



I thought that Barbara was really kind and understood my feelings of anxiety without being patronising. Other services had made me feel stupid but Barbara was down to earth and like a normal everyday person.

- PJ

I am very grateful to Jeanette for all her help and support. She has made a big difference to my life from the day I turned up to the foodbank. She even took the time to contact me and see how things were going. She got me a job and I have not looked back since. I served in the Armed Forces and suffer from PTSD which severely affects my sleeping pattern but since receiving help from Ancora my life has improved and so has my sleep.

- K

Following our long struggle with Universal Credit and payments we are finally back on track, we even have an upheld apology and a compensation payment from Universal Credit regarding our case. With this we are doing our bit and paying you back for the great help you and your team gave my family. we will shop for the much needed food items on the Facebook page and bring you a few bags hopefully on Thursday.

- A

I cannot think of a way to improve Ancora. They were an absolute life saver. I really was not coping very well with my situation. I knew as soon as I had spoken to Barbara for the first time that I had contacted the right people. I can't tell you the relief I felt talking to someone who knew how to help and cared.

- KL

Ancora is an amazing service. I felt suicidal when I walked through the door earlier on, I just didn't know what to do and what was going to happen to me. I've got food and electricity now. I have a plan of action and know what I have to do - I feel so much better. Jeanette and Geraldine from the foodbank are just brilliant.

- LB

I was struggling with Universal Credit because I was working part time and I could not get help when my benefits stopped due to the timing of the wages. I was referred to Ancora by St Margaret's and the BBC and Jeanette was very helpful. She listened to me, gave me good practical advice and help and kept in touch with me to see how I was getting on with things.

I am now in a much better position and am moving back into my parents' home with my son and accessing help with my debts. I know I can go to Ancora and get the positive help that I need. When I am in a position to volunteer, I would like to help Ancora.

- LB

The advice that Barbara and Dani gave me about budgeting and Life skills has made me think more carefully about what I am doing and I don't get as stressed out and worried anymore.

- JT



Ancora were very helpful and Jeanette's help was invaluable. I received food and fuel credit which helped enormously whilst Universal Credit was so difficult to negotiate and access. I was signposted to Citizens Advice which gave me good advice on my mortgage arrears.

- SC

I have learned a lot just by watching how Barbara deals with problems. I have met the other members of staff in Ancora and they are all really friendly and great people who treat people with respect. I would be able to speak to any of them and feel like they are available any time and more or less immediately.

- IB

I felt that I was listened to with sympathy. I was not judged and feel like I can ask for help again if I need it.

- DH

Barbara was very helpful when I was in a crisis and made me feel like I could cope with what I had to do. She made me think that she was genuine, caring and helpful.

- CS

Jeanette was massively helpful in helping me out when I met her and she was helpful and straightforward in her advice in finding me a home. She spent time listening to my needs and was understanding when I was unable to accept an offer of accommodation in a HMO. She never lost patience and she continued to support me until I was eventually able to get a bedsit which I am now living in. I am no longer homeless and may have to explore how best to address my mental health issues.

- NK

Ancora listened to me in a non-judgmental way and offered immediate help with food and fuel vouchers whilst my benefits were up the wall and I was living in temporary accommodation with my children. I want to attend their next Life Skills/Money Management courses.

- JM

Ancora helped me out a lot and to feel a lot better about myself and my confidence levels. I have been able to face my debt difficulties and have now got on top of my outgoings. I know I will be able to speak to Ancora and get good, practical help and that they will listen without judging me.

- MT

I will never forget the help that I received. Barbara was brilliant at talking to HMRC and getting them to listen. She gave me the strength to fight my corner and inspired me to help other people.

- LB



Many thanks for all your help - especially the food and fuel voucher. It is very much appreciated. To show my appreciation, if you ever need a favour returning or need any help in any way, please just ask. It would be great involved in your project.

- CS

I was given an overnight stay at a local hotel and this was entirely due to the intervention by Barbara and the calls she made to RAID and FCHO on my behalf.

Her contact with these organisations had resulted in them having the correct information regarding my referral as homeless and my mental health state at the time. Barbara ensured that FCHO accessed the full details about my health and that they acted to keep me and put me into temporary accommodation. I was hugely relieved - thank you.

- B

I can't thank you enough. You have been fantastic I don't know what I would have done without you. Thank you so much and I hope I can call in to see you anytime.

- DI

Having spent some time with Jeanette from Ancora, at Oldham's foodbank, it was clear that there are many opportunities through closer working between agencies to support those in need. I honestly didn't know what to expect but the professionalism and care shown to the people who presented was done in such a way that each individual's immediate needs were identified whilst at the same time engendering trust to uncover what further could be done to support them going forward.

The approach showed that there are potential interventions for some individuals which could aid this process from a wider set of agencies and there is so much to be gained by such a support network which could be called to break down some barriers which are straightforward to some yet insurmountable to others.

- Carol Brown, Director of Environmental Services at OMBC

You really have helped me. I thought that when I was in my darkest hour, I didn't think that there would be anybody that would be willing to help me. I now know differently and feel so much more confident about my future.

- T

Can't thank you enough. You've really supported me through this bad period and now I have got all sorted out and I feel like I'm getting my life back on track

- NK