

Service Directory



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This directory is managed and updated by the Programme Team.

Email any: changes, amendments, updates or additions to: Cooperative.Working@stoke.gov.uk

Organisations/services are grouped into categories and can be accessed directly from the contents page with one click.

Contents

Principles	6
Vision	6
TRAINING SERVICES.....	7
Olive Branch (Staffordshire Fire and Rescue Service)	7
Safeguarding Children Partnership Board.....	7
Voices.....	8
SERVICES AND SUPPORT	9
Addiction	9
Aquarius (Gambling Services)	9
Edward Myers	9
Furlong Court	10
Frank	10
GamCare	10
Community Drug and Alcohol Service (CDAS).....	11
Stop Smoking Services (Stoke-on-Trent).....	11
Adult Support	12
Adult Social Care	12
Aftaid (Aid for the Aged in Distress)	12
Age UK.....	13
Anchor.....	13
ARCH	14
Asist.....	14
Befriending Service (Revival)	14
CareLink (Saltbox)	15
Independent Age	15
Independent Living	15
Royal British Legion.....	16
Royal Voluntary Service	17
Saltbox Restart	17
Soldiers, Sailors, Airmen and Families Association (SSAFA).....	18
The ExtraCare Charitable Trust	18
The Silver Line	19
Telecare/Lifeline - Independent Living	19
Voices.....	20
Warm Homes Benefit Take-up Programme.....	20
Wavelength.....	20
Carers Support.....	21
Action for Children	21
The Carers Hub (adult and young carers)	21
North Staffs Carers Association	22
Debt/Finances/Benefits.....	23
Benefits	23
Bridge Debt Advice (Community Money Advice).....	23
Chatterbox North Staffs	23
Citizens Advice	24
Council Tax	24
Low Income Scheme	24
Money Advice Service.....	25
Moneyline	25
The Pension Service	26
Potteries Moneywise	26
Revenue and Benefits	26
Stepchange Debt Charity	27

Domestic Violence	27
Arch	27
Halfrida House	27
Independent Domestic Violence Adviser	28
National Domestic Violence Helpline.....	28
Relate	29
Savana	29
Turn2Me	30
Employment and Skills	30
Adult Learning.....	30
Jobs, Enterprise and Training.....	31
Inspire to Independence	31
REED in Partnership Work Routes	31
REMPLOY.....	32
YMCA – Start up	32
Job Centre Plus (Hanley)	33
Job Centre Plus (Longton)	33
Refugee / Asylum Seeker.....	33
Asylum Seeker and Refugee Service	33
ASHA North Staffs	33
DWP - Integration Loan (GOV.UK)	34
Iranian Community Association	34
Jubilee Project Inc	34
Emergency / Crisis Support.....	35
Buttle Trust	35
DWP - Budgeting Loan	35
DWP - Short term benefit advance	36
Family Action Welfare Grants	37
Foodbank (Trussell Trust).....	38
Friend of the Elderly (Grants).....	38
Glasspool Charity Trust	39
Headway Emergency Fund.....	41
Homeheat Emergency Grants.....	41
Retail Trust	42
Samaritans	43
Sanctus St Mark's.....	43
Staffordshire Victim Gateway	43
Turn2Us.....	44
Victim Support (Staffordshire)	45
Victims' Information Service	45
General Advice	46
Advice and Access Service.....	46
ASB Team	46
Beth Johnson Foundation – Cancer Lifestyle Project.....	46
Community Cohesion	47
Community Legal Outreach Collaboration Keele (CLOCK)	47
dDEAFLINKS Staffordshire	48
Disability Solutions (West Midlands)	48
Dove Service.....	48
Early Help and Young Carers Coordinator.....	49
Healthcare Travel Costs Scheme	49
Healthwatch Staffordshire	50
Healthwatch Stoke on Trent	50
Adult Weight Management Service, Public Health (Stoke on Trent City Council)	50
PohWER	51
North Staffs Sexual Health Prevention Team.....	52
Royal Stoke University Hospital	52
Staffordshire Buddies.....	53

Staffordshire Cares.....	53
Staffordshire Fire and Rescue Service, Community Advice Team.....	53
Staffordshire Police (101 Non-emergency).....	54
Translation and Interpretation	54
Warm Zones	55
Housing/Homelessness	56
90 Hope Street (Brighter Futures).....	56
Arch Supported Housing	56
Arch Supported Lodgings	57
Choices	57
Discretionary Housing Payments	58
Emmaus Potteries: Furniture Mine	58
EPIC	58
Gingerbread (Supporting Homeless Families)	59
Catherine Court (Gingerbread)	59
Rothesay Court (Gingerbread)	59
Housing Repairs (City Council Tenants)	59
Housing Solutions	60
Income Advice Team (Housing)	60
PM Training Homeworks.....	61
Private Sector Housing Team	62
Revival.....	63
Rough Sleepers Team.....	63
Salvation Army	63
Sheltered Housing Team	64
Staffordshire Housing	64
YMCA North Staffs	64
Mental Health	65
Alzheimer's Society	65
Approach.....	65
Bennett Centre.....	66
Beth Johnson Foundation - Advocacy	66
The Clubhouse Network (Brighter Futures)	67
Changes.....	67
Harplands Hospital (Adult Mental Health Inpatient Services)	67
Helpline Ringout Service	68
Healthy Minds Stoke on Trent	68
Health and Social Care Community Mental Health Teams	69
Lyme Trust	69
North Staffs Mind.....	70
NHS Choices – Mental Health	70
PANDAS	70
The Safe Spaces Network.....	70
Staffordshire Mental Health Helpline	71
Parenting/Education.....	71
Active Families Public Health (Stoke on Trent City Council)	71
Alice Charity	72
Catch 22	72
Caudwell Children	73
Children's Centre's.....	73
Children and Families Staffordshire (Putting Children First).....	74
Cook and Eat, Public Health (Stoke-on-Trent City Council).....	74
Early Intervention (Family Support).....	75
Education Welfare Team.....	76
Family Links	76
First for Families.....	77
LIFE	77
The Star Café (A Child of Mine).....	78
Sorting Out Separation	78

Safeguarding	78
Adult Safeguarding (Stoke-on-Trent City Council)	78
Childline	79
NSPCC.....	79
Safeguarding Referral Team – Children’s Social Care	80
Young people	80
CAMHS	80
Changes Young People.....	80
NYAS.....	81
Ruff and Ruby Rooms.....	81
STAR (Sex, Teenagers and Relationships)	82
NHS Choices - Youth Mental Health.....	82
YMCA Go	82
Younger Minds	82
Youth Offending Services.....	83
Youth Development Services	83
Young People’s Drugs Project	84
Version control	85

The Cooperative Working Strategic Partnership Board is committed to delivering improved services for vulnerable households in need across the city.


Principles




Vision


A city where residents are empowered to live independent and fulfilling lives through access to help and support to address the problems they face that is easy and timely.

Training services

Organisation	Olive Branch (Staffordshire Fire and Rescue Service)
Contact information	Contact a local fire station or email: olivebranch@staffordshirefire.gov.uk to organise training
Summary 	<p>Olive Branch Training targets people who are in contact with, or visit vulnerable members of communities within Staffordshire and Stoke-on-Trent. It encourages them to identify potential fire hazards and other risks in the home. In addition it highlights how to refer vulnerable people onto Staffordshire Fire & Rescue Service for a FREE Home Fire Risk Check. The primary aim of the Olive Branch Programme is to reduce the number of accidental dwelling fires, fire-related deaths and injuries across Staffordshire & Stoke-on-Trent.</p> <p>The Training is FREE and we will deliver to groups of any number at your premises or at venues supplied by us across Staffordshire and Stoke-on-Trent.</p> <p>We aim to train all persons involved with caring for the elderly, disabled and vulnerable on a daily basis in how to identify hazards and to understand how to deal with these risks and to refer them on to the appropriate organisation.</p> <p>Each session will last a minimum of 1.5 hours and each delegate will receive a certificate of attendance.</p>
Useful links	www.staffordshirefire.gov.uk


Organisation	Safeguarding Children Partnership Board
Contact information	01782 231615 or 01782 233478.
Summary 	<p>Training provided by Stoke-on-Trent Safeguarding Children Board will be consistent with six areas of expertise that everyone working with children and young people and families should be able to demonstrate. These are:</p> <ul style="list-style-type: none"> • Effective communication and engagement with children and young people and their families and carers; • Child and young person development; • Safeguarding and promoting the welfare of the child; • Supporting transitions; • Multi agency working; • Sharing information. <p>The training provision is funded by member organisations of the Stoke-on-Trent Safeguarding Children Board. The following contributing members to the Board can access the training free of charge;</p> <p>City Council Employees Local Authority Schools Staffordshire and Stoke on Trent Partnership NHS Trust Royal Stoke Hospital North Staffs / Combined Healthcare Trust Staffordshire and West Midlands Probation Trust Staffordshire Police HM Prison Service</p>


	<p>Children and Family Court Advisory and Support Service (CAFCASS)</p> <p>Youth Offending Service</p> <p>Early Years Childcare Service</p> <p>Third Sector organisations</p> <p>Stoke on Trent College / 6th Form College</p> <p>Staffordshire Fire Service</p> <p>Faith Groups</p> <p>A charge of £100 per day for a full day training session or £75 for a half day awareness session is made for staff attending from non-contributing organisations.</p>
Useful links	http://www.safeguardingchildren.stoke.gov.uk/ccm/navigation/professionals/training/


Organisation	Voices
Contact information	<p>Email: enquiries@voicesofstoke.org.uk</p> <p>Telephone: 01782 450760</p>
Summary 	<p>If you work within a Stoke-on-Trent service that supports people experiencing homelessness, mental ill health, re offending and / or addictions these courses are FREE for you to attend.</p> <p>The opportunities have been mapped to meet your needs and to respond to suggestions that have been identified from a survey conducted by VOICES, as needs identified within our Communities of Practice and also discussions from our partnership meetings.</p> <p>The Learning Programme includes events that respond to changes in legislation and systems, thus providing you with up to date knowledge of key changes. Within each section there are a variety of courses available to provide flexibility of options to best suit your roles.</p>
Useful links	http://www.voicesofstoke.org.uk/learning/

Services and Support


Addiction

Organisation	Aquarius (Gambling Services)
Telephone	0300 456 4293
Email	gambling@aquarius.org.uk
Address	236 Bristol Road, Edgbaston, Birmingham B5 7SL
Summary 	<p>Family Support</p> <p>If you are a relative, partner or friend of someone who has a problem with alcohol, gambling or drugs and you are reading this you have probably tried every way you can think of to help to change the situation and to understand what is happening. You are not alone! Families, friends and loved ones matter and it is important that you find the support and information that you need yourself.</p> <p>This may be the first time you have sought out help. You may have talked to others and found this helpful or you may have talked to others and found their attitude or their suggestions unhelpful. Whatever your experience in the past we will listen and support you.</p> <p>Seeking help is a positive step towards changing the situation for yourself and for the family member or friend you want to help.</p>
Eligibility	Open to all affected by gambling
How to refer	Contact by phone
Useful links	aquarius.org.uk/family-support/Information Leaflet

Organisation	Edward Myers
Telephone	01782 441715 – In-patient unit 01782 441713 – Clinics
Address	Edward Myers Unit, Harplands Hospital, Hilton Road, Harpfields, Stoke-on-Trent, ST4 6TH
Summary 	<p>Alcohol and drug detox and rehabilitation centre. The Edward Myers Centre is a specialist substance misuse unit covering North Staffordshire. It has inpatient beds for drug and alcohol detoxification, an outpatient clinic and a community-based nurse service. Patient support is provided, as are some complementary therapies, structured day care and a methadone clinic.</p>
Eligibility	Stoke-on-Trent and North Staffordshire
Referral	<p>The referral process depends on where your GP practice is.</p> <p>For people registered with GPs in North Staffordshire, you can be referred by your GP to the Community Addiction Services, who will assess you and refer onto the Edward Myers Unit for either inpatient or outpatient services as required.</p> <p>For people registered with GPs in Stoke-on-Trent, you can get referred to the Edward Myers Unit via the community alcohol and drug services run by ADSIS or CRI. This service is only available for inpatient services offered by the Edward Myers Unit.</p>
Useful links	https://www.combined.nhs.uk/our-services/substance-misuse/edwards-myers-inpatient-unit/


Organisation	Furlong Court
Telephone	01782 271014
Email	info@brighter-futures.org.uk
Summary 	<p>Furlong Court is a development which offers two blocks of accommodation and specific support for people with substance misuse problems. The service aims to support people to address the issues surrounding their substance misuse and to help them re-build their lives. This could include support with physical and mental health, relationships, housing, training and employment. Customers can stay at the hostel for up to two years and when ready will be supported to move into more permanent accommodation. Furlong Court also offers a further two blocks which offer a resettlement service which supports people after they have moved out of a hostel environment.</p> <p>A dedicated support worker will help you to work through your problems and plan for the future. They will also help you to engage with other services.</p>
Eligibility	
How to refer	People can refer themselves or ask someone who supports them to refer in.
Useful links	http://www.brighter-futures.org.uk/support-services/

Organisation	Frank
Telephone	0300 123 6600 (24hrs/365 days) Text: 82111
Email	Online contact form: www.talktofrank.com/contact
Other information	Live chat 2pm – 6pm www.talktofrank.com/livechat
Summary 	Information website, signposting, FAQs
Eligibility	Open to all
How to refer	Information website
Useful links	Find support near you: www.talktofrank.com/need-support Emergency help: www.talktofrank.com/emergency-help Drugs A-Z: www.talktofrank.com/drugs-a-z

Organisation	GamCare
Telephone	0808 8020 133
Summary 	<p>GamCare is the leading provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. We provide the Freephone National Gambling Helpline as well as live chat with advisers through 'NetLine'. We also host an online forum, daily chatrooms, and provide free face-to-face counselling for anyone experiencing difficulty through their own gambling or that of a family member.</p>
Eligibility	Anyone experiencing difficulty with gambling or who knows someone who is
Referral	Self or by a friend
Useful links	www.gamcare.org.uk/

Organisation	Community Drug and Alcohol Service (CDAS)
Telephone	01782 283113
Email	referrals@sotcdas.org.uk
Address	Wood House, Etruria Road, Hanley, ST1 5NQ
Summary	Advice on drugs and alcohol, support for young people and support for families and carers.
Eligibility	Everyone affected by drug or alcohol misuse
Referral	By email: referrals@sotcdas.org.uk
Useful links	www.scdas.org.uk

Organisation	Stop Smoking Services (Stoke-on-Trent)
Telephone	0800 085 0928 Text 'stokequit' 66777
Email	
Summary	<p>The Stoke-on-Trent Stop Smoking Service offers free friendly face-to-face support together with stop smoking medicines such as chewing gum and patches (on prescription) to support smokers to quit. There are trained advisors in a variety of settings across the City, providing weekly support to people who want to quit smoking. The service also has a specialist smoking in pregnancy service available to support pregnant women to help quit smoking.</p> <p>The Smokefree Families Service offers up to 12 weeks of telephone behavioural support and self-help materials to support individuals and families in Stoke-on-Trent who want to make their homes Smokefree.</p>
Eligibility	<p>Anyone who lives, works or has a GP in Stoke-on-Trent is able to use the service.</p> <p>The Smokefree families Service is only available to residents of Stoke-on-Trent (aged over 16) who allows smoking in their home</p>
Useful links	http://www.stoke.gov.uk/smokefree http://www.nhs.uk/smokefree

Organisation	SAFE (Substances Alcohol Families Education)
Email	drugs.project@stoke.gov.uk
	<p>SAFE (formally Young Peoples Drug Project) is now able to offer Brief Interventions for parents you are working with who are using drugs or alcohol. Often parents are unwilling to accept a referral for a full intervention, or it may be deemed as inappropriate. The Brief Intervention can usually be completed in 1 or 2 home visits and will include:</p> <ul style="list-style-type: none"> • Safe storage checks. This involves checking how substances are stored in the home and giving appropriate advice to reduce risks. Method of drug use: are sharps/paraphernalia being used and if so where are they stored/disposed of. Pattern of drug use: are they using when the children are in bed and if so are they taking appropriate action to reduce risks of fire etc. Location of drug use: are they using in the home. Safe storage boxes will be given out where these are lost or damaged and are given out with all the relevant safety advice. • Support into treatment. If parents are not engaging with adult drug treatment services, we can give all the necessary advice and information and also support parents in attending their first


	<p>appointment.</p> <ul style="list-style-type: none"> • Alcohol Brief Intervention: This involves advice around binge drinking, units, safe reduction methods.
Eligibility	Parents using drugs or alcohol.
Referral	Call SAFE on 01782 234195 or email to above address
Useful links	


Adult Support

Organisation	Adult Social Care
Telephone	0800 561 0015
Email	social.care@stoke.gov.uk
Summary	Help by working with health services, voluntary groups and private care organisations to arrange a service
Eligibility	Older people, vulnerable people, carers, people with a learning disability, people with a physical disability, people with sight impairments, deaf and hard of hearing, mental health needs
Referral	Anyone – call to start the assessment process
Useful links	www.stoke.gov.uk/ccm/navigation/social-care/adult-social-care/AdultSafeguardingforHousingStaff

Organisation	Aftaid (Aid for the Aged in Distress)																													
Telephone	0870 803 1950																													
Email	info@aftaid.org.uk																													
Address	9 Bonhill Street, London, EC2A 4PE																													
Summary	<div><div><div><div>AFT AID</div><div>Aid for the Aged in Distress</div></div></div><div><p>There are many and varied reasons why an application for a grant is made to us because there are so many obstacles to an impoverished, older person. So much that society takes for granted and that are often deemed to be necessities, have become impossible to attain luxuries to those receiving only fixed rate pension.</p><p>What will AFTAID provide a grant for?</p><p>Nearly anything which is required to take away hardship from the day to day life of an older person. In recent years grants have been made to provide, or help in the purchase of:</p><table><tr><td>Mobility scooters</td><td>Rise/recliner chair</td><td>Central heating boiler</td></tr><tr><td>Walk-in showers</td><td>Tumble drier</td><td>Video intercom installation of</td></tr><tr><td>Radiators</td><td>Small emergency house</td><td>phone line</td></tr><tr><td>Cookers</td><td>repairs</td><td>TFT magnifier</td></tr><tr><td>Refrigerators</td><td>Carpeting</td><td>'Blind' software for PC</td></tr><tr><td>Washing machines</td><td>Essential or emergency</td><td>Wheelchair powerpack</td></tr><tr><td>Beds</td><td>house cleaning</td><td>Wheelchair access ramp</td></tr><tr><td>Bedding</td><td>Microwave</td><td>Bath lift</td></tr><tr><td>Clothing</td><td>Rewiring</td><td></td></tr></table></div></div>			Mobility scooters	Rise/recliner chair	Central heating boiler	Walk-in showers	Tumble drier	Video intercom installation of	Radiators	Small emergency house	phone line	Cookers	repairs	TFT magnifier	Refrigerators	Carpeting	'Blind' software for PC	Washing machines	Essential or emergency	Wheelchair powerpack	Beds	house cleaning	Wheelchair access ramp	Bedding	Microwave	Bath lift	Clothing	Rewiring	
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Eligibility	<p>Although we endeavour to be flexible, it is expected that the following criteria be met.</p> <p>The beneficiary of the grant <i>MUST</i> be:</p> <ul style="list-style-type: none">- at least 65 years of age- a UK citizen, residing in the UK- on a low income and have zero or absolutely minimal savings																													


	<p>- written support from an official care or health professional</p> <p>Please note we do not make grants for ongoing or retrospective payments, nor can we consider repayment of debts.</p> <p>How to apply</p> <p>Please make sure the beneficiary meets the above basic criteria and then click here to go to the online form which has a few details we need to be able to send the full application form to you by return email. The Grant Application Form we will send requests the fundamental information required for us to be sure the call upon our funds is appropriate. Applicants are also requested to include with their application some written support from care professionals (Doctor, Social Worker etc.) who are personally aware of the beneficiary's situation.</p> <p>Once all the pertinent information has been gathered and verified, a decision is made as quickly as possible. All applicants should be aware that we have to check the information provided, to protect AFTAID and its supporters from fraudulent claims.</p>
Referral	Applications from individuals or family/neighbours and professionals and voluntary organisations on their behalf.
Useful links	www.agedistress.org.uk/home.html


Organisation	Age UK
Telephone	01782 286209
Email	info@ageuknorthstaffs.org.uk
Summary 	<p>Information and Advice</p> <p>Free, independent and confidential advice on welfare, care, legal and consumer issues affecting people aged 50 and over, their families and carers.</p> <p>Support at Home</p> <p>Practical help and support for older people wishing to live independently.</p>
Eligibility	Over 50 years
Useful links	https://www.ageuk.org.uk/northstaffs/ National Age UK Advice Line: 0800 169 2081

Organisation	Anchor
Telephone	0808 102 4070
Summary 	<p>England's largest not-for-profit provider of housing and care for the over 55s. Many of us find that as we get older we start to think more seriously about where we want to live. Where we live can have a big impact on our quality of life and new considerations that come with age can change how we feel about our homes. At Anchor we are passionate about giving older people a choice of great places and ways to live. We offer a range of services designed specifically to enable you to get the best out of life, but through our years of experience we understand it can sometimes be difficult to know where to start.</p> <p>This website is designed to help you consider all your options, understand our services and provide useful information and guides to ensure you make the choice that is right for you.</p> <ul style="list-style-type: none"> • Park Hall, Bentilee, Stoke • The Cedars, Holden Bridge, Stoke • Chell Green Court, Chell, Stoke


Eligibility	Over 55
Referral	Contact direct
Useful links	www.anchor.org.uk/getting-started

Organisation	ARCH
Telephone	01782 744533 – general enquiries
Email	info@archnorthstaffs.org.uk
Address	308 London Road, Stoke-on-Trent, ST4 5AB
Other information	Office opening hours: 8.30am – 5.30pm Monday to Friday
Summary 	<p>Works with people who need support to take back control of their lives and make positive choices. By giving tailored support to each individual designed around their own personal circumstances, we help people to rebuild their resilience, enhance their life-skills and develop their independence.</p> <p>Connects with people at difficult times in their lives, providing a range of accommodation and support services.</p> <p>Helps people who are homeless or at risk of homelessness, experiencing domestic violence, leaving care, misusing drugs or alcohol, leaving prison, suffering from mental ill-health, or struggling to maintain their independence or their tenancy.</p> <p>If we cannot help someone who comes to us, we can put them in touch with other organisations that can.</p>
Eligibility	Residents of Staffordshire and East Cheshire
How to refer	Self-referral or referral agency
Useful links	www.archnorthstaffs.org.uk/about-us/

