



Riverside

Stoke on Trent Support Directory



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Riverside Food Support Services in Stoke on Trent



Stoke - Food Banks

<https://stokeontrent.foodbank.org.uk/locations/>

Stoke on Trent Foodbank

Magdalen Road, Blurton, Stoke-on-Trent
ST3 3HS

St John's Church

Tunstall Road, Knypersley, ST8 7AA
Open Monday 11 am to 1 pm

West End Methodist Church

London Road (entrance James St), Stoke
ST4 5AW
Open Monday 10 am to 12 pm

Wesley Hall Methodist Church

Noblett Road, Sneyd Green, ST1 6HR
Open Thursday 3 pm to 5 pm and Thursday 4 pm to 6 pm

Hope Community Church

Upper Huntbach Street, Hanley, ST1 2BX
Open Tuesday 10 am to 12 pm

St Stephen's Community Church

161a Dawlish Drive, Bentilee, ST2 0ET
Open Tuesday 12.30 pm to 2.30 pm

Bethel Church

Dunrobin Street, Longton, ST3 4NA
Open Wednesday 10 am to 12 pm

Penkhull Christian Fellowship

2-10 Newcastle Lane, Penkhull, ST4 5DR
Open Wednesday 2 pm to 4 pm

Swanbank Methodist Church

Swan Square, Burslem, ST6 2AA
Open Wednesday 2 pm to 4 pm

Grace Church

Unit B Metro Business Park, Clough Street, Hanley
ST1 4AF

Open Thursday 10 am to 12 pm

Temple St Methodist Church

Temple Street, Fenton, ST4 4NW
Open 10 am to 12 pm

The Hive - St Albans

Finstock Avenue, Blurton, ST3 3JU
Open Thursday 2.30 pm to 4.30 pm

English Martyrs RC Church

St John's Road, Biddulph, ST8 6JG
Open Thursday 6pm to 8 pm

St Andrews Church Centre

375 Weston Road, Weston Coyney, ST3 6HB
Open Friday 3.30 pm to 5.30 pm

Tunstall Methodist Church

Queen's Avenue, Tunstall, ST6 6EE
Open Friday 4.30 pm to 6.30 pm

United Reformed Church

Trentham Road, Longton, Stoke on Trent, ST3 4AY
Open Friday 10 am to 12 pm

Stoke Pantries

YMCA Pantry

Harding Rd, Hanley, Stoke-on-Trent ST1 3AE
Weekly Fee £4.50
Open Thursday and Friday 12 pm to 4 pm

Community Grocery

Swan Square, Burslem, England ST6 2AA
burslem@communitygrocery.org.uk

Community Food Stores

The Community Can Social Supermarket

Unit 24 Tunstall Indoor Market Butterfield Place,
Stoke-on-Trent, United Kingdom
Weekly Fee £5 or £7.50

Open Wednesday, Friday and Saturday 10.30 am to 5 pm

Joyful Independent Food Bank

Market Sq, Hanley, Stoke-on-Trent ST1 1NU
Weekly Fee £2.50 (Plus £5 yearly fee)
Open Monday to Friday 9.30 am to 4 pm

Affordable Food Stoke

77-81 Meaford Drive, Blurton, Stoke-on-Trent,
ST3 2BB

**Open Tuesday to Friday 10 am to 11.30 pm
Saturday 10 am to 12 pm**

No.87 The Social Supermarket

87 Meaford Drive Blurton Stoke-on-Trent ST3
2BB

Open Thursday 1 pm to 4 pm, Friday 11 am to 2 pm and Saturday 10 am to 12pm

Open Door

Open Door serve drinks, a hot breakfast and hand out food parcels at their drop-in centres in Shelton and Cobridge.

27 Snow Hill, Hanley, England ST1 4LU
Christ Church Vicarage, 10 Emery Street, Stoke-On-Trent, ST6 2JJ
01782 844718
enquiries@opendoorstokeontrent.co.uk

Temple Street Methodist Church & Community Centre

Weekly 2 course meal with unlimited drinks for just £2
8 Temple Street, Fenton, England ST4 4NW
07764 431430
templestreetfenton@gmail.com

The Angel at Austin's

240 Waterloo Road, Stoke-on-Trent, England
ST6 3HL

Community Meal – Cook and Eat Together.
Monday (Once per month). 5:30pm to 7pm.
Cost of £2 per adult and £1 per child.
Soup Lunch – Soup, roll, cake and drink.
Thursday (Once per month). 12:30pm to 2pm.
Cost of £2 per person.
Coffee Morning – Coffee, cake and chat.
Friday (Once per month). 10am to 12pm. Cost £2 per person.

Standing Tall 2Gether

Standing Tall 2Gether are a community organisation whose main aim is to help Bentilee and the wider ST2 area.

Contact 07432 434503

Community Cupboard (Port Vale Foundation)

113 Hamil Road, Stoke-on-Trent, ST6 1AP
Open Friday 10 am to 12 pm

National Organisations

Too good to go - The Too Good To Go app lets customers buy and collect Magic Bags of this food - at a great price - directly from businesses.
<https://www.toogoodtogo.com/en-gb>

OLIO - Olio is a mobile app for food-sharing, aiming to reduce food waste. It does this by connecting those with surplus food to those in need. <https://olioapp.com/en/>

Trussell Trust Helpline - 0800 915 4604
Open Monday to Friday, 9am – 5pm

Salvation Army

Run food banks year-round from many of their churches and community centres.

OddBox - Fighting food waste
<https://www.oddbox.co.uk/>



Riverside

National Food Support Services



Council Support

You may be able to get help with essential costs from your local council. This is sometimes known as 'the Household Support Fund'. This could help if you're struggling to afford things like:

- **energy and water bills**
- **food**
- **essential items**

Your council may also offer food vouchers to families during the school holidays.

Who the Household Support Fund is for

Funding is aimed at anyone who's vulnerable or cannot pay for essentials. You do not have to be getting benefits to get help from your local council.

If you get benefits, they will not be affected if you get a payment from a Household Support Fund scheme.

Find out about schemes in your area

Councils decide how to run their schemes. There may be differences in:

- **If you can apply**
- **if or how you need to apply**
- **who money is given to**

For example, some councils share out money through local charities and community groups and some limit household applications to one per year.

Check with your local council to find out what support is available.

<https://www.gov.uk/find-local-council>

Trussel Trust

Food banks in the Trussel Trust network welcome and support everyone who is referred to them,. Volunteers will give a minimum of three days' emergency food.

How to get a food voucher

In order to get help from a food bank you will need to be referred with a voucher, which can be issued by a number of local community organisations (for instance schools, GPs and advice agencies). Your local food bank can advise which agencies can help.

You can search food banks local to you by visiting: <https://www.trusselltrust.org/get-help/find-a-foodbank/>

If you live in England or Wales please call Help through Hardship for free to talk confidentially to a trained Citizens Advice adviser on: **0808 208 2138 Monday to Friday, 9 am to 5 pm. Closed on public holidays.**

They can help address your crisis and provide support to maximise your income, help you navigate the benefits system, and identify any additional grants you could be entitled to. If needed, they'll issue you with a voucher so you can get an emergency food parcel from your local food bank.

**Trussell Trust Helpline - 0800 915 4604
Open Monday to Friday 9 am to 5 pm**



Riverside National Food Support Services



Feeding Britain

Feeding Britain supports a national network of 80 organisations – ranging from community centres and schools, to local authorities and social enterprises.

To find your local centre please visit
<https://feedingbritain.org/about-us/where-we-work/>

Your Local Pantry

Pantries stock a wide range food including fresh fruit and veg, frozen and chilled food, meat and dairy products, and long-life tinned and packaged food. To find your local pantry visit
<https://www.yourlocalpantry.co.uk/pantry-listings/>

Independent Food Aid Network

Across the UK there is a growing network of food banks, food distribution charities and local support hubs. To find one nearest to where you live, search the Independent Food Aid Network's interactive map.

<https://www.google.com/maps/d/u/0/viewer?mid=15mnlXFpd8-x0j406Ck6U90chPn4bkbWz&ll=54.09489700993946%2C-2.75789249999981&z=6>

Community Shops

Community Shop membership is free and open to those who live locally to a Community Shop store and receive a means-tested benefit. If you think you may be eligible, find your nearest Community Shop and contact them directly about membership.

<https://www.companyshopgroup.co.uk/company-shop/store-locations/>
<https://communitygrocery.org.uk/our-locations/>

National Organisations

Too good to go

On the Too Good To Go app, restaurants, cafes and bakeries list leftover food that would otherwise be thrown away. Users can then browse the map for food near them and pick up a 'magic bag' for a fraction of the original retail cost. Registration to the app is free and users can specify their dietary requirements.

<https://www.toogoodtogo.com/en-gb>

Olio

Olio provides a platform for neighbours to share unwanted food and other items, all for free. People are free to share or pick up anything from an unwanted gift, produce that's on its date from a local store, leftover event catering supplies or excess food that won't get eaten.

<https://olioapp.com/en/>

Karma

The Karma app enables users to rescue fresh food from restaurants, bakeries, cafes and even wholesalers that would have otherwise been thrown away.

<https://save.karma.life/>

NoWaste

NoWaste users can scan receipts and barcodes, log each weekly shop, make lists of what's in, plan meals more effectively and receive automatic expiration reminders.

NOSH

Nosh is an app offering another option to track the food you have in your home. With nosh, users can view categorised expiry and use by dates all on one screen, so they can easily prioritise which foods to use up first.



Riverside

National Food Support Services



KITCHEN

The free app has thousands of recipe suggestions that users can filter by the ingredients in their kitchen that need to be used up.

OddBox

Oddbox is a subscription service that delivers straight to your door, fruit & veg that is considered either too large or too small to be sold in supermarkets. When you sign up to Oddbox, you'll need to decide what you would like to be sent and how often. You can choose fruit, vegetables or a selection of both and have them delivered each week or fortnightly.

<https://www.oddbox.co.uk/>

Kids Eat Free Deals

Many restaurants, Supermarkets, Cafes and pubs will have Kids Eat Free Deals. You can find a list at Money Saving Expert.

<https://www.moneysavingexpert.com/deals/cheap-restaurant-deals/#kids>

ASDA

If you dine in at any Asda Café (there are 205 of them) you can get a free bowl of porridge and a hot drink from 8am to midday every day of the week until Wednesday 20 March. There's no minimum spend, so just order at the counter.

Salvation Army

Run food banks year-round from many of their churches and community centres. To find the closest centre to you visit.

<https://www.salvationarmy.org.uk/map-page>

Bread and Butter Thing

Their mobile food clubs give access to nutritious and affordable food taken into the heart of communities. This low cost weekly shop provides essential produce for family eating – fresh fruit and veg, fridge favourites and cupboard staples.

Find your nearest hub by visiting

<https://www.breadandbutterthing.org/become-a-member>

Once you have found the nearest hub Text **07860 063 304** with your full name, postcode, and the name of the hub you will be collecting from.

HAF Programmes

The HAF programme provides free holiday provision, including healthy food and enriching activities, for children in receipt of benefits-related free school meals in England.

To find a programme near you, visit your local council website.



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Furniture Support in Stoke on Trent



Charity Shops

British Heart Foundation Furniture Stores
Stoke On Trent Furniture & Electrical Store
38-44 Campbell Place (London Road), Stoke
On Trent, UK, ST4 1NA
01782 484210

Emmaus Superstore
Furniture & Home Warehouse, Senate House,
Josiah Wedgwood St, Hanley, Stoke-on-Trent,
ST1 5NS
01782 846 111

Katherine House Hospice
3-7 Lonsdale Road, Stoke-on-Trent
ST4 4DR
01782 849336

Dougie Mac
Unit 3&4, Unit, 1, 1349 Leek Rd, Abbey Hulton,
Stoke-on-Trent ST2 8BW
Unit 6 Bentilee Neighbourhood Centre ST2 0EU
01782344348
***ADD MEIR SHOP**

The Furniture Shed
19 Brackenfield Avenue, Bentilee, Stoke-on-
Trent, ST2 0DH
01782 863192

Age UK
59 The Strand, Longton, Stoke-on-Trent
ST3 2NS
01782 598373

Charities

Glasspool Trust

UK-wide charity that provides grants support for people experiencing financial hardship, with no restrictions on who they can help.
<https://www.glasspool.org.uk/>

Buttle UK

Support children and their families, including the provision of beds, and offer more comprehensive packages of support.
<https://buttleuk.org/apply-for-a-grant/>

Family Fund

Helping vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency. They provide essential furniture items and they accept direct applications.

<https://www.familyfund.org.uk/>

Resources

Reuse Network

Reuse Network supports reuse charities across the UK to help them alleviate poverty, reduce waste and tackle climate change.

<https://reuse-network.org.uk/>

Second Hand Furniture Websites

Facebook Market Place and Groups
Gumtree
FreeCycle
Pre-Loved
Freeads
VivaStreet
Freegal



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Cost of Living Support in Stoke on Trent



Council Support

Stoke on Trent Council

If you are struggling, there is a range of support that may be able to help you. The council administers a number of grants, benefits, relief funds and other support.

https://www.stoke.gov.uk/info/20012/business/489/household_support_grant

Stoke On Trent Together

Stoke-on-Trent Together is a partnership between Stoke-on-Trent City Council, Voluntary Sector Organisations and Volunteers Across Stoke-on-Trent working to support our local communities.

<https://sottogether.vast.org.uk/>

Libraries

Libraries in Stoke-on-Trent are Welcoming Spaces where people can meet up, socialise, access support on issues such as money, welfare and mental wellbeing, access computers, free wi-fi and charging points, and heated spaces.

Bentilee Neighbourhood Centre,
Dawlish Drive Bentilee ST2 0EU
01782 231315

City Central Library
Bethesda Street, Hanley, ST1 3RS
01782 238455

Longton Library
Sutherland Institute, Lightwood Road ST3 4HY
01782 238424

Pickford Place

Community and Education Centre ST3 7DY

01782 237559

Stoke Library

Stoke Local Centre, South Wolfe Street ST4 4SZ

01782 238446

Tunstall Library

Tunstall Town Hall 142 High Street ST6 5TP

01782 238471

Debt Support Services

Citizens Advice

If you live in Leicester City, call the AdviceLine 0808 278 7970 for help with a debt issue

Cheapside, Hanley, England ST1 1HL

<http://snscab.org.uk/>

Saltbox's Money Matters

Saltbox's Money Matters service offers free, impartial and confidential financial and debt advice.

Gitana Street, Hanley, England ST1 1DY

01782 470980

<https://saltbox.org.uk/money-matters/>

Turn2us

Turn2us is a national charity providing practical help to people who are struggling financially.

0808 802 2000

<https://www.turn2us.org.uk/>

National Debtline

National Debtline is a debt advice charity run by the Money Advice Trust. We are a free and confidential debt advice service for people in England, Wales and Scotland.

0808 808 4000

<https://www.nationaldebtline.org/>

Community Groups and Organisations

Better Together Community Support Group for Stoke-on-Trent

St Teresa's Church, Trent Vale, ST4 6SP
07769 293936
bettertogethercommunitystoke.org

B-Arts

B arts (Beavers Arts) Ltd, 72 Hartshill Road, Stoke-on-Trent, ST4 7RB
01782 848835
[https://www.b-arts.org.uk/](http://www.b-arts.org.uk/)

Potteries Moneywise

Cheapside, Hanley, England ST1 1HL
01782 408685

Grace Church

Unit B Metro Business Park, Clough Street, Hanley, ST1 4AF
07954 332568
[https://gracechurchstoke.org/servingthecity](http://gracechurchstoke.org/servingthecity)

Beat the Cold

Staffordshire based charity, whose aim is to reduce fuel poverty, and cold related ill health.
01782 914 915
[https://www.beatcold.org.uk/about-us/](http://www.beatcold.org.uk/about-us/)

The Star Community Café

Sneyd Street, Hanley, England ST6 2NW
01782 209871
office@standrewssneydgreen.com

*

Breathe Church

1 to 1 budgeting and money management 1455 Leek Road, Stoke-on-Trent, ST2 8BY
01782 537079 / 07395 963499
admin@breathenewlife.church

Fuel and Energy Support

Energy Projects Plus

Free and impartial advice to help you save money on your energy bills.
0800 043 0151
[https://www.epplus.org.uk/](http://www.epplus.org.uk/)

British Gas Energy Trust

[https://britishgasenergytrust.org.uk/](http://britishgasenergytrust.org.uk/)

Scottish Power Hardship Fund

[https://www.scottishpower.co.uk/support-centre/help-paying-your-bill/hardship-fund](http://www.scottishpower.co.uk/support-centre/help-paying-your-bill/hardship-fund)

E.On Energy Fund

[https://www.eonenergyfund.com/](http://www.eonenergyfund.com/)

Support from Banks

Most banks offer help for those struggling during the current cost of living surge, with most stating that they plan to ramp up their guidance and support services.

Citizens Advice - Universal Credit

13-15 Cheapside, Hanley, England ST1 1HL
0800 144 8 444 advice@snscab.org.uk

Citizens Advice - Universal Credit

13-15 Cheapside, Hanley, England ST1 1HL
01782 408625 moneyadvice@casns.org.uk

Grace Church Money and Debt Centre

Clough Street, Hanley, England ST1 4AF
07954332568 ask for 'Grace Money'
money@gracechurchstoke.org

Jobs, Enterprise and Training Service (JET)

Warner Street, Hanley, England ST1 3DH
01782 238464 Kelly.Tomlinson@stoke.gov.uk



National Cost of Living Support Benefits



GOV.UK

The GOV.UK website has a list of resources to help support those who are struggling due to the cost-of-living crisis.

<https://www.gov.uk/>

Benefits and Financial Support

There are several benefits that you may be eligible for including:

Universal Credit - If you're on a low income, you're out of work or you cannot work

Carer's Allowance - If you care for someone who gets certain benefits at least 35 hours a week

New Style Employment and Support

Allowance (ESA) - If you have a disability or health condition that affects how much you can work or if you need support to get back into work.

New Style Jobseeker's Allowance (JSA) - If you need help when you're looking for work

Access to Work - If you have a physical or mental health condition or disability you may be able to receive support to help you stay in work.

To find out what benefits and support you may be eligible for visit
<https://www.gov.uk/cost-of-living/benefits-tax-work>

Help for Households

See what support is available to help with the cost of living and save money with our energy saving tips.

<https://helpforhouseholds.campaign.gov.uk/>

Personal Independence Payment

Personal Independence Payment (PIP) can help with extra living costs if you have both:

- a long-term physical or mental health condition or disability
- difficulty doing certain everyday tasks or getting around because of your condition

You can get PIP even if you're working, have savings or are getting most other benefits.

To find out more visit - <https://www.gov.uk/pip>

Citizens Advice

The national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.

You can contact an adviser through the national phone service: Adviceline (England): **0800 144 8848**

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: **18001** then the Adviceline or Advicelink number

You can use Relay UK with an app or a textphone. There's no extra charge to use it.

Adviceline's available 9am to 5pm, Monday to Friday. It's usually busiest at the beginning and end of the day. It's not available on public holidays.

To find your nearest Citizens Advice visit
<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>



National Cost of Living Support Debt Help



Citizens Advice

Full debt and consumer advice service in England and Wales. Many have specialist case workers to deal with any type of debt, including repossession and negotiation with creditors. If you live in England or Wales, get in touch by:

Web chat: The web chat service is open Monday to Friday, 8am - 7pm and Saturday 9.30am - 1pm (except bank holidays).

0800 240 4420 (debt helpline) The debt helpline is available 9am to 5pm, Monday to Friday (excluding bank holidays).

Step Change Debt Charity

Online support is available via the debt advice tool where you can create a budget and get a personal action plan with practical next steps. .

0800 138 1111 Opening times: Monday to Friday, 8am to 8pm, Saturday, 8am to 2pm (closed on Sundays and bank holidays).

<https://www.stepchange.org/>

National Debtline

National Debtline provides free advice and resources to help people deal with their debts. Advice is available over the phone, online and via webchat.

0808 808 4000 Opening times: Monday to Friday, 9am to 8pm, Saturday, 9.30am to 1pm.

<https://www.nationaldebtline.org/about-us/>

Debt Advice Foundation

Debt Advice Foundation is a debt advice and education charity offering free, confidential support and advice to anyone worried about loans, credit and debt.

0800 043 40 50 Monday to Friday 8am to 6pm

Christians Against Poverty

National debt counselling charity with a network of 160 centres based in local churches, offering hope and a solution to anyone in debt (not just Christians).

<https://capuk.org/>

PayPlan

PayPlan offer free, simple debt advice to anyone who needs it. When you go to them for debt advice, they will show you all the different debt solutions that are out there so you've got a clear idea of what your options are, and how each one could help you. They can also advise you on what the best solution is for your circumstances, plus any other options that might work for you.

0800 316 1833 Available between 8am to 8pm Monday to Friday and 9am to 3pm on Saturday.

<https://www.payplan.com/>

Community Monday Advice

Community Money Advice (CMA) is a charity dedicated to supporting and helping community groups, churches and groups of churches set up free, face to face debt & money advice centres in their neighbourhood.

<https://www.communitymoneyadvice.com/free-dom-from-debt/get-help>

Turn2Us

Turn2us is a national charity providing practical help to people who are struggling financially. You can use their free Benefits Calculator and Grants Search to find out what help you can get.

<https://www.turn2us.org.uk/>



National Cost of Living Support Services



Money Advice service

The Money Advice Service is a free, impartial advice, to help improve your finances, set up by government to help keep track and plan ahead
0800138 7777

Credit Unions

Credit unions come in all shapes and sizes. Whether you're looking for a credit union with online and phone banking, a payroll partnership with your employer, a local branch or service point you can walk into – or a combination of all three – there's a good chance you'll find the credit union you're looking for to meet your needs.

To find a credit union near you visit
<https://www.findyourcreditunion.co.uk/>

Fuel and Energy Support

Energy Projects Plus

Free and impartial advice to help you save money on your energy bills.
0800 043 0151
<https://www.epplus.org.uk/>

British Gas Energy Trust

<https://britishgasenergytrust.org.uk/>

Scottish Power Hardship Fund

<https://www.scottishpower.co.uk/support-centre/help-paying-your-bill/hardship-fund>

E.On Energy Fund

<https://www.eonenergyfund.com/>

Support from Banks

Most banks offer help for those struggling during the current cost of living surge, with most stating that they plan to ramp up their guidance and support services.





National Cost of Living Support Employment



Government Support

Find a Job in England, Scotland or Wales through the government's official job vacancy service that offers a simple way for people to search for the latest jobs.

Find additional job opportunities through the Job Help website.

<https://jobhelp.campaign.gov.uk/>

Apprenticeship's

An apprenticeship combines practical training in a job with study.

You can start an apprenticeship if you're:

- 16 or over - there's no upper age limit
- not in education (full or part-time)

You can have a previous qualification, like a degree, and still start an apprenticeship.

<https://www.gov.uk/apply-apprenticeship>

Learn online for free

Learn online for free with The Skills Toolkit, where you can access more than 70 courses in digital, numeracy and employability skills.

<https://nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit>

Get a free Level 3 qualification

If you are 19 or over and don't yet have A levels or equivalent you can now take your first Level 3 qualification for free. There are hundreds of free

courses available linking to jobs in sectors such as building and construction, health and social care, accounting, engineering, environmental conservation and more.

To find out more visit

<https://www.gov.uk/guidance/free-courses-for-jobs>

The Job Entry Targeted Support Scheme

The Job Entry Targeted Support scheme is providing six months of personalised support for people who have been unable to find work within the first 3 months of unemployment.

To find out more visit <https://www.gov.uk/>

Get support from a work coach

Work coaches use their experience of the jobs market to help you find opportunities that match your skills, which could include types of work you've never considered before. Get support from your work coach by asking at your nominated Job Centre.

National Careers Service

Provide careers information, advice and guidance. We can help you make decisions at all stages in your career.

Call 0800 100 900 to speak to an adviser.

8am to 8pm Monday to Friday, 10am to 5pm Saturday and bank holidays.

<https://nationalcareers.service.gov.uk/>



Riverside

Welcoming Spaces in Stoke on Trent



Welcoming Spaces

Stoke-on-Trent City Council has been working with community sector organisation VAST and other partners on the welcoming spaces initiative, as part of local efforts to address the cost of living crisis.

Changes Health & Wellbeing

Booth St, Stoke-on-Trent, ST4 4AL

<https://www.changes.org.uk/>

Just Family CIC

Unit B3, The Bridge Centre, Birches Head Road, Stoke-on-Trent, ST2 8DD

07505 275190

<https://justfamily-cic.org/>

Cobridge Community Multicultural Association

CCMA 353, Cobridge Road, Cobridge, ST1 5JP

01782 262609

Swan Bank Methodist church, Swan Square

Burslem, Stoke-on-Trent, ST6 2AA

01782 575129

Love Stoke Church

Meir Park Community Centre, Lysander Road, Meir Park ST3 7TW

07947 885525

St Teresa Church

Trent Vale, Stone Road, Stoke-on-Trent, ST4 6SR

0121 356 4402

West End Community Centre

405 London Road, Stoke-on-Trent, ST4 5AW

01782 437 591

YMCA North Staffordshire

Harding Road, Stoke-on-Trent, ST1 3AE

01782 222376

The Study Room

The Potteries Centre, Quadrant Rd, Hanley, Stoke-on-Trent ST1 1PS

0800 389 0100

Staffs Lifting Club

Unit 4b, Campbell Road, Stoke-On-Trent, ST4 6NH

07909683195

Breathe New Life Church

Leek Road, Stoke on Trent, ST2 8BY

01782 537 079

St Paul's Church

131 Longton Hall Road, Stoke on Trent, Staffordshire, ST3 2EL

01782 598366

Blurton Community Hub

Ingestre Square, Blurton, ST3 3JT

01782 409694

The Bentilee Volunteers Centre

9 Brackenfield Avenue, Bentilee, ST2 0DH

01782 863192

Baddeley Green WMC

Adderley House Baddeley Green Club, 922-924 Leek New Rd, Stoke-on-Trent ST2 7HG

01782 541246

Middleport Matters Community Trust

177-179 Newcastle Street, Middleport, Stoke-on-Trent, ST6 3QJ

01782 817 590

*****affordable Food STOKE**



Riverside

Digital Inclusion Support in Stoke on Trent



National Organisations

The National Data Bank

The National Databank is a national foodbank for connectivity data. Run by Good Things Foundation, data to help almost 500,000 people will be donated by Virgin Media O2, Vodafone, and Three Mobile from September 2022.

www.goodthingsfoundation.org

National Device Bank

Good Things Foundation is building the UK's first ever National Device Bank. Devices will be provided to people in need by thousands of community organisations in Good Things Foundation's network.

[https://www.onlinencentresnetwork.org](http://www.onlinencentresnetwork.org)

Get Online @ Home

Get Online @ Home sells heavily discounted, refurbished computers and tablets.

[https://www.getonlineathome.org](http://www.getonlineathome.org)

Stoke Organisations and Groups

Discover Digital

[https://discover-digital.org.uk/](http://discover-digital.org.uk/)

Wave Maker

Mitchell Arts Centre, Broad Street, Hanley, Stoke-on-Trent, ST1 4HG
01782 694 027

Hope Community Church - IT Access & Job Club

91 Upper Huntbach Street, Hanley, ST1 2BX
01782 367447 info@hopechurchstoke.co.uk

Community Recycling CIC

6 Opal Road, Fenton, England ST4 3QJ
01782 756756 info@crccic.co.uk

Digital Innovation and Education Hub

The Stoke-on-Trent Digital Innovation and Education Hub is a collaborative partnership between key organisations within the city, driving to increase digital inclusion and health and wellbeing through training, education and support.

<https://www.innovationeducationhub.co.uk/>

Libraries

Libraries in Stoke-on-Trent are Welcoming Spaces where people can meet up, socialise, access support on issues such as money, welfare and mental wellbeing, access computers, free wi-fi and charging points, and heated spaces.

Bentilee Neighbourhood Centre,

Dawlish Drive Bentilee ST2 0EU
01782 231315

City Central Library

Bethesda Street, Hanley, ST1 3RS
01782 238455

Longton Library

Sutherland Institute, Lightwood Road ST3 4HY
01782 238424

Meir Library

Meir Community Education Centre ST3 7DY
01782 237559

Stoke Library

Stoke Local Centre, South Wolfe Street ST4 4SZ
01782 238446

Tunstall Library

Tunstall Town Hall 142 High Street ST6 5TP
01782 238471



Riverside Young People Services in Stoke on Trent



Children's Centres

Treehouse Children's centre Play Space
Dawlish Drive, Bentilee, Stoke on Trent
ST2 0HW
01782 233670

Blurton Children's Centre
Oakwood Rd, Stoke-on-Trent ST3 3AR
Phone: 01782 231815

Port Vale Football Club
Vale Hamil Rd, Burslem, Stoke-on-Trent ST6 1AW
01782 952999

Norton Children's Centre
97 Knypersley Rd, Stoke-on-Trent ST6 8JA
01782 231096

Stoke North Children's Centre
Bishop Rd, Stoke-on-Trent ST6 6QW
01782 232977

The Crescent Children's Centre
The Crescent Academy, Pinewood Cres, Meir,
Stoke-on-Trent ST3 6HZ
01782 318145

Thomas Boughey Children's Centre
College Rd, Stoke-on-Trent ST4 2DQ
01782 237100

Treehouse Children's Centre
149 Dawlish Dr, Stoke-on-Trent ST2 0HP
01782 233670

Westfields Children's Centre
Buckleuch Rd, Stoke-on-Trent ST3 4RF
01782 237500

Youth Support Services

Sutton Trust Community Group
Betty Rushton Community Gardens, Hadleigh Rd,
Abbey Hulton, Stoke-on-Trent ST2 8JW
01782 536336
contact@suttontrustcommunitygroup.co.uk

Biddulph Youth and Community Zone
Church Rd, Biddulph, Stoke-on-Trent ST8 6NE
01782 244288 admin@bycz.org

Butt Lane Youth Club
Butt Lane Baptist Church, 4 Church Street
Butt Lane, Talke, Stoke-on-Trent, ST7 1NU

YMCA Activity Centre
Harding Road, Hanley, Stoke-on-Trent, ST1 3AE

Cheadle Youth Club
Cheadle Methodist Church Hall, 43 Chapel Street
Stoke-on-Trent, ST10 1DU

Talke Youth Club
Talke Village Hall, High Street, Talke Pits
Stoke-on-Trent, ST7 1PX



Riverside Young People Services in Stoke on Trent



SPLAT Abbey Hulton

St. Johns Church, 30 Greasley Road, ST2 8JE

Monday 5 pm to 7 pm

SPLAT Fenton

Temple Street Methodist Church, Temple Street,
ST4 4NW

Tuesday 4.30pm to 6.30 pm

SPLAT Meir

The Old Meir Library, Sandon Road, ST3 7DJ

Wednesday 5 pm to 7 pm

SPLAT Burton

Hollybush Training & Enterprise Centre, 77-81
Meaford Drive, ST3 2BB

Thursday 4.30pm to 6.30 pm

SPLAT Moss Green

Moss Green Community Centre, Moss Green
Road, ST2 0SP

Thursday 4.30pm to 6.30 pm

SPLAT Longton

Dresden Scout HQ, Wise Street, ST3 4PQ

Friday 5.30 pm to 7.30 pm

SPLAT Shelton

Equality House, Raymond Street, ST1 4DP

Saturday 12 pm to 2 pm

07895 605 941

info@splatstaffs.co.uk

Connecting Choices

Needs-based support to assist you into training,
education, volunteering and work.

47 Regent Road, Hanley, England ST1 3RQ

01782 756 179

natasha.church@ixionholdings.com

In2

Unit 7, Hartshill Business Park, ST4 6DP

info@in2healthandwellbeing.co.uk

07823 446652

Change, Grow, Live Advocacy

Hope Street, Hanley, England ST1 5DD

07809 587007 sscrs@cgl.org.uk

Lil' Gems 121 Life Coaching and

Ruff Diamondz 121 Life Coaching

4 Lamb Street, Hanley, England ST1 1PQ

01782 280413 info@ruffandruby.com

Disability and Accessible Groups

The Peter Pan Centre for Children with Special Needs

Hoon Avenue, Staffordshire, ST5 9NY

01782 715219 info@thepeterpancentre.co.uk

SilverTree

Home Support Children and Adults with a range of
disabilities

Dudson Centre, Hope St, Hanley, England ST1 5DD

01782 683046

silvertreehomesupport@btconnect.com

Alice Charity - Big Cup Sessions

Big Cup helps families to overcome isolation by
bringing them together with free weekly parent and
toddler play groups across Newcastle & Stoke.

01782 627017 info@alicecharity.com

Temple Street Church

Deliver several groups and activities for children,
young people and families.

01782 826026

www.templestreetchurch.org.uk



Riverside

Young People Services in Stoke on Trent



Stoke-on-Trent City Music Service

Musical opportunities for people aged 2–18
Birches Head Road, Stoke-on-Trent, ST2 8DD
01782 233796
citmusicservice@stoke.gov.uk

Swan Bank Church - Youth Services

9 Ironstone Walk, Burslem, England ST6 4AA
01782 575129 admin@swanbank.org.uk

Tuesday Night Youth: Every Tuesday at 7 pm to 8.30 pm (term time).

Youth Club: Every Thursday at 7.30 pm to 9 pm (term time)

Messy Church: First Saturday of the month at 10 am to 12 pm

Little Treasures: Every Tuesday (term time) 9 am to 11 am.

Younger Youth Club: Every Thursday at 5.45 pm to 7.15pm (Term time).

The Hub Fenton - Creative Thursdays

28a Christchurch Street, Fenton, ST4 3AN
Thursday 10 am to 12 pm £4 cost
Two course lunch available at 12.15 also £4
0771 771 4119 info@thehubfenton.org.uk

Stoke City Community Trust - 8 – 18 years old

Youth Club @ Bentilee Neighbourhood Centre, 231-251 Dawlish Drive, ST2 0E
Thursday 6 p to 8 pm
01782 592252 community@stokecityfc.com

Kidsgrove Sports Centre

Community owned charitable sports centre.
4 Fourth Avenue, Kidsgrove, England ST7 1DR
01782 528887
reception@kidsgrovesportscentre.co.uk#

Fighting for young people's mental health

The YoungMinds website provides a wide variety of information and advice designed to help improve the mental health of young people up to the age of 25.

020 7089 5050
ymenquiