to Yiddish
- Future leaders project for 16 to 40s
- My voice project working with holocaust survivors and refugees
- Helpline
- Social work team: care act assessments, capacity act assessments, and social work team in South Manchester we understand the only Jewish charity to do so.
- Groups: carers, mental health, male carers, social, short breaks for children with disabilities
- Some statutory work for the NHS and Local Authorities

The Fed regularly publishes information about its impact and we have reproduced a recent version of this below. The organisation exudes professionalism and, with some senior staff having come from Council and other public services, it is well trusted by the local authorities and is commissioned by them for a variety of purposes. However, work it delivers on behalf of public authorities may also present somewhat of a barrier to its engagement with the Haredi community. The Fed delivers some assessments on behalf of statutory services which can mean it is sometimes perceived as part of the statutory system. As we should expect, when it comes to safeguarding The Fed has a 100% reporting policy, 'no ifs, no buts'. The Fed being closely linked to the authorities and referring where appropriate is said to have caused fear of involvement of social services and is a long-standing issue. Some organisations have in the past referred safeguarding issues to the Fed so that the Fed is seen to be dealing with the issue rather than the organisation. Increasingly, The Fed is refusing to do this believing that organisations need to take responsibility and ownership of safeguarding issues. It was suggested during the course of this work that a positive outcome for

study would be if all organisations subscribed to a clear definition of abuse and a clear intervention and reporting pathway when it comes to safeguarding children with a zero-tolerance approach (this has been reflected in the recommendations in the Children & Young People’s Section above).

The significant population growth in the Jewish community in Greater Manchester is with the Haredi community and to stay relevant and maintain its role as a primary provider for the community, The Fed may need to go much further in building trust with and becoming relevant to the Haredi community. The Fed’s Children’s Centre is an example of where it has achieved this successfully, and The Fed will need to build on this to ensure all its services and opportunities can be just as accessible and relevant to the Haredi community.



A critique of the Fed that came from a number of quarters during this research is its reach and referrals. One organisation told us they never receive any referrals from the Fed as the Fed believe they provide the same service, when the organisation we were speaking to is a specialist in its field. Another suggested they were told not to set up by The Fed for the same reason. That organisation is now providing a much-needed service to the Haredi community in Greater Manchester with a sizeable waiting list. With such an imbalance in the size/scale of The Fed and most other community organisations in Greater Manchester, The Fed needs to be careful to use that scale to support the best possible services in Greater Manchester, in particularly referring to and nurturing smaller, specialist organisations particularly if they are able to reach parts of the community the Fed has found it harder to reach (the Haredi community). In response, The Fed say they do refer to other organisations when it is in the service user’s best interest and that it has stopped delivering many services in favour of other organisations taking lead roles (youth work, adult learning disability services, children’s grants, helplines, adult learning, bereavement services, hospital liaison

and visiting, foodbank/parcels/meals on wheels, domiciliary care in the community, counselling, residential children's home, financial aid/loans, training).

Analysis

A significant challenge for adults with learning disabilities and special needs is Local Authority social work assessment and support. We were told that in previous times, services users had a case worker who got to know the client and was more in touch with their needs. Now, it is rare that the client and organisation sees the same social worker more than once. The impact of this is that when service users' packages of support are being reviewed, the pressure is always to try and reduce the care package, and a more able service user will present well with a social worker taking their feedback at face value (eg, I can clean, cook, wash myself when that may not be the case). Added to this, there was a sense that local authorities can make assumptions that the Jewish community can 'look after their own' and that not enough time and resource goes into working with the community about what is needed and planning ahead, and therefore too much time and resource goes into 'firefighting'.

"They don't go out to reach out whether Jewish, black or Muslim community. last time I met with Local Authorities was at the Fed and they weren't prepared for the room to be split males and females or were dressed appropriately. They spend so much time firefighting and covering the widest spread of needs, they don't look at cultural needs or specific needs. It's not just about funding, it's about lack of knowledge. They still think everyone in the Jewish community can look after their own and it's just not the case. If they came and talk to groups about what's needed, we could help them save money."

A further challenge reported in this theme is the lack of support provided for carers, families and for respite care. There was a sense that if more resources could be invested in preventative and proactive support in these areas, then costs and support could be reduced in the longer run.

"People are left to crack on with it and get on as best as they can. By the time they get help the service user needs to go into some form of care because it's all gone wrong or the family injured themselves from not right lifts, stair lifts etc. Usually, it's too late and they end up going into care when they could have been supported to live at home."

In mental health, most organisations say that needs have changed or increased since the pandemic. There's concern that the pandemic has exacerbated mental health issues for many with an increase in anxiety and depression. They report that women are more likely to come forward for mental health support than men. Several areas were cited as becoming more challenging for the organisations, such as sourcing volunteers and in particular male volunteers and befrienders.

"Finding volunteers has been a problem, more in recent times, particularly the 18-30 age range is difficult. Its ok with older retired volunteers and we are trying to grow it organically. We go into high schools to try to recruit 16-18 year olds to be buddies. It might be partly the effect of social media and gaming – kids aren't as willing to give as much time? Hillel house in Manchester is gone. Fewer are going to university in Manchester."

There are three organisations providing services and supported living for adults with mild to moderate learning disabilities but perhaps with different philosophies: Outreach, Langdon, and the Focus Foundation. Although competition between organisations can be positive, it was noted by some that the Focus Foundation set up in direct competition to Langdon and Outreach, even suggesting Focus sought their clients and families and it was questioned as to whether this is sustainable in the long term. It is harder for smaller organisations to provide all the services needed, deal with the regulatory requirements and be able to raise the necessary additional funds.

Whilst the organisations discussed do support Haredi adults with learning disabilities, none of the organisations come from the Haredi community. Historically, people say that the stigma associated with learning disabilities and its connection to the 'shidduch' or marriage chances of other siblings has been a significant factor as to why adults with learning disabilities have not been well provided from organisations within the Haredi community. This is changing which is evidenced by the growth of Haredi organisations doing this work with children and young people like Aim Habonim, Tmimei Lev and Special Spirits. Langdon College also reported working closely with Aim Habonim to meet the needs of a cohort of strictly Orthodox boys. That there is no strictly Orthodox provider is of note, though both Langdon and the Focus Foundation do provide services to strictly Orthodox clients and Focus are developing this aspect of their organisation.

Brookvale came up in conversations a number of times as it is seen as a 'jewel in the crown' community resource yet some say it has been hard to build working relationships with, is perhaps underused and by its own accounts, and assuming the current policy direction continues, residential clients will dwindle over time. Many ideas were suggested for Brookvale including as a potential location for day activities in partnership with another provider; as a location for social enterprises that can provide employment to adults with learning disabilities; as a venue and provider of respite care to support families; to support unmet need in the Haredi community; or to cross over as a residential provider for the elderly as Brookvale's current cohort ages and the wider community's elderly population rises with increasing cases conditions such as dementia or Parkinson's. All these areas of development might be possible, but each will take time, sensitivity and need to be supported by dedicated change management resources in the community that can build relationships and trust with all parts of the Greater Manchester Jewish community. Most importantly, Brookvale's board and management team will need to be persuaded of the wider needs of the community and the potential role they can play.

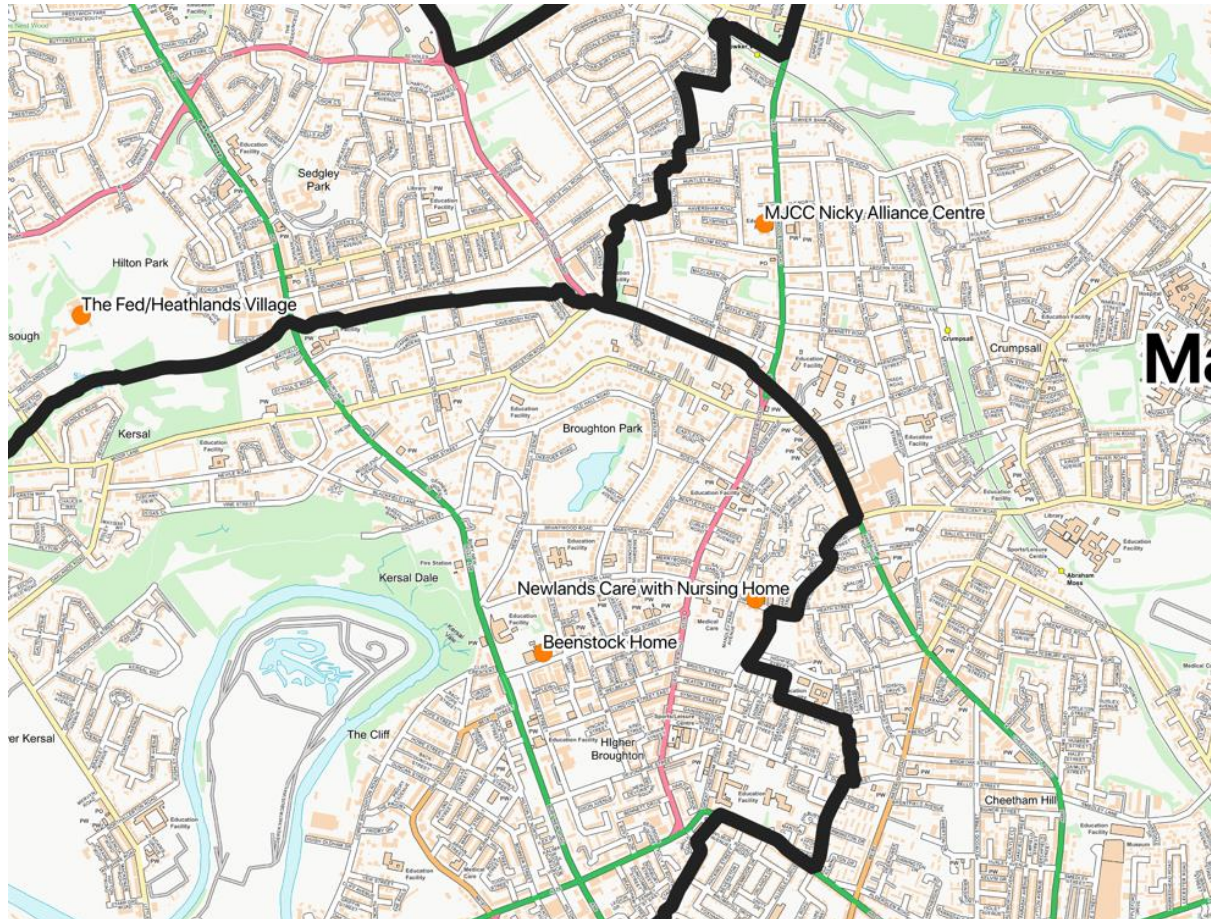
Recommendations

- Organisations in this theme described two key areas where more support is needed:
 - Sourcing and training volunteers, particularly younger volunteers in the 18 to 30 age group and male volunteers.
 - There are not enough spaces for one-to-one therapies and group activities. These facilities could be set up and provided on a shared basis.
- The Manchester Jewish Mental Health Network was commended for the role it is playing in bringing organisations together and sharing resources. This should be supported and could act as a model for better sharing and coordination in other service areas.

- Brookvale could expand its role and usage. Every effort should be made to work with its executive and lay leadership to ensure this important facility maximises its benefit to more people in the Greater Manchester Jewish community.
- The Fed could work differently supporting a network of specialist organisations, joint funding and commissioning opportunities and signposting instead of delivering so much in house. In this way, The Fed could demonstrate a new model of leadership and partnership that could also support a more effectively delivery of services to the Haredi community.

7. Older People

We have identified seven organisations that provide significant services to older people. Loosely, we have sub categorised these into three areas: Residential and Day Care, Health and Welfare and Community Day centres. Some organisations offer services which cover multiple categories. Seven of these organisations operate from North Manchester, Salford and Prestwich, and one in South Manchester, Didsbury - in line with the proportion of Jewish people living each area.



Map 4: Older People (North)

Residential and Day Care

Four organisations provide residential care and/or supported living for older people in Greater Manchester.

Heathlands Village (The Fed) in Prestwich provides a range of care services for the elderly including day, respite, residential and nursing care. Situated in five acres of landscaped grounds, Heathlands Village is purpose-built and provides care in dementia-friendly surroundings with a central ‘communal hub’ based in the main building with a café, hair salon and an activity centre. Heathlands is rated ‘excellent’ by Bury Local Authority.

Beenstock Home (Agudas Israel Housing Association) in Salford provides a culturally specific service for Orthodox Jewish older people and is registered to provide nursing and personal care for up to 16 people. The care home is integrated into a sheltered housing complex that comprises three floors, with sheltered flats on the ground and second floors, and a residential unit on the first floor.

Beenstock is located within the heart of the Salford Jewish community and is heavily involved with community events and activities.

Newlands Care Home (Angel Care & not a charity) is in the heart of Salford and caters to service users who require nursing care or residential care. Most follow the Jewish faith, and the home is licensed with the Beth-Din with the inclusion of Kosher meals. Newlands maintains strong links to the Jewish community via the Jewish Federation, resident Rabbi, and the local Jewish day centre.

Belong Morris Feinmann (Belong & not a charity) in South Manchester have a village centre and residential complex. They offer an integrated community for people of all faiths whilst offering a full service for Jewish residents. They provide a range of care services including home and day care, and residential care services including independent living apartments and 24-hour nursing and dementia care. The village centre is open to members of the Belong community and provides a vibrant hub for community events, with a synagogue and facilities including an exercise studio, hair salon, bistro, therapy room, function rooms, library, and gardens. They are kosher and work closely with the Feinmann Trust to enable customers to observe a Jewish religious and cultural way of life, celebrating Jewish festivals and weekly Shabbat traditions. Since opening, it has attracted attention as an award-winning facility and is rated 'Good' by the Care Quality Commission.

All the homes provide health support, housing and day centre activities as well as something unique. Heathlands and Belong Morris Feinmann have created 'communal hubs' - central community spaces which provide a range of services, activities, café and restaurant. With its own GP, and German and Hebrew speaking staff, the Beenstock Home is registered for residential, nursing and domiciliary care by the Care Quality Commission. With their two activity coordinators and registration with the Beth Din, Newlands Care Home caters for non-Jewish residents too. All homes offer a range of care levels: from mostly independent living to end of life care.

Health and Welfare

The Association of Jewish Refugees or AJR provides social and welfare services to Holocaust refugees and survivors. As part of their nationwide programme of home visits, social care workers assess members' needs and, where appropriate, eligibility for several financial support schemes, designed to enable members to continue to live with dignity, comfort and security in their own homes for as long as possible. Their services range from meals-on-wheels, which allows members the option to order frozen kosher meals delivered to their homes, to claims advice which aids Holocaust era compensation and the restitution of appropriated assets. However, we did find some frustration from one care home provider as to how difficult it was for them to gain funding from AJR because not all their residents were survivors. The Fed also support holocaust survivors with advice and support with claims.

The Association of Jewish ex-service men and women, AJEX provide support, ensure remembrance for ex-servicemen and women and educate to fight antisemitism by outlining Jewish patriotism and outstanding contribution to the society around us. Since World War Two, AJEX has been supporting ex-serving Jewish personnel and their families who have found themselves in difficulty. From providing specialist advice and guidance to financial aid, they support the wellbeing of Jewish ex-servicemen and women.

Community Day Centre

The Nicky Alliance Community Centre provides day care and relevant stimulating activities for older members of the community or those with a disability, or who are lonely, isolated, or frail. The centre has a convenience shop, a bathing room, hairdressing salon, art studio, reminiscence room and computer suite. It offers group activities including keep fit, discussion groups, gardening in the multi-sensory garden plus entertainment, day trips, one-to-one activities, advice, and support. It also has the benefit of an onsite podiatrist. The centre is also home to a meals-on-wheels service and the Northern Jewish Talking Newspaper. Transport is available to and from the Centre and it provides members with a hot three-course meal under supervision of the Manchester Beth Din.

Analysis

Mobilise met with different Jewish organisations that specifically deal with older people and people in care. The turnout of the focus group was lower than we had anticipated, however a small group allowed room for in-depth dialogue. Organisations spoken to included Beenstock Home, Association of Jewish Ex-servicemen and Women (AJEX), Manchester Jewish Community Care (which runs the Nicky Alliance Centre) and The Association of Jewish Refugees (AJR).

All the organisations experience similar difficulties with regard to funding from local authorities, which has an impact on their organisations and members, as well as the rising cost of living being a potential barrier to funding in the future. *‘They do give us £10 per week more for kosher food but that doesn’t cover much’*. Therefore, charities need to act and function like a business to survive.

Participants of the focus group discussed a lack of awareness and understanding in local authorities on how to approach older Jewish members of society, as well as the community as a whole. However, Beenstock Home feel they have a good relationship with Salford – their local authority. *“Salford know who we are and what we do. With Salford they are open. “We’re not Jewish, tell us what you need, and we will try and meet that.”. Local councillors are Jewish. We engage with them well. I feel I can approach.”*

The focus group talked about the challenges of fundraising, how hard that has been already and how much harder it is likely to get in the current climate. They also expressed difficulties in collaborating with similar minded organisations due to GDPR, the difficulties in accessing the most disadvantaged in the community, the challenges of recruiting volunteers and staff, and difficulties in supporting family carers due to a reluctance of individuals to accept the label of ‘carer’. However, they discussed potential ways to remedy this, such as abandoning the label carer and the introduction of terms such as ‘family services’.

Heathlands run by The Fed provide a range of care services including day, respite, residential and nursing care, and specialist dementia care. Because of their location, their service is used in the main by people in North Manchester. South Manchester communities use Belong Morris Feinmann in Didsbury. The religious community tend to go to Beenstock Home. At Heathlands *“everybody mixes, there are no separate lounges for men and women, TVs in their rooms, people chose how they want to live. Some go to shul every morning, but they are not strictly Orthodox.”* They have a good working relationship with the Jewish care association. *“Some of their clients do come here because they can’t meet their needs anymore.”* Only a handful of strictly Orthodox people use Heathlands usually a dementia referral as there is no other service available. *“We are frowned upon*

by the strictly Orthodox". Healthlands originally had a 214 elder care beds though has reduced this to 160 over recent years, of which 40 to 50 are used by non-Jewish clients and that income has helped with its sustainability. Demand from Jewish elders has reduced over the last five years. Even though admissions have increased, on average people enter the home at 90 now, with more health conditions and the average stay has reduced to 18 months. Moorview at Healthlands has been turned into an extra-care facility with 30 flats that is almost full.

Beenstock Home collaborate widely with other organisations including other residential providers (all part of the National Association of Jewish Care homes) Ezra Care and schools who visit and have a mother and baby group. They have about fifty regular volunteers who do activities, walks, lifts to hospital, and help with feeding. *"There's a tremendous amount of goodwill. But people are scared for their own health since covid so we're still trying to get back to previous levels. There's a little bit of a gap"*. Beenstock find it difficult to recruit paid staff and trustees with the right skills. Most of their staff (80%) are not Jewish, although all of the kitchen staff are Orthodox. Their challenges include having the right location but a lack of fit for purpose space. The space is too small meaning they are unable to offer social and recreational activities or cater for larger families who want to visit.

Whilst Beenstock Home is geared up for the Haredi community, about a third of the residents are from the secular mainstream community. *"We set the bar extremely high in terms of religious needs. The most kosher etc. but that doesn't exclude others. It means all can be here. People do what they want in their rooms. We don't provide TVs but if they want one, we hook them up for them, there are ariels in the room. We don't have as standard as this would upset some people."* *"The wider community should not underestimate the amount of goodwill in the community and need to recognise how much the Haredi community takes on themselves to deliver support and care."*

In 2017, the JLC established an Elderly Care Commission that commissioned research into the long term sustainability of UK Jewish Elderly Care (The Caterwood Report). This reported noted a number of factors that would cause more challenging conditions for the Jewish care homes: a growing burden of complex needs as people live longer alongside reduced public spending; the challenge of declining Jewish communities and shrinking demand; leading to growing operational deficits and risks to sustainability. It also suggested that demand for Jewish care beds would plateau in the next 10 years and that there was an oversupply of beds in the North Manchester Jewish community.

Demand for Jewish care home beds is currently met in Manchester and it was reported that elders and their families want to stay at home as long as possible. It was also noted that people arrive in care homes on average when they are older now with more health conditions, that the Haredi community are, on average, less affluent and there may be issues with affordability. It was also suggested that, although the Haredi community is growing very quickly, that any bulge in elders is still many years away as the population growth is more pronounced in the lower age bands. As more people want to stay at home in old age, the community may need to consider what are the services that will be needed to support that in the future. Whilst demand is met now, new data

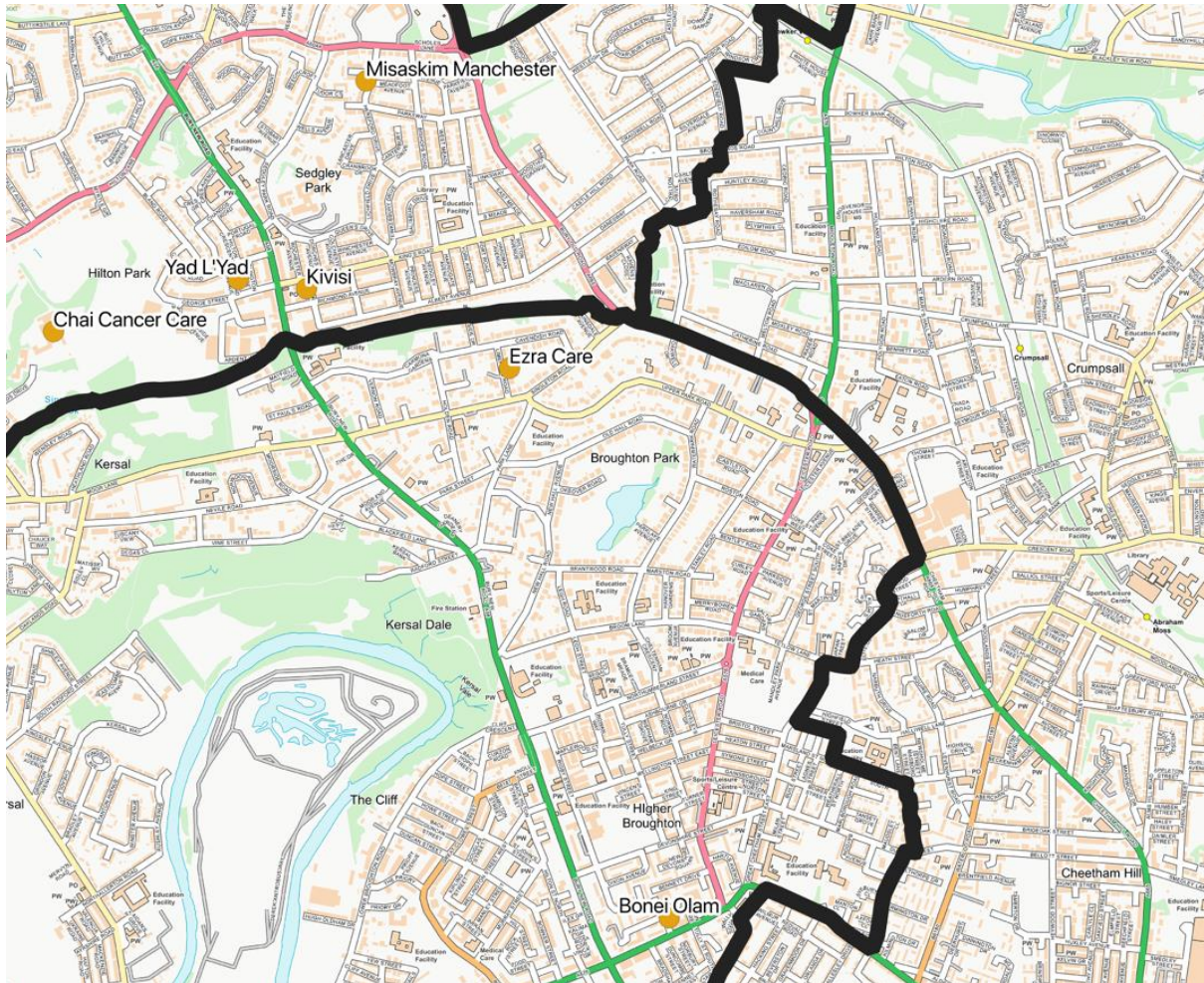
sets from the 2021 Census could be used to review the Caterwood predictions and ensure they still accurately reflect the likely future needs of the community.

Recommendations

- A more in-depth study would help model population growth across all Jewish communities in Greater Manchester, demand for care home places, and the services that may be needed to support older people being cared for at home.
- There is potential for a model of 'separated integration'. For example, Heathlands Village could provide a strictly Orthodox care home building as a part of its offer perhaps in partnership with an existing Haredi community organisation.

8. Health

We identified eight organisations that focus on health. Loosely, we have sub categorised these into three area areas: Women’s Infertility; Hospital & Medical Support and Bereavement.



Map 5: Health

Women’s Infertility

There are three organisations which provide support for women struggling with infertility. Kivisi was founded in Manchester in 2001 to offer advice and practical support to couples in the North of England's Jewish community who were faced with the challenge of infertility.

Kivisi services the Haredi community across Greater Manchester running a helpline, counselling service, Halachic Supervision, and offer financial support, and Jewish law advice. Bonei Olam aims to provide the means or resources necessary to allow childless couples facing infertility the opportunity to pursue medical fertility treatment by offering free loan services and subsidise medication not covered by the NHS. Yad L’Yad offers postnatal support network offering a confidential phone line for woman suffering from emotional or physical difficulties during pregnancy and after childbirth. They also offer support to couples struggling with infertility to the whole of Greater Manchester, specifically the Haredi community.

Hospital & Medical Support

Ezra Care, formerly Ezra U’Marpeh, work to ease the effects of illness and disability. They mainly focus on in hospital assistance with their “hospital respite rooms” in six hospitals across Greater

Manchester. Known as “Shabbos Rooms”, they are open all day and constantly restocked with Kosher food. All rooms are free to use and provide comfort to both patients and families in hospital. They also offer community support including short term loaned medical equipment and community transport with disabled access to allows users to get to and from hospital appointments and hospital respite care. Their team is mostly Haredi though they service the whole community in North Manchester.

Chai Cancer support and counselling for families when a family member has cancer. They operate around Greater Manchester and service the whole religious spectrum. Chai Cancer Care is a London based national organisation with a Manchester hub based at Heathlands. Here they have a stand-alone centre providing support and counselling for families when a family member has cancer. The centre provides a wide range of complimentary therapies and activities. All of the therapists are paid with volunteers helping staff on reception and supporting client’s travel. Chai Cancer Care offer support to the most religious in the community *“though there’s still a way to go raising awareness there, they are not sure about us. All the way down to those not Jewish, who have a Jewish partner, or a parent, or people Jewish born but not practicing. We tailor ourselves for the frummet, we dress respectfully, observant in how we deal with people, open to all but want most religious to feel as comfortable as they can when they come in.”*

Manchester Royal Infirmary Chaplaincy provides moral and religious support to all Jewish people who are admitted in the Manchester Royal Infirmary. They visit patients and aid them religiously. Dor Yeshorim are an American organisation that provide testing for carriers of genetic diseases and have someone to contact in Manchester.

Bereavement

Misaskim provide support and assistance to individuals experiencing crisis or tragedy by providing vital community services, which include safeguarding the dignity of the deceased, assisting the bereaved and supporting individuals during these times. They service the whole religious spectrum across the whole of Greater Manchester.

Analysis

Chai Cancer Care work closely with a range of other Jewish organisation including Lev Chaim (a fund to support going privately when someone is not well and waiting lists are taking too long), The Fed (cross-referrals and advertisement), Camp Simcha and provide play therapists and counsellors in schools. Their work has increased since the pandemic with a lot more clients including lots of young people further down the cancer journey due to delayed diagnosis and a reluctance to get checked out due to Covid. Health services are stretched, a lack of contact with GPs, long waiting lists for physio, a shortage of hospice beds and a lack of carers all lead to the onus of care falling onto families. Macmillan help fill the gaps as does the Maggie Centre. A challenge reported in this theme is the lack of support provided for carers

Local Authorities could support more and help close the gaps by organising awareness events, get in touch with synagogues, and find out what is going on in the community more.

“Even though we send leaflets out and get in touch with GPs, there’s still a lack of awareness even in local GP surgeries even though we are constantly writing to them. We have to keep spreading the word and councils need to be more proactive with all communities.”

Ezra Care’s mission is to ease the effects of illness and disability. Ezra Care is run by two hundred and fifty volunteers, supported by two part-time staff. They provide a range of targeted support services for patients and their families with a particular emphasis on enhancing the hospital experience and reducing in-patient stays. They are a charity set up in 2005 delivering their services across the community. The Haredi recognise Ezra Care as a charity but the wider community *“doesn’t even know they are a charity.”* Ezra Care at times feel taken advantage of with organisations claiming to work with them when they don’t. They also say there are issues with the mainstream community using their services but not wanting to say they do. *“Mainstream community use ultra-Orthodox services but don’t want to say they do”.*

The issues of cross community working came up in other themes also. Another organisation suggested that the Haredi community provide for the mainstream community but feel this is one-sided. There was a suggestion that sometimes Haredi organisations are referred to by mainstream organisations but then don’t support with either funding or recognition for the work. There were suggestions that organisations need to be more honest, or ensure they are more representative of the Haredi community in their lay and paid leadership.

“They do great work. But they need to be open to making their culture more Haredi or be honest about what they do and don’t do”

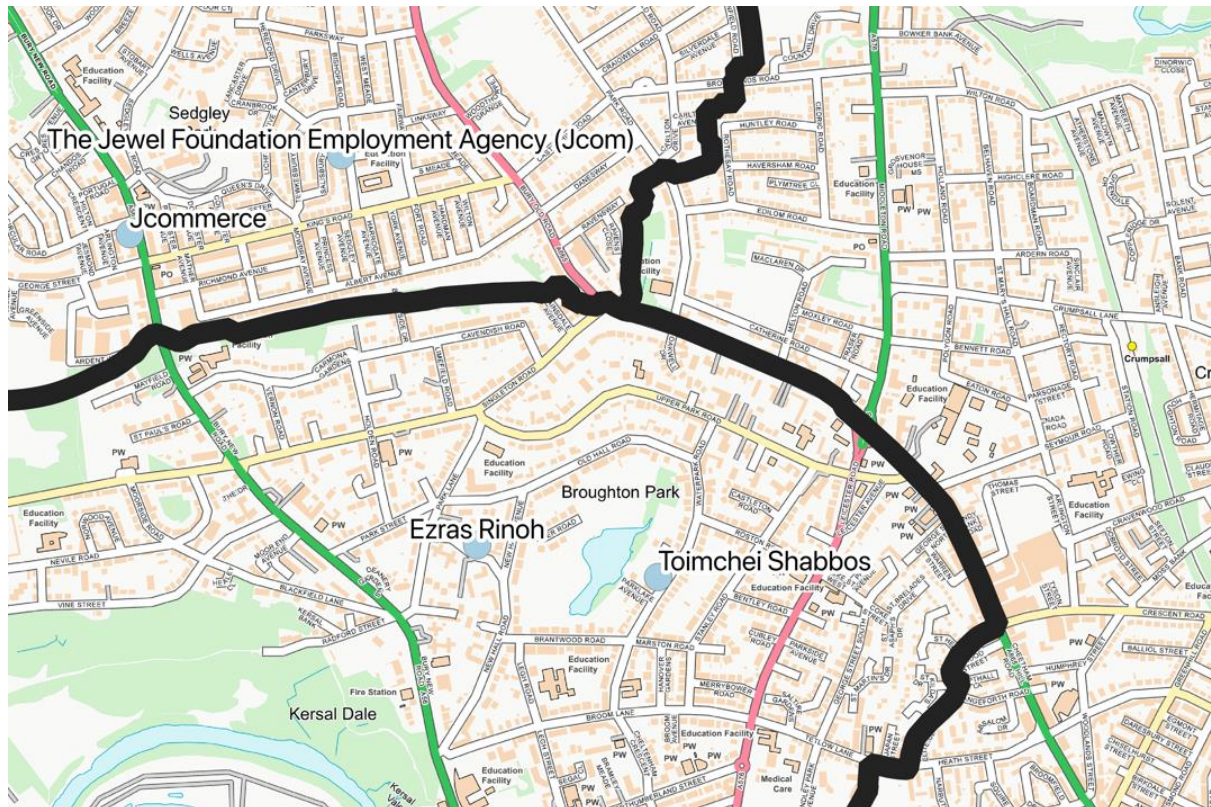
“The wider community need to accept the Haredi way of life without judging and ask how we can work together.” “The wider community use Haredi services more than they realise. Haredi community organisations are pretty strong and resilient. If mainstream Jewish organisations want to be for all, why don’t they adapt? Are there any Haredim on their boards, in their staff teams?”

Recommendations

- Local authorities and the NHS could be persuaded to promote voluntary services such as Chai Cancer Care more proactively particularly given the demand on public services currently.
- More could be done to expose the two-way street that already exists: mainstream organisations delivering to the Haredi community, and Haredi organisations that deliver services to the mainstream community. This could help improve community relations and support fundraising for both.
- Mainstream organisations wanting to provide support to Haredi individuals and families may need to consider how the Haredi community are represented within their organisations at all levels.

9. Employment, Guidance & Welfare

We identified six organisations which focus on employment, guidance, and welfare. The Paperweight Trust provides practical hands-on guidance and assistance at a time of crisis. They deliver services to people across the whole religious spectrum. Dealing with all manner of bureaucratic obstacles and administrative pitfalls, their trained caseworkers provide a free pro-active and confidential service with debt issues, benefit applications and appeals, family law matters, powers of attorney, probate, advocacy, practical post bereavement help, household management, correspondence with banks and building societies and much more.



Map 6: Employment & Welfare

Mesila UK is dedicated to empowering the community to understand and apply the fundamental principles of financial stability. For adults this includes a comprehensive coaching service, workshops and seminars. For children and young adults Mesila UK provide educational programmes to ensure they develop strong financial foundations. They provide financial management solutions to people across the earning spectrum, not just those in debt or impoverished. In addition, they enable people to make long-term changes, enhancing their ability to manage money and develop long lasting skills in financial capability. They are funded by trusts, fundraising and users of the service pay subsidised fees. They work with the squeezed middle who are typically large Orthodox Jewish families struggling with the cost of living. Whilst clients and coaches are from across the community because of household size and associated cost of living, 70% of their clients are from strictly Orthodox communities. The issues are universal, and services are not adapted for any one community. Mesila UK are London based and don't seek collaborations but do work with JEWEL and other national organisations. They run awareness

events in shuls and community spaces and advertise in local circulars, newspapers, magazines, and through synagogues. Services are delivered remotely and in people's homes. Webinars are online.

The JEWEL Foundation is an employment support service which was established to enhance the economic sustainability of Greater Manchester's Jewish community. They provide career and business support, training and aim to provide any help people need to get a job. The JEWEL Foundation provide targeted and specific employment support to the Haredi community. About 70% of their users are Haredi, 30% are non-Haredi with a smattering of non-Jewish users. JEWEL provide mostly one to one support: group workshops mainly on Zoom, CVs, and networking opportunities including working with larger employers such as the NHS, GM police and cyber security. They do lots of cultural awareness helping external organisations understand and breakdown myths around employing Jews. The JEWEL Foundation have good relationships across the community *"we speak to rabbis of all synagogues."* They are sensitive to the needs of the Haredi community including with a partnership with The Good Things Foundation that set up a popular laptop library approved by Rabbis with strong filters so they can only be used for studying. The JEWEL Foundation have good relationships with local authorities particularly Bury who *"Recognise the Haredi community have got specific needs that Bury can't address on their own."* An example of this is the Household Support fund which helped Bury residents get kosher food vouchers. They have a good supply of volunteers, run open days and work with community organisations to promote their services.

There are two organisations that offer interest free loans: JCommerce and Ezras Rinoh. Ezras Rinoh provide interest free loans for business (excluding property purchases) start up advice and mentoring webinars to the Haredi community in Greater Manchester. JCommerce provide business support, to encourage new and existing small and medium enterprise to economic self-sufficiency, and address business challenges that have arisen from the COVID pandemic. They service the whole Jewish community in Greater Manchester. They also providing mentoring and finance for those who need it. Toimchai Shabbos are charity that give out grants to support people with the costs of shabbat and Jewish holidays.

Analysis

The JEWEL Foundation face a number of challenges including a lack of capacity for tendering and uncertainty around commissioning *"not knowing year on year what's going to happen"*, though report strong partnerships with Bury & Salford Councils. Providing training also presents a challenge - a silver lining of COVID was moving services online but now is problematic as the Local Authority will only fund classroom-based training which has proven harder to get people to commit to. The needs for employment support are the highest in the Haredi who *"want to work, have a work ethic, but often have no experience"*. Mesila UK feel it would be good to better understand how to access public funding.

The Jewish community in Greater Manchester depend on various mainstream services under this theme including the Department for Work and Pensions, Universal Credit, Tax Credits, Job Centres and Local authorities for welfare and the Household Support Fund for families in urgent need. There's a hesitancy amongst the Haredi that the public sector won't understand their cultural needs/differences. The *"Haredi community need handholding if they are going to access*

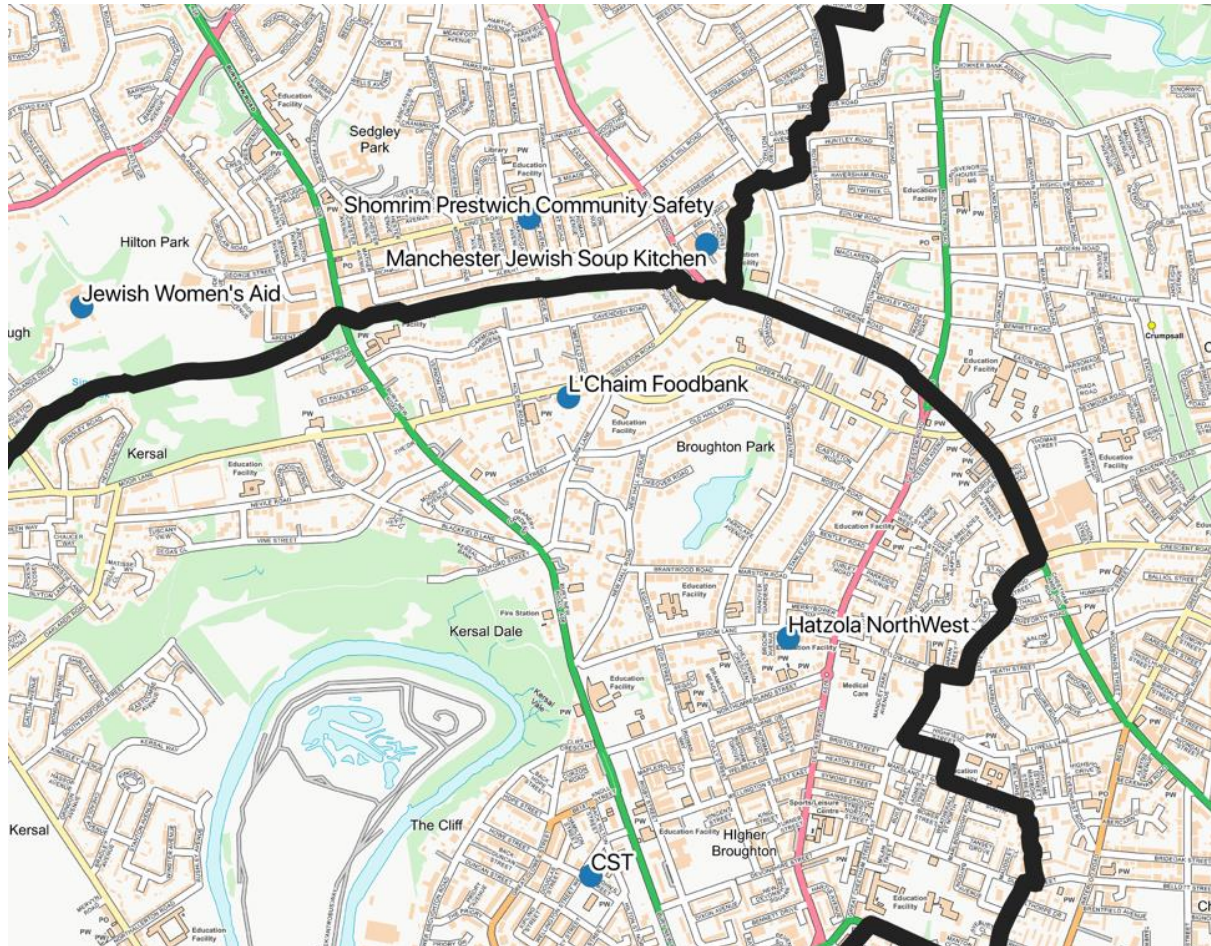
mainstream services. Mainstream services must partner with Haredi organisations to support access”

Recommendations

- Local authority and other public services should develop partnerships with frontline Haredi organisations, like they do with JEWEL, if they wish to reach the Haredi community more effectively with their services.
- Local authorities should find ways to ensure commissioning exercises are as least onerous as possible for small organisations, for example, by undertaking joint commissioning with neighbouring authorities.

10. Emergency Response

10 organisations were identified as sitting under this theme and have been categorised under Emergency Services, Food Support and Organisations Tackling Abuse.



Map 7: Emergency Services

Emergency Services

Hatzola started in Greater Manchester in 1979 and provide emergency services for people in the Salford and Prestwich community. It is co-ordinated by the Haredi community, but they service all members of the community. They provide on scene emergency care and provide a CQC registered ambulance service to take people to hospital. Recently the statutory ambulance service has been even more challenged and Hatzola are responding to calls from older people who have been stuck on the floor all night. There is more demand than supply. Hatzola have sixty staff, of whom two paramedics and four administrators are paid and all the rest are volunteers.

Community Security Trust (CST) is a charity that protects British Jews from antisemitism and related threats. They cover everything to do with Jewish community safety and antisemitism and provide for online reporting of hate crime. Security is provided at events, they keep buildings secure, provide school guards and patrols, and deal with incidents, liaising with the Police and other public authorities. CST received charitable status in 1994 and is recognised by Police and Government as a model of best practice. CST has over 90 full and part-time staff based in offices in London, Greater

Manchester and Leeds. CST work across all parts of the community in Greater Manchester including shtiebels, schools, yeshivot and other organisations.

Shomrim provide a hotline, operate patrols, and offers support the Haredi community in 30 cities around the world. There are two operations in Greater Manchester, in Prestwich and in Salford. Their services include street patrols, road safety, home security, and traffic management. Some 34 volunteers in Prestwich alone look after 1500 homes and they have previously been winners of the Greater Manchester Police Citizens in Policing Award.

Food Support

There are four organisations that provide food support for those in need including those suffering from ill health. Gift operates throughout Greater Manchester, and across the whole religious spectrum caring for families, residents of care homes and patients in hospitals delivering food packages from their warehouse. Their services include a Food Bank, Help in the Home, Care Home, hospital visits and work with schools.

L'Chaim-Chabad Foodbank is a community organisation that serves the community of Greater Manchester particularly in Salford, Prestwich, Crumpsall and Whitefield. Their volunteers locate surplus foods from suppliers, caterers and wholesalers and then distribute it free of charge to needy families in the community. They specialise in Kosher supplies and distribute food to over seventy families daily. These families come from diverse backgrounds and include single parents, and families whose bread winner has been made redundant, is ill or infirm. They also run a thriving clothing centre that provides clothes, baby items, school wear and stationery to families and children in need. L'chaim Foodbank prides itself in working with over 35 organisations, community leaders and health providers to reach and service those most vulnerable. Around half of their users are Haredi with the remainder mostly from a modern Orthodox background and approximately 5% of users are not Jewish. They don't market the foodbank but if people come, they don't turn away. 65% of their users come to the foodbank itself to get what they need, 10% receive food parcels that are delivered, and the remainder take food from a container located at the back of a house. Here, service users don't need to register and can collect food anonymously as many are too ashamed to register or come to the foodbank. The container is busiest at 2am.

Community Kitchen (Manchester) Ltd is a small organization set up to fight the effects of poverty in the Orthodox Jewish community in North Manchester. To achieve this, they have launched a project called "Fresh and Tasty". This project sells ready-made, nutritious, kosher, hot meals to individuals and families in distress at a highly subsidized price for those who need it. Manchester Jewish Soup Kitchen also provide meals for disabled and older Jewish needy people.

Organisations Tackling Abuse

Two organisations primarily focus on supporting abused people: Migdal Emunah and Jewish Women's Aid (JWA). With their emergency helpline, JWA offer free counselling and coaching for women and families across the religious spectrum. Although based in London with thirty staff in all, they have an operation-based Salford with five staff and at the time of writing nine 'open' clients. They also have a school's programme, teaching teenagers the importance of healthy relationships around Greater Manchester. Cases tend to involve emotional, financial, or even spiritual abuse

rather than physical abuse and this can often continue long after the marriage breaks down. Cases in Greater Manchester come from all parts of the community including the Haredi community though more are said to come from the mainstream community. JWA was set up by the mainstream community and are not accepted well in the Haredi community as they do not have rabbinical oversight, and because there are beliefs that abuse doesn't exist in the Haredi community or that JWA exist to break up marriages. There is stigma to admit you are being abused and you need help and may want to leave a marriage or even your community. As a result, some Jewish women seek services outside of the community, though JWA report receiving referrals from these organisations also when the cultural differences are too great for the organisation to understand.

Migdal Emunah aim to remove the taboo of talking about sexual abuse. Migdal Emunah was founded in February 2013 by someone from the Haredi community, providing a support service for Jewish victims of sexual abuse and their families. They provide a variety of practical and emotional support for victims and those affected by the trauma of sexual abuse. They service the whole Jewish community, provide support to 50 to 60 people per year including around 10 children. They are based in London and Greater Manchester and independent advisors provide counselling and therapeutic support alongside support groups. Although the charity was started in the Haredi community ten years ago and do have support from religious leaders, there is also a lot of resistance from some. Most clients are from a more religious background with a proportion of those from the Haredi community. Migdal Emunah report that there was a shocking increase in reported abuse during particularly towards children of all denominations. Victims are reported to be mostly women or if men come forward it is often from when they were children.

Analysis

Four organisations were interviewed under this theme, Community Security Trust (CST), Lchaim Chabad, Jewish Women's Aid and Hatzola. Overall, it was felt (where relevant) that organisations work well together in this theme. Organisations we spoke to talked about being in touch with many others and cross-referring cases to the most relevant service. They also have good and established relationships with the police, NHS and Children's services including schools although it was felt mental health services are difficult to access. From all the evidence we gathered, through the survey, and stakeholder interviews the organisations we engaged with are highly aware of the importance of safeguarding and child protection and all reported having the relevant policies, training, and practice. *"We do a lot around that. We are dealing with potentially vulnerable people or victims"*

The impact of the pandemic on services varies between organisations. CST are back to where they were pre-pandemic. For L'Chaim-Chabad Foodbank by March 2020, referrals had doubled, peaking at three hundred families needing support. Post pandemic this dropped to about 210 families but is rising again because of the cost of living. In the last three months, they are increasingly supporting two parent families, both in full time employment. They have never seen this demographic spike and staff are worried. During Covid a lot of food was donated but that tap switched off and they are having to increasingly buy food. Covid also impacted on JWA *"people had to live at home with these abusive guys. They couldn't even escape to call us. Living in a boiling pot and now the aftermath."* Cases went up but are calming down a bit now. Since the pandemic, Hatzola haven't

seen any major changes, but have started to deliver First Aid and if anything, are working better with the hospitals.

Challenges for services mentioned include not being seen as 'frum' enough, finding professional staff with specific skill sets and volunteers which proved challenging during Covid as they were unable to offer training. Recruiting is also harder because people want more from volunteering, time is more precious, and people aren't as community focussed.

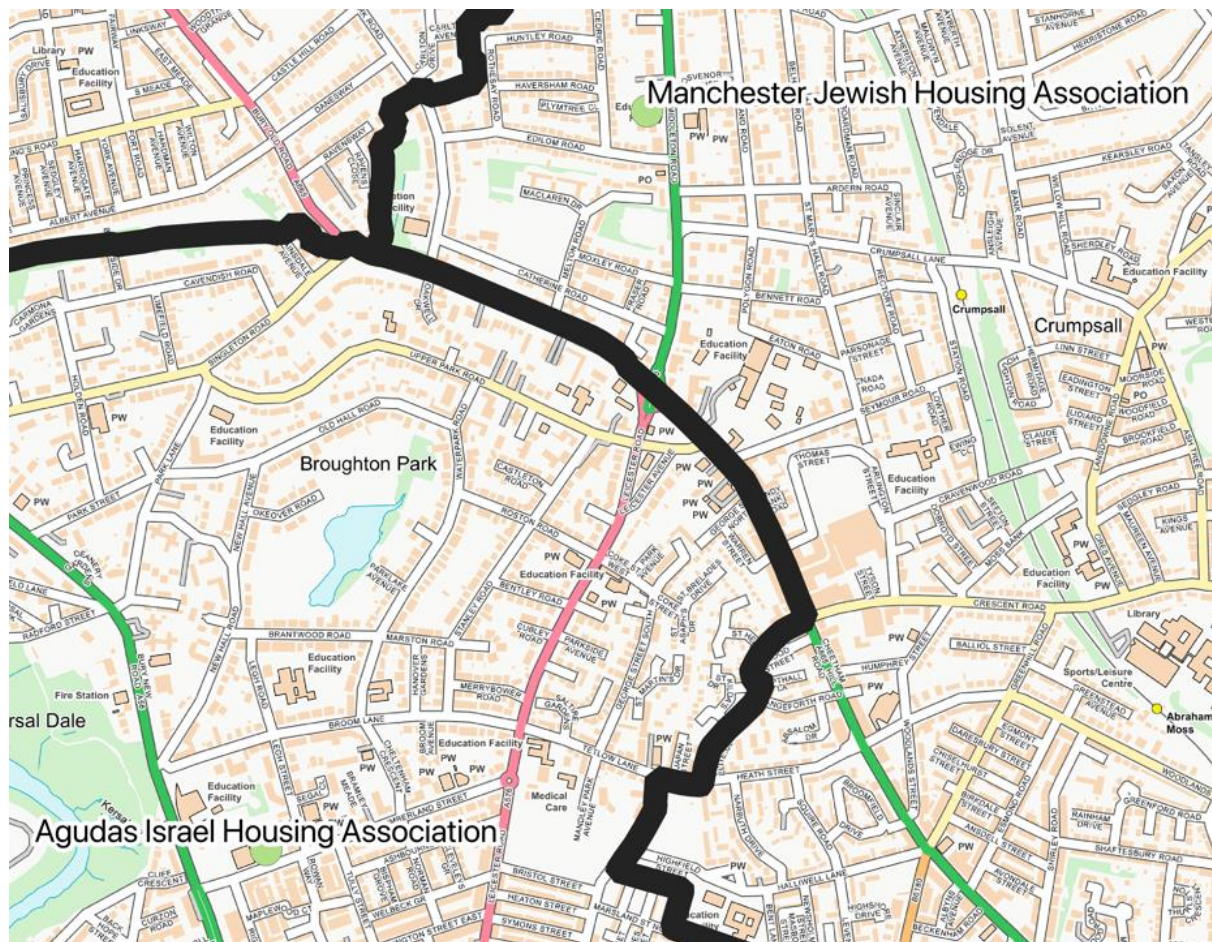
All felt that whilst need is widespread across the community there are more challenges for the strictly Orthodox community. These include a distrust of mainstream and non-Jewish professionals who are seen to be unsympathetic or ignorant of the community's cultural and religious needs. The fear of stigma and concerns about violating Jewish religious law is predominant in this theme and attached to mental health, domestic violence, sexual abuse, council help and food support. The strictly Orthodox community are less willing to contact the Police, but this has got better, and today non reporting is more about not expecting anything to happen or not seeing hate crime as a crime. CST provide the means to report hate crimes online, which the mainstream community find easier, but the Orthodox community may find harder - using or accessing the internet. This and less access to smart phones is becoming a bigger issue for the Haredi community as access to many services and information is more and more online. The strictly Orthodox community also are reluctant to engage with helmets, 'high viz' jackets, and vaccination. The dynamics of the rabbis, and community leaders can be difficult. *"We found it difficult to get a rabbi to back vaccinations"* However when Hatzola opened a vaccination centre they were able to vaccinate 5,000 people.

All felt that public sector services should recognise the value of Haredi organisations that take on the burden from the public sector and deliver a substantial amount of funding and services towards the welfare of their community. *"The strictly Orthodox community are a very self-sufficient community, they like to give back, everything one needs you can get in the community."* If authorities could see what was going on in the community, they would give more support to it. *"There are some brilliant leaders in the community who try every which way."*

Recommendations

- The strictly Orthodox community is growing and the public sector need to recognise the value of Haredi organisations, what they deliver and the potential to work in closer partnership with them.
- Post-pandemic, and now with the cost-of-living crisis, demand for services in this theme is increasing. Services already reach all parts of the community from both Haredi and mainstream organisations. More work could be done to demonstrate this to the wider Greater Manchester community. This could help organisations fundraise and seek resources (eg volunteers), from all parts of the community.

11. Housing



Map 8: Housing

The two main players involved in providing social housing for those in the Jewish community in Manchester are Agudas Israel Housing Association (AIHA) and Manchester Jewish Housing Association (MJHA).

AIHA is a Registered Social Landlord based in London, with assets of over £169m. They are a major player in the Jewish housing market making an operating surplus of £4.3m according to their latest accounts. AIHA’s principal activities are to provide housing and services for people who need them, primarily in the Orthodox Jewish Community. As well as developing and managing general needs homes for families, AIHA provides specialist housing with care and supported housing for older people, and others with disabilities. The non-profit includes low-cost housing for rent and shared ownership; retirement living; residential and nursing care; supported living for people with special needs; and a mother-and-baby home. AIHA works to provide different kinds of home across different tenures, enabling people to move from one tenure to another depending on their financial situation. This approach results in sustainable mixed communities that thrive.

AIHA own a total of nine hundred properties predominantly in North London and Salford. In Greater Manchester they have one hundred and nineteen homes in Salford, six in Manchester and one in Prestwich, consisting mostly of terrace and town houses on estates (Copeland Close and

Broughton Park). The partnership with MJHA delivered fifteen family houses on the Mamlock House site.

AIHA operate their own waiting list as they have a greater understanding of the needs of the Orthodox Jewish Community and work closely with the relevant Local Authorities. Nomination agreements are very old in Manchester and need reviewing and there are few if any allocations in Manchester because people tend to stay in their properties, even if severely overcrowded, leading to a substantial waiting list, predominantly in Salford. For new developments, AIHA will work closely with the relevant local authority on nominations. When AIHA have a void, the needs are so great that even cases of families that are overcrowded or extremely overcrowded (e.g., need two or three more bedrooms) often don't even make it onto the shortlist. It is usually only those families with serious welfare or medical issues that do.

The substantial housing need in Manchester has led to AIHA prioritising increasing their housing stock in the area and are actively looking at acquiring a site to provide twenty-two new homes, consisting of four- and five-bedroom family homes with affordable rents and shared ownerships. AIHA intend investing a further £33m on one hundred new units in 2023.

Manchester Jewish Housing Association

MJHA is located in the Nicky Alliance Community Centre in Crumpsall, is a Jewish-led housing association, providing sheltered and family housing primarily but not exclusively for the Jewish Community. Their two and four-bedroom family accommodation is built to a high specification and is available at an affordable rent below the market rent. Working with local partners, MJHA is committed to providing vulnerable adults over the age of fifty-five with access to affordable supported housing. Their sheltered housing units have a scheme manager on site during the day and an out-of-hours alarm-call service is available during the scheme manager's absence.

MJHA merged originally with the Broughton Jewish Housing Association who owned Gan Eden which provides sheltered accommodation for those who are capable of independent living and who are not ready for a full-time care home. There are caretakers on site, a community room, and a Tenants Association. In 2011 MJHA closed Carmel Court that contained approximately fifty sheltered flats on Holland Road and earlier this year sold Shalom Lodge for £570k reducing their housing stock by approx. twenty-seven units. This means the MJHA have reduced their housing stock for older people by half over the last decade as the older population has increased. However, demand for sheltered housing has reduced dramatically across the board as older people live longer and what more modern and substantive choices that are now more in vogue.

MJHA worked in partnership with Agudas Israel in Copeland Close to provide fifteen new build three- and four-bedroom houses (shared ownership) which are now occupied by young families from the Haredi community. More recently they have been buying smaller flats for single parents with children (referred to by JWA).

MJHA face several challenges with the biggest being housing poverty, there is a lack of supply, a lack of opportunity, having to compete with private individuals, and prices in Jewish community areas are higher. There is not enough affordable housing for young people and single parents can't compete in the private sector. MJHA do get calls and applications from the Orthodox community,

“but it’s hard, we haven’t got enough big enough houses or supply.” The demand for MJHA is niche, single parents and larger families and nothing in between. Attracting young people into leadership has also been a challenge.

In addition, Moorview Assisted Living is operated by the Fed at Heathlands and provides thirty-one unfurnished flats and apartments for rent by people aged fifty-five and over. Based in Heathlands, tenants can use all the village facilities including the restaurant, cafe, shop, laundry, and hair salon. Tenants live in their own homes and choose how much support they want, to help them live independently. Should people require additional support, The Fed are able to supply care assistants to help with personal care and Moorview’s housing support staff are on hand everyday providing general support.

Analysis

Organisations report a lack of supply of social housing, particularly for the Haredi community. Challenges include an overheated housing market; a tendency for mainstream social housing to be outside of Jewish areas; a lack of supply; increased demand as the community grows and a higher demand for larger homes. Local authorities understand the needs and where the growth is in the community but don’t have the necessary resources to meet needs. Organisations also report that there is a lack of affordable options for young people and single parents and a real need for housing options for older, middle of the road, traditional Jewish people who are not yet ready for residential or nursing care.

The reduction of housing stock for older people is clearly a challenge. There needs to be somewhere for older people to move to, freeing up their family homes. The Leeds Jewish Housing Association (LJHA) provide a good example of how this can be accomplished with their flagship supported living housing one- and two-bedroom flats. Some compare the situation with the lack of provision of Jewish social housing in Manchester unfavourably, when they see the progress LJHA has made on this front.

Recommendations

- With rising demand in the Haredi community and more modern options needed for older people, housing providers and interested parties should work in partnership to ensure their individual focus is part of a community wide approach and to develop a strategy that will lever in funding and develop joint building projects.
- More could be done by working together, sharing resources and attracting young people to live or return to live in Greater Manchester. As a part of that, Greater Manchester Jewish organisations could work together to promote opportunities for and attract younger leaders onto their boards and committees. With housing now so expensive in London and the South East there are early signs that this work could be more fruitful now.

Appendix 1 - Research Framework

Introduction

Mobilise Public Ltd was appointed by the Greater Manchester JRC to research and analyse community strengths and provide asset mapping of Jewish organisations in the Greater Manchester area. This document sets out the research framework - the scope of the research, key questions, and data sources. The plan includes information about the programme, what the research will seek to understand, the purpose of it and key research questions we will try to answer. It also sets out how it will be done, what data will be collected, how data will be analysed, and how and when results will be reported.

Scope

The Greater Manchester JLC require assistance in mapping community strengths and assets, with a particular focus on overlap and duplication. Although our research will not review every charity working with the Jewish community operating in Greater Manchester, it should provide a comprehensive picture of the services available. The work will find out what assets and strengths are in the community, by focusing on these seven themes:

- a. Children & Young People including Education & LD/Autism & mental health
- b. Adult Services including LD, mental health, domestic violence
- c. Older People
- d. Health including Public Health
- e. Employment & Skills
- f. Emergency Response/Community Safety
- g. Housing

You require our research to address how different organisations (within and between themes) interact with each other; what activities are being delivered in the communities; how governance, quality standards and safeguarding are put in place and monitored; to identify who the community leaders are; as well as what people value in the community. The work will include asset mapping that focuses on these three domains:

1. People's strengths and assets as individuals
2. Community assets in the defined area, such as community organisations, schemes and projects
3. Buildings and infrastructure assets

Mobilise will meet virtually with the designated Working Group, made up of representatives from throughout Greater Manchester's Jewish organisations and the Local Authorities, every 3-4 weeks throughout the project to refine the work and report as the work progresses. The roles of the Working Group include:

- Input to the themes, research framework and review findings
- Support the team to navigate the Greater Manchester community
- Help identify organisations for different aspects of the work
- Help identify/provide datasets on Jewish organisations we can build on for the mapping
- Provide support through co-design of the work.

We will also work alongside the Steering Group, supporting it with two facilitated sessions. The first will explore the project and work plan ensuring the work is strongly coproduced so that it is specific and relevant to the goals for this work and to local circumstances. The second will engage the Steering Group in the findings of the mapping and field work ensuring that as findings emerge,

we can explore the strategic issues and challenges emerging and focus together on the recommendations and next steps.

Timescale

Task	Month	Jan	Feb	Mar	Apr	May	June	July	Aug
Inception and contracting									
Set up working group, develop research framework and sourcing of data for mapping									
Begin mapping; develop research tools; SG Workshop, agree stakeholder organisations									
Finalise mapping; qualitative research; community survey									
Qualitative research, analysis & reporting begins									
Produce draft report; hold SG Findings Workshop									
Draft final report; Stakeholder event									
Final Report									

Purpose

The JRC have asked us to focus the purpose of this research on assets and strengths in the Jewish community across the seven themes noted above. This work will support the Councils, other public bodies and the wider VCSE to engage at a strategic and fine-grain level with the Jewish community and voluntary organisations and help to understand what gets delivered by them, what the gaps and support needs are, and therefore how public resources can be better targeted where they are most needed. The work will result in a set of recommendations that should lead the group into a position to plan their next steps toward creating an integrated strategy.

As this work is being delivered for a strategic body made up of public and Jewish organisations in Greater Manchester, we believe it could also have greater significance for other faith, ethnic and other communities of interest in Greater Manchester.

Audience: Greater Manchester Jewish Leadership Council, Jewish Representative Council of Greater Manchester & Regions; relevant regional Local Authorities; GM Integrated Care Board, Locality Boards, charities and community organisations

Research Questions

The following are the core questions which this research will be aiming to answer in stakeholder interviews and throughout the themed focus group sessions.

General

- How are the Jewish communities doing since the pandemic?
- How well do different parts of the community work together?
- How well are governance, quality standards and safeguarding addressed?
- What are the strengths (in terms of people) and assets (buildings) that work well across each theme? What are the challenges?

- What can the respective Local Authorities do to support delivery, strengthen governance and standards, and close the gaps?

Detailed research questions

The following more detailed set of questions will be reviewed and built into relevant discussion guides for the different focus groups, stakeholder interviews, and survey, however at this stage, from discussions with the Working Group, and our understanding of the requirements, we would ask you to review the following set of research questions:

Meeting Need

- Are levels of need increasing/decreasing and what is causing this? What are some of the challenges to meeting need? Have these changed since the pandemic?
- Where are needs the highest? Do different parts of the Jewish community have differing needs?
- How does the community support those in poverty? Where is disadvantage most apparent across Greater Manchester's Jewish communities?
- Do services need to be tailored to different parts of the Jewish community?
- Does the Jewish community access services not provided by the Jewish community (public or voluntary)? What are the barriers?
- Why do people sometimes choose services not local to where they live? Lack of provision, quality of provision or other reasons?
- How do users or their families access often complex pathways for services? What could be done to improve pathways/access to services? (e.g., children with learning disabilities and autism)
- Do carers (children looking after sick/disabled parents, parents looking after elders, etc) in this theme get enough support from the Jewish community, the local authority, other public and voluntary services? What more needs to be done?

Strengths and Assets

- How would you rate the quality of community leadership (both paid and voluntary)? Is it difficult to recruit community leaders or fill roles?
- How would you rate the quality of Governance in community organisations and awareness of law and practice around things like safeguarding? What more could be done?
- How would you rate the quality and supply of volunteers in the community? What could improve this?
- Do community organisations and different parts of the Jewish community work well together? What works well? What could be better?
- What are the main locations and buildings that services are delivered out of in this them? Are they in the right place?
- Are the buildings services operate out of mostly fit for purpose? If not, what could be better?
- Do organisations find it easy to find space to deliver services (could be due to availability, costs, etc)?
- Is there a concentration of buildings in any particular area of Greater Manchester? If so, do some members of the community find it difficult to access them due to transport/location?
- Is there any need for consolidation of any building assets and/or need for new spaces or buildings in areas that don't have enough?
- Are any services accessed online and to what extent? Has this increased since the pandemic?

Local Authority Provision

- What are the mainstream services that the Jewish community in Greater Manchester most depend on from the relevant Local Authority/other public services? Are there any services you think the community is unable to or finds it hard to access?
- Are there any issues around perception that services are not available? How do people find out about services? Do Jewish communities receive relevant service information or know how to find them?
- How does the local authority or other public services engage with the Jewish community in this theme? Is the provision of grants or the process of commissioning services clear and accessible?
- What can the respective Local Authorities (or MACC, Bury VCFA) do to support delivery, strengthen governance and standards, and close the gaps?
- What does the public sector and wider voluntary sector need to know about the Jewish community in order to work effectively with it?

Data Collection

Mobilise will be working closely with and subcontracting to the Institute for Jewish Policy Research (JPR) to carry out the first phase of the work. Drawing on existing data sources such as the Directory produced by the Jewish Representative Council, the Jewish Community Services Directory produced by the Fed, the Directory of Services produced by JSense, NW Connections, and listings collated by JPR, DfE school census data and synagogues. JPR will create a combined set of data drawing across these sources and, in collaboration with Mobilise, and will assign each organisation to one or more of the seven themes. These will be reviewed with the Working Group and adjusted according to local feedback. The data will provide a framework for Mobilise to select key organisations for the next stage of the study. In a second stage, JPR will proceed with the GIS mapping element of the work. JPR will create a set of maps of different parts of the Greater Manchester area including organisations and assets of interest within each of the seven themes. We will seek to agree how we will deal with organisations that work across more than one theme, though we will try and ensure there are two levels of classification for organisations, a primary and secondary thematic domain.

Stakeholder Interviews

Whilst we know there are many community organisations and associations in the Jewish community in Greater Manchester, working with the largest initially will enable us to gain a strong understanding from the outset some of the key strengths and challenges in each of the themes and develop an increased understanding of the nuances of the Greater Manchester Jewish community. We will identify the two or three largest (by turnover/services delivered) in each of the themes and using a discussion guide based on the research questions, hold conversations with approximately 20 key stakeholder organisations using structured interviews to find out key information, helping us address the research questions.

Focus Group Discussions

Broadening out the research, we will then design and host a two-stage focus group process for groupings of the next largest organisations in each of the themes, with up to 10 to 12 organisations represented, to better understand the needs, delivery, strengths, and challenges in the seven key domains. The first focus group discussion in each theme will explore the landscape of services in Greater Manchester as well as what the issues and needs are in the community. The second focus group will aim to explore in more depth who provides what services, how organisations work together, and how they interact with public services.

Participants taking part in the focus group discussions will be provided with full information about the purpose of the group and how their contributions will be used. All focus groups will be held virtually both to keep costs down and to ensure it is easy for representatives from various organisations to participate. Focus groups will be facilitated with a member of the Mobilise team also present to take a note.

Community Survey

To reach a wider audience, to ensure as comprehensive a picture as possible, and in order to ensure all organisations can get involved, however small, we will develop an online community survey which will be distributed through smaller charities, associations, synagogues, and social media. This survey will seek views from smaller organisations and voluntary associations and will help us ensure that the data collected is representative of all organisation sizes in Greater Manchester. The survey is likely to be online. We will also create a QR code to make it more accessible on social media helping us reach a larger target audience.

Qualitative Analysis

Our analysis will seek to understand the responses to the research questions across the seven priority themes identified, using the data resulting from the mapping, stakeholder interviews, focus groups and community survey, as well as input from the Steering Group workshops and the Working Group meetings.

Report structure

We will follow a standard report structure including recommendations and an executive summary whilst bringing it to life with quotes and a strong narrative. The report will aim to be a steppingstone for future work undertaken by the Greater Manchester JRC and partner organisations toward a future integrated strategy.

Out of Scope

It should be noted that this work is qualitative in nature and whilst it will produce a comprehensive mapping of organisations and a good understanding of services and organisations in each theme, their strengths, assets, and challenges, it is not intended to gain detailed service information such as times of opening, detail of all services offered, who they are offered to etc. Nor is it designed to undertake detailed analytical work on existing data sets or data held by the local authorities on population or need/disadvantage. We also note that organisations whose primary purpose is not delivering to the themes – e.g. synagogues, kolelim, yeshivot, schools – will also not be a focus for this work. Where any of these organisations has a significant service offer in the theme they will be included. They will all be included in the wider community survey as their experience of using/referring to the themed services of interest is relevant.

Appendix 2 – Organisations by Theme

Children and Young People

Varied children's services (including Children's Centres, LD & Special Needs, Mental Health)

Aish HaTorah Manchester	M8 4LY
Camp Simcha	No GM postcode
Chabad on Campus	M14 6EB
Chai Cancer Care	M25 9SB
Club Tikva	M25 0FR
Compass (was Binoh)	M7 4GP
Delamere Charitable Trust	M25 9SB
Ezer Layeled	M7 4EY
Gateway Action	M7 4JR
Herschel Weiss Children's Centre	M7 4DR
JAMH (Jewish Action For Mental Health)	M25 9JN
JSENSE	M8 4JY
Keren	M7 4UJ
Langdon College	M7 4HA
Manchester Jewish Chaplaincy Board	None
Pathways Nesivos	M7 4LU
Special Spirits	M7 4DJ
The Fed Children's Centre	M25 9SB
The Friendship Circle	M25 9JZ
The Helpline	M7 4JR
UJIA JAMS	M7 4GZ

Childcare and Nursery Provision

Beis Ruchel Nursery	M7 4TP
Happy Diamonds	M7
LA Kidicare	M25 OLE
Merlin Childcare	M7
Mesukim	M25 0TL
Our Precious Tots	M7 4FF
Pearls Childcare	M25 9JY
The Dollhouse	M7 4AF
Treasures Childcare	M24 2LX

Schools

Ahavas Torah Boys Academy	M27 8SJ
Aim Habonim	M7 4NX
Ateres Elisheva Girls Primary School	M7 4JD
Beis Chinuch High School	M7 4GB
Beis Hatalmud School	M7 2FD
Beis Malka Belz Girls High School	M7 2BT
Beis Rochel Mcr Girls' School	M7 2FZ
Beis Ruchel Girls Primary and High School	M7 4AJ
Beis Yaakov High School	M7 4FF

Bnos Margulis Viznitz Girls' School	M7 4DQ
Bnos Yisroel School Manchester	M7 4DA
Broughton Jewish Cassel Fox Primary School	M7 4RT
Bury and Whitefield Jewish Primary School	BL9 8JT
Eitz Chaim Boys School	M7 4LJ
Kerem Shloime	M7 2EY
King David Primary School	M8 5DJ
Manchester Jewish School for Special Education	M7 4QY
Manchester Junior Girls' School (Beis Chinuch)	M7 4JA
Manchester Mesivta School	M25 0PH
Mechinoh School	M7 4HY
North Cheshire Jewish Primary School	SK8 4RZ
Oholei Yosef Yitzchok Lubavitch Schools (O.Y.Y)	M7 4LH
T'MIMEI LEV	M7 4QY
Talmud Torah Chinuch Neorim	M7 2AU
Talmud Torah Yetev Lev	M7 2BT
Tashbar of Manchester	M7 4HL
The King David High School	M8 5DY
Tiferes	M7 2JR
Toras Emes	M7 4AH
Yavneh Boys High School	M8 5DY
Yavneh Girls High School	M8 5DY
Yeshivah Ohr Torah School	M7 4FX
Yesoiday Hatorah Boys Academy	M25 0JW
Yesoiday Hatorah Girls School	M25 0JW
Yeshivot	
Kesser Torah	M7 4EL
Lubavich Yeshiva	M7 4LU
Ohr Torah	M7 4EU
Yeshiva Darchei Torah	M7 2FF
Yeshiva Letzeirim	M7 4EF
Yeshivas Shaarei Torah	M7 4GZ
Yeshivas Sharei Chaim	M7 2FD
Seminaries	
Ateres Bunois	M7 2FR
Beis Soroh Schenierer	M7 4NU
Shalsheles	M7 2FG
Kollelim and learning centres	
Heichal Hatorah	M25 9JY
Kollel Binyan Simcha	M7 4FP
Manchester Kollel	M7 4GB
Manchester Montefiore Kollel	M7 3WX
Manchester Yeshiva Kollel	M8 5BQ
Pinto Talmudical Centre	M7 4EL
Tiferes Chaim	M25 0TL

Youth Groups etc.

21 ST Bury Jewish Brownie Pack	BL9 8ET
401 st Cubs and Scouts	M25 3AG
5 th Cheetham Guides	M25 3AG
B'nai Akiva	M7 4LU
BBYO UK	No GM postcode
Ezra Youth Movement	No GM postcode
FZY	No GM postcode
Habonim Dror	M8 4WQ
JLGB	No GM postcode
RSY Netzer	No GM postcode
Union of Jewish Students	No GM postcode

Adult services

Brookvale	M25 2SF
Focus Foundation	M8 4JY
JAMH (Jewish Action For Mental Health)	M25 9JN
Langdon Community	M25 1BL
Lev Shomea	M25 0FA
Neshomo	M7 3WX
Outreach	M26 1NR
Second Generation Network	No GM postcode
The Fed	M25 9SB
The Friendship Circle	M25 9JZ
The Paperweight Trust	NW4 2AS
Ziv Hatorah	M7 4HF

Older people, care and carers

Association of Jewish Refugees	N3 1HF
Association of Jewish Ex-Servicemen & Women (AJEX)	No GM postcode
Beenstock Home	M7 4RP
Belong Morris Feinmann Care Home	M20 2UW
MJCC Nicky Alliance Centre	M8 4JY
Newlands Care with Nursing Home	M7 4BU
The Fed/Heathlands Village	M25 9SB

Health

Bonei Olam	M7 4TF
Chai Cancer Care	M25 9SB
Dor Yeshorim	None
Ezra Care	M7 4LZ
Kivisi	M25 0LA
Manchester Royal Infirmary Chaplancy	None
Misaskim Manchester	M25 0AG
Yad L'Yad	M25 9NG

Employment and Welfare

Ezras Rinoh	M7 4HS
Jcommerce	M25 9JY
Mesila UK	NW9 7BT
The Jewel Foundation Employment Agency (Jcom)	M25 0HT
The Paperweight Trust	No GM postcode
Toimchei Shabbos	M7 4FT

Housing

Agudas Israel Housing Association	M7 4RP
Manchester Jewish Housing Association	M8 4JY

Emergency services

Community Kitchens Manchester Ltd	None
CST	M7 2EA
Gift	M8 4LY
Hatzola NorthWest	M7 4EQ
Jewish Women's Aid	M25 9SB
L'Chaim Foodbank	M7 4LN
Manchester Jewish Soup Kitchen	M25 0EW
Migdal Emunah	N3 1LQ
Shomrim Prestwich Community Safety	M25 0FY
Shomrim Salford Community Safety	None

Appendix 3 - Survey Analysis

About Your Organisation

Thirty-six responses to the survey were received from thirty different organisations. Three organisations completed the survey twice for different services e.g., Adult Services & Youth Services and The Federation of Jewish Services completed it three times. A description of each organisation's services can be found in Table 2

Table One: Organisations completing Survey

Manchester Jewish Community Care (2)	Chabad Community Care
Chabad on Campus Manchester (3)	Mitzvah Day
5th Cheetham Guides	Delamere Charitable Trust
JC Foundation Trust (JCFT CIC)	Pathways
Shomrim	MANCHESTER JEWISH HOUSING ASSOCIATION
Kivisi	Shining Diamonds
Migdal Emunah	The Federation of Jewish Services (3)
Langdon	FRESH AND TASTY (COMMUNITY KITCHEN MANCHESTER (LTD)
JVN (Manchester)	Aim Habonim
Jewish Small Communities Network	Bury & Whitefield Jewish Primary School
Camp Simcha	Manchester Beth Din
Beenstock Home	CST
AJR	The Friendship Circle
Jewish Action for Mental Health (JAMH) (2)	Outreach Community & Residential Services
NORTH MANCHESTER JEWISH CEMETERIES TRUST	GIFT

Table 2: Description of Services

Organisation	Services Offered
Manchester Jewish Community Care	Day care, bathing service, meals on wheels and talking newspaper
Chabad on Campus Manchester	Educational and pastoral support
5th Cheetham Guides	Part of worldwide youth movement providing a safe space for girls age 10-14 to have fun , make friends, face challenges and have adventures whilst learning about our world, how to work with all types of people, and learn new skills.
JC Foundation Trust (JCFT CIC)	We offer access to public services in mental, health, housing and employment and advocate against Antisemitism and discrimination.
Shomrim	We provide an emergency response service to the local community and provide community safety advice
Kivisi	We direct people to the best services as well as providing financial aid and education where necessary.
Migdal Emunah	Support services for victims of sexual violence and sexual abuse, training and education.
Langdon	supported living, further education and employment services
JVN (Manchester)	Promoting and connecting charity volunteering roles to the Jewish and wider communities and volunteering best practice training and support to charities
Jewish Small Communities Network	JSCN brings people together; we signpost to appropriate services; provide support and development for Leadership; help combat antisemitism; advocate on behalf of communities
Camp Simcha	Camp Simcha is a charity that supports children affected by serious illness and their families. We offer 23 practical, emotional and therapeutic services

Organisation	Services Offered
Beenstock Home	Nursing, Residential and Extra care
AJR	<p>The Association of Jewish Refugees is the national charity supporting Holocaust refugees and survivors living in Great Britain. Primarily providing social, welfare and care services, the AJR also has a nationwide network of regional groups offering members a unique opportunity to socialise in their local area. Members receive support from volunteers and can obtain advice and assistance on welfare rights as well as on Holocaust reparations. The AJR is committed to the education of future generations about the Holocaust and is the UK's largest dedicated funder of programmes and projects which promote teaching and learning about the Holocaust.</p>
Jewish Action for Mental Health (JAMH)	JAMH provides quality care for mental health by offering professional free therapy, signposting, wellbeing events and mental health training.
Jewish Action for Mental Health (JAMH)	see previous survey for JAMH adult services.
Manchester Jewish Community Care	Youth Movement, providing informal educational activities and summer programmes, including leadership training and community programmes for university students.
Chabad on Campus Manchester	Support services for people with cancer and their families
NORTH MANCHESTER JEWISH CEMETERIES TRUST	Operation and maintenance of seven North Manchester Jewish Cemeteries on behalf of constituent burial boards.
Chabad Community Care	<p>Providing opportunities for regular social contact and for enriching the quality of life for the elderly and the isolated in the community (including young people with mental health, bullying or abuse issues), and providing housing and homeless support, crisis intervention, emergency funds, counselling, advocacy, bereavement support, etc.</p>
Mitzvah Day	<p>Mitzvah Day is the UK's largest faith-led day of social action. Over 40,000 people around the world, come together to give our time, not money, to make a difference to the community around us. We introduce people to social action, to their neighbours and</p>

Organisation	Services Offered
	<p>A Mitzvah, literally, is a commandment in Jewish law. However, it is often used to mean a good deed or an act of kindness, which is an integral part of Jewish life and is the basis for Mitzvah Day.</p> <p>Social Action projects make a vital difference to the world around us and can include a wide variety of activities. Mitzvah Day projects offer a range of art and crafts activities such as making dog toys for animal rescue centres, eco-projects such as tree planting and litter picks, friendship projects such as visiting care homes, collection projects such as food collections for local food banks, clothing collections, stationery collections, appreciation projects such as writing letters to hospital workers, support staff, fire service workers etc. cooking projects to make food to be donated to night shelters and refuge centres, upcycling projects such as making tote bags out of t-shirts, and care projects such as making and distributing essential supplies to rough sleepers. The list is endless!</p>
Delamere Charitable Trust	Educational (Special Needs) Support Grants -
Pathways	MH Signposting, CPD sessions for Schools, and therapists, Psychological Advice, Boys Mentoring, Rabbi's Educational Courses
MANCHESTER JEWISH HOUSING ASSOCIATION	Sheltered housing, family housing
Shining Diamonds	Childminding
The Federation of Jewish Services	Social work and volunteering support to adults suffering from mental health issues, domestic and sexual abuse, isolation, loneliness, poverty and disability. We provide professional support, assessment, grant and benefit application help, volunteer coordination, befriending and group talking and well being sessions
The Federation of Jewish Services	We run the Heathlands Village Care Home
The Federation of Jewish Services	Culturally appropriate health messaging to the entire Jewish community
FRESH AND TASTY (COMMUNITY KITCHEN MANCHESTER (LTD))	We are a registered charity running for the past four years providing 6x a week fresh cooked meals (soup, plus meal incl.protein starch and vegetables) (different menus)

Organisation	Services Offered
	<p>Meals can be picked up daily. If delivery is needed ,the client can arrange a volunteer to bring the meals.</p>
	<p>Our meals are aimed to benefit mainly:</p>
	<p>- the elderly,</p>
	<p>- mothers after birth,</p>
	<p>- families in "crisis" (for example if a parent or child is in hospital , or going through treatment etc)</p>
	<p>- single people etc</p>
	<p>Basically anyone who feels they can benefit due to his or her present situation from a fresh cooked daily meal can call us.</p>
	<p>The meals are well below cost price (4.- for the complete meal). If in dire financial circumstances meals are available free of charge, (though we encourage some contributions like £2.- if possible)</p>
	<p>Our meals have been very well received in the community, often ensuring that the elderly can remain in their own home surroundings (delaying or avoiding residential care/nursing homes),</p>
	<p>aiding the new mothers by making sure their families receives provisionally freshly cooked meals thereby ensuring more care and rest for the new mother, keeping families together in times of crisis or difficulties, making sure that single people don't neglect themselves and eat a healthy meal etc.</p>
	<p>For the elderly or singles etc we have no time-limit for using our services.</p>
	<p>We try to help anyone during a difficult time , our meals hopefully let people slowly recuperate enabling them eventually to manage on their own again.</p>

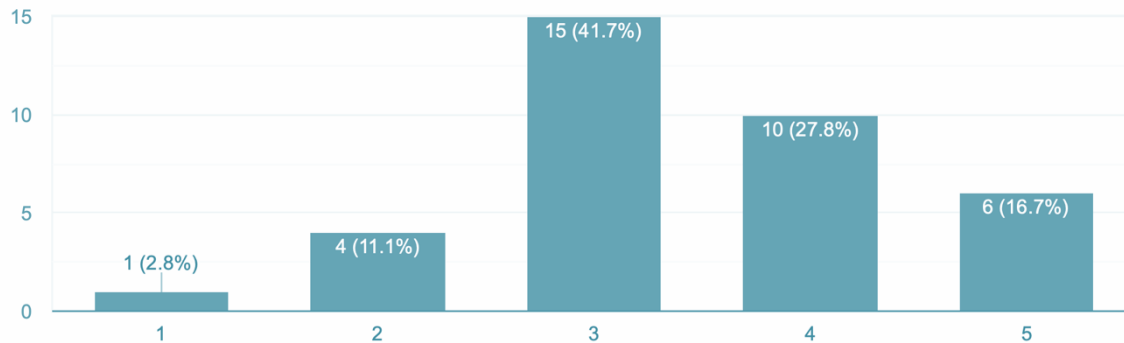
Organisation	Services Offered
	<p>Pre - Covid we had volunteers cooking the meals in the Beenstock Care Home (5 star accredited hygienic and approved kitchen) , but since Covid we have hired a catering manager to provide our meals, ensuring that all required health and safety aspects are followed . We also provide special dietary requirements eg. Gluten free,, sugar free low sodium etc</p> <p>Packing , coordinating requested deliveries and the daily run of our organisation in general are all done by volunteers. All our meals are s kosher (under MH supervision) inorder to be able to serve anyone within the community.</p>
Aim Habonim	<p>Aim Habonim was started by a small group of dedicated parents, who wanted their Special Children to receive the necessary therapy in a culturally appropriate way. As the school developed, the number of pupils on roll grew steadily, from a small group of four children at the start in 2007, to over 86 pupils at current count, from birth to 25-year-olds. We cater for children with a wide spectrum of SEN needs, from mild to profound and multiple learning difficulties and physical limitations. This represents not just a growth in numbers, but also in quality, as Aim Habonim is consistently striving to reach higher levels of professionalism. Following our recent Ofsted inspection in March 2022 (https://files.ofsted.gov.uk/v1/file/50183060), the school have received approval to increase their capacity to 115 children.</p>
Bury & Whitefield Jewish Primary School	Support families in our community
Manchester Beth Din	religious communal service - Jewish Divorce, Arbitration, Conversion. Advice to the public on Jewish religious and cultural matters. Chevra Kadisha and burial services and advice. Also providing Kosher Supervision to local establishments and Kosher Certification to national and international companies. Also maintaining Manchester Communal Mikvah
CST	support for victims of antisemitism. Security of communal buildings (including schools, shuls etc). Provide advice and support on community security.

Organisation	Services Offered
The Friendship Circle	We work with people with physical and learning disabilities make friends and integrate in to the community. We offer our members a wide range of social opportunities providing them with a warm and welcoming community to be part of. Our inclusive programmes help our members to reduce loneliness, improve mental health and wellbeing and increase confidence and self esteem.
Outreach Community & Residential Services	Small residential care homes, supported living and domiciliary support
GIFT	we get referrals from either the families themselves or from organisations with the different needs of the families, and what circumstance they are in. We then deliver food packages to these families weekly.
Salford City Council (early help & Starting life well)	Family hubs (Integrated Early Help Services) - including family support (asset based relational practice) this includes 1:1 support, parenting courses, stay and plays, health services (this is not an exhausted list and is ever evolving to support needs)
	Starting Life Well - support to families to find childcare and with funding childcare places. Support to early years provider to ensure quality provision is available

When asked “**How well would you say organisations and different parts of the Jewish community work together in this service area?**” with 1 being not very well at all and 5 being work well together - 41% of respondents chose to sit on the fence, choosing the midpoint, one organisation felt they didn’t work together well with six organisations saying they work really well together.

How well would you say organisations and different parts of the Jewish community work together in this service area?

36 responses



What works well? What could be better?

Respondents said that things that work well include the strong and strategic networks and groups, that help organisations to share recourses, encourage cross referrals (but could always be better) and collaborations. There is good interaction between professionals, and good coordination around issues such as food support. Organisations work together well on larger communal events and in times of crisis and strong need and can engage across the community.

Areas identified as could be better included, better cohesion, better transparency, more partnerships, and less competition. There could be better consolidation, with government funding evenly distributed and less infighting over grants and "turf"

Better cross-collaboration in mainstream world was seen as an area for improvement as organisations are providing a Jewish Social Service for the mainstream where the Chareidi are not present. Also, there is a need for support and recognition of the work being carried out with survivors of sexual violence from across the whole Jewish community.

Whilst some areas of coordination are viewed as okay, areas such as mental health and services for older people’s care were perceived as not being so good due to the parochial nature of some organisations.

Suggestions were made for sharing costs and resources including consolidation of elder person day care services with care homes to save on building use and overheads, doing joint training and sharing costs. There could be an online sharing portal where people could go for help and advice.

Table 4 Responses

What Works well?	What Could be better?
Referrals to each other's services	more cohesion
We work together when there is a crisis or strong need	Communication
We do occasionally work with Whitefield Youth centre (due to personal connections) but we do work closely with the Jewish Cub ,Scout and brownie units	If Government funding would be distributed evenly across the sector
good at identifying issues	
Migdal Emunah is the only Jewish service supporting survivors of sexual violence across the whole of the Jewish community, who are either children, women or men.	The charity has limited funding and support from the Jewish community, so its focus has had to be solely on support services. This has meant promoting the charity needs to improve, but this cannot be done without support or recognition from across the whole Jewish community.
Since Covid, Jewish charities have been much more willing to engage with JVN. Some Jewish charities see JVN as competition for volunteer numbers, however our website is free to use to promote all volunteering roles across the community as long as the charity is registered with the government charity commission	We find that cross collaboration in the mainstream world can be challenging and it feels like a Jewish Social Service for mainstream and Chareidi is not really present
In Manchester the new efforts of the Strategic group have fostered the ability to network between organisations. Outside Manchester JSCN is often seen as the missing jigsaw piece	I think there could be more transparency between the organisations and more partnerships. Some of the organisations refer to each other regularly. Resources such as meeting rooms could be shared. see previous survey for JAMH adult services.
We have a national forum of Jewish Care Homes	regular programming there is often a sense of competition between youth movements, school and synagogues, meaning our community becomes more split
Good interaction between professionals	Whitefield Cemetery at Philips Park not currently part of the Trust.
On larger communal events there is often good collaboration,	There could be an online sharing portal where people could go for help and advice
Liaison and communication	I don't think we really have any links with other grant making organisations
Cross referrals are good but could always be better.	It could be better if there would be more provisions for stay and play and support from Bury council
The co-ordination between ourselves and our volunteers who run projects	some ok coordination around trickier mental health issues but rubbish consolidation of

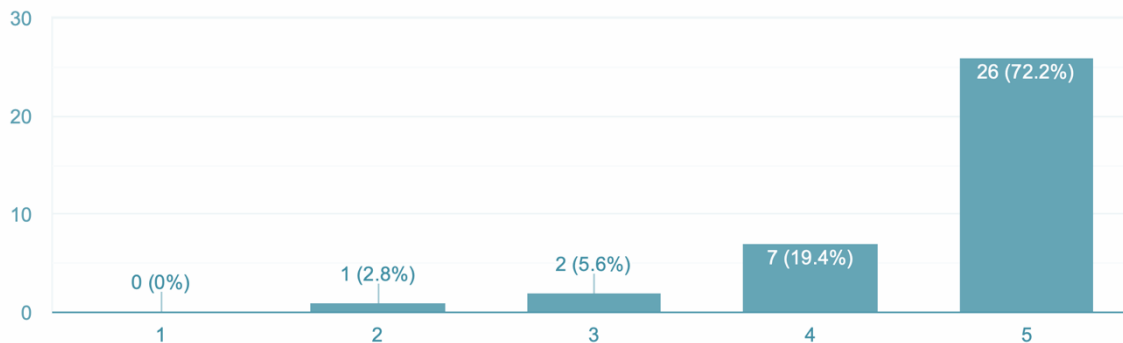
What Works well?	What Could be better?
	resources around some older person care due to parochial nature of some orgs
Good coordination around food support	Other elder person day care services could be consolidated with care homes to save on building use and overhead.
Everything we try out with our families	Could be better consolidation, less infighting over grants and "turf"
Ability to engage across the community. Apolitical. Respected for working relationships with police and govt.	Generally our service are very popular and well received in the community. However I think that possibly more individuals/families could benefit from our meals, potentially as a "preventive " solution, prior to an emergency situation. I feel that with more joined coordination and notifications by other Jewish organisations like those dealing with mental health, or other health issues within the community , we could reach out to more . Having been able to serve/ eat a hot meal gives people or families very often the feeling that they can cope
There are some great networks and groups that help us share recourses and encourage cross referrals and collaborations.	More support for Parents with special needs children. B. More opportunities for mental health support to children and young adults with special needs.
There is a great understanding between all the organisations we work with.	More engagement from community members to volunteer.
	communication could be better, doing joint training and sharing costs
	Early help - link are through commissioned services at Hershel Weiss and the Jewish FED, engagement can be mixed Starting life well - bespoke support is offered to the Jewish community, however engagement can sometimes lack commitment and understanding of the need to meet statutory requirements. The team continue to work with setting to build relationships and capacity.

How important would you say it is for all Jewish community organisations across the religious spectrum to work well together?

The majority of respondents (92%) said it was very important or important to work well together

How important would you say it is for all Jewish community organisations across the religious spectrum to work well together?

36 responses



What are the main locations and buildings that you deliver services from?

There was a range of responses, answers included working from their own premises, working at home, in residential properties and local businesses, in synagogues, community centres, halls and various shuls and locations as required.

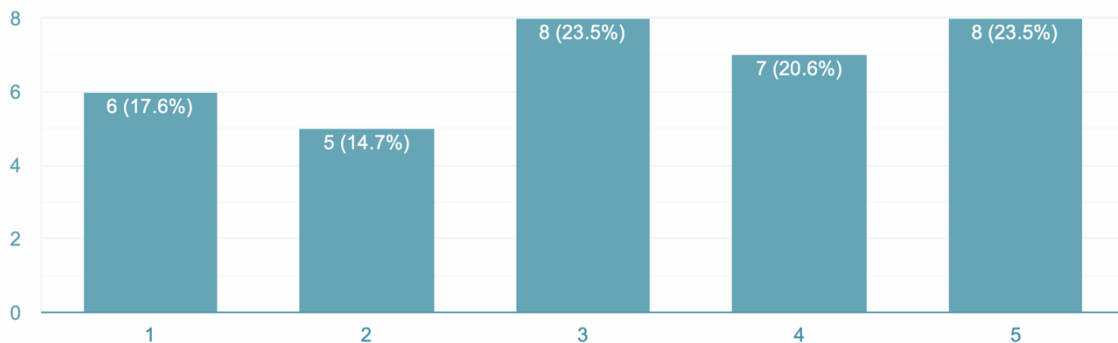
Where an actual space was identified they have been included in the table below.

The Fed, Heathlands Village	Nicky Alliance Community Centre, Crumpsall, M8
Chabad on Campus Manchester	Scout and guide hut, Willow Hill Road, Crumpsall
Broughton hub	
Centennial Park (Elstree) , Maccabi House, (Edgware), 44 Rectory Lane, Langdon College (Manchester and Edgware)	Bnei Akiva as a playroom for children Salford M7
BA Bayit	Manchester Maccabi
Heathlands main building	Bowdon Synagogue
Agecroft, Blackley, Crumpsall, Failsworth, Prestwich, Rainsough, Urmston (part) Jewish Cemeteries.	Nicky Alliance Offices
Heathlands Village	Aim Habonim School
Jewish Community Centre	Mikvah on Tetlow Lane
Joyce Parker House (building owned by CST)	The Friendship Circle Office

Does your organisation find it easy to find space to deliver services (could be due to availability, costs, etc)?

Does your organisation find it easy to find space to deliver services (could be due to availability, costs, etc)?

34 responses



What are the challenges with finding space?

This varies between organisations. Eleven organisations have little or no problems due to having their own buildings or stated it is not needed.

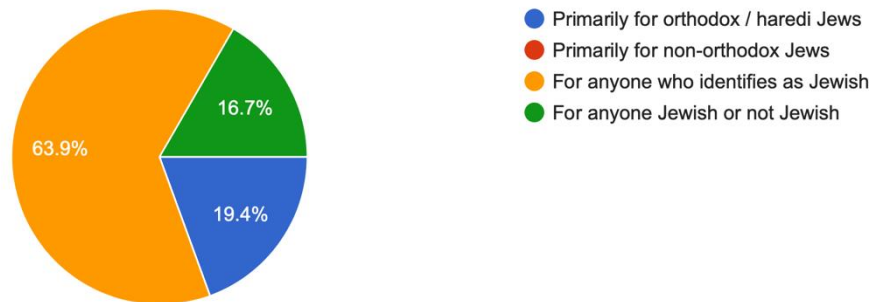
For the others there are several challenges in finding space these include:

- Availability - opening time's
- Cost of renting space and cost of providing Kosher refreshment
- Location - Difficulty of finding communal space that is convenient for all. The need for local space to be in walking distance
- Suitability – There are few general-purpose communal spaces, and for some spaces need to be confidential for therapy and for accommodating private appointments
- Security

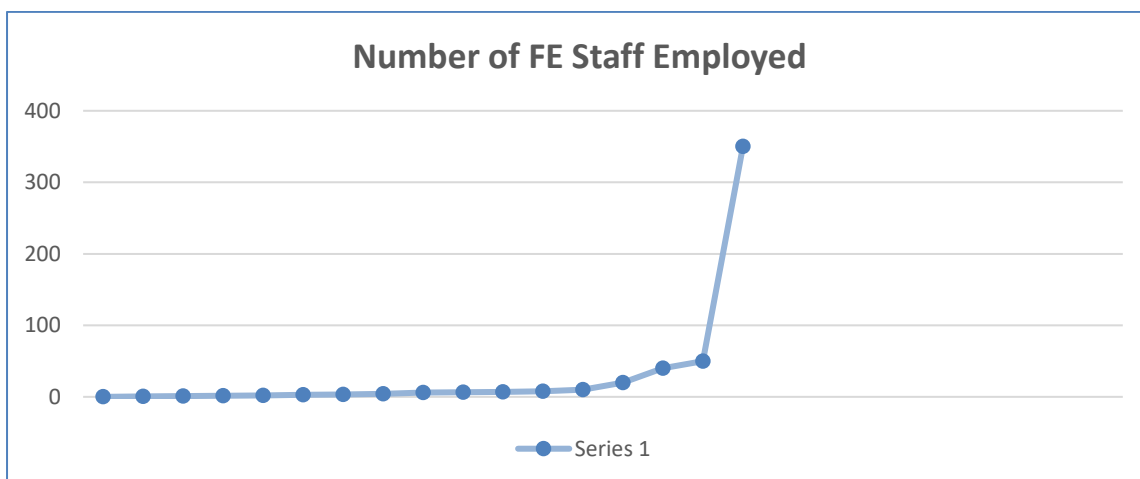
Many of the smaller and newer Jewish charities in Manchester are looking for the same communal office spaces in North Manchester as there is no provision currently available to house them all at reasonable rates. A central charity hub building in North Manchester that incorporates these smaller and satellite office charities could be of huge benefit to the community.

Who do services cater to?

Please tell us for whom do your services cater to:
36 responses



How many full-time equivalent staff do you have? (full time = 35 hours per week, so three staff working 12 hours per week each is roughly equivalent to one FTE)



The majority of the organisations responding have small staff teams – under ten staff (some with no staff at all). However, one organisation (The Federation of Jewish Services) has 350 FE staff, The Outreach Community & Residential Services 50, Aim Habonim 40 and Manchester Beth Din 20

How many volunteers regularly support your organisation?

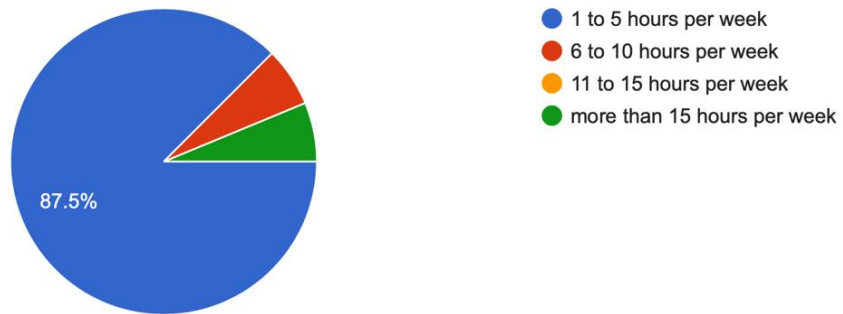
Seventeen of those organisations responding have less than 15 volunteers, nine have 100 or less. CST Has between 100 -200 and The Federation of Jewish Services 550

How many hours of support per week do most of your volunteers give?

Most volunteers (88%) provide between 1 – 5 hours of weekly support

How many hours of support per week do most of your volunteers give?

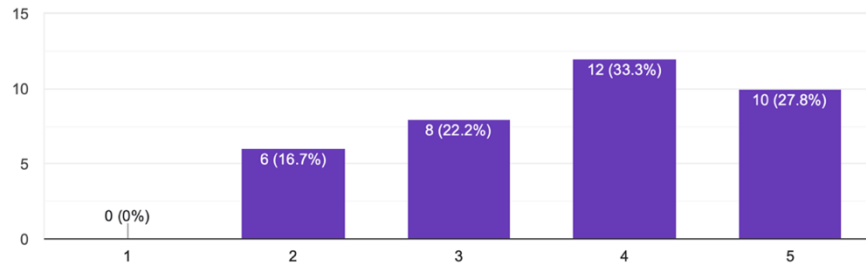
32 responses



Strengths & Support

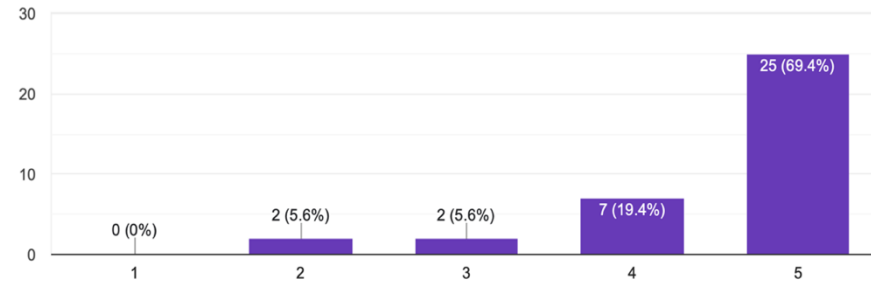
How would you rate the quality and supply of volunteers across the Manchester Jewish community?

36 responses



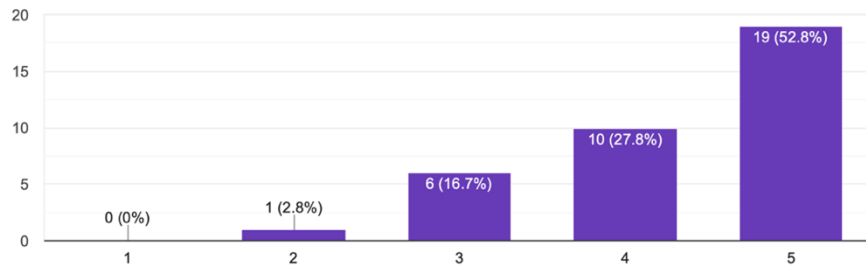
How would you rate the quality of Governance in your organisation?

36 responses



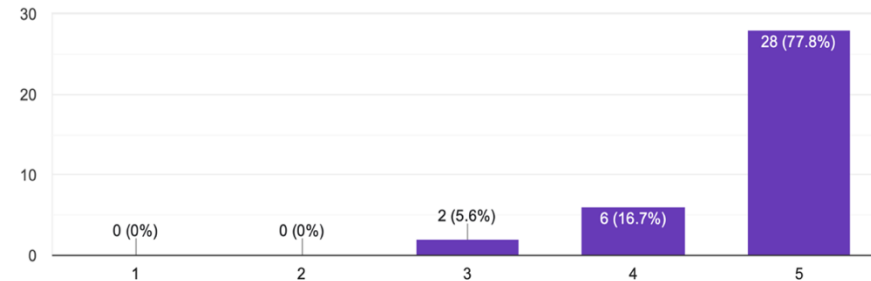
How would you rate the quality of community leadership in your organisation (both paid and voluntary)?

36 responses



How would you rate awareness and practice of safeguarding in your organisation?

36 responses



Charts showing how respondents rate the quality of volunteers, organisational governance, community leadership and awareness and practice of safeguarding

What could the Local Authorities or voluntary sector infrastructure organisations do to support delivery, strengthen governance and standards, or increase the quality of volunteers?

- Better support for smaller community organisations
- A recognition and funding for specialist provision for example supporting survivors of sexual violence
- Additional funding to capacity build volunteer recruitment
- Use of Jewish Volunteer Network JVN who can provide trained volunteers and networking events
- Provision of free or inexpensive training and benefits for volunteers
- Target younger generation
- Create a central platform to attract volunteers

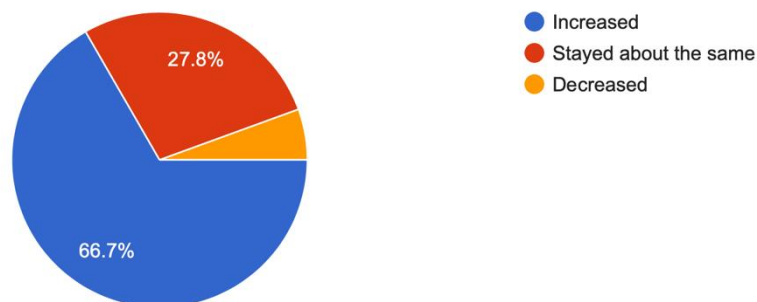
Meeting Need

Have levels of need for your services increased or decreased since the pandemic?

67% of organisations say they have seen an increase in demand for their services, 28% have seen no change, and 5% have seen a reduction in demand

Have levels of need for your services increased or decreased since the pandemic?

36 responses



Which parts of the Jewish community have the highest demand for your services?

The word map below shows the parts of the Jewish community who have the highest demand for services.

What can the respective Local Authorities (or MACC - Manchester's voluntary sector support organisation, Bury Voluntary Community & Faith Alliance) do to support your delivery, or strengthen governance and standards?

- Support in finding more leaders and provide more leadership training. There is often a repeat of training events as these organisations are competing with one another for engagement.
- Support smaller Jewish organisations
- Offer grants and increase funding
- Recognise and promote the expertise of Jewish organisations to statutory services such as sexual assault victim's service
- LAs should be challenging bad practice in a more robust way and not allow politics to interfere with the delivery of quality, well governed and well led services that are accountable.
- Be culturally sensitive to different parts of the Jewish community.
- Identifying and sharing best practice such as volunteering, measuring outcomes and impact
- More flexibility in who they work with

What does the public sector and wider voluntary sector need to know about the Jewish community to work effectively with it?

There were three common themes in the responses to this question, the need for a clearer understanding of religious and cultural needs, ensuring services are culturally sensitive and better knowledge of available services.

Have a clearer understanding of religious and cultural needs.

- Good Jewish Cultural Awareness training should be available recognising the diversity of the community and specific needs of the community -
- Understand how it works, the personalities and expectations and the culture of Judaism.
- Understand that the Jewish community is heterogeneous in nature, that Jewish identity and faith comes in different forms (none more important than the other)
- Understand the Jewish Community is like all other ethnic minorities, not an elite.
- The levels of diversity between religious streams and observances.
- A greater understanding of Shabbat and dietary restrictions
- Understanding of Jewish cultural issues pertaining to death and burial.
- The mindset and value system of the Haredi Sector

Ensuring services are culturally sensitive

- Support needs to be culturally sensitive, Jewish victims often want to be supported by Jewish organisations, so they feel properly understood. There are often specific cultural issues which prevent a victim from seeking support, and to avoid causing more trauma.
- The public sector needs to provide services which are more culturally appropriate. For example, if a Haredi client needs to see a therapist on the NHS, they could spend the first session talking about the whole Jewish culture, before starting the therapy. In order to stop this, they could fund Jewish organisations who provide therapy and then refer NHS clients directly to these organisations.
- Number of elderly holocaust survivors who still suffer from trauma and their needs require to be dealt with care and sensitivity

Better knowledge of existing services

- Which organisations have the widest reach and expertise and offer best value for money to deliver services?

- What services do organisations offer?
- Manchester is the fastest growing Jewish Orthodox community in Europe. Large influx of large young families, moving to Manchester. Many of them have no family support. Noticeable growth in the Jewish elderly community. Many people have little knowledge of service providers, and due to possible ignorance, mistrust and /or fear of the local Social Services, won't reach out for the available assistance and support
- Large proportion of the community have little or no access to Internet, social media etc, which limits information or support that is advertised online