Organisation	Asist
Telephone	01782 845584
Email	enquiries@asist.co.uk
Address	Winton House, Stoke Road, Stoke-on-Trent, ST4 2RW
Summary 	<p>Specialist independent advocacy support for people with learning disabilities, physical disabilities and/ or mental health issues. Offers people support through our core Generic Advocacy Project and a number of specialist projects including BME, Transition, Resettlement and Acute Wards services. Asist also provides the Independent Mental Capacity Advocacy service (IMCA) and the Independent Mental Health Act <i>Advocacy</i> service (IMHA) support in Staffordshire.</p>
How to refer	http://www.asist.co.uk/referrals
Useful links	www.asist.co.uk

Organisation	Befriending Service (Revival)
Telephone	0333 014 3389
Email	info@revivalhia.org.uk
Address	308 London Road, Stoke on Trent, ST4 5AB
Other information	Monday to Friday: 8.30am – 5.30pm
Summary 	<p>Matched volunteer assistance. Clients are matched with a compatible, trained volunteer who befriends them and gives them a hand to make their life easier, more independent or more fulfilling. Volunteers can't provide personal or medical care, but they can help with a range of things like:</p> <ul style="list-style-type: none"> • Taking someone to health appointments, or to wellbeing sessions like


	gentle exercise classes <ul style="list-style-type: none"> • Taking someone out for lunch, a stroll or a coffee • Accompanying a customer to social events or hairdressing appointments • Sorting out personal admin • Simply visiting for a chat.
Eligibility	Older, disabled or vulnerable people
Referral	Direct or through a third party
Useful links	www.revivalhia.org.uk/stoke-trent-services/befriending-service/

Organisation	CareLink (Saltbox)
Telephone	01782 810320
Email	carelink@saltbox.org.uk
Address	Bemersley House, Gitana Street, Hanley, Stoke-on-Trent, ST1 1DY
Summary	 <p>Support for vulnerable adults, helping maintain healthy, independent living; reducing isolation and loneliness. Free befriending – either over the phone or in person. Support to manage the transition from hospital to home and link you into Community Groups</p>
Eligibility	Anyone who is lonely and isolated, aged 50+ over and registered with a GP in the Stoke-on-Trent area
Referral	Contact Information: http://saltbox.org.uk/contact/ once a referral has been accepted we will aim to: Complete an Initial Phone Assessment (IPA) within 2 working days. Begin telephone befriending calls immediately following the IPA. These will initially be up to 2 calls per week until an Initial Home Assessment (IHA) has been completed. Complete an Initial Home Assessment (IHA) within 5 working days of the IPA. Inform referrer of the outcome of the referral once a decision is made.
Useful links	www.saltbox.org.uk/carelink


Organisation	Independent Age
Telephone	0800 319 6789
Email	advice@independentage.org
Address	18 Avonmore Road, London W14 8RR
Summary	Regular weekly or fortnightly calls.
Eligibility	Available for older people
Referral	https://www.independentage.org/get-support/making-a-referral or call the helpline, 0800 319 6789.
Useful links	https://www.independentage.org


Organisation	Independent Living Integrated Community Equipment Service
Telephone	0845 450 5579
Email	Medequip on behalf of Stoke-on-Trent Council Integrated Community Equipment Service
Summary	Free equipment loan service to disabled people, such as: <ul style="list-style-type: none"> • toileting and bathing aids • pressure mattresses • community nursing beds • mobility equipment

	<ul style="list-style-type: none"> • handling and lifting equipment • minor adaptations such as grab rails, stair rails and temporary ramping <p>The following services are also available:</p> <ul style="list-style-type: none"> • Delivery and installation of equipment at your home address or other alternative delivery address within Stoke-on-Trent • Maintenance of equipment on loan to ensure it stays safe to use according to the law • Collection service from your home address of equipment no longer required • In-depth cleaning of returned equipment through our specialist Decontamination Unit • Repair and refurbishment of equipment where viable.
Eligibility	Resident of Stoke-on-Trent
Referral	<p>A health professional or a council Occupational Therapist will recommend equipment for you if they assess that you need it to live safely and independently. If you agree to have the equipment, they will send a referral to us.</p> <p>When we receive the referral, we will contact you to arrange delivery of the equipment to either your home address, or a hospital or health centre. We will agree a delivery date, and either a morning or afternoon delivery slot. On the delivery day (which is normally within a week, though some special items may take longer to arrive) one of our Equipment Service Technicians will bring out your equipment, and will fit and test it (where required) at the same time.</p>


Organisation	Royal British Legion
Telephone	0808 802 8080
Address	Outreach 'drop in' centre: Hanley City Central Library, Bethesda Street, every Thursday 10am – 4pm
Other information	8am – 8pm 7 days (free calls from UK landlines)
Summary 	<p>We provide practical support to serving men and women, veterans (ex-Service of all ages) and their families. Explore how we can help you and get in touch for advice, information and guidance at:</p> <p>www.britishlegion.org.uk/get-support</p>
Eligibility	<p>www.britishlegion.org.uk/get-support/eligibility/</p> <p>Those eligible for support services can be summarised as:</p> <ul style="list-style-type: none"> • People who are serving or who have served in the Armed Forces - 'Beneficiaries': Serving personnel, or those who have previously served <ul style="list-style-type: none"> – Reserve or Auxiliary personnel, or those who have previously served – Those who have served with the Mercantile Marine afloat in hostile waters – Current or previous full-time members of Allied Civil Police Forces – Those entitled to the campaign medal issued to the Royal Navy, Army or Royal Air Force to those giving them direct support or under their command – Any member of Voluntary Aid Societies who has served full-time and in uniform in direct support of the United Kingdom Armed Forces – Any British subject (by birth or otherwise) who has served at least seven days in the Forces of an Allied nation and received seven days'


	<p>pay from that nation</p> <ul style="list-style-type: none"> – Any British subject (by birth or otherwise) who served in a resistance organisation of an Allied nation during hostilities in which the United Kingdom Armed Forces were engaged – Any man who served in the Home Guard for at least six months, or in a Bomb and Mine Disposal Unit for at least three months – Any man who was awarded the Defence Medal in respect of service in the Home Guard or in a Bomb and Mine Disposal Unit. <ul style="list-style-type: none"> • Their dependants • Their carers
Referral	Contact Centre helpline on 0808 802 8080 from 8am to 8pm, 7 days a week
Useful links	<p>Website: www.britishlegion.org.uk</p> <p>Online knowledge base: support.britishlegion.org.uk/</p>


Organisation	Royal Voluntary Service
Telephone	01782 917938
Email	staffordshirehub@royalvoluntaryservice.org.uk
Address	29 Charles Street, Stoke-on-Trent, Staffordshire ST1 3JP
Summary 	Helping older people maintain their independence and stay involved in the local community.
Referral	Service Enquiry Form
Useful links	www.royalvoluntaryservice.org.uk/hubs/1205-staffordshire

Organisation	Saltbox Restart
Telephone	01782 815879
Email	restart@saltbox.org.uk
Address	Adelaide House, Adelaide Street, Burslem, Stoke-on-Trent, ST6 2BD
Summary 	<p>Restart provides a safe place to deal with life's challenges whilst positively looking towards the future.</p> <p>We provide:</p> <ul style="list-style-type: none"> • support to ex-offenders who have been involved with the Criminal Justice System within the last two years • supported accommodation, helping individuals to achieve and maintain independent living • individually tailored training, volunteering and work placement opportunities • support to reconnect with family relationships whilst re-integrating into community life • partnership working to reduce homelessness and re-offending <p>How we work:</p> <ul style="list-style-type: none"> • Restart houses vulnerable adults over the age of 21 who need support to maintain independent living • a comprehensive needs and risk assessment is carried out prior to acceptance into our service • prospective clients will engage in tailor-made support which will help deal with life's challenges whilst looking forward to a positive future

	<ul style="list-style-type: none"> • Referrals can be accepted from the Prison Service before release, or from other partner organisations such as the Probation Service • All clients will receive support and assistance to settle into their new home. If released from prison, we will meet clients at the gate on the day of their release
Eligibility	Support to ex-offenders who have been involved with the Criminal Justice System within the last two years
Referral	Referrals can be accepted from the Prison Service before release, or from other partner organisations such as the Probation Service
Useful links	www.saltbox.org.uk/restart


Organisation	Soldiers, Sailors, Airmen and Families Association (SSAFA)
Telephone	0800 731 4880 (confidential support) 01785 212680 (Staffordshire branch)
Email	Staffordshire@ssafa.org.uk www.ssafa.org.uk/contact-us
Summary 	<p>We have a network of trained volunteers on Army, RAF and Naval bases in the UK and around the world who can give you local support. Everyone faces different challenges so we've developed specialist services to meet the needs of today's serving community. Find out what we can do for you.</p> <ul style="list-style-type: none"> • currently-serving/support-service-community • currently-serving/housing-during-illness-and-injury • currently-serving/family-support-groups • currently-serving/support-military-women-and-families • currently-serving/mentoring • currently-serving/armed-forces-transition-support • currently-serving/adoption-military-families • currently-serving/additional-needs-and-disability-support • currently-serving/housing-women-and-children • currently-serving/health-care-military-community • currently-serving/personal-support-and-social-work-service-raf
Eligibility	SSAFA provides lifelong support to anyone who is currently serving or has ever served in the Royal Navy, British Army or Royal Air Force. We're ready to help you and your family, whenever and wherever you need us.
Useful links	www.ssafa.org.uk/


Organisation	The ExtraCare Charitable Trust Wellbeing, dementia and support living
Telephone	02476 506011 – Head Office
Online enquiry form	www.extracare.org.uk/contact-us/
Summary 	<p>The ExtraCare Charitable Trust enables older people to enjoy a healthier, active and more independent lifestyle that represents a modern alternative to the traditional care or nursing home.</p> <p>Local Villages and Schemes: Berryhill Village, Arbourfield Drive; Camoys Court, Moore St, Cobridge; St Dominic's Court, Hartshill Rd.</p>
Eligibility/referral	Varies for each service – see website for more information
Useful links	www.extracare.org.uk

Organisation	The Silver Line
Telephone	0800 4 70 80 90
Summary	 <p>The Silver Line is the confidential, free helpline for older people across the UK open every day and night of the year. Our specially trained helpline staff:</p> <ul style="list-style-type: none"> • Offer information, friendship and advice • Link callers to local groups and services • Offer regular befriending calls • Protect and support those who are suffering abuse and neglect
Eligibility	Helpline for older people. No strict age limits but most service users are over 55.
Useful links	www.thesilverline.org.uk/what-we-do/

Organisation	Telecare/Lifeline - Independent Living
Contact information	01782 234545
Email	social.care@stoke.gov.uk
Summary	<p>Telecare is a service for people with eligible Adult Social Care needs. It will help you to stay safe at home. We will install some small discreet sensors around your house (what sensors we provide will depend on your individual needs).</p> <p>The sort of sensors we can provide include:</p> <ul style="list-style-type: none"> • A pendant (which you can wear around your neck or on a wrist strap) that you can press if you need help • A falls detector (which you clip to your belt) that will detect if you fall down • A medication reminder/dispenser that will let you know when to take your tablets, and will give you the correct ones to take • A flood detector that will alert you (and the Control Centre) if your bath or sink overflows • An epilepsy sensor which goes under your mattress, and will detect signs that you may be having a seizure
Eligibility	<p>Telecare is available to people who are eligible for social care support, if their needs can be met through the provision of telecare services. If you believe you need support, please call our Social Care Contact Centre on 0800 561 0015 to arrange an assessment.</p> <p>If you do not want a social care assessment you can pay for the sensors and services described above as part of the Lifeline community alarm service.</p> <p>If you would like to purchase the Lifeline service, or if you would like any further information, please call or email us</p>
Referral	<p>Firstly, to receive Telecare you must have an assessment from social care that shows you are eligible for support and have needs that Telecare could help to meet. For our Telecare equipment to work you will need to have a working phone line. We will also need a power plug socket within 7 feet of where the phone is, so we can plug in the base unit.</p>
Useful links	www.stoke.gov.uk/ccm/navigation/social-care/adult-social-care/independent-living

Organisation	Voices
Telephone	01782 450760
Email	enquiries@voicesofstoke.org.uk
Address	Floor 1, Federation House, Station Road, Stoke-on-Trent ST4 2SA
Summary	Coordinating services with people experiencing homelessness, mental-ill health, addiction and offending in combination.
How to refer	Introduction form
Useful links	www.voicesofstoke.org.uk

Organisation	Warm Homes Benefit Take-up Programme
Telephone	01782 286209
Email	info@ageuknorthstaffs.org.uk
Address	83-85 Trinity Street, Hanley, Stoke on Trent, Staffordshire, ST4 8TY
Summary	 <p>One-to-one benefit advice sessions, in your home or by appointment at one of our offices, include a benefit check covering pensions, means-tested benefits and disability related benefits. We will assist with completing applications, such as for Attendance Allowance, and checking if you are eligible for Pension Credit, other means-tested benefits and the addition of premiums.</p> <p>We'll also be assessing the appropriateness of a Carers Allowance claim and any income-based benefit entitlement, or addition, or premium in means-tested benefits that will be relevant following an award of Carers Allowance, or an underlying entitlement.</p>
Eligibility	Over 50's
Referral	Self-referral
Useful links	https://www.ageuk.org.uk/northstaffs/our-services/warm-homes/ https://www.gov.uk/winter-fuel-payment


Organisation	Wavelength
Telephone	0800 0182137 Freephone
Email	info@wavelength.org.uk
Address	WaveLength Charity Ltd, 159a High Street, Hornchurch, Essex, RM11 3YB
Summary	 <p>WaveLength gives TVs, radios and CD players to isolated and lonely people living in poverty. Many live with disability or chronic illness that makes it hard to leave their homes. Many are over 75, and many are coming out of difficult situations like homelessness or domestic violence. TVs and radios are 'lifelines', keeping them connected to the outside world and comforting them through long days and nights. The equipment is brand new, and we also provide sets which are accessible for disabled people. We work with national manufacturers to deliver equipment discreetly all across the UL. Please note that we don't usually pay TV licence fees. If a beneficiary can't afford this, it may be best to ask for a radio instead. In exceptional cases, however, we may pay for licences for people with very limited incomes and severe inability to leave their homes. The manufacturers we work with take care of installation and delivery, as well as a long-term warranty. Staring at a blank wall does nobody any good. We open up a window on the world.</p>
Eligibility	<ul style="list-style-type: none"> Isolated and lonely, with limited ability to leave the house and socialise Living in poverty and unable to afford a TV or radio themselves


	<ul style="list-style-type: none"> • Old age, disability, or chronic physical or mental illness are factors in a lot of the isolation. <p>To qualify for WaveLength's help, beneficiaries must be referred to us by a third party, known as a referee. This is to prevent fraudulent claims and check people really are vulnerable. If you're not sure whether you qualify, as a beneficiary or a referee, just ask!</p>
Referral	<p>Referees can't be related to or employed by the beneficiary, but could be a: reliable, well-organised friend, social worker, care worker or medical worker, housing officer, charity worker or volunteer, member of a religious or community organisation</p> <p>http://wavelength.org.uk/wp-content/uploads/2017/06/WaveLength_ApplicationForm_ART.pdf</p>

Carers Support

Organisation	Action for Children
Telephone	01782 683 129
Email	web.stokeontrent@actionforchildren.org.uk
Summary	<p>We offer activities and support to local families in Stoke-on-Trent backed by our team with proven experience in providing Short Break services, one-to-one support, information and professional advice for young people and children with disabilities.</p> <ul style="list-style-type: none"> • We are here to support disabled children and young people to fulfil their full potential by providing a quality service to support their individual needs. • We will provide services to children and young people up until their 20th birthday. • Typical Short Break activities in the Stoke-on-Trent area include; trampolining, fishing, sailing, sports, multi-sensory play, family activities and many more. • You can access a minimum of one short break opportunity a month, an additional short break during Easter and each half term holiday and two additional short breaks during the summer holidays.
How to refer	<p>Visit the activities section of the website to find out what's on near you. For further information, to register your interest or to find out more about the service, get in touch with our friendly team either by using our interactive form or by calling us on 01782 683 129.</p>
Useful links	<p>https://services.actionforchildren.org.uk/stoke-aiming-high https://services.actionforchildren.org.uk/stoke-aiming-high/about-us/what-we-do/</p>

Organisation	The Carers Hub (adult and young carers)
Telephone	0330 123 1937 (Monday to Friday 9am – 5pm, Wednesday 9am – 8pm, Saturday 9am – 12.30pm)
Email	info@thecarershub.co.uk carershub@peopleplus.co.uk
Address	Suite 9, The Forecourt, Albion Street, Hanley, Stoke-on-Trent, ST1 1QH
Summary	The Carers Hub exists to improve the life of carers in Staffordshire and


	<p>Stoke-on-Trent through tailored advice, training and information. Our services are designed with you and your needs as a carer in mind and cover a whole range of support for carers of all ages:</p> <p>Carers' assessments, support planning, social and health services, money, employment, skills, housing, mental health, learning disability, health e.g. carers of stroke victims, transport, well-being, facilitating social activities</p> <p>You can access our Carers' Hub services in person at our two main offices, run by local teams - one in Stoke-on-Trent, and one in Staffordshire. We also have a number of community venues across Stoke-on-Trent and Staffordshire.</p>
Eligibility	<p>Our services are available to all carers who are resident or care for a resident in Stoke-on-Trent or Staffordshire or who are registered with a GP in Staffordshire or Stoke-on-Trent. We accept referrals from carers themselves, statutory agencies, relatives, friends and voluntary organisations.</p>
Referral	https://www.thecarershub.co.uk/Pages/referacarers.aspx
Useful links	<p>Young carers' information</p> <ul style="list-style-type: none"> • www.carers.org/what-young-carer <p>Adult carers</p> <ul style="list-style-type: none"> • www.thecarershub.co.uk/Pages/ourservices.aspx • helplines.org/helplines/carewell-uk/ • www.counselling-directory.org.uk/carers-support.html • www.nhs.uk/carersdirect/pages/carersdirecthome.aspx


Organisation	North Staffs Carers Association
Telephone	01782 793100
Email	info@carersfirst.com
Address	1 Duke Street, Fenton, Stoke, ST4 3NR
Other information	Mon – Thurs 8am – 5pm, Fri 8am – 4.30pm
Summary 	<p>We provide FREE Services for unpaid carers in North Staffordshire. This includes:</p> <ul style="list-style-type: none"> • A dedicated Carers' Centre, Information and Advice, Emotional Support, Practical Help, Break Opportunities, and Social Activities, Along with support to access Benefits and Grants. • In addition, we offer information and training to professionals who come into contact with informal carers and look to facilitate communication and consultation between informal carers and the purchasers and providers of services. • We seek and represent the views of informal carers on the planning and delivery of services and we continue to strive to identify and implement opportunities to improve our service to Carers.
Eligibility	Non paid carers
Referral	Self-referral, a referral on behalf of a loved one or a referral in a professional capacity. Referral Form: www.carersfirst.com/how-to-refer
Useful links	www.carersfirst.com/


Debt/Finances/Benefits


Organisation	Benefits
Website	https://www.gov.uk/browse/benefits
Summary 	<ul style="list-style-type: none"> • Advice on Disability Living Allowance, Carer's Allowance and Employment and Support Allowance www.gov.uk/browse/benefits/disability • Benefits entitlements: Includes: Child Trust Funds, childcare, Sure Start Maternity Grant, free school meals and benefits calculator www.gov.uk/browse/benefits/entitlement • Child benefit: eligibility, claiming and when child benefit stops www.gov.uk/browse/benefits/child • Death and benefits: Includes Widowed Parent's Allowance, Bereavement Payment, Funeral Payment www.gov.uk/browse/benefits/bereavement • Heating and Housing Benefits: Includes Winter Fuel Payment and Cold Weather Payment www.gov.uk/browse/benefits/heating • Jobseeker's Allowance and low income benefits: Includes Income Support, Budgeting Loans and Pension Credit www.gov.uk/browse/benefits/jobseekers-allowance • Tax Credits: Includes Working Tax Credit, Child Tax Credit and when tax credits stop www.gov.uk/browse/benefits/tax-credits

Organisation	Bridge Debt Advice (Community Money Advice)
Telephone	07974 197806 (Anne Riddle)
Email	anne@bridgedebtadvice.org.uk
Address	St John's Welcome Centre, Abbey Hulton – Monday and Tuesdays St John's Centre, Trent Vale – Thursday and Fridays
Summary	Bridge Debt Advice can assist with budgeting, debt management plans, debt relief orders, and bankruptcies and will always work closely with other agencies and signpost wherever appropriate.
Eligibility	Clients who are experiencing all kinds of financial difficulties.
Referral	Direct


Organisation	Chatterbox North Staffs
Contact information	www.chatterboxns.com/
Summary 	Information, facilities, advice and support necessary to enable local people to access appropriate financial services, manage money effectively and take control of finances and financial choices. Does not provide one to one advice.
Eligibility	Open to anyone
Referral	Information website
Useful links	Links to advice topics: Budgeting , Debt , Banking , Savings Providers , Loans Providers , Insurance , Welfare Benefits , Tax Advice , Housing/Tenancy Support , Fuel Debt and Energy Advice


Organisation	Citizens Advice
Telephone	01782 201234 Advice line: 03444 111 444
Address	Advice House, Cheapside, Hanley, Stoke-on-Trent, ST1 1HL
Summary 	Problems rarely come singly. CAB advice looks at the whole of a person's situation and addresses the whole of the problem. The CAB's uniquely holistic service enables us to address each of these issues, accessing specialist advice within the organisation where necessary, making referrals to external agencies where appropriate, but all offered under the umbrella of the area's only genuine one-stop shop.
Eligibility	Open to all
Referral	Open to all
Useful links	www.snsCab.org.uk/ Online advice service: www.citizensadvice.org.uk/

Organisation	Council Tax
Telephone	01782 234234 (Monday – Friday 8am – 8pm, Saturday 9am – 1pm)
Online enquiry form	Online enquiry form
Address	In person at a Local Centre or One Stop Shops Click here for opening times and locations: Local Centres and benefit surgeries council tax information
Summary 	Council Tax helps to finance a wide range of local government and other public services in the city. The money you pay is collected by us and helps to fund: Stoke-on-Trent City Council for the people of Stoke-on-Trent Staffordshire Police Authority: crime prevention, law and order Staffordshire Fire and Rescue Authority services: fire prevention and rescue By paying your Council Tax regularly and on time, you help to provide vital services for your local community.
Referral	The Online Account makes managing your Council Tax 'Click and Easy' You can view your account balance, check payments, apply for discounts and exemptions and more through the Online account
Useful links	Save time and do it online - click through to: Help with paying your council tax More information Get general information about Council Tax from direct.gov.uk; Other information about council tax

Organisation	Low Income Scheme
Contact information 	0300 3301343 8am to 6pm Monday to Friday, 9am to 3pm on Saturday Prescription Prepayment Certificate (PPC) 0300 330 1341 - Voice Automated service available 24 hours a day, or you can speak to an advisor 2pm to 5pm Monday to Friday, 9am to 3pm on Saturday. www.nhsbsa.nhs.uk/HealthCosts/2733.aspx
Summary	Entitlement to full or partial help for people with low income.
Eligibility	Information available online about who is entitled to help with health costs and also on leaflet HC11

Useful links	<p>Link to buy or renew an existing Prescription prepayment certificate (PPC) https://apps.nhsbsa.nhs.uk/ppcwebsales/</p> <p>HC11 'Help with Health Costs' Leaflet: https://www.nhsbsa.nhs.uk/sites/default/files/2017-12/HC11%20%28V7%29%20online%2011.2017.pdf</p>
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Organisation	Money Advice Service
Telephone	0800 138 7777
Other information	Monday – Friday 8am – 8pm, Saturday 9am – 1pm Sunday and bank holidays closed
Summary 	<p>Free and impartial money advice, set up by government</p> <p>Debt and borrowing: Taking control of debt, getting free debt advice, and how to borrow affordably</p> <p>Budgeting and managing money: Advice on running a bank account, planning your finances, and cutting costs</p> <p>Saving and investing: How to save money, types of savings account, and getting started with investing</p> <p>Pensions and retirement: Includes retirement advice, types of pension and retirement income, and information on automatic enrolment</p> <p>Work and redundancy: Advice on understanding your employment rights, what in-work benefits you might be entitled to and how to handle redundancy</p> <p>Benefits: Find out what benefits you're entitled to and learn about Universal Credit</p> <p>Births, deaths and family: Having a baby, making a will, and dealing with divorce and separation</p> <p>Insurance: Help and advice on protecting your family and getting the right home and car insurance</p> <p>Homes and mortgages: Everything you need to know about buying a home and choosing the right mortgage</p> <p>Care and disability: Choosing the right care services, support for carers and paying for the cost of care</p> <p>Cars and travel: Help with buying, running and selling a car, buying foreign currency, and sending money abroad</p> <p>Your Money Advice blog: Tips, news and views on all things money from mortgages and savings to budgeting and benefits</p>
Eligibility	Open to all, advice website with useful links and information
Useful links	www.moneyadviceservice.org.uk Budget planner www.moneyadviceservice.org.uk/en/tools/budget-planner


Organisation	Moneyline
Telephone	0345 643 1553
Email	https://www.moneyline-uk.com/get-in-touch/ (online contact form)
Summary 	<p>Moneyline is a provider of financial services in the form of short-term loans, savings accounts and can help someone to open a bank account if they don't have one.</p>
Eligibility	<p>Call the Moneyline, they will</p> <ul style="list-style-type: none"> • check who you are & where you live. • Confirm your income.

	<ul style="list-style-type: none"> • check your bank account details. <p>You need to be over 18 and a resident in the UK</p>
Useful links	www.moneyline-uk.com


Organisation	The Pension Service
Telephone	Help making a claim: 0800 731 7898
Other information	Monday to Friday: 8am to 6pm
Summary	The Pension Service helps with State Pension eligibility, claims and payments.
Referral	Claim on line: www.gov.uk/claim-state-pension-online
Useful links	www.gov.uk/contact-pension-service

Organisation	Potteries Moneywise
Telephone	01782 408685
Email	enquiries@potteriesmoneywise.org.uk
Address	Staffordshire North and Stoke on Trent, Citizens Advice Bureau, Cheapside, Hanley, Stoke on Trent, ST1 1HL
Summary	Potteries MoneyWise is committed to tackling financial exclusion and acknowledges that Financial Capability training has a key role in this. We aim to enable social housing residents to have the confidence to take control of their finances and, in doing so, be able to access and choose the best financial products to meet their requirements.
Eligibility	Tenants of social or private rent accommodation and front line staff of organisations in Stoke-on-Trent and north Staffs.
Useful links	http://www.potteriesmoneywise.org.uk/


Organisation	Revenue and Benefits
Telephone	01782 234234 - Customer Services team.
Other information	 <p>Lines open Monday to Friday 8am - 8pm, Saturday 9am - 1pm Face to face at our Benefits Surgeries in Local Centres across the city. Morning drop-ins or afternoon appointments. N.B. The drop-in service may close earlier than advertised during busy periods in order to ensure that all waiting customers are seen. Click here for opening times of Benefit surgeries</p>
Summary	<p>Online: Completing the online enquiry form is quicker and any documentary/supporting evidence can be uploaded too. For any queries about a claim or to supply additional evidence - email stoke.gov.uk/contactbenefits Landlord queries - stoke.gov.uk/landlordenquiries It's 'Click and Easy' to manage your Housing Benefit and Council Tax Support claims using your Online Account. Anytime, anywhere, view claim details, including when to expect next payment and how much. View your Council Tax account and when your next payment is due. If you are online you won't receive paper notifications. For more information and/or to sign up for Online Account click here.</p> <p>Post: If you need to provide us with documents you can send them to: Benefit Services, Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1HH.</p>
Eligibility/Referral	Open to all


Organisation	Stepchange Debt Charity
Telephone	0800 138 1111 Freephone from all landlines.
Email	www.stepchange.org/Contactus/Sendusanemail.aspx
Address	Open Monday – Friday 8am – 8pm and Saturday 8am – 4pm
Summary 	<p>Keep on top of your debt by reducing spending and making the most of your money. If you're struggling to manage your day to day money, we've got lots of practical money advice tips to help you take control.</p> <p>What do I need to have ready?</p> <p>To get the most out of Debt Remedy, or a call to our telephone <u>debt helpline</u>, it's useful to have the following details to hand:</p> <ul style="list-style-type: none"> • Details of all your debts: We'll gather details of your income, outgoings, unsecured debts and any assets you have. • Your income: including any benefits or pensions. • Your household bills: for items such as food and utilities, with details of any missed payments. • Approximate values of assets: like your home or car.
Eligibility	On line advice service
Useful links	www.stepchange.org Online debt advice: www.stepchange.org/Debtremedy.aspx Debt management plan; individual voluntary arrangement; debt relief order (DRO); bankruptcy; equity release; mortgages



Domestic Violence

Organisation	Arch
Telephone	Arch helpline: 01782 205500 (10.00 – 3.00 Monday to Friday) National 24 hour domestic violence helpline: 0808 2000 247
Email	info@archnorthstaffs.org.uk
Address	308 London Road, Stoke-on-Trent, ST4 5AB
Summary 	Accommodation, support and advice for people experiencing domestic abuse, people in housing need, and people who need support to live independently.
Eligibility	Work with men, women and children, in schools, in our own specialist centre and in the community. Work to prevent domestic abuse as well as to support its victims and survivors.
Referral	Apply or refer: Council adult referral form , Council Child Referral Form
Useful links	www.archnorthstaffs.org.uk


Organisation	Halfrida House
Telephone	01889 569668 07544 234928
Email	Contact us: www.halfrida.com/contact Email: info@halfrida.co.uk
Address	PO Box 3507, Staffordshire, ST14 9BJ


Summary 	<p>Halfrida is a charitable organisation set up to offer emotional and practical support to women and their children experiencing domestic violence and abuse in their personal or family relationships. We treat each person / child that comes through the door as an individual. We provide a safe place for women and their children to rest and recover and a place of encouragement and support away from the abuse or the situation they are in, to give them time to make positive decisions about their future.</p> <p>At Halfrida House, we offer a complete care package that includes support in legal and financial areas, as well as in housing and safety options. We can also help women access various courses and counselling as needed.</p> <p>Service to our residents: in order to meet their specific needs, our programmes are tailor-made for each individual tenant or family. Our holistic approach ensures that our tenants are fully supported all through their stay, and after they have left Halfrida House to be accommodated in a new safe environment. We assist our tenants to find employment, and in settling in to their home</p>
Eligibility	Women and their children
Referral	Self-referral or via an agency. All applications considered and assessed on an individual basis.
Useful links	www.halfrida.co.uk

Organisation	Independent Domestic Violence Adviser
Address	Burslem Children's Centre, Vale Park, Hamil Road, Burslem, Stoke-on-Trent ST6 1AW
Summary 	<p>Work alongside the court process providing specialist support to victims of domestic violence, supporting victims through the criminal justice system explaining the procedures and their role and rights within that system</p>
Referral	Police or Family Support Worker

Organisation	National Domestic Violence Helpline Women's Aid and Refuge
Telephone	0808 2000 247
Summary  	<p>Are you experiencing domestic violence? Do you know of someone who is experiencing abuse and may need help and support?</p> <p>The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.</p> <p>The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English and a service for callers who are deaf or hard of hearing are available.</p>
Eligibility	Women only
Referral	Self-referral or via third party
Useful links	www.nationaldomesticviolencehelpline.org.uk/ www.nationaldomesticviolencehelpline.org.uk/support-a-friend-or-family-

	member-experiencing-domestic-violence.aspx www.nationaldomesticviolencehelpline.org.uk/professional-seeking-advice-or-information-on-domestic-violence.aspx
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Organisation	Relate
Telephone	0300 100 1234 / 01743 344010
Address	Stafford & North Staffordshire Relate Centre, The Dudson Centre, Hope Street, Hanley, Staffordshire, ST1 5DD
Other information	Enquiries: Monday – Friday 10am – 4pm
Summary 	<p>Services include:</p> <p>Relationship Counselling for individuals and couples, Family Counselling, Mediation, Children and Young People's Counselling and Sex Therapy. Also provide friendly and informal workshops for people at important stages in their relationships.</p> <p>We have a network of Relate Centre's across the UK and a group of licensed local counsellors that provide face-to-face counselling and support. Phone, email and Live Chat counselling available.</p> <p>Website offers practical tips, guides and videos to help you manage common relationship issues such as sex, separation and divorce, and parenting. Whatever the issue, we can help.</p>
Useful links	www.relate.org.uk/relationship-help/help-relationships/relationship-counselling

Organisation	Savana
Telephone	Business line: 01782 433205 24 hour message line: 01782 433204
Email	info@savana.org.uk
Address	Savana, Wood House, Etruria Road, Hanley, Stoke-on-Trent, ST1 5NQ
Summary 	<p>We are a registered charity based in North Staffordshire. We provide support for anyone who has experienced or is affected by any form of sexual violence including rape, sexual violence, domestic violence, 'honour' related violence and childhood sexual abuse, whether recently or in the past.</p> <p>Our Services</p> <p>Individual counselling: provision of information and support</p> <p>Savana provides two distinct services to those who have experienced or are affected by any form of sexual violence whether recently or in the past - counselling and the Independent Sexual Violence Advisor (ISVA) service.</p> <p>Out of hours crisis workers: We provide out of hours crisis workers to the Staffordshire Sexual Assault Referral Centre (SARC).</p> <p>Training: We offer an external training service to both those working with people who have experienced sexual violence and to individuals who wish to further their professional development. These courses have been developed using our 30 years of experience working with men, women and child survivors of sexual violence.</p> <p>Our specialist courses are CPD accredited and are delivered by our own professionally qualified trainers, some of whom also work as counsellors for the service.</p>
	Referring yourself: All that we need is a safe number to contact you on,

	<p>your name and your post code or area.</p> <p>Referring a friend or family member: Any friend or family member can refer someone, as long as the person is aware of the referral.</p> <p>Professional referrals: As a professional, you can refer someone to our services as long as the client is aware of the referral.</p> <p>How do I make a referral?: There are many ways to refer either yourself, a loved one or a client to our services:</p> <p>Use our on-line form: The on-line referral form will be sent directly to Savana. We will get back to you as soon as we can.</p> <p>Email us: Please email the info@savana.org.uk email address including the name of the person being referred, a safe contact number and their post code or area. If you are a professional making a referral, please fill in the Savana referral form and attach it to the email.</p> <p>Refer by phone: Leave a message on the 24 hour message line (01782 433204) being sure to leave a name and safe contact number. We aim to respond to messages within 24 hours where possible (excluding weekends).</p> <p>Other referrals: We can also take referrals through the counselling directory, the BACP, at outreach events, at awareness raising talks or at Savana training sessions.</p>
Useful links	www.savana.org.uk/

Organisation	Turn2Me
Website	https://turn2me.org/
Summary	<p>Online only mental health support group.</p> <p>This is a website that helps people GET HELP, lets people know that they are not alone and facilitates a safe online community space that allows people to open up and reach out for help.</p> <p>Our Online Support Groups are facilitated by mental health professionals and Online Counselling is provided by professional Counsellors/Psychologists.</p> <p>Turn2Me provides a 3 tiered approach to supporting mental well-being - Self Help, Peer Support and Professional Support. Remain anonymous, express yourself and share your experiences without fear of recognition or judgement.</p>
Eligibility	Over 18s
Referral	Self-referral


Employment and Skills


Organisation	Adult Learning
Telephone	01782 234775
Email	adult.learning@stoke.gov.uk
Summary	<p>Wide range of leisure and qualification courses at venues around the city.</p>
Useful links	https://www.stoke.gov.uk/homepage/38/adult_learning_search_page

Organisation	Jobs, Enterprise and Training
Address	1 Smithfield, Leonard Coates Way, Hanley, Stoke on Trent, ST1 1FA
Summary	The Jet scheme helps people who are unemployed get back into work. Although it is based in the City Centre, JET operates outreach services in all communities across the city and offers work-based training specific to the individual's needs. It also has an employer-facing job brokerage service, which provides recruitment support for local businesses.

Organisation	Inspire to Independence
Summary 	<p>Our mission is "to inspire individuals to fulfil their potential" and since 2004 we have worked with thousands of individuals to do just that. We specialise in getting people into employment or training. We also work with employers to provide recruitment solutions and staff training. Whether you're seeking employment, wanting to develop your skills, or sourcing specialist training for your staff, then we can help.</p> <p>If you are an employer looking to recruit new staff ... i2i can help fill your job vacancies at no cost to your business. Our professional, cost free recruitment service provides employers with a handpicked selection of suitable candidates for every vacancy. Thanks to the i2i Job Seeker Database, employers also have access to vetted and trained job seekers, ensuring vacancies are filled quickly, with the right person.</p> <p>If you are an employer looking to up-skill your workforce... i2i can offer a range of training opportunities and apprenticeships for your staff. We have helped thousands of employees achieve nationally recognised qualifications in key sectors such as customer service, team leadership, business administration and retail. We may also be able to secure extra funding to complement your existing training budget.</p> <p>If you are unemployed and looking for work... i2i can help you find sustainable work by assisting with your job search and coaching you through the application process. Our staff will take the time to identify your skills, as well as your individual needs and requirements. We will also seek to address any barriers which may have prevented you from gaining employment in the past. Once in work, we will continue to provide support until you are happy and settled in your new role.</p> <p>If you are unemployed and keen to gain qualifications... i2i can help you to study and achieve accredited qualifications in retail, customer service and work skills (providing you are aged over 19 and receiving JSA or ESA).</p>
How to refer	Referrals via the Job Centre
Useful links	http://www.enteri2i.com/metadot/index.pl

Organisation	REED in Partnership Work Routes
Telephone	01782 406079
Email	Tallulah Blue, Health & Wellbeing Adviser, Stoke & Staffordshire Tallulah.Blue@reed.co.uk
Address	Suite 2a, Wood House, Etruria Road, Stoke, ST1 5NQ

Summary 	<p>Work Routes helps unemployed people find and sustain employment. Our free service enables jobseekers to improve their skills and employability and create a personal plan to find the right job for them.</p> <p>Regular 1-2-1 personal guidance is available from a friendly Adviser, as well as group training, financial support and exclusive local job vacancies.</p>
Eligibility	Unemployed
Referral	Online referral form
Useful links	Website


Organisation	REMPLOY
Telephone	0300 4568069
Email	stoke@mail.remploy.co.uk
Address	Hanley Hope Centre, Garth Street, Hanley, Stoke on Trent ST1 2DA
Summary 	<p>Today, we deliver a range of programmes and services providing employment and skills support for disabled people and those with health conditions, as well as providing services to employers enabling them to become more disability confident.</p> <p>Working with more than 2,500 businesses, we help employers to recognise the value to their business of employing disabled people in an inclusive workplace environment by providing training programmes and other support services.</p> <p>We believe in building careers, not simply filling job vacancies, and support employees and employers to achieve this.</p>
Referral	<p>On-line advisor: https://www.remploy.co.uk/individuals/finding-work-and-support-work</p> <p>In person at the local branch</p>

Organisation	YMCA – Start up
Telephone	01782 222376
Address	Harding Road, Stoke-on-Trent, ST1 3AE
Summary	<p>We offer a range of skills, education and training designed to help develop the social, personal and vocational skills you need to increase your employability and sustain a meaningful job.</p> <p>Young people accessing these programmes are offered dedicated tutors or training and employment coaches who will help develop a learning programme to suit your needs. Opportunities range from flexible learning programmes to fully accredited courses operating from the city's network of Children's Centres and the YMCA campus in the city centre.</p> <p>Our award winning employment and skills team have years of experience supporting you to achieve your goals and giving you the confidence and skills to find rewarding jobs.</p>
Useful links	https://ymcans.org.uk/services/employment-and-skills/

Organisation	Job Centre Plus (Hanley)
Telephone	0345 604 3719
Address	91 Upper Huntbach St, Hanley, Stoke-On-Trent, ST1 2BX


Organisation	Job Centre Plus (Longton)
Telephone	0800 169 0190
Address	83-87 The Strand, Longton, Stoke on Trent, ST3 2PF

Refugee / Asylum Seeker

Organisation	Asylum Seeker and Refugee Service
Telephone	01782 222870
Email	Janer.howie@ssotp.nhs.uk (professionals only)
Address	Shelton Primary Care Centre, Norfolk Street, Shelton, Stoke, ST1 4PB
Other information	Monday to Friday, 9am – 5pm
Summary  <p>The Asylum Seeker and Refugee Health Team are responsible for introducing asylum seekers and refugees recently arrived into Stoke-on-Trent to NHS services.</p> <p>The team provides practical help and advice to meet the health needs of asylum applicants and refugees who have been granted permission to stay in the UK, and choose to remain in Stoke-on-Trent. They also help failed asylum seekers, many of whom are homeless and destitute with no recourse to public funds.</p> <p>Working in partnership with GPs, people are assisted in registering with a nearby GP. They are subsequently invited for Tuberculosis (TB) and Mental Health screening. Patients who require further treatment are then referred to appropriate services in either primary or secondary care.</p> <p>The service also operates many Health Promotion activities in relation to emotional needs, sexual health and physical health, working in partnership with the Sexual Health Team.</p> <p>The team act as a resource for professionals requiring information relating to asylum seekers and refugees, and also provide educational sessions to nursing and medical students at Keele University, as well as other health services.</p> <p>The team offer an open access service, as well as appointments, to assist asylum seekers to;</p> <ul style="list-style-type: none"> • Access a GP, dentist and sexual health services • Complete HC2 applications and renewals • Help improve access to all health and social care • Identify health needs and signpost to other agencies • Integrate into local communities • Translate information about the NHS 	
Referral	Clients can drop in at any time, and the service is also at various locations across the city.

Organisation	ASHA North Staffs
On line contact form	ashanorthstaffs.wordpress.com/
Address	Unit 7, Hanley Business Park, Cooper Street, SOT, ST1 4DW
Other information	Not always open so must contact before visiting
Summary	Free and confidential advice and support for Asylum Seekers.

ASHA NORTH STAFFS	
Eligibility	Men, women and children
Referral	Just use the contact us form
Useful links	ashanorthstaffs.wordpress.com/our-services/

Organisation	DWP - Integration Loan (GOV.UK)
Telephone	020 8196 5440
Email	Integrationloan@homeoffice.gsi.gov.uk
Summary	UKBA can provide integration loans to customers leaving NASS support to provide help with setting up home in the community.
	
Eligibility	Anyone – information site
Referral	Information website
Useful links	www.ukba.homeoffice.gov.uk/aboutus/workingwithus/workingwithasylum/integration/integrationloan Application form for loan and guidance notes: www.gov.uk/government/publications/application-for-an-integration-loan Local refugee community organisation: www.gov.uk/one-stop-services

Organisation	Iranian Community Association
Telephone	07725 754671
Address	Unit 7, Cooper Street, Shelton, ST1 4DN
Summary	Emotional support, community building, befriending, help with form filling, accommodation, transporting to places, opening bank accounts, translation service, sign-posting and referrals, trips out, monthly poetry evenings, computer and cooking facilities
Eligibility	Refugees and asylum seekers
Referral	Via agencies or self-referral, drop in from 11am
Useful links	www.iranianassociation.org.uk/


Organisation	Jubilee Project Inc
Telephone	Sheila Podmore tel: 07958 250281 or Dianne Yeadon tel: 07532 108207
Address	Burslem Lighthouse, Moorland Road, Burslem ST6 1DW
Other information	Open every other Thursday
Summary	<p>The Project offers support, companionship and activities to all asylum seekers and refugees within the local community. Providing a safe, welcoming and non-judgemental environment in which attendees are able to experience companionship through interaction with individuals from similar communities. The project provides ESOL English language lessons, and IT is available to support their development and understanding of the English language. Indoor and outdoor activities which include crafts, board games, nail art, male/female manicures and tennis at the local park. Trips to Gladstone Pottery, Blackpool, Southport and Rhyl. Supported by the psychological, sexual health and asylum health teams, CAB and Arch. We transport the majority of attendees to the project and all have a good, healthy lunch which is prepared on site by our volunteer chef with the help of some attendees.</p>
Eligibility	all asylum seekers and refugees within the local community


Referral	Other professionals and/or third sector organisations
Useful links	burslem.org.uk/jubilee.html


Emergency / Crisis Support

Organisation	Buttle Trust
Telephone	020 7828 7311
Email	www.buttileuk.org/contact-us
Address	15 Greycoat Place London SW1P 1SB
Summary	<p>Small Grants provide a personal and fast response to families living in crisis, when there is no one else that can help. By paying for basic items such as a cooker, fridge or bed, grants offer relief from a critical situation.</p> <p>Buttle UK expects applicants to have exhausted all other sources of public funds before applying. You can search for your Local Authority's Welfare Provision Scheme on the Child Poverty Action Group website. We can usually only supply one item, if your client needs more we suggest you look for other sources of charitable support using the Grant Search tool on the Turn2us website. - See more at: www.turn2us.org.uk/Find-Benefits-Grants</p> <p>Things to consider: Our maximum grant is around £300 We are normally only able to assist with one item per application We aim to be flexible to assist those most in need, if you are unsure whether your request will meet our criteria please contact us Facing financial hardship alone does not make a client eligible for our support; to be considered they need to be facing additional social welfare issues and suffering deprivation as a result. Social welfare issues could include: domestic abuse, drug/alcohol misuse, estrangement, illness, distress, abuse, neglect and behavioural or mental health issues. - See more at: http://www.buttileuk.org/need-support/families/all#help</p>
Eligibility	<p>Who can we help Children aged 18 or under living with parents or carers Young people aged 20 years and under who are living independently who are estranged or orphaned. - See more at: www.buttileuk.org/need-support</p> <p>We are unable to help Children whose care is the responsibility of the local authority. Adults aged 21 and over Parents who are not the main carer for the child Young people leaving care who can access funding under the provisions of The Children (Leaving Care) Act 2000 Families and young people who are non-EU residents on a student or work visa Families or young people not normally resident in the UK - See more at: http://www.buttileuk.org/need-support/families/all#help</p>
Referral	Self-referral, via parent/carers or support worker
Useful links	www.buttileuk.org


Organisation	DWP - Budgeting Loan
Telephone	0345 603 6967


Summary 	Loans from £100, interest free for essential things like furniture, clothing, moving costs or hire purchase debts...
Eligibility	To apply you must be in receipt of an income-related benefit for at least 26 weeks: Income Support, income-based Jobseekers, income-related employment and support allowance or Pension credit. Loans from £100 and interest free
How to claim	<p>Download and fill in form SF500. Claims can take up to 15 working days. Progress updates can be sent via text to your mobile.</p> <p>Claim form is also available at the local Job Centre Plus, or by post if you call the helpline (allow 5 working days).</p> <p>Job Centre Plus Telephone: 0345 603 6967 Monday to Friday, 8am to 6pm Find out about call charges</p> <p>Once received complete and post the form to: Birmingham Social Fund, Post Handling Site B, Wolverhampton, WV99 1DA or hand in at your local Job Centre Plus, however your application will take longer to process.</p>
Useful links	www.gov.uk/budgeting-help-benefits/how-it-works

Organisation	DWP - Short term benefit advance
Telephone 	Income Support, ESA or JSA 0345 608 8545 Carer's Allowance 0345 608 4321 Pension Credit or State Pension 0345 606 0265 www.gov.uk/short-term-benefit-advance Find out about call charges .
Summary	Advance on first benefit payment Those experiencing financial need after making a new claim for benefit and before receiving their first payment of benefit.
Eligibility	You can apply if you've recently applied for: <ul style="list-style-type: none"> Jobseeker's Allowance (JSA), Income Support, Employment and Support Allowance (ESA), Carer's Allowance, Pension Credit, State Pension
How to apply	<p>Call the number for the benefit you're claiming, you must tell the adviser your circumstances and how much you think you need to borrow.</p> <p>Income support, ESA or JSA Telephone: 0345 608 8545, Textphone: 0345 608 8551, Monday to Friday, 8am to 6pm</p> <p>Carer's Allowance Telephone: 0345 608 4321 Textphone: 0345 604 5312 Monday to Thursday, 8:30am to 5pm Friday, 8:30am to 4:30pm</p> <p>Pension Credit or State Pension Telephone: 0345 606 0265 Textphone: 0345 606 0285 Monday to Friday, 8am to 6pm</p>
Useful links	www.gov.uk/

Organisation	Family Action Welfare Grants
Email	grants.enquiry@family-action.org.uk
Summary 	<p>Family Action's Welfare Grants programme aims to help prevent an immediate crisis from spiraling and threatening the stability of families and individuals. A broken washing machine for example would for many of us be a financial burden to replace; for a family with three children and a very low income however it may mean taking out a high-street loan and plunging further debt. Welfare grants are an integral part of our whole family approach to finding solutions for those who need it the most. Coupled with emotional and practical support, grants help us to create a safety net for the most vulnerable and disadvantaged members of our society. <u>We do not accept applications directly from individual members of the public.</u> All applications must be made, on-line, by a suitable referring agency. Suitable referring agencies include: statutory agencies or charities that provide health or social care; housing associations; probation services and GP's.</p> <p>We are only able to accept applications from referring agencies that:</p> <ul style="list-style-type: none"> • have knowledge of and are able to assess the needs of the individual or family in need • have a bank account in its own name and are able to bank and administer grants on our behalf. Payments will only be made to the referring agency unless a prepaid Argos card is requested during the application process. If a prepaid store card is requested it will be sent directly to the beneficiary. <p>It is vital that the individual or families needing assistance meet the eligibility criteria of Family Action's welfare grants programme. We regret that if an application is received on behalf of someone who does not meet the eligibility criteria a grant will not be made.</p>
Eligibility	<p>Our welfare grants programme provides grants for essential personal and household needs to assist families and individuals with low incomes, particularly those living on benefits. In addition to living on a low income and having right of residency in the UK, welfare grant applicants must fall into one or more of the following "priority areas" listed below to be eligible to apply for a grant.</p> <p>Grants available nationally</p> <ul style="list-style-type: none"> • Older People: Support to promote independence; improve the quality of life and isolation for those aged 60 and over. • Sickness/disability: Support to pay for disability aids that will benefit the applicant in their home. Funds are also available for medical treatment or to defray the expenses of convalescence and recuperation. • Mental Health: Support for adults (over the age of 18) with a clinical diagnosis of a mental health problem. • Domestic Abuse: Support for families or individuals who have recently experienced domestic abuse.
How to apply	<p>Enter your email address at the login page at https://family-action-trustsearch.org.uk/apply/wel/intro.aspx If you're eligible to register, you'll be taken to the registration process. This will check our systems and allow you to associate yourself with an existing organisation, or create a new one if required. You will then need to tell us some information about yourself, and verify that you can receive emails to the address that you specified.</p>

Useful links	www.family-action.org.uk/what-we-do/grants/welfare-grants/
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Organisation	Foodbank (Trussell Trust)
Telephone	01782 899081
Email	info@stokeontrent.foodbank.org.uk
Address	Various locations through the city - find your nearest foodbank here . Stoke-on-Trent main location – Hanley Community Fire Station
Summary	 <p>Every day people in the UK go hungry for reasons ranging from redundancy to receiving an unexpected bill on a low income. A simple box of food makes a big difference, with foodbanks helping prevent crime, housing loss, family breakdown and mental health problems.</p> <p>Food vouchers Care professionals such as doctors, health visitors, schools and social workers identify people in crisis and issue them with a foodbank voucher. This entitles them to receive a foodbank parcel of three days' nutritionally balanced, non-perishable food.</p> <p>More Than Food Foodbanks also offer a lot more than food. Volunteers provide a listening ear to clients over a warm drink, and signpost people to other charities and agencies who can help resolve the underlying cause of the crisis.</p> <p>Money Management: Debt and money management charities partner with foodbanks to offer professional financial advice at the point of crisis.</p> <p>Eat Well Spend Less: Cookery and money management course teaching people how to cook healthily when on a low budget.</p> <p>Holiday Meals: Supporting families who find it difficult to manage without free school meals by running breakfast and holiday meal clubs.</p>
Eligibility	By voucher only
Referral	Through local agencies: CAB, Housing Support Officers, Children's Centre's, health Visitors, social services and some local charities
Useful links	stokeontrent.foodbank.org.uk/


Organisation	Friend of the Elderly (Grants)
Telephone	0330 332 1110 Monday to Wednesday 9am to 5pm
Email	hello@fote.org.uk
Summary	 <p>Friends of the Elderly aims to alleviate the worry and stress that living on a low income can cause. Our small grant service provides one-off grants and regular allowances to those who have reached state retirement age and are struggling to cope on a low income.</p>
Eligibility	<p>Supporting Friends beneficiaries are typically:</p> <ul style="list-style-type: none"> • aged 60 or over • living in England or Wales • managing on a low income with savings of less than £4,000 • not living in a residential care home
Referral	How to Apply


	<p>Applications on behalf of individuals are made by referring organisations working in local communities. The role of the referring organisation is to assist the application process, verifying the applicant's circumstances and supporting the applicant with purchasing the item or service they need.</p> <p>When an application is successful, a cheque for a one-off grant will usually be made payable to the company providing the equipment or service. Payment of regular allowances will be arranged to suit the older person.</p> <p>Where an applicant may be eligible for help from a benevolent charity connected with a particular trade or occupation, Supporting Friends will suggest an application to that charity in the first instance. However, contributions may be made towards expensive items jointly with other charities.</p> <p>Our grant allowance has been increased to £300 per applicant. We aim to make a difference through three grant streams:</p> <ul style="list-style-type: none"> • HOME ESSENTIALS grants are for older people whose lives will be made easier through the provision of new home furnishings, kitchen appliances, mobility adaptations or home repairs. • DIGITAL CONNECTION grants are there to help older people get online and stay connected with their family, friends and community. We cover equipment and broadband costs. • FINANCIAL SUPPORT grants are for older people affected by poverty or financial hardship and can be used towards utility bills, funeral costs, moving fees and other unexpected costs. • We have made it easier for applicants to evidence they are on a low income by simply requesting a copy of their DWP letter informing them of their Guaranteed Pension Credit. <p>We may be able to consider applications from those on a low income but not in receipt of Guaranteed Pension Credit. Please call us on 0330 332 1110 to discuss exceptional applications.</p> <p>We will be accepting applications made on old application forms and meeting our old grant criteria until the 31st October 2016.</p> <p>Download an application form</p>
Useful links	www.fote.org.uk/our-services/grants/


Organisation	Glasspool Charity Trust
Telephone	020 8520 4354
Address	Saxon House (2nd Floor), 182 Hoe Street, Walthamstow, London, E17 4QH
Summary	<p>The Glasspool Trust is one of the few national charities making small grants to individuals in need, which has no restrictions on the type of beneficiary. The usual aim of the grant is to help the beneficiary over a short term crisis. We do not accept applications directly from individual members of the public. As a charity we are not in a position to replace statutory funding and as such we expect all applicants, where appropriate, to have made an application to the relevant Local Welfare Scheme BEFORE making an application for a grant from the Glasspool Trust.</p> <p>The Trust will not make a grant where there is a reasonable expectation that funding is available from other sources particularly statutory funds. We</p>

	<p>will reject applications where:</p> <ol style="list-style-type: none"> Benefits due to the client are still being applied for – we expect you to exhaust the benefits appeals system in maximising the income available for your client. The client is on a qualifying benefit and an application to the relevant Local Welfare Scheme has not been made or is currently being considered. You should confirm the items requested and we also expect you to exhaust the review system. Social Services are involved and statutory assistance has not been applied for. There are other more appropriate charities that can be applied to e.g. your client is/has previously been employed and an occupational charity can assist. We will expect you to apply to other charities first given the 2 week decision timetable we operate. If you are unsure of other charitable sources go to www.turn2us.org.uk. <p>Needs within our scope: White goods, Beds & bedding, Essential household items and other household goods, Clothing, including school uniforms, Baby needs, Travel expenses for hospital visits etc., Contribution towards equipment and adaptations for people with disabilities where there has been an occupational health therapist recommendation, Vocational materials and training where there is clear evidence of an employment offer, Driving lessons/tests where there is clear evidence of an employment offer, Flooring where there is an exceptional circumstance for people with disabilities, Educational computer equipment/television where there is a permanent or substantial disability/illness.</p>
Eligibility	<p>The Glasspool Charity Trust only awards grants to residents of the UK. However under new tax transparency legislation we are required to obtain confirmation of their UK residency. To enable us to do this we have added a 'self-certification' tick box to our grant application forms which you will need to complete on behalf of your client(s).</p> <p>Should their residency status change you will need to notify us and obtain from your client(s) any additional information required to comply with the Common Reporting Standard (CRS).</p> <p>If you would like any further information about this change to our grants form please email: grants@glasspool.org.uk Further information about the CRS can be found www.gov.uk/guidance/automatic-exchange-of-information-introduction</p>
How to apply	<p>GrantsPlus is our new online application system. To use the new system you will need to register at www.grantsplus.org.uk. From 3 October GrantsPlus will fully replace our previous grant process and we will only accept applications made through GrantsPlus.</p> <p>For help on how to use GrantsPlus please click the help guide located at the top right of the GrantsPlus website www.grantsplus.org.uk.</p> <p>Before registering with us and completing an application please check that your request is something we can help with. Go to How we help.</p> <p>We only accept applications from third party organisations not from individual members of the public, please check that you organisation meets our criteria in Who Can Apply.</p>


Useful links	www.glasspool.org.uk/about-us/history
Organisation	Headway Emergency Fund
Telephone	0208 640 8413
Email	emergencyfund@headway.org.uk
Summary	<p>The purpose of the Headway Emergency Fund is to support families facing an increased financial burden following a brain injury. The fund is limited, so Headway will take into account the financial situation of each applicant when allocating funds and prioritise those with limited resources. We cannot consider applications for families with savings of more than £1000.</p>  <p>What support can we provide?</p> <ul style="list-style-type: none"> • Travel costs for families visiting relatives in hospital or rehabilitation • Travel costs to outpatient appointments relating to the brain injury • Emergency accommodation costs • Essential white goods, e.g. a cooker or a fridge • Other family costs in the immediate aftermath of brain injury • A one week self-catered carer's break at a cottage in Pickering, Yorkshire <p>We are unable fund:</p> <ul style="list-style-type: none"> • Taxi journeys • Mortgage or rent payments • Food • Everyday household expenses • Debts • Private medical treatment • Utility bills • Childcare • Items or services that are the responsibility of the local authority or NHS to provide • Funeral costs
Eligibility	Anyone may apply to the Headway Emergency Fund. We are unable to support applicants who do not reside in the United Kingdom. Only one application per survivor of a brain injury can be considered.
How to refer	Online application: https://headwayuk.wufoo.com/forms/wbkx75a0d76ax0/
Useful links	https://www.headway.org.uk/supporting-you/headway-emergency-fund/

Organisation	Homeheat Emergency Grants
Telephone	0800 336699
Summary	 <p>The Home Heat Helpline advises people worried about paying their energy bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice.</p>
Referral	<p>Many of the people we've helped prefer to speak to us through web chat. We're online and ready to chat to you from 9am-5pm, Monday to Friday. It gives you:</p> <ul style="list-style-type: none"> • Friendly, confidential, personal advice on different help available to save on your energy bills. • Easy to use, with fast answers to all your questions.

	<ul style="list-style-type: none"> The option to have a copy of your chat emailed to you. <p>To chat online with one of the team, click on the live chat button below.</p> 
Useful links	<p>www.homeheathelpline.org.uk/</p> <p>Downloadable factsheets:</p> <p>Energy help for you; Saving money on your energy bills;</p> <p>Home Heat Helpline fact sheet; Insulation fact sheet;</p> <p>Fact sheet for disabled people; Fact sheet for older people;</p> <p>Fact sheet for young families & single parent families</p> <p>Large text fact sheet</p>


Organisation	Retail Trust												
Telephone	0808 801 0808												
Email	helpline@retailtrust.org.uk												
Address	retailHUB, Marshall Hall, Marshall Estate, Hammers Lane, London, NW7 4DQ												
Summary	<p></p> <p>Hardship grants</p> <p>Financial assistance to people who need it most</p> <p>When you're least expecting it, things can happen in your life and you need help paying for something that you can't cover with your usual salary or income.</p> <p>Short-term financial assistance helps people regain control over their lives and manage their future finances.</p> <p>This is where we can offer support through a one-off hardship grant.</p> <p>You can apply for one of our hardship grants via our online grants application portal.</p> <p>Our portal contains guidance on:</p> <ul style="list-style-type: none"> what you need to know before applying including information on our eligibility criteria information we need from you to consider your request for help supporting documentation you may need to provide what to expect after applying <p>You will also be able to upload documentation to your account and be able to track the progress of your grant application.</p> <p>Each grant application is assessed on its own merit and help offered depending on individual circumstances.</p>												
Eligibility	<table border="0"> <tr> <td>If you are:</td> <td><i>You must meet this criteria</i></td> </tr> <tr> <td>Currently working in Retail</td> <td><i>3 months in retail</i></td> </tr> <tr> <td>Made redundant from retail in the last 2 years</td> <td><i>Must have worked within retail in the last 2 years and have at least 3 years continuous service</i></td> </tr> <tr> <td>Unemployed</td> <td><i>Must have worked in retail in the last 2 years and have at least 3 years continued service</i></td> </tr> <tr> <td>Of working age but no longer working in retail</td> <td><i>Must have worked in retail in the last 2 years and have at least 3 years continued service</i></td> </tr> <tr> <td>Retired due to ill health</td> <td><i>Must have worked in retail in the last 2 years and have at least 3 years continued service</i></td> </tr> </table>	If you are:	<i>You must meet this criteria</i>	Currently working in Retail	<i>3 months in retail</i>	Made redundant from retail in the last 2 years	<i>Must have worked within retail in the last 2 years and have at least 3 years continuous service</i>	Unemployed	<i>Must have worked in retail in the last 2 years and have at least 3 years continued service</i>	Of working age but no longer working in retail	<i>Must have worked in retail in the last 2 years and have at least 3 years continued service</i>	Retired due to ill health	<i>Must have worked in retail in the last 2 years and have at least 3 years continued service</i>
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Retired due to ill health	<i>Must have worked in retail in the last 2 years and have at least 3 years continued service</i>												


	Retired <i>At least 3 years continuous service and last employment must have been within the retail industry</i> Care Giver <i>Must have worked in retail in the last 2 years and have at least 3 years continued service</i>
Referral	Eligibility and applying Criteria and referral form
Useful links	www.retailtrust.org.uk/products/retailhub

Organisation	Samaritans
Telephone	116 123 (Free number) 01782 213555 (local charges apply)
Online enquiry form	www.samaritans.org/contact-branch/331 Newcastle and Stoke
Address	15 Chapel Lane, Burslem, Stoke-on-Trent, ST6 2AB
Summary	 <p>Talk to us any time you like, in your own way, and off the record – about whatever's getting to you. You don't have to be suicidal.</p> <p>Find out why our service works and what you can expect when contacting us.</p> <p>If you have any concerns about our service before you try it, hear from others about how we've helped them. Please don't suffer alone.</p>
Eligibility	Open to all
Referral	Call, online, in person or by post
Useful links	www.samaritans.org Find details of your nearest Samaritans branch: www.samaritans.org/branches


Organisation	Sanctus St Mark's
Telephone	01782 266066
Email	www.sanctusstmarks.co.uk/#!contact/c1z0x
Address	St Mark's Church, Wood Terrace, Shelton, Stoke-on-Trent, ST1 4LR
Summary	 <p>We meet each Monday and Wednesday morning from 10.30am until 12.30pm. Men, women and children are all welcome. We have 'stay and play' activities for pre-school children and their parents, staffed by qualified workers. Drop in sessions are supported by a team of committed volunteers, staff from the local Children's Centre, Sexual Health Services, Mental Health Asylum Support Team and other voluntary organisations. Several projects running: English language and literacy skills, nutritional support, supplying toiletries, emotional support, skills and creativity and providing shelter to those with no recourse to public funds with no safe place to sleep.</p>
Eligibility	Asylum seekers and refugees: we welcome women, men and children, without prejudice, of all faiths and none.
Useful links	http://www.sanctusstmarks.co.uk/


Organisation	Staffordshire Victim Gateway Operated by Staffordshire North and Stoke-on-Trent CAB Commissioned by the Staffordshire Police and Crime Commissioner
Telephone	03300 881339

Email	help@staffsvictimsgateway.org.uk
Summary	 <p>We understand that being a victim of crime can be a difficult and often distressing experience that can leave you feeling angry, afraid or just unsure of what to do next. Our service provides advice, information and support, even if you haven't reported the crime to the police, to get you back in control of your life as quickly as possible so you can move on from the experience. Our advice and information covers a wide range of issues such as claiming compensation, dealing with the financial impacts of a crime, helping with insurance problems, if it has affected your benefits or job or just provide someone to talk to. All of our advice is confidential and free.</p>
Eligibility	Support for victims of crime, living in Stoke-on-Trent, Newcastle and Staffs Moorlands
Referral	Self-referral
Useful links	www.snsCab.org.uk/about-us/svg/


Organisation	Turn2Us
Telephone	0808 802 2000
Opening hours	Monday to Friday 9.00 am to 8.00 am
Summary	 <p>Turn2us helps people struggling with financial hardship gain access to welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations. Research has shown that people who have money difficulties are more likely to be reached through face-to-face support. That is why your work as an intermediary between people in financial need and the services we provide is fundamental to Turn2us and at the heart of what we do.</p> <p>Free, accessible website which is a comprehensive and invaluable resource designed to help you find appropriate sources of financial support, quickly and easily, based on the particular needs and circumstances of the people you are working with.</p> <p>Features include:</p> <ul style="list-style-type: none"> • A Benefits Calculator to help people to make sure they receive all the welfare benefits they are entitled to • A Grants Search containing the details of thousands of charitable funds that may be able to provide financial support and other services • Information on benefits and grants • A Find an Adviser tool to help users find local advisers according to their needs • Confidential 'My Turn2us' accounts used to make online enquiries to grant-giving charities and to provide additional comparison tools to help you compare how your clients' benefits might change if their circumstances do.
Eligibility	Advice website
Referral	Self-referral or via an intermediary
Useful links	www.turn2us.org.uk/ Benefits calculator: www.turn2us.org.uk/Benefits-Calculator-redirect Grants search: grants-search.turn2us.org.uk/ Find your situation: www.turn2us.org.uk/Your-Situation Intermediaries guide: www.turn2us.org.uk/For-Charities-and-Intermediaries/Turn2us-Intermediaries-User-Guide/Introduction-to-


	Turn2us
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Organisation	Victim Support (Staffordshire)
Telephone	Support Line: 08081 689111
Email	www.victimsupport.org.uk/help-and-support/get-help/supportline/email-supportline
Other information	Monday – Friday 8pm – 8am 24 hours at weekends
Summary 	<p>Everyone reacts to crime differently, which is why our services are tailored to individual needs. We're here to help anyone affected by crime, not only those who experience it directly, but also their friends, family and any other people involved.</p> <p>Our specially trained staff and volunteers are based locally across England and Wales and give people the emotional and practical help they need to recover from the impact of crime. Find out more about the different ways we can help on the pages below.</p> <p>www.victimsupport.org.uk/help-and-support/how-we-can-help/emotional-support</p> <p>www.victimsupport.org.uk/help-and-support/how-we-can-help/practical-help</p> <p>www.victimsupport.org.uk/help-and-support/how-we-can-help/confidentiality</p>
Eligibility	We're an independent charity, so you can talk to us whether or not you reported the crime to the police, and our support is free and confidential. It doesn't matter when the crime took place – you can get our support at any time, and for however long you need us.
Useful links	https://www.victimsupport.org.uk

Organisation	Victims' Information Service
Contact information	www.victimsinformationsservice.org.uk/ For information or help with the website call 0808 168 9293 (free from a landline)
Summary 	This nationwide service helps you find local support after a crime takes place. It brings together information on what will happen after reporting a crime, the people you might meet, the help you should get and how to complain if something goes wrong.
Eligibility	Information website
Referral	
Useful links	In some situations you may need specialist support. I've been attacked I'm being stalked or harassed I'm a young victim of crime I've been sexually assaulted I'm living with domestic violence A close relative has been killed I've experienced hate crime I'm a relative of a victim I'm a victim of terrorism


General Advice


Organisation	Advice and Access Service The 'front door' to services for Early Intervention services for children, young people and families.
Telephone	01782 232200
Email	CW@stoke.gov.uk
Other information	Monday to Thursday 9:00 am to 5.00pm and 4:30 pm on a Friday - answerphone available outside of these hours
Summary 	<p>'Front door' to services for children, young people and is intended to shift the volume of inappropriate calls away from the Safeguarding Referral Team (SRT) to ensure that children and families have access to timely advice, support and appropriate preventative services and to identify those most in need of help and support, targeting our resources to ensure that customers receive services which are better connected to help them live their life well.</p> <p>This service provides access to information and advice on all services listed below.</p> <ul style="list-style-type: none"> Children's Centre's, Domestic Violence Advice, Youth Development, Young Peoples Drug Project, Young Carers, Family Support Workers
Eligibility	Referrals to the Early Intervention Service must have a completed Initial Early Help. Focus on children and young people at Level three of the Threshold of Need.
Useful links	http://www.safeguardingchildren.stoke.gov.uk/ccm/navigation/category.jsp?categoryID=667337

Organisation	ASB Team
Telephone	01782 234234/0800 561 5610
Summary 	Tackling individual or geographically based anti-social behaviour issues. Supporting victims of ASB. Taking enforcement action against perpetrators of ASB under the ASB, Crime and Policing Act 2014.
Eligibility	Cross tenure
Referral	234234/0800 5605610 or report online (see link below) or contact your local ASB officer
Useful links	Report online: www.stoke.gov.uk/ccm/content/community/community/report-anti-social-behaviour-online.en


Organisation	Beth Johnson Foundation – Cancer Lifestyle Project
Telephone	01782 844036
Email	admin@bjf.org.uk
Address	64 Princes Road, Park Field House, Hartshill, Stoke-on-Trent, ST4 7JL
Summary 	This is a new service to North Staffordshire and is funded by Macmillan Cancer Support . Its aim is to encourage older adults affected by cancer to take a holistic approach to managing their health by providing information and guidance on the benefits of healthy lifestyle choices. Individuals will be

	able to access a variety of physical activity options and healthy eating sessions and receive support from volunteer peer health mentors.
Eligibility	Anyone over the age of 50, living in Staffordshire Moorlands, Newcastle Under Lyme or Stoke-on-Trent, who is living with or after cancer (even if this was many years ago) can access the project.
How to refer	Anyone can make a referral to the Cancer Lifestyle Project - you can phone us on 01782 844036 or email alice.bober@bjf.org.uk . Or you can submit the Referral Form
Useful links	Dementia Advocacy: www.bjf.org.uk/advocacy/about-advocacy Referral form: cancer lifestyle referral form Cancer lifestyle project: www.bjf.org.uk/projects/cancer-lifestyle-project

Organisation	Community Cohesion
Telephone	01782 235778
Email	community.cohesion@stoke.gov.uk
Address	Civic Centre, Glebe Street, Stoke-on-Trent ST4 1HH,
Summary	 <p>We help partners and residents build strong, sustainable relationships in their community by:</p> <ul style="list-style-type: none"> • Building bridges and understanding between new and established communities, supporting children and young people to develop understanding and respect for difference , addressing myths and misconceptions about different communities, and working with local partners to improve cohesion in the city. • Monitor, manage and address the causes of Community Tension by supporting statutory, voluntary and community partners. • Improving engagement with communities helping them to lead more independent lives. • Ensure communities and institutions are resilient to all forms of intolerance and extremism.
Useful links	To report a Hate Crime Online contact True Vision or Challenge North Staffs To report offensive and racist graffiti contact Stoke-on-Trent City Council's Environmental Crime Unit


Organisation	Community Legal Outreach Collaboration Keele (CLOCK)
Summary	 <p>A Community Legal Companion is a University Student trained by the CLOCK partnership to provide a free service to:</p> <ul style="list-style-type: none"> • Signpost you to Charitable, Legal Aid and Affordable Fixed Fee Services from: <ul style="list-style-type: none"> – Charitable Support Services – Advice Services – Mediation Services – Law Firms – Barrister Chambers <p>And assist you:</p> <ul style="list-style-type: none"> • fill in your application forms • sort your paper work • by accompanying you in formal proceedings i.e. court, tribunal • attend to take notes for your personal record. <p>Please note that the community legal companion can ONLY ASSIST and SIGNPOST and you are ultimately responsible for all your decisions and</p>


	<p>actions involved in your case.</p> <p>Please note once you have submitted the application, a Community Legal Companion will contact you so you can explain your case on the phone or in person. The data shared on this form, together with further details that will be provided through your initial interview with the Community Legal Companion, will be shared with CLOCK Service Providers in order to contact you to offer their specific service.</p> <p>Please ensure that you provide a safe contact number and safe email address to receive the call and email notification. If you are unable to disclose your address for safety reasons, please write UNDISCLOSED. We will require a postcode to process your application.</p> <p>Please note a legal companion will contact you to signpost the application or arrange assistance in court. If your situation is urgent and you are worried about personal safety please call emergency services (101, 999).</p>
How to refer	https://clock.uk.net/Pages/Apply
Useful links	https://clock.uk.net/


Organisation	dDEAFLINKS Staffordshire
Telephone	Office: 01782 219161 Text/minicom: 01782 281125 Day text: 07791 459307 24hrs emergency interpreting: 07977 552414
Email	admin@deaflinks.co.uk
Address	The Ellis Centre, Wellesley Street, Shelton, Stoke-on-Trent, ST1 4NF
Summary	Information, advice, training courses, communication support and services to deaf and hard of hearing people throughout Staffordshire.
	 Supporting local Deaf people since 1868
Eligibility	To all dDeaf people throughout Staffordshire
Referral	Self-referral or for information
Useful links	http://deaflinksstaffordshire.com/

Organisation	Disability Solutions (West Midlands)
Telephone	01782 638300
Email	info@disability-solutions.net
Address	North Staffordshire Medical Institute, Hartshill Road, Hartshill, Stoke-on-Trent, ST4 7NY
Summary	Removing barriers in society for disabled people.
	
Eligibility	Residents of Staffordshire
Referral	Self-referral, families or carers can refer, professional and healthcare agencies can signpost
Useful links	www.disabilitysolutions.org.uk/

Organisation	Dove Service
Telephone	01782 683153/5
Email	enquiries@thedoveservice.org.uk
Address	The Dudson Centre, Hope Street, Stoke-on-Trent, ST1 5DD
Opening times	Monday & Wednesday: 9am-5pm


	Tuesday: 9am-8pm; Thursday: 9am-7pm Friday: 9am-4pm; Saturday: 9.30am-12.30pm
Summary 	The Dove Service offers counselling and support to all those affected by bereavement, life-changing illness and significant loss.
Eligibility	Open to all
Referral	Anyone can call and speak to a member of staff for further information
Useful links	www.thedoveservice.org.uk Couselling quiz ; Dove FAQ's ; Dove referral form Other organisations: www.bacp.co.uk ; www.brake.org.uk ; www.childhoodbereavementnetwork.org.uk ; www.cruse.org.uk/ ; www.savana.org.uk ; www.staffordshirechildrenstrust.org.uk ; www.uk-sobs.org.uk ; www.winstonswish.org.uk ; www.myh.org.uk

Organisation	Early Help and Young Carers Coordinator
Telephone	01782 231964
Email	early.help@stoke.gov.uk
Summary 	The Coordinator can help with the following: obtain support and advice about Early Help; find out if there is already an assessment in place for a child in Stoke-on-Trent; register that you have started an Early Help; log that the parents have refused an Early help; notify a change of lead worker; notify when an early help has been closed.
Eligibility	Any agency city wide can contact the early help coordinator for support and advice around early help.
Useful links	http://www.safeguardingchildren.stoke.gov.uk/ccm/navigation/category.jsp?categoryID=667337


Organisation	Healthcare Travel Costs Scheme
Telephone	0300 330 1348
Email	www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx
Summary 	You may be able to claim a refund under the 'Healthcare Travel Costs Scheme' (HTCS) of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic test arranged by a doctor or dentist.
Eligibility	<p>To qualify for help with travel costs under the HTCS, you must meet three conditions:</p> <p>One: At the time of your appointment, you or your partner (including civil partners) must receive one of the qualifying benefits or allowances listed below:</p> <ul style="list-style-type: none"> • Income Support. • Income-based Jobseeker's Allowance. • Income-related Employment and Support Allowance. • Pension Credit Guarantee Credit. • You are named on, or entitled to, an NHS tax credit exemption certificate. If you do not have a certificate, you can show your award notice. You qualify if you get child tax credits, working tax credits with a disability element (or both) and have income for tax credit purposes of £15,276 or less.


	<ul style="list-style-type: none"> You have a low income and are named on certificate HC2 (full help) or HC3 (limited help). To apply for this certificate, you should complete form HC1, which is available from your local hospital, Job Centre Plus offices, or from the NHS print contract order line on 0300 123 0849. You receive <u>Universal Credit</u> and meet the criteria. or meet the eligibility criteria of the <u>NHS Low Income Scheme</u>. <p>Two: You must have a <u>referral</u> from a healthcare professional for a specialist or to a hospital for further NHS treatment or tests (often referred to as "secondary care").</p> <p>Three: Your appointment must be on a separate visit to when the referral was made. This applies whether your treatment is provided at a different location (hospital or clinic) or on the same premises as where your GP or other health professional issued the referral.</p>
Referral	See above
Useful links	HC12 charges and optical vouchers (PDF, 799kb) HC5 (D) claim dental charges (PDF, 231kb) HC5 (O) claim optical charges (PDF, 398kb) HC5 (T) claim travel charges (PDF, 347kb) HC5 (W) claim wigs and fabric supports (PDF, 354kb) HC1 (SC) for help with health costs


Organisation	Healthwatch Staffordshire	Healthwatch Stoke on Trent
Telephone	0800 051 8371	683080
Email	enquiries@healthwatchstaffordshire.co.uk	info@healthwatchstoke.co.uk
Address	Suite 2, Opus House, Priestly Court, Staffordshire Technology Park, Stafford, ST18 0LQ www.healthwatchstokeontrent.co.uk 	The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent, Staffordshire, ST1 5DD www.healthwatchstaffordshire.co.uk 
Summary	Monitor, analyse, investigate and challenge services, commissioners and providers of health and social care services	
Eligibility	Open to all, impartial, anonymous and free	
Referral	Not applicable	
Useful links	Find a service: www.healthwatchstokeontrent.co.uk/services/	


Organisation	Adult Weight Management Service, Public Health (Stoke on Trent City Council)
Email	public.health@stoke.gov.uk
Summary 	A free six week structured education programme offering patients the opportunity to attend a weekly group session (2.5 hours) led by trained staff. The programme covers topics such as food and its effect on blood glucose, blood pressure and blood lipids, energy balance and understanding food packaging labels. During each session the trained Educators will facilitate group discussion, enabling patients to share experiences, highlight challenges and identify solutions for weight management through goal setting activities. Physical activity will be encouraged throughout the programme with taster sessions included and local activities promoted.


Eligibility	Referral criteria: <ul style="list-style-type: none"> • BMI >35 with no medical conditions • BMI >30 (27.5 IF Black Asian or other Minority Ethnic group) plus at least 1 of the following: • CVD risk score of $\geq 20\%$ (QRISK) • Pre-diabetic – FPG 5.5 – 6.9 mmol/mol or HbA1C 42 – 47 mmol/mol (6-6.4 %) • At least one co-morbidity: COPD, High BP, heart failure, cancer • On CHD Register • Stroke (Post Stroke diagnosis, referrals from appropriate specialist HCP) • Mental Health - patients with ongoing moderate to severe mental health illness. (Patient must be willing and able to engage in a group based programme - either with or without support). • Learning disability - In independent living and referral made via LD Health Check, The patient must be willing and able to engage in a group based programme.
Referral	Referral via Stoke on Trent GP/Practice Nurse
Useful links	Healthy Weight - http://bit.ly/2mfOSjP

Organisation	PohWER
Telephone	0300 456 2370
Address	Regular drop in service: Bentilee Neighbourhood Centre, Dawlish Drive, Bentilee, Stoke-on-Trent, Staffordshire, ST2 0EU
Summary 	POhWER delivers information, advice, support and advocacy services throughout England. Supporting people who face difficult issues and want to make their voice heard. POhWER's services are free, independent and confidential. Advocacy is about: <ul style="list-style-type: none"> • Ensuring people have the information they need to make the right choices for them, • Supporting people to speak up and be heard, • Helping people to secure their rights, and the services and support they need, • Enabling people to play a full part in their communities. An advocate will listen to you, help you talk to people and ask them questions, go to meetings with you, help you understand information given to you, and your rights, make telephone calls for you and write letters with you. An advocate will not tell you what to do, talk to people you don't want them to talk to or keep information from you.
Eligibility	People who feel they have been let down by the NHS and want to make a complaint; Older people, children and young people; People with mental health issues, sensory impairment, physical disabilities, learning disabilities, autism; People who have experienced discrimination or exclusion.
How to refer	Information website
Useful links	www.pohwer.net/our-services.html www.pohwer.net/stoke-on-trent www.pohwer.net/nhs-complaints-advocacy-resources


Organisation	North Staffs Sexual Health Prevention Team
Telephone	0300 7900 165 Confidential Sexual Health Information Line on 0300 123 0970 (Mon to Fri 9.00 – 17.00)
Appts	Mon to Thu 8.30 – 18.30, Fri 8.30 – 15.30 and Saturdays 10.00 -13.00
Summary 	<p>Our Contraception and Sexual Health Service (CASH) provides free and confidential sexual health and contraception advice and information across Stoke-on-Trent and North Staffordshire. CASH Services are held at Cobridge Community Health Centre and other clinics across Stoke-on-Trent and North Staffordshire. You can attend one of our Queue and Wait (walk in) clinics or book an appointment. Visit the Cobridge Community Health Centre page for more information on these services and how to book an appointment.</p> <p>Our CASH clinics offer: <i>(The following links will take you to further information on the NHS Choices website)</i> Combined pills; Progestogen only pills; Implants and Progestogen injections IUD (the coil); IUS (Intrauterine device); Natural family planning; Diaphragms and caps; Pregnancy testing; Male condoms; Female condoms</p>
Useful links	www.staffordshireandstokeontrent.nhs.uk/Services/CASH.htm


Organisation	Royal Stoke University Hospital
Telephone	01782 715444
Email	universityhospital@uhns.nhs.uk
Address	Newcastle Road, Stoke-on-Trent
Summary 	<p>Appointments Queries about appointments should be made directly to the department by calling the phone number on your appointment letter or emailing apptcentre@uhns.nhs.uk. If you cannot find this phone number please contact the Appointment Centre on 01782 676676</p> <p>Medicines Helpline If you have any concerns or questions about the medications given to you after your recent hospital visit, please contact our pharmacists on 01782 674537 for further support. Click here for the Medicines Helpline opening times and further information.</p>
Eligibility	Open to all
Useful links	<p>How to make a complaint leaflet: Making a Complaint A-Z of all services available at County Hospital Stafford and Royal Stoke University Hospital Our Services Getting to the hospital how to find us PALS Patient Advice and Liaison Service (PALS) www.uhnm.nhs.uk Various links to useful information: At the Hospital; Change your appointment; Could you be a carer?; For Inpatients; For Outpatients; For Visitors; Infections; Patient Confidentiality; Patients And Visitors; Privacy Dignity; Proud to Care; Who you might meet</p>


Organisation	Staffordshire Buddies
Telephone	01782 201251
Email	www.staffordshirebuddies.co.uk/contact.php
Address	Staffordshire Buddies, PO Box 474, Hanley, Stoke-on-Trent, ST1 3HX
Summary	 <p>Help for people with HIV/AIDS, Staffordshire Buddies is the HIV and Sexual Health Charity for Stoke and Staffordshire. The mission of the Charity is to reduce the impact of HIV through providing support, information, advocacy and advice to those living with, or affected by, the virus, and by undertaking health promotion support to communities at risk.</p> <p>Staffordshire Buddies runs the following courses in schools and colleges and for professionals: HIV Awareness; Sex and the Law; LGB&T Awareness; Trans Awareness; Healthy Relationships - 'Drawing the line'; Hate Crime; Cyber-Bullying and the use of the media; Sexual Health Awareness - Basic and Intermediate</p> <p>The courses are either bitesize (50 minutes – 2 hours) or full or half day sessions. For more details please contact Jamie and Sharon at ask@staffordshirebuddies.co.uk or ring on 01782 201251 who will pass on your details to the relevant team.</p>
Eligibility	All the services described in these pages are for people living with or directly affected by HIV in Staffordshire.
Referral	Self-referral. Support available for individuals, children, families and groups
Useful links	www.staffordshirebuddies.co.uk/

Organisation	Staffordshire Cares
Telephone	0800 561 0015 (Monday to Friday 8am – 8pm) 07786 200 700 01782 236037 (Minicom)
Email	www.staffordshirecares.info/pages/general/general-pages/message-advisor
Summary	 <p>Staffordshire Cares provides on the spot information and advice for citizens of Staffordshire and Stoke-on-Trent and it is host to a number of useful features such as the Staffordshire Marketplace (online directory of various services) and also Ask Sara; this is a free online service to get personalised self-help, advice and information in relation to managing daily living tasks. Discover more on the website – shown in useful links</p>
Useful links	www.staffordshirecares.info


Organisation	Staffordshire Fire and Rescue Service, Community Advice Team
Telephone	0800 0214 999 07528 983 101 for residents who are Deaf or Hard of Hearing can text a request or enquiry to
Email	communityadviceteam@staffordshirefire.gov.uk
Address	Various across the city
Other information	8am and 6pm, Monday to Friday
Summary	<ul style="list-style-type: none"> Advice on topics such as, fire safety in the home, escape plans, road safety, electrical equipment and appliance safety, health, wellbeing, social isolation, home security, safety for young children, frailty and falls etc.

 <p>Staffordshire Fire and Rescue Service preventing • protecting • responding</p>	<ul style="list-style-type: none"> • Booking Home Fire Risk Checks where the need is identified. • Advice and support for partners who have been trained by Staffordshire Fire & Rescue Service under our Olive Branch scheme. • Guidance for private landlords on the newly implemented landlord legislation • Advice and support for businesses, groups and organisations • Hard of hearing and deaf advice, support, visits and appointments for fitting specialist equipment.
Eligibility	Open to all
How to refer	Fire service referral form
Useful links	Issues with current alarms – residents experiencing issues relating to current smoke alarms can contact the Sprue technical support page: fireangel.co.uk/support/ www.staffordshirefire.gov.uk/Community.asp

Organisation	Staffordshire Police (101 Non-emergency)
Telephone	101 Non-emergency
Email	www.staffordshire.police.uk/article/2022/Get-in-Touch-Online
 <p>Summary</p>	crime prevention Personal Safety In My Area ; cybercrime ; protecting evidence ; vulnerability ; Smart-Alert Terrorism-and-Radicalisation
Useful links	Safer Estates Information Sharing (Police Protocol) www.staffordshire.police.uk/info www.staffordshire.police.uk/article/2055/Staffordshire-Victim-Gateway


Organisation	Translation and Interpretation
Contact information	01782 235085/01782 235088 01782 235090 (Fax)
Email	translation.interpretation@stoke.gov.uk
Address	Translation and Interpretation Service, Civic Centre - Town Hall site, Glebe Street, Stoke-on-Trent, ST4 1RN
 <p>Summary</p>	<p>Our translation and interpretation team offer translations in a variety of languages. For a list of the languages we cover please use this link: www.stoke.gov.uk/ccm/navigation/community-and-living/equality-and-diversity/translation-and-interpretation/</p> <p>If you want to use our translation and interpretation services you can contact us 24 hours a day.</p> <p>Charges for interpretation</p> <ul style="list-style-type: none"> • Actual interpretation: first hour - £28 per hour or part of an hour. After first hour - £14 per every 1 – 30 minutes • Travel time: £14 per hour • Travel expenses: 65p per mile or actual cost of public transport and parking charges, if any • Cancellation charge: £28 • Urgent booking: £56 per hour or part of an hour - if booked with less than five working days' notice, on all weekends and public holidays • Charges for contacting service user on your behalf on telephone: from £5 to £20

	<p>Charges for translation</p> <ul style="list-style-type: none"> • Translation, typesetting, proof reading and layout: £20 per hour • Minimum charge: £20
Referral	<p>Between 9am to 5pm</p> <ul style="list-style-type: none"> • Call us on 01782 235085 or 01782 235088 and give us brief details of the problem and the language required. • We'll then tell you how soon an interpreter will be available. • If you decide to go ahead and use our services you need to fill in the booking form at the bottom of this page and email it back to us at translation.interpretation@stoke.gov.uk. This form is available in Word format so that you can fill it in electronically or pdf so that you can print it off and fill it in manually. If you are filling it in manually please either send it in the post using our address below, or you can fax it to us on Fax no 01782 235090. • Please also let us know if you prefer a male or female interpreter. <p>If you need to contact us after 5pm please call us on 01782 234234.</p>
Useful links	<p>www.stoke.gov.uk/ccm/navigation/community-and-living/community-engagement/translation-services/</p> <p>Interpreter booking form (Word) www.stoke.gov.uk/ccm/cms-service/download/asset/?asset_id=1043863</p> <p>Interpreter booking form (pdf): www.stoke.gov.uk/ccm/cms-service/download/asset/?asset_id=1043862</p>

Organisation	Warm Zones
Telephone	08000 1999 69
Email	enquiries@warmzones.org.uk
Other information	Text "Warm" to 80800
Summary 	<p>Free and confidential benefits advice & claim support service that can make sure you are claiming everything you are entitled to. Takes a few minutes over the phone to confirm whether you are entitled to more income. We can then offer you more support to help complete the forms and secure the extra money you are entitled to.</p> <p>Warm Zones can offer up to 100% grants</p> <ul style="list-style-type: none"> • for loft insulation and wall insulation (either cavity wall or solid wall insulation). • new boilers, heating controls and other improvements to your heating system. Even if you are not on mains gas we may still be able to assist.
Eligibility	Grants, advice and assistance to all types of homes
Referral	Contact direct
Useful links	<p>You can also get useful information & support from the following:</p> <p>The Home Heat Helpline: For energy and benefits advice, electricity and gas payment options and advice for those with special needs. Telephone 0800 33 66 99 or Textphone 0800 027 2122 or see www.homeheathelpline.org.uk</p> <p>Home gas emergencies: If you smell gas call the national Gas Emergency Hotline on 0800 111 999.</p>


	<p>Home electricity emergencies: Call your local Distribution Network Operator. Details are on your electricity bill, online or in the phone book.</p> <p>Citizens Advice: A wide range of free & impartial advice to everyone. Check your local phone book or at www.citizensadvice.org.uk</p> <p>Age UK: Provides advice and support for older people. Telephone 0800 169 2081 or see www.ageuk.org.uk</p> <p>Your gas or electricity supplier: Contact details on your energy bills.</p> <p>Your local Council: Check your Council's website or in the phone book.</p>
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Housing/Homelessness

Organisation	90 Hope Street (Brighter Futures)
Telephone	01782 279234
Email	info@brighter-futures.org.uk www.brighter-futures.org.uk
Address	90 Hope Street, Hanley
Summary 	<p>90 Hope Street provides temporary accommodation in a safe and secure environment. A service charge is payable. It is a direct hostel which means that if you are homeless or sleeping rough and there is a vacancy, accommodation can be offered. The resettlement team is based within the hostel and supports people to move on and can offer support in: finding permanent accommodation, Substance misuse, Mental health issues, Benefits advice, Offending behaviour, Physical health, Signposting to other organisations that can help</p> <p>Your support worker will meet regularly with you to make sure that the help you are getting is right for you and design your own action plan based on what you want to achieve.</p>
Eligibility	You are aged between 16 – 65 and are sleeping rough or are homeless
Referral	Usually through the Rough Sleepers team or Women's Project, but can self refer if homeless
Useful links	If you are sleeping rough call the Rough Sleeper's Team on: 0800 970 2304 (FREEPHONE)


Organisation	Arch Supported Housing
Telephone	01782 744533
Email	info@archnorthstaffs.org.uk singlepoint.access@archnorthstaffs.org.uk
Address	308 London Road, Stoke-on-Trent, ST4 5AB
Summary 	<p>We provide shared or individual accommodation and support to single people who need help to find or manage a home.</p> <p>We offer one-bed accommodation for individuals, and shared houses for people we match together based on their interests and lifestyles. Along with accommodation, every customer has their own support package based on their own unique needs and circumstances.</p> <p>Our aim is to support people to develop a more secure and independent lifestyle, with increased confidence and self-esteem. We work closely with customers to support them to:</p>


	<ul style="list-style-type: none"> • Manage their tenancy, their money and their home. • Develop their personal skills, like decision-making and building positive social relationships. • Take up training, education and work opportunities.
Eligibility	Single people aged between 16 and 65 who are in housing need and are willing to accept and engage with the support we provide.
Referral	Self-referral or on behalf of someone else
Useful links	www.archnorthstaffs.org.uk/housing-services/supported-housing-3/


Organisation	Arch Supported Lodgings
Telephone	01782 744533
Email	supportedlodgings@archnorthstaffs.org.uk
Address	308 London Road, Stoke-on-Trent, ST4 5AB
Summary 	<p>Help to find accommodation for young people age 16-25, living in Stoke-on-Trent who are homeless, at risk of homeless or living on a temporary basis with family or relatives.</p> <p>We can help you to find accommodation with a host for up to two years. If you are currently staying with friends or relatives we can support both you and them with financial and practical support to make your stay more permanent.</p> <p>Helping you build the day-to-day skills needed to move on to more independent living.</p> <p>We offer our customers:</p> <ul style="list-style-type: none"> • The chance to develop the skills to live independently. • Access to an out of hour's phone number. • One-to-one meetings with a Key Worker. • Meals provided, their own bedroom, access to the bathroom, kitchen and living areas.
Eligibility	Young people age 16 – 25, living in Stoke-on-Trent who are homeless, at risk of homeless or living on a temporary basis with family or relatives.
Referral	Customers can contact us direct, or can be referred by other agencies and professionals.
Useful links	Customer Information Leaflet: www.archnorthstaffs.org.uk/wp-content/uploads/2015/02/Supported-Lodgings-customer-leaflet.pdf


Organisation	Choices
Telephone	01782 254000
Email	www.choiceshousing.co.uk/Contact-Choices.aspx
Address	1A King Street, Newcastle, Staffs, ST5 1EN
Summary 	<p>Not for profit housing and care organisation providing a range of care and support services to meet a variety of needs. New schemes opening in Hanley.</p> <p>Provides a range of care and support services to meet a variety of needs.</p> <ul style="list-style-type: none"> • Residential Care Homes • Supported Housing • Care At Home • Respite Care


	<ul style="list-style-type: none"> • Extra Care • Community Services • Safeguarding Training
Referral	Contact directly for information brochure and application form.
Useful links	www.choiceshousing.co.uk/

Organisation	Discretionary Housing Payments
Telephone	01782 234234
Summary 	<p>A Discretionary Housing Payment (DHP) is a special payment which can be awarded if you require some extra help with your housing costs.</p> <p>DHPs are not part of the normal housing benefit scheme and the money available is limited. We will consider granting help to people who have special circumstances which makes it difficult for them to pay their rent.</p>
Eligibility	You must be receiving housing benefit (HB), or Universal Credit (that includes housing costs) and be able to demonstrate that you require further financial assistance with housing costs.
Referral	<p>Apply online here. You can contact the benefit services section on (01782) 234234 for further advice or to make an application. An application for a DHP will also be treated as an application for a Council Tax Hardship Fund payment- you can find more about this by clicking here.</p> <p>Once we have made a decision we will contact you to let you know, we will also try to give you advice on more long term solutions to your situation.</p>
Useful links	www.stoke.gov.uk/ccm/content/advice/benefits/discretionary-housing-payments

Organisation	Emmaus Potteries: Furniture Mine
Telephone	01782 846111
Address	Victoria Square, Hanley, Stoke-on-Trent, ST1 4QA
Summary 	Provides free or low cost second hand furniture to those who need it the most to help them set up a home.
Useful links	https://furnituremine.emmauspottories.org.uk/

Organisation	EPIC
Telephone	01782 252575
Email	mailbox@epichousing.co.uk
Address	EPIC Housing, 131-141 Ubbertley Road, Bentilee, Stoke-on-Trent, ST2 0EF
Summary 	<p>Empowering People Inspiring Communities is a registered charity and a Registered Provider of social housing. We provide housing for people at below market rents.</p> <p>We do other things as well. We provide coaching to our new housing applicants to assist them achieve their life goals and aspirations, we purchase and refurbish houses that have been empty and provide grants to Bentilee residents to assist with their training and employment goals through our John Flock Bentilee Empowerment Fund.</p>
How to refer	http://www.epichousing.co.uk/find-home/applying-housing-epic/

Organisation	Gingerbread (Supporting Homeless Families)
Telephone	01782 683016
Email	housingteam@gingerbreadcentre.co.uk
Address	Head Office, Unit 28 Dudson Centre, Hanley, Stoke-on-Trent, ST1 5DD
Summary 	Supported accommodation for teenage parents, pregnant teenagers and homeless lone parent families.
Useful links	www.gingerbreadcentre.co.uk


Organisation	Catherine Court (Gingerbread)
Telephone	01782 215656
Email	www.gingerbreadcentre.co.uk/about-us/contact-us/
Summary 	Gingerbread's Young Parents supported accommodation unit.
Eligibility	Pregnant or parenting teenagers aged 16-18 and their children. Also teenage couples and their children.
Referral	Telephone for more information
Useful links	www.gingerbreadcentre.co.uk/what-we-do/catherine-court/

Organisation	Rothsay Court (Gingerbread)
Telephone	01782 344740
Email	housing@gingerbreadcentre.co.uk
Address	Furnace Road, Stoke-on-Trent, ST3 4LY
Summary 	Support and accommodation for homeless families and single pregnant women.
Eligibility	Homeless families and single pregnant women
Referral	To make a referral please contact 01782 344740 or email housingteam@gingerbreadcentre.co.uk
Useful links	www.gingerbreadcentre.co.uk/what-we-do/rothesay-court/


Organisation	Housing Repairs (City Council Tenants)
Telephone	01782 234100 07786 200700 Text only
Email	Housing.Repairs@stoke.gov.uk
Address	Stoke-on-Trent City Council, Civic Centre, Glebe St, ST4 1HH.
Other information	In person at the nearest Local Centre www.stoke.gov.uk/ local-centre's-customer-access-and-one-stop-shops.en
Summary 	<p>When you contact us you will need to provide us with your name, address, a contact telephone number and where possible the exact details of the repair needed.</p> <p>When you report a repair, you will be asked a number of simple questions that will help us to work out the exact problem that you are experiencing and the best way of dealing with it in line with our repairs policy.</p> <p>If a visit is required we'll ask you when would be a convenient time to come to your property and complete the repair. Please try to be as specific as possible and try to avoid asking us to simply attend as soon as possible.</p> <p>By providing us with times and dates that are convenient to you, you're</p>

	helping to shape our service.
Eligibility	City Council Tenants only
Useful links	www.stoke.gov.uk/ccm/content/housing/council-housing/housing-repairs.en


Organisation	Housing Solutions
Telephone	01782 233696
Email	housing.adVICEServices@stoke.gov.uk
Address	Floor 2, One Smithfield, Leonard Coates Way, Hanley, ST1 4FA
Summary 	<p>Offers a wide range of housing related advice for those facing difficulties keeping their home, including:</p> <ul style="list-style-type: none"> • How to find suitable accommodation; • Ways of preventing the loss of your current home; and • What your legal rights are as a tenant or home owner. <p>Exactly how the service can help you will depend very much on your personal circumstances. Signposting to other relevant organisations if more specialist advice is required.</p>
Eligibility	Everyone is entitled to free advice from the council.
Useful links	www.stoke.gov.uk/ccm/navigation/housing/housing-options/ Register for Social housing: Register An Application Form

Organisation	Income Advice Team (Housing)
Telephone	01782 237870
Online enquiry form	Welfare reform enquiry
Summary 	<p>The Income Advice Officers provide advice to council tenants who are affected by welfare reform or tenants in rent arrears who are suffering financial hardship. Welfare reform measures include: Bedroom Tax; Benefit Cap; PIP (Personal Independence Payment); Universal Credit. They also provide budgeting advice and can look at assistance for any debts. They are also responsible for the collection of former rent arrears where the former tenant has been rehoused by the City Council.</p> <ul style="list-style-type: none"> • Income maximisation e.g. checking qualifying benefits, applying for a Discretionary Housing Benefit payment, assisting with other benefit applications such as PIP and applying for charitable funds for monetary awards or white goods. • Budgeting advice including comparing utilities, tariffs etc. – we are currently working on a budgeting pack. • Debt management including assistance with priority and non-priority debts, i.e. applying for the Big Difference with Severn Trent to reduce arrears. The Income Advice Officers will make debt arrangement offers. They can set up payment arrangements for rent and council tax arrears. They will refer complex cases to the CAB who can look at debt relief orders. • Assistance with appeals and sanctions to benefit. • Food vouchers. • Referrals to Warmzone and Beat the cold – they will compare utility company tariffs and install energy measures. • JET referrals. • Support for Universal Credit claimants whilst they wait for their first


	<p>payment by way of a short term advance, utility/food vouchers, and alternative payment arrangements with the DWP.</p> <p>Bedroom Tax (Under Occupancy):</p> <ul style="list-style-type: none"> • discretionary housing payments. • What to do if you are affected: social sector size criteria. • Information about downsizing or moving house: housing options <p>Local Social Fund: welfare-reform/social-fund</p> <p>Benefit Cap: A limit has been put on the total amount of benefit that most people aged 16 to 64 can get. This is called a 'benefit cap'. This means that workless households should no longer receive more in benefits than the average earnings of working households. From Autumn 2016 the overall household benefit cap is reduced from £26k to £23k in London and £20k outside of London. This means £500 to £385 per week for couples and lone parents, and £350 to £258 for singles. It applies to the combined income from the main out-of-work benefits, Housing Benefit (HB), Child Benefit and Child Tax Credit. As HB is included this means that those affected will have to pay all or part of their rent. .</p> <p>Personal Independence Payment: www.gov.uk/pip/overview</p> <p>Tax Credits: www.gov.uk/browse/benefits/tax-credits</p> <p>Universal Credit: www.gov.uk/universal-credit</p>
Eligibility	City council tenants only
Referral	Referrals are requested via a WFR arrears action on the rent account on IHMS or by emailing the incomeadviceteam@stoke.gov.uk
Useful links	www.stoke.gov.uk/ccm/navigation/advice/benefits/welfare-reform/


Organisation	PM Training Homeworks
Telephone	01782 279121
Address	Atlas Works, College Road, Stoke-on-Trent, ST1 4DQ
Summary 	<p>Provides comprehensive home and garden services on referral as follows:</p> <ul style="list-style-type: none"> • garden tidy scheme for qualifying Council tenants who are elderly or disabled. • garden enhancement (low maintenance) and environmental improvement programme for gardens • room decorating service for selected vacant and occupied Council dwellings. - . Normally no more than two rooms will be decorated at any one time (these should be rooms where the tenant is most likely to use the most, for example, the living room). • flat pack furniture and carpet/floor covering to Council properties in order to help sustain tenancies
Eligibility	<p>Referrals criteria :</p> <ul style="list-style-type: none"> • garden tidy scheme - tenants who are unable to undertake garden work due to age or disability or vulnerability, with no able bodied person residing with them, are eligible for a referral. • low maintenance gardens - tenants who are unable to undertake garden work due to age or disability or vulnerability, with no able bodied person residing with them, are eligible for a referral. • Painting and Decorating - tenants who are unable to undertake decoration work due to age or disability, with no able bodied person residing with them; support needs are identified, which may lead to tenancy sustainability issues (e.g. single parent with young children, disability or health issues, single tenants under 21, etc.)

	<ul style="list-style-type: none"> • flat pack furniture and carpet/floor covering - support needs are identified during the sign up process, which may lead to tenancy sustainability issues (e.g. single parent with young children, disability or health issues, single tenants under 21, etc.); or tenants who are at risk of not being able to sustain an on-going tenancy due to support difficulties and where the provision of soft furnishings may assist as part of a tenancy support plan. <p>Whilst all referrals are important, occasionally some referrals will have a higher priority and may be undertaken ahead of other referrals. Cases involving care leavers, those coming out of temporary occupation, those fleeing domestic violence or those with significant vulnerabilities could come into this category.</p>
Referral	Refer to eligibility above and if appropriate complete referral form: Homeworks Referral Form.doc and email to homeworks@stoke.gov.uk


Organisation	Private Sector Housing Team
Telephone	01782 233086 For Disabled facilities grant 01782 236937
Summary 	<p>In the Private Sector Housing Team we have various powers given to us by law to allow us to carry out our duties.</p> <p>We can:-</p> <ul style="list-style-type: none"> • enter premises to carry out surveys and inspections; • serve Notices to stop nuisance or to ask for housing faults to be corrected within a reasonable period of time; • carry out works listed in Notices if the person responsible does not carry out the work in time and respond to any appeals against Notices; • order the prohibition or demolition of houses which are beyond their useful life; • reduce the number of people occupying a house to prevent overcrowding; and • make sure additional facilities and fire safety works are carried out in certain types of Houses in Multiple Occupation (HMOs). • Carrying out general housing conditions surveys to identify problem areas; • Dealing with individual properties containing one or more serious hazards; • Inspecting and taking action to make sure hostels, bedsits, flats and Houses of Multiple Occupation (HMOs) comply with legal requirements and are free from serious hazards; • Declaring clearance areas or making demolition orders where it's not possible to renovate a property; • Running our North Staffordshire Landlord Accreditation scheme; • Disabled Facilities Grants • Promoting good property and management standards by encouraging landlords to sign up to our landlord accreditation scheme; • Providing training and advice for accredited landlords; • Investigating complaints about blocked or defective drains within the property boundary; • Dealing with public health nuisances such as filthy premises; • Monitoring the supply of drinking water and taking any action needed; • Responding to general enquiries about housing standards; • Managing unauthorised encampments of Gypsies and arrange for the land to be vacated; • An Empty Homes Team which aims to bring long term empty homes back into use;


	<ul style="list-style-type: none"> • Selective Licensing -Licensing of properties in areas experiencing low demand for housing and/or high incidences of antisocial behaviour; • Tenancy Liaison Officer- To provide assistance to tenants and landlords to sustain their tenancies, by working with landlords, letting agents and tenants to resolve tenancy relations problems. • Promotional work and training about property conditions.
Eligibility	Private Tenant


Organisation	Revival
Telephone	0333 014 3389
Email	info@revivalhia.org.uk
Address	308 London Road, Stoke-on-Trent, ST4 5AB
Summary 	<p>We are a not-for-profit agency that helps vulnerable people maintain their health and independence and be warm, safe and supported in their homes.</p> <p>We are part of the Staffordshire Housing Group and our services are supported and funded by local councils and a range of other agencies.</p> <p>Our services include:</p> <ul style="list-style-type: none"> • Low-cost handyman • Home from hospital • Decorating and gardening • Adaptations • Repairs management • Falls prevention checks and safety measures • Fire prevention checks • Befriending service
Referral	Self-referral or referral from professional or carer

Organisation	Rough Sleepers Team
Telephone	0800 970 2304
Email	info@brighter-futures.org.uk
Other information	(Freephone 24 hours – out of working hours leave a message and a member of the team will call you back asap)
Summary 	<p>The Rough Sleeper's Team offer help and support to anyone sleeping rough in Stoke-on-Trent or Newcastle Borough Councils boundaries. The team can help with getting accommodation, claiming benefits and contacting and using other services. They actively look for rough sleepers and work with them to get accommodation in a local hostel.</p> <p>Also provides an outreach service 7 days a week, 365 days a year to people who are rough sleeping</p>
Useful links	www.brighter-futures.org.uk/street_services/scheme/rough_sleepers_team


Organisation	Salvation Army
Telephone	01782 744374
Address	Vale Street, Stoke-on-Trent, ST4 7RN
Summary	The Salvation Army provide supported accommodation for men and women aged 18-65 on a night by night basis. Most provide free meals.

	
Eligibility	People who have nowhere else to stay including sofa surfers and people with no recourse to public fund who are running out of options.
Useful links	www.salvationarmy.org.uk


Organisation	Sheltered Housing Team
Contact information	01782 235675
Address	One Smithfield, Hanley, Stoke-on-Trent
Summary 	Sheltered housing is a group of flats especially designed for people of the age of 55 with support needs. There is a Scheme Co-ordinator to help you to maintain your independence as long as possible. They are there to support you should you need it, but will respect your privacy and right to confidentiality. The aim of sheltered housing is to provide a home that is secure, where you can live independently. We aim to offer an environment that welcomes older people and values their contribution within the community and meets their changing needs.
Eligibility	Age 55 + and some support need
Referral	Self-referral or via a partner agency, based on an assessment done at the customers home. www.stoke.gov.uk/referral form
Useful links	http://www.stoke.gov.uk/ccm/navigation/housing/sheltered-housing/

Organisation	Staffordshire Housing
Telephone	01782 244 533
Email	mailbox@staffshousing.org.uk
Address	308 London Road, Stoke-on-Trent, ST4 5AB
Summary 	<p>We offer homes for rent and shared ownership sale in North Staffordshire and Cheshire for single people, couples, sharers, families and older people.</p> <p>We own and manage around 3,000 homes in Stoke-on-Trent, Newcastle-under-Lyme, Staffordshire Moorlands, Stafford Borough and Sandbach.</p> <p>Our brand Revival offers property and wellbeing services to help vulnerable people stay independent in their homes. Our charity Arch provides accommodation and support services for victims of domestic violence and people facing homelessness.</p>
Eligibility	You can apply for a Staffordshire Housing home whatever your circumstances. Whether you're working, not working, retired, earning, receiving benefits or not, you're welcome to apply for a home with us.
How to refer	Application form: https://www.staffshousing.org.uk/rentahome/registration-form/


Organisation	YMCA North Staffs
Telephone	01782 222375/6
Email	hello@ymcans.org.uk
Address	Harding Road, Stoke-on-Trent, Staffordshire, ST1 3AE
Summary	The YMCA housing and support service provides a safe and supportive environment for young people between the ages of 16 and 25. Our


	accommodation is specifically for vulnerable young single people. Once your application for accommodation has been assessed, you will be invited for an interview to assess your housing, training and support needs.
Referral	Self-referral or from local and national agencies working with young people
Useful links	www.ymcans.org.uk


Mental Health

Organisation	Alzheimer's Society
Telephone	0300 222 1122 Get in touch with the Helpline to talk with one of our trained advisers.
Email	Enquiries@alzheimers.org.uk
Other information	The Helpline is usually open from: 9am - 8pm Monday to Wednesday 9am - 5pm on Thursday and Friday 10am - 4pm on Saturday and Sunday
Summary 	<p>We provide information and support, fund medical and social research, and campaign for better quality of life for people with dementia and greater understanding of the condition.</p> <p>Everything we do is guided by the things people affected by dementia have said they want to see in their lives.</p> <p>Information and advice</p> <p>We are the first point of contact for anyone dealing with dementia - whether you are worried about dementia and have it yourself or a family member looking after someone with dementia or a health or social care professional and wherever you live.</p> <p>Through this website, our publications and National Dementia Helpline we provide comprehensive, reliable and up-to-date information about dementia to help people to understand it and empower people to live well with it. We also have an online support and discussion forum, Talking Point.</p> <p>Care and support</p> <p>We have almost 3,000 community based services across England, Wales and Northern Ireland, providing practical and emotional support for people with dementia and their carers.</p> <p>These include dementia advisers and support workers, dementia cafes, day and home support, befriending, carer support groups and our innovative Singing for the Brain groups.</p> <p>We also help others to improve and develop their dementia care practice through our training and consultancy and publications for health and social care professionals.</p>
Eligibility	We are here for anyone worried about or affected by dementia.
How to refer	Range of services
Useful links	www.alzheimers.org.uk/


Organisation	Approach
Telephone	01782 214999
Email	enquiries@approachstaffordshire.co.uk
Address	Cauldon Chambers, 10 Stoke Road, Shelton, Stoke-on-Trent, ST4 2DP


Other information	www.facebook.com/ApproachStaffordshire www.twitter.com/ApproachStaffs
Summary 	<p>Provides services to meet the needs of older people with dementia or mental health needs along with adults who are socially disadvantaged and supporting carers.</p> <p>Services include: Specialist Day Care Groups; Men in Sheds Day Care Groups; Dementia Advisors; 1:1 Day Opportunities Support; Carers Cafes; Training Services</p>
Eligibility	Work mainly in North Staffordshire and city of Stoke-on-Trent
How to refer	<p>We deliver a wide variety of services to support the needs of older people with dementia or mental health issues.</p> <p>We also offer support to the carers of these people.</p> <p>We work in the county of Staffordshire and provide information and support about dementia and the resources available to people.</p> <p>If you live in: Stoke-on-Trent, Leek, Cannock, Tamworth, Burton, Lichfield, Newcastle-under-Lyme or any other Staffordshire City, Town or Village and require information about dementia for someone you care for please ring Approach on 01782 214999 and ask to speak to a Dementia Advisor.</p>
Useful links	www.approachstaffordshire.co.uk/ Alzheimer's Research UK: www.alzheimersresearchuk.org Printable Dementia Guide alzheimers.org.uk_guide


Organisation	Bennett Centre
Telephone	01782 275188 or 425170
Address	Richmond Terrace, Shelton, Stoke-on-Trent, Staffordshire, ST1 4ND
Summary 	<p>Mental health centre.</p> <p>The psychology service is for people who are experiencing complex psychological, emotional and behavioural problems associated with somatic concerns or medical illness. It also supports adults who have neuropsychological problems associated with brain damage or those with acquired neurological problems and psychological difficulties arising from physical illness, disease or injury.</p> <p>Clients accessing the Neuropsychiatry service are supported by the team to reach their potential through extensive assessment of their needs and abilities.</p>
Useful links	www.combined.nhs.uk/ourservices/NOAP/NC/Pages/default.aspx

Organisation	Beth Johnson Foundation - Advocacy
Telephone	01782 844036
Email	admin@bjf.org.uk
Address	64 Princes Road, Park Field House, Hartshill, Stoke-on-Trent, ST4 7JL
Summary 	<p>The dementia advocacy project currently works in Stoke and North Staffs with those aged 50 plus with a diagnosis of dementia and whose issues can be extremely complex</p>
Useful links	https://www.bjf.org.uk/projects/dementia-advocacy www.bjf.org.uk/advocacy/about-advocacy


	BJF Advocacy Information Leaflet How they can help 10 Top Tips when choosing a care home Important points to remember when choosing a care home Dementia 2013: The hidden voice of loneliness Alzheimer's annual report examines the quality of life for people with dementia.
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Organisation	The Clubhouse Network (Brighter Futures)
Telephone	01782 835220 - The American Clubhouse 01782 272799 - The Observatory 01782 234370 - twentyfourSEVEN
Email	American.clubhouse@brighter-futures.org.uk
Address	The American Clubhouse, 148 Waterloo Road, Burslem, Stoke, ST6 3HB The Observatory, 1 Bucknall Old Road, Hanley, Stoke, ST1 2AF twentyfourSEVEN, 23 Hillcrest Street, Hanley, Stoke, ST1 2AA
Summary 	You choose what you get from The Clubhouse Network: Get support from staff who are always available; Call in for a drink or lunch with friends; Sit quietly with a book; Take part in the many activities; and/or Volunteer to help run Clubhouse whilst getting support to help you. The Clubhouse has lots of activities, education and training opportunities available all through the week. There are art workshops, games and quiz sessions, support with reading, writing and life skills, music sessions and complementary therapies to name but a few.
How to refer	No referral required, call or pop in with a friend or someone who supports you to find out more.
Useful links	www.brighter-futures.org.uk/mental-health/scheme/the-clubhouse-network

Organisation	Changes
Telephone	01782 413101
Email	stoke@changes.org.uk
Address	Changes Wellbeing Centre, Victoria Court, Booth Street, Stoke, ST4 4AL
Summary 	Changes is a user-led mental health charity providing a unique recovery service to those in mental distress, based on users attending weekly mutual help groups and following CHANGES 12 step recovery programme. Groups work on the principle of mutual help, i.e. where people in mental distress can join together to help each other. To facilitate this process, groups are co-ordinated by 2 trained volunteers, (known as Co-ordinators) and follow a Group Method, (i.e. set agenda and protocol).
Eligibility/referral	Access to CHANGES service is open and open-ended.
Useful links	www.changes.org.uk

Organisation	Harplands Hospital (Adult Mental Health Inpatient Services)
Telephone	Referrals – 0300 123 0907, Main switchboard 01782 441600 Ward 1: 01782 441701, Ward 2: 01782 441702, Ward 3: 01782 441703
Address	Hilton Road, Stoke-on-Trent, ST4 6RR
Summary 	The three wards (60 beds) at Harplands Hospital provide overnight facilities for the admission, assessment, diagnosis, treatment and rehabilitation of mentally ill patients including acute psychiatry care. One supporting high dependency needs and two offering single sex environments. Ward 1 also provides a 'Place of Safety' bed, which supports people in severe crisis who

	have come into contact with the Police. The wards are also supported by bed-based rehabilitation services at Florence House, Longton and Summers View, Tunstall.
Eligibility	Adults aged between 16 and 65 who have had an assessment which determines that they need inpatient psychiatric care. Patients are admitted on a voluntary basis or on a Section of the Mental Health Act (1983) where this is deemed necessary.
Referral	Referrals are through the Access Team
Useful links	www.combined.nhs.uk/ourservices/AMHI/Pages/default.aspx

Organisation	Helpline Ringout Service
Telephone	0808 8002234
Email	Staffordshire.helpline@brighter-futures.org.uk
Other information	7pm - 2am weekdays and 2pm - 2am weekends.
Summary	 <p>The helpline offers you a safe space to talk through your worries and concerns in complete confidence.</p> <p>The ring-out service offers you support during the weekend when other services are closed. We will call you at an agreed time over the weekend to ask how you are feeling and give you the opportunity to talk, if you want to.</p>
Eligibility	Someone who already uses mental health services? And/or needs regular, ongoing support at the weekends?
How to refer	<p>Service available by referral from a professional who is already involved in a person's care. For more information about the service contact the Helpline Manager on 01782 406000.</p> <p>Once we receive a referral we will contact the person to introduce the service and agree a regular call time with them. The ring-out services runs from Friday evening to Sunday evening.</p>
Useful links	www.brighter-futures.org.uk/helpline_ringout_service www.staffordshirementalhealth.info/


Organisation	Healthy Minds Stoke on Trent
Telephone	0300 123 0907 (Option 2)
Address	The Hope Centre, Upper Huntbach Street, Hanley, Stoke-on-Trent, ST1 2BX
Other information	<p>Monday to Friday, 9am to 5pm each day.</p> <p>Outside these hours contact the Access Team on 0300 123 0907 Option 1</p> <p>Out-of-hours support is also available via: Staffordshire Mental Health Helpline 0808 800 2234</p>
Summary	 <p>A primary care psychological therapy service which offers access to talking therapies, practical support and advice, quickly and easily.</p> <p>We are a fast acting service (for people 18 years and over) and we aim to offer you the help you need when you really need it.</p> <p>We can work with you by telephone; see you at a GP practice or at various community locations in Stoke-on-Trent. We will keep in contact with you regularly to help with your recovery.</p> <p>Someone to help you</p> <p>You will be allocated a named therapist who will discuss your needs with you and explain what options for help and support are available.</p> <p>for people aged 18 years or older who are registered with a GP in Stoke-on-Trent plus those of temporary residency and students</p>

Eligibility	Over 18's, registered with a GP in Stoke-on-Trent. Also temporary residents and students who are experiencing anxiety, depression or stress.
Referral	<ul style="list-style-type: none"> • self referral, just call us on 0300 123 0907 option 2 • contact your General Practitioner (GP within Stoke-on-Trent) • via any health, social care or other professional • any voluntary organization • Job Centre Plus • any adult education or training organization • any voluntary organisation, e.g. Age Concern, YMCA, CAB, North Staffs Carers etc.
Useful links	healthy-minds.org.uk/#


Organisation	Health and Social Care Community Mental Health Teams		
Centre name	Greenfield Centre	Sutherland Centre	Lymebrook Centre
Telephone	0300 790 0236	0300 123 1162	0300 790 0237
Address	Furlong Road, Tunstall, Stoke, ST6 5UD	Belgrave Road, Stoke, ST3 4LR	Talke Road, Newcastle, Staffs, ST5 7TL
Summary 	<p>The services provided are based upon a recovery orientated model which enables adults with mental health related issues and their families, friends and significant others to live and maintain their optimum social roles.</p> <p>Assessment, treatment and care is provided through a process known as Care Co-ordination and each person using services will be appointed a Care Co-ordinator. Services provided include: Advice; Support; Assessment of Mental Health and Social Care needs; and treatment and care for people and their carers who have identified mental health needs which cannot be met in primary care.</p>		
Eligibility	Adults of working age (16-65) with mental health-related difficulties		
Referral	via the Access Team - 0300 123 0907		
Useful links	www.combined.nhs.uk/ourservices/AMHC/CMHT/Pages/default.aspx		

Organisation	Lyme Trust
Telephone	01782 634510
Email	thelymetrust@tiscali.co.uk www.thelymetrust.co.uk/contact.html
Address	37 London Road, Newcastle, Staffs, ST5 1LN
Summary 	Provides supported accommodation for people living with mental health problems and support with substance misuse and addiction difficulties.
Eligibility	We do not take clients with a history of arson/fire setting or sexual convictions. After examining the diagram, if the client feels that they have met the criteria please complete the Referral Forms available on link below or from The Trust offices. After receipt of the forms the client will be invited for an interview, usually the next day if possible, certainly within 2 days.
Referral	www.thelymetrust.co.uk/referral-pack-new.pdf Please complete a Lyme Trust referral form (above) and return to: Management Office, 37 London Road, Newcastle, Staffs, ST51LN

	heather.perry@thelymetrust.co.uk 01782 625677
Useful links	www.thelymetrust.co.uk/



Organisation	North Staffs Mind
Telephone	01782 262100
Email	nsmind.org.uk/
Address	83 Marsh Street North, Hanley, Stoke-on-Trent, ST1 5HN
Summary 	We offer a range of services for adults, including: counselling; befriending and mentoring*; supported housing; social support groups, and support for parents.
Eligibility	anyone with enduring or current mental health needs resident in North Staffordshire. We accept clients between the ages of 18 and 65.
Referral	* Befriending Service: Referrals can be made by way of your Care Coordinator or if you are not under a Care Plan, you can refer yourself. Self-referral form Clients under a Care Coordination plan are given priority Care co-ordination referral form
Useful links	Adult service information leaflet A Parents Guide to... Self Harm

Organisation	NHS Choices – Mental Health
Address	http://www.nhs.uk/Livewell/mentalhealth/Pages/Mentalhealthhome.aspx
Summary	Online help with useful links to various mental health topics
Eligibility	Open to all
Referral	Self-referral

Organisation	PANDAS
Telephone	0843 2898401 (everyday 9am – 8pm)
Email	info@pandasfoundation.org.uk
Summary 	The PANDAS Foundation is here to help support and advise any parent who is experiencing a perinatal mental illness. We are also here to inform and guide family members, carers, friends and employers as to how they can support someone who is suffering.
Eligibility	any parent who is experiencing a perinatal mental illness
Referral	Self-referral direct
Useful links	www.pandasfoundation.org.uk

Organisation	The Safe Spaces Network
Telephone	01782 811815
Email	info@brighter-futures.org.uk
Summary	Safe, supportive environment for people in mental distress at weekends to people in mental distress or crisis for whom a hospital admission is neither wanted nor needed. <ul style="list-style-type: none"> • Support and a listening ear from the team 24 hours a day • Space to be alone in your room if you wish • Information and assistance to help resolve your distress • Activities and relaxation techniques After receiving your referral we will call you on a Thursday to let you know if you have a place. Your stay with us starts on a Friday afternoon. The service


	closes at lunchtime on Monday by which time you will hopefully feel refreshed and ready to face the week ahead. All meals and drinks are provided so you don't need to worry about shopping or cooking during your stay. A welcome pack in your room gives you more information and staff are on hand to answer any queries.
Referral	An initial referral from someone involved in your care, this could be a: Social worker or CPN; Psychiatrist or GP; Emergency duty team or Crisis Team, but then refer yourself up to three times if you feel the need.
Useful links	mental health scheme – the safe spaces network

Organisation	Staffordshire Mental Health Helpline
Telephone	0808 800 2234, Text: 07860 022821
Email	Staffordshire.helpline@brighter-futures.org.uk
Other information	7pm – 2am weekdays, 2pm – 2am weekends – every day of the year
Summary	  <p>The Staffordshire Mental Health Helpline offers support to people who have concerns about their mental health or that of someone they know. The service operates when most other mainstream mental health services are closed, evenings and weekends 365 days a year. It is free from landlines and major mobile networks. The helpline is essentially a listening service that offers advice about where to find other support services local to where they are calling from. The service allows people to talk through their concerns safely and confidentially. The Helpline also operates a 'ring-out' service over the weekend, to people who have been referred in by a professional to offer additional support. The Helpline will call the person at an agreed time. In addition, the Helpline offers a 'Support Call' service for up to a week at a time to offer additional support during difficult times in the week. This also entails the Helpline calling the person at an agreed time after a referral from somebody involved in the person's care plan. Customers can contact the helpline during opening times by phone, instant messaging, (through our website) by text or by email.</p>
Eligibility	Over 18 and living in Staffordshire
Referral	Call free
Useful links	www.staffordshirementalhealth.info/startpage.aspx www.brighter-futures.org.uk

Parenting/Education


Organisation	Active Families Public Health (Stoke on Trent City Council)
Email	public.health@stoke.gov.uk
Address	Floor 1, Civic Centre, Glebe Street, Stoke-on-Trent, ST4 1HH
Summary	Active Families is a FREE 10 week programme that provides support and advice to local families to make healthier lifestyle choices to help to achieve and maintain a healthy weight.
Eligibility	<p>For families who:</p> <ul style="list-style-type: none"> • Have a child/ren aged 4 to 11 years old who is overweight* • Live in Stoke-on-Trent or the child (age 4 - 11 years old and overweight) attends a school in Stoke-on-Trent. • Be a parent or carer who is committed to attend the full programme with the child/young person.


	*To calculate child's weight use link below: www.nhs.uk/Tools/Pages/Healthyweightcalculator.aspx
Referral	Referrals can be made by health professionals (school nurses, GPs) or Parent/carer who's child meets the referral criteria (stated above) Referral contact 0800 464 0699
Useful links	https://en-gb.facebook.com/ActiveFamiliesSoT/

Organisation	Alice Charity
Telephone	01782 627017
Email	INFO@ALICECHARITY.COM
Address	Studio 1, Unit 4, Kents Lane, Silverdale, Newcastle, Staffordshire, ST5 6SR
Other information	Monday – Friday 10am – 5pm
Summary	 <p>We support families struggling on low incomes with the support and expertise to help make the changes needed to improve their lives. The Alice team visits the family to assess their needs, working closely with the family to make their home a place where they can feel comfortable and safe, and will then provide on-going support, which is always undertaken from a caring, non-judgemental perspective. This helps transition parents into voluntary work, education and employment, taking control of their lives, giving them hope and developing resilience.</p> <p>Various projects:</p> <ul style="list-style-type: none"> • “Forgotten Children” supporting grandparents who are raising grandchildren; • “Teenage Kicks” Helping teens to grow through what they go through; “Little Kindnesses” ; • “Bump and beyond” Helping new mums with support at a crucial time; “ • Buckets of Possibilities” Helping families turn a house into a home; • “Pass it on” Collecting unwanted items and passing them to families in need
Eligibility	Families in Stoke-on-Trent and Newcastle Under Lyme
Referral	<p>Referrals for support come from agencies as varied as social services, family support workers, health professionals, schools & other charities.</p> <p>Some referrals are straightforward and we simply signpost people to services that can help or we provide basic household items that will improve their day to day life. Other cases are more complicated and need longer term intervention and on-going support.</p>
Useful links	www.alicecharity.com/


Organisation	Catch 22
Telephone	01782 237106
Email	nigel.sargeant@catch-22.org.uk
Summary	<p>Commissioned jointly by Stoke- on-Trent City Council, Staffordshire County Council and the Staffordshire Office of the Police and Crime Commissioner, the new service will deliver a range of early work and targeted support with families, and carry out return home interviews for all missing children.</p> <p>We are based across three geographical areas; Staffordshire North, Stoke-</p>

	on-Trent and Staffordshire South ensuring that communities are able to easily access support.
Eligibility	Any young person in Stoke-on-Trent or Staffordshire at risk of Sexual Exploitation
How to refer	Referrals are accepted from young people directly, family members and professionals.
Useful links	https://www.catch-22.org.uk/services/stoke-staffordshire-cse-missing/ https://www.catch-22.org.uk/wp-content/uploads/2017/11/CSE_poster-tips-for-parents_Nov17_2.pdf

Organisation	Caudwell Children
Telephone	0345 3001348
Email	charity@caudwellchildren.com
Address	Caudwell Children, Minton Hollins Building, Shelton Old Road, Stoke-on-Trent, ST4 7RY
Summary 	Caudwell Children provide family support services, equipment, treatment and therapies for disabled children and their families across the UK. We also run our Enable Sport programme for talented disabled athletes and our Destination Dreams holiday for children fighting life-threatening conditions.
Eligibility	Parental income below £45k per annum and legally resident in the UK with one child under the age of 18
How to refer	http://www.caudwellchildren.com/apply-support/


Organisation	Children's Centre's
Contact information	Locate the nearest centre www.stoke.gov.uk/childrenscentre's
Summary 	<p>Sure Start children's centre's bring together a range of services for all families with children under 5 years old and extended services for children up to the age of 11. The centre's bring services together in one place such as: Childcare; early education; health services; Family support.</p> <p>This makes it easier for you and your family to get the support you need during the early years of your child's life. You can also get advice on where to get help from a range of different professionals. Some children's centre's have childcare as part of their services and others will be able to give you up-to-date information about childcare in your area.</p> <p>Children's Centre's work closely with schools and other services to make sure that you continue to get help and support as your child grows. Every centre will have different services depending on what is needed in your local area and will provide services from different locations in your community.</p> <p>Some of the services that may be available are:</p> <ul style="list-style-type: none"> • health services, such as ante-natal and post-natal care, weaning service, healthy eating courses, smoking cessation and teen pregnancy support • support for childminders, through things like childminding support networks • support and information for families with additional needs

	<ul style="list-style-type: none"> information and advice on local childcare, activities and support parenting advice
Eligibility	All families with children under 5 years old and extended services for children up to the age of 11
Referral	Self-referral
Useful links	Blurton Children's Centre Burslem Children's Centre Kingsland Children's Centre, Bucknall Norton Children's Centre, Stoke Children's Centre, Stoke-on-Trent North Children's Centre, Chell Heath The Hope Children's Centre, Hanley Thomas Boughey Children's Centre, Shelton Treehouse Children's Centre, Bentilee Tunstall Children's Centre, Westfield Children's Centre, Longton

Organisation	Children and Families Staffordshire (Putting Children First)
Telephone	01782 683810
Email	info@cafstaffordshire.org.uk
Address	The Bridge Centre, Birches Head Road, Stoke-on-Trent, ST2 8DD
Summary 	<p>This service works with identified families with needs (at level 1 and 2 using the Thresholds of the Guide to Levels of Need) to help prevent their needs from escalating. Families, in order to access this service, must have a child under the age of 5 years. There is a particular focus on families with children under the age of 3 years (or until the age at which they commence universal / nursery services).</p> <p>Many parents lack the confidence, self-esteem and motivation to access services so an important role of this service is to signpost, accompany and 'hand hold' families to access local community-based services such as those delivered at their local Children's Centre.</p> <p>The aim is to increase the self confidence and self-esteem of parents, improve their emotional well-being and identify support needs early. This will help children reach their full potential and support families back into universal services.</p>
Eligibility	Families with children under 3 or until they start nursery.
Referral	Self-referral or through third party Link to referral form www.cafstaffordshire.org.uk/images/referral_form_fillable.pdf
Useful links	www.cafstaffordshire.org.uk

Organisation	Cook and Eat, Public Health (Stoke-on-Trent City Council)
Telephone	
Email	public.health@stoke.gov.uk
Summary	<p>Cook and Eat is a free practical 6 week healthy eating programme, aimed at adults living in Stoke-on-Trent. Each course lasts for six weeks, comprising of one two-hour session each week. Over the six weeks participants will gain an:</p> <ul style="list-style-type: none"> Understanding of what makes up a healthy diet.

	<ul style="list-style-type: none"> • Introduction to basic food preparation and cooking skills that can be used within the home. • Confidence to plan and make meals from scratch. • Tools to understand food labelling to help make healthier choices when shopping.
Eligibility	Adults (aged 18 years+) living in Stoke on Trent
Referral	Referral contact 0800 464 0699
Useful links	https://cookandeatwell.co.uk

Organisation	Early Intervention (Family Support)
Telephone	01782 232200
Email	CW@stoke.gov.uk
Summary  City of Stoke-on-Trent	Additional support for families at level three on the Threshold of Need. Aimed at preventing needs escalating and reducing the potential for Social Care intervention.
Eligibility	Agencies must have completed an initial Early Help prior to referring to Early Intervention
How to refer	Referral by phone or email. Agencies making a referral for a family must have completed an initial Early Help prior to making the referral.

Early Intervention Service

This Early Intervention Team covers the following ward areas:

- Goldenhill and Sandyford
- Tunstall
- Little Chell and Stanfields
- Burslem Park
- Ford Green and Smallthorne

Give the team a call on
01782 232330

The Early Intervention Team covers the following ward areas:

- Great Chell and Packmoor
- Bradeley and Chell Heath
- Baddeley, Milton and Norton
- Abbey Hulton and Townsend
- Eaton Park

Give the team a call on
01782 232333

This Early Intervention Team covers the following ward areas:

- Burslem Central
- Moorcroft
- Sneyd Green
- Etruria and Hanley
- Birches Head and Central Forest Park
- Joiners Square

Give the team a call on
01782 232345

The Early Intervention Team covers the following ward areas:

- Hanley Park and Shelton
- Fenton West and Mount Pleasant
- Fenton East
- Bentilee and Ubberville
- Sandford Hill

Give the team a call on
01782 232380

The Early Intervention Team covers the following ward areas:

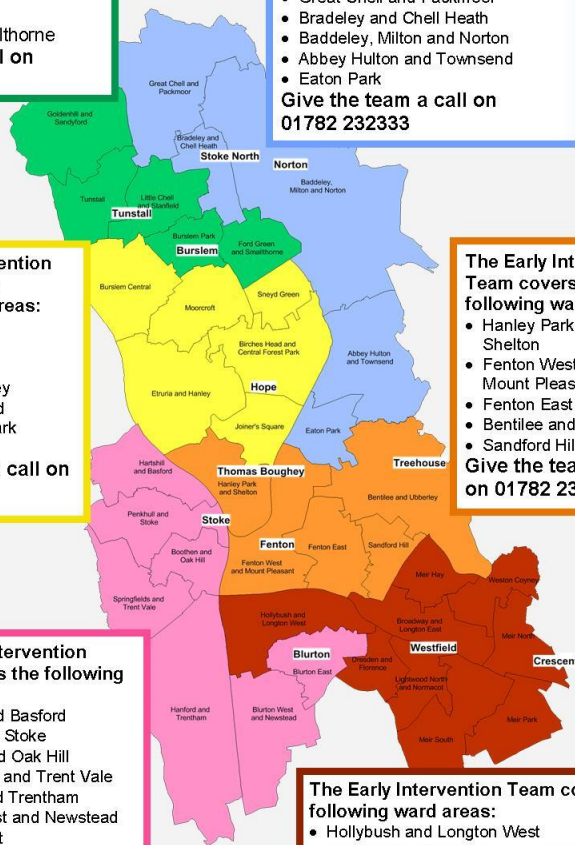
- Hartshill and Basford
- Penkull and Stoke
- Bothen and Oak Hill
- Springfields and Trent Vale
- Hanford and Trentham
- Blurton West and Newstead
- Blurton East

Give the team a call on
01782 232444

The Early Intervention Team covers the following ward areas:

- Hollybush and Longton West
- Dresden and Florence
- Broadway and Longton East
- Lightwood North and Normacot
- Weston Coyney
- Meir North and Meir South
- Meri Hay
- Meir Park

Give the team a call on
01782 232685





Useful links


<http://www.safeguardingchildren.stoke.gov.uk/ccm/navigation/professionals/early-help/>

Organisation	Education Welfare Team
Contact information	Duty telephone line: 01782 235355 10am – 12pm and 1pm – 4.30pm/5pm daily. Voicemail facility is available when the duty line is not manned.
Email	education.welfare@stoke.gov.uk
Summary	The Education Welfare team supports schools across the city with issues of school attendance. This is part of its legal obligation; however it also carries out a number of other functions both through the Statutory role and through the traded service. Most of the schools in the city buy back additional time through the traded service offer in order to build a bespoke package defendant to their needs. Traded officers are then involved with school based actions and pupils at a much higher percentage Officers are based within the three localities - North – Central and South.
Eligibility	Families with compulsory school age children.
Referral	Referrals come either from the school or educational provision/provider.


Organisation	Family Links
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Telephone	01482 504330
Email	info@familylinks.org.uk
Summary 	<p>Family Links delivers innovative, high quality training courses in the Nurturing Programme to health and social care services, third sector organisations, schools and universities.</p> <p>The Nurturing Programme is designed to provide adults and children with the understanding, skills and ability to lead emotionally healthy lives, build resilience, empathy, self-esteem and support positive relationships. The programmes are suitable for parents of children from nine months to 18+:</p> <ul style="list-style-type: none"> 10-week nurturing program parent groups; Working one to one with parents; Welcome to the world antenatal groups; Parenting puzzle workshops for parents with children under four; Work with teenagers; Work in education; Specialist programmes: <ul style="list-style-type: none"> Specialist programmes including parenting with Islamic Values, work with parents in prison and with parents of children with a disability or special needs Find out about the Nurturing Programme. We also train practitioners to work confidently, effectively and safely with parents and families. Nurturing Schools Network. Implementation Support service
Useful links	familylinks.org.uk/contact Family Links in Childrens Centres Leaflet North Timetable 2016-17 Central Timetable 2016-17

Organisation	First for Families
Telephone	01782 222389
Email	Alison.odonovan@ymcans.org.uk
Summary 	<p>Help is at hand when family relationships get tough. We have professional staff who can help you with family coaching for younger families aged 0 – 5.</p> <p>The First for Families Programme (0 – 5) offers help and support for young families when things become difficult. A family coach will visit you at home and help with parenting skills, attendance at appointments, registering with schools, playgroups, doctors and other local services.</p>
Eligibility	Families in Stoke-on-Trent with children aged 0-5
How to refer	Referral via Health visitor or Family Support Worker.
Useful links	http://ymcans.org.uk/wp-content/uploads/First-for-Families-Welcome-Pack.pdf

Organisation	LIFE
Telephone	National Helpline 0808 802 5433
Email	sam@lifecharity.org.uk
Address	1 Mill St, Leamington Spa Warwickshire CV31 1ES
Summary 	<p>LIFE is the largest pro-life charity in the UK and probably the most comprehensive and ambitious in the world because it combines advocacy and education work with a nationwide care service.</p> <p>Three core services:</p> <ul style="list-style-type: none"> LIFE Care consists of a network of Care Centre's across the UK, a national Helpline and a text-to-talk service, offering non-directive counselling and support for anyone facing a crisis pregnancy, suffering the loss of a baby or coping after abortion. We also provide free baby clothes, equipment


	<p>and other practical support to women and families in difficulty.</p> <ul style="list-style-type: none"> • LIFE Housing is one of the largest providers of accommodation for pregnant women and unsupported mothers aged between 16-25 years in the UK. Our comprehensive service offers a real, practical alternative to abortion and prepares tenants for independent living with their children in the future. • LIFE Education works in partnership with schools to provide young people with up-to-date, evidence-based information and inspires students to think for themselves on issues such as relationships, abortion, sexual health and reproductive technologies.
Eligibility	We are a pro-life charity that supports anyone facing a crisis pregnancy, pregnancy loss or after an abortion.
Referral	Most referrals online, depending on what the issue is
Useful links	lifecharity.org.uk/what-we-do/care/


Organisation	The Star Café (A Child of Mine)
Telephone	07803 751229 9am – 5pm
Email	hello@achildofmine.org.uk
Address	17 Eastgate Street, Stafford, ST16 2LZ (registered office)
Summary	A Child Of Mine is here to help and support anyone affected by the death of a child, in as many ways as we possibly can.
	
Eligibility	Anyone affected by the death of a baby or child
Referral	
Useful links	Star Cafe Leaflet


Organisation	Sorting Out Separation
Website	www.sortingoutseparation.org.uk/
Summary	Online government funded website for help with separation and signposting to useful organisations. Also includes an action plan tool.
	

Safeguarding

Organisation	Adult Safeguarding (Stoke-on-Trent City Council)
Telephone	0800 5610015 (Out of hours emergencies – 01782 234234)
Email	adult.protection@stoke.gov.uk
Summary	<p>Anyone can witness or become aware of information suggesting abuse or neglect is occurring, the adult may say or do things that hint all is not well. People raising a concern may become aware of possible abuse when they:</p> <ul style="list-style-type: none"> • Witness an abusive act • Are told about abuse by someone else • Are told about abuse by the service user • Find evidence of abuse <p>• Recognise several of the risk indicators and become concerned there is a high risk of abuse.</p>
How to refer	Phone or email referral
Useful links	https://www.ssaspb.org.uk/About-us/Introduction-to-SSASPB.aspx

Organisation	Childline
Telephone	0800 1111
Address	Weston House, 42 Curtain Road, London, EC2A 3NH
Summary 	Childline is a private and confidential service for children and young people up to the age of nineteen.
Eligibility	Information page for all ages
Referral	Self-referral
Useful links	www.childline.org.uk www.childline.org.uk/Talk/Chat/Pages/OnlineChat.aspx


Organisation	NSPCC
Telephone	0808 800 5000 (Freephone, 24 hours/365 days)
Email	https://www.nspcc.org.uk/what-you-can-do/report-abuse/#
Address	Head office: Weston House, 42 Curtain Road, London, EC2A 3NH
Summary 	<p>NSPCC protects children across the UK. Our helpline service provides:</p> <ul style="list-style-type: none"> • support for adults who are worried about a child • advice for parents and carers • consultations with professionals who come into contact with abused children or children at risk of abuse • information about child protection and the NSPCC <p>Whistleblowing Advice Line Free advice and support for professionals concerned about how child protection issues are being handled in their organisation. 0800 028 0285 or email: help@nspcc.org.uk</p> <p>Information Service 0800 800 5000 Free service for people who work with children can help you find the latest policy, practice, research and news on child protection and related subjects</p> <p>CSE Legislation, policy and guidance: child sexual exploitation/legislation policy guidance</p> <p>Submit an enquiry: information service enquiries</p> <p>Spotting signs of CSE: signs symptoms and effects</p>
Eligibility	All children and young people up to 19
Referral	Call ChildLine if you are worried about a child, don't wait until you are certain. Call 999 or ChildLine on 0808 800 5000 if you think a child is in immediate danger
Useful links	www.nspcc.org.uk/report-abuse-online

Organisation	Safeguarding Referral Team – Children’s Social Care
Telephone	01782 235100 (office hours) 01782 234234 (out of hours/weekends) 01782 236037 (minicom)
Email	SRT@stoke.gcsx.gov.uk
Summary	Provides services to children and families when children are in need of help and protection or need to live away from home, if all agencies involved agree that without the involvement of social care the child will be at risk of significant harm.
	
Referral	Open to all with concerns that a child is at risk of significant harm.
Useful links	www.stoke.gov.uk/ccm/navigation/social-care/children-s-social-care/ www.safeguardingchildren.stoke.gov.uk/


Young people

Organisation	CAMHS
Telephone	0300 123 0907, option 4 (9-5pm weekdays) 01782 408383 any thinking of making a referral should ring the advice line
Address	Central Referral Hub, Roundwell Street, Tunstall, ST6 5JJ
Other information	Contact information sheet
Summary	Children’s mental health service. Use the contact number above, if you have an urgent enquiry about a child/young person’s mental health that you would like to discuss with a mental health practitioner. You can also make a referral via this number. For routine information, advice and guidance, why not take a look at our online service for 11-18 year olds? www.upsideonline.co.uk CAMHS stands for Child and Adolescent Mental Health Services. CAMHS can help with: angry behaviour, anxiety, depression, eating difficulties, low self-esteem, obsessions or compulsions, sleep problems, self-harming, stress and the effects of abuse or traumatic events. Our website outlines the range of care pathways and services throughout Stoke on Trent that provide help, support and treatment for children and young people, parents /carers, grandparents, and professionals to use.
Referral	Accepted from any professional, self-referral or via schools (in the case of schools the Head Teacher should be notified) First Steps referral guidelines: www.camhs-stoke.org.uk/documents
Useful links	www.camhs-stoke.org.uk/

Organisation	Changes Young People
Telephone	Tel 01782 413355 Text or Call 07732349941 / 07749343306
Email	yp@changes.org.uk
Other information	Facebook /changesyoungpeople
Summary	Changes YP can help with any type of MENTAL DISTRESS , and any issues that impact upon mental well-being, whether it be exam stress, bullying, family issues, drug use etc., Our meetings although structured are relaxed and supportive, we understand that life isn't black and white. Whatever your problem/issue our unique 12 STEP PROGRAMME can help YOU to move forward, resolve issues and 'get on with your life' (step 10). We

	<p>provide young people with a range of interventions, tailored to meet a young person's emotional wellbeing needs. We provide age appropriate Peer support groups, a 6 week 'Wellness programmes', 'Understanding and Managing Anger' course, Recovery focused social activities, accredited volunteering opportunities and a sign posting service.</p>
Eligibility	<p>Under 18</p>
Referral	<p>Young People can make a 'self' referral or a family member/professional can make the referral on behalf of the young person. The young person is then offered an 'initial consultation' before entering the service. This allows Changes YP to learn more about the young person's emotional wellbeing, to work together to create a care plan, led by the young person and for Changes YP to explain more about the service we provide.</p>
Useful links	<p>www.changes.org.uk/html/young_people.html</p>

Organisation	NYAS
Telephone	0808 8081001
Email	Main@nyas.net
Address	NYAS , Tower House, 1 Tower Road, Birkenhead, Wirral, CH41 1FF
Summary	<p>NYAS provides advocacy and legal representation to children and vulnerable adults when important decisions are being made about them. The children and young people NYAS work with might be in care, have a disability or special needs, be subject to child protection plans, have mental health difficulties or their parents might be separating.</p>
How to refer	On-line referral form: https://www.nyas.net/referral-form/
Useful links	https://www.nyas.net/

Organisation	Ruff and Ruby Rooms
Telephone	07812 774 632 or 01782 683781
Email	info@rubygirluk.com
Address	The RUFF & RUBYROOMS, INTU POTTERIES CENTRE, Hanley, Stoke-On-Trent
Summary 	<p>RGUK promotes 'Positive self esteem and aspirations' through innovative and progressive programs and services – being a collaboration of social and emotional learning, life coaching and mentoring, creative arts, VIP 'life lifts' for young people in need, social enterprise and employment opportunities.</p> <p>We are all rough diamonds... a work in progress - we help to uncover potential and support lads to be the best man they can be.</p> <p>Our aims are:</p> <ul style="list-style-type: none"> • To promote positive self-esteem. • To raise expectations & aspirations. • To encourage & support young people to make positive lifestyle choices. • To be the 'best they can be'. • To Impart a sense of 'self-belief' that results in an 'I can' culture. • To educate & inspire through innovative & creative ways. • To assist in overcoming the 'barriers to learning' & achieving. • Provide apprenticeship, trainee & employment opportunities. • To provide innovative life coaching & mentoring. • To Provide Information, advice & guidance – being a 'signpost' to relevant help & support services.


	<ul style="list-style-type: none"> To act as a catalyst for 'tangible change' in terms of physical, intellectual, social, spiritual & emotional development.
Useful links	www.ruffandrubby.com

Organisation	STAR (Sex, Teenagers and Relationships)
Contact information	North 01782 236314 / 01782 232063 Central 01782 232464 / 01782 236051 South 01782 231835 / 01782 231834
Summary	Supporting young people aged between 11-17 with advice on healthy relationships, contraception and sexual health and reintegration into education or training for young mums. STAR offer 121 support and group work in schools and settings. STAR also offer drop in advice clinics at Stoke high schools and colleges.
Eligibility	Aged 11 up to 18 living in Stoke-on-Trent. Up to age 25 if SEND.
Referral	STAR@stoke.gov.uk
Useful links	Services: Cobridge Services: north staffordshire and stoke public health: sexual health


Organisation	NHS Choices - Youth Mental Health
Contact information	www.nhs.uk/Livewell/youth-mental-health/Pages/Youth-mental-health-help.aspx
Summary	Online page with various links to mental health topics specifically aimed at younger people
Eligibility	Open to all
How to refer	Self-referral

Organisation	YMCA Go
Summary	<p>YMCA</p> <p>YMCA GO! is a new citywide project for young people aged 10-18. YMCA GO! offers exciting experiences, activities and opportunities for young people. From drama to arts, sports to gaming, youth leadership programmes to cooking, there is something for everyone.</p> <p>Becoming a member is simple. A £3 membership will get you a member's wristband, two activity vouchers worth £3 each to access a sports session – such as free running, the climbing wall or the gym – at our Activity Centre.</p> <p>You'll also get four free vouchers worth 50p each to access activities (most sessions cost only 50p/visit).</p>
Useful links	http://ymcans.org.uk/services/ymca-go/


Organisation	Younger Minds
Telephone	0300 123 0907 – Option 4
Address	Central Referral Hub, The Bennett Centre, Stoke-on-Trent. ST1 4ND
Summary	We support young people who are experiencing emotional difficulties offering time to talk confidentially about problems, to discover solutions and to develop a young person's potential. Problems could include: family arguments, bullying, worrying about school and/or exams, feeling depressed or sad, feeling anxious, worries about sexuality, being abused or

	<p>neglected, self-harming behaviour and much more.</p> <p>We can help young people struggling with their mental health. We have three different programmes:</p> <p>Younger Mind offers 1-2-1 counselling and emotional support</p> <p>Mindzone and MY.Z are confidential, informal free drop ins and one to ones on Monday nights.</p> <p>We can also visit schools.</p>
Eligibility	<p>Younger Mind offers emotional support to young people aged up to 18 years who live in Stoke-on-Trent, North Staffordshire including the Staffordshire Moorlands.</p>
Referral	<p>Via the Central Referral Hub directly to refer a young person</p> <p>If you would like to access support online please visit upsideonline.co.uk</p>
Useful links	<p>Mindzone Leaflet;</p> <p>Younger Mind Leaflet (10 & under)</p> <p>Younger Mind Leaflet (11+);</p> <p>A Parents Guide to... Self Harm</p> <p>A Younger Persons Guide to... Self Harm;</p> <p>All About – Anger</p> <p>All About – Esteem;</p> <p>All About – Relationships</p> <p>nsmind.org.uk/support-for-young-people/younger-mind/</p>

Organisation	Youth Offending Services
Telephone	01782 235858
Email	youth.offending.services@stoke.gov.uk.cjism.net
Address	Liberty House, Marsden Street, Hanley, Stoke-on-Trent, ST1 2BW
Summary	<p>The Youth Offending Service (YOS) is a statutory partnership with responsibilities to reduce the numbers of children entering the criminal justice system, reduce the numbers of children re-offending and reduce the numbers of children going into custody.</p> <p>The service also has a statutory duty to work with all victims of youth crime.</p> <p>The YOS can offer a prevention intervention as on pull for all children aged 8-17 at risk of offending.</p>
Eligibility	Aged 8-17 demonstrating behaviours which could lead to offending
Referral	<p>Prevention referrals can be made by professionals who have concerns that a child is displaying criminal behaviour. Contact Rob Morrey YOS Prevention Co-ordinator at the secure email box above or call the main office number</p>
Useful links	<p>www.gov.uk/youth-crime-prevention-programmes/overview</p> <p>www.gov.uk/government/organisations/youth-justice-board-for-england-and-wales/about</p>

Organisation	Youth Development Services
Email	youthteam@stoke.gov.uk
	<p>Young people can reach us in youth centres across the city</p> <p>We have mobile services which go out in the community. During school holidays, we run a wide programme of events.</p> <p>We can offer support on:</p>

	<ul style="list-style-type: none"> • positive relationships • personal health (mind and body) • understanding changes • managing emotions • participating in new things • where to go to get help and support • improving your self-esteem in different social settings
Eligibility	Young people aged between 8 and 18
Useful links	https://www.stoke.gov.uk/directory/20/youth_centres

Organisation	Young People's Drugs Project
Telephone	01782 234195
Address	Burslem Children's Centre, Vale Park, Hamil Road, Burslem, Stoke-on-Trent ST6 1AW
Summary 	Responsible for helping parents and young people understand, make an informed choice and cope with substance misuse. Where possible work with schools to deliver preventative education.
Referral	Schools, Advice and Access Team, Family Support Worker, Social Care

Version control

Version	Description	Date
1	Issued full version	
2	Added Chepstow House (Brighter Futures)	1 July 2016
3	Added benefits, Anchor, SSAFA, formatting	13 July 2016
4	Added in Private Housing, Beth Johnson – Dementia, updated entries for Younger Mind and Healthy Minds	1 August 2016
5	Additional information added to British Legion and moved to Adult Care from money/debt/finances	August 2016
6	Added in Star Café and Public Health details	6 September 2016
7	Added: Gambling (Aquarius), updated links, split contact information for ease of viewing, more information added for Asylum, updated all Brighter Futures information	3 October 2016
8	Added: Disability Solutions – WWRG funded service	25 October 2016
9	Update Arch PLS and Friends of the Elderly Grants	1 November 2016
10	Re-categorised sections; new referral for DV (Arch); added frontline job roles	14 November 2016
11	Added: new links in Dove; Sorting Out Separation; NHS Choices (Mental Health); Turn2Me and GamCare	4 January 2017
12	Child referral form added for Arch DV service. Work Routes service added	30 January 2017
13	Updated – front line roles removed, TCA funded projects removed.	25 January 2018
14	Updated from feedback received from the Early Help Strategy Group	31 May 2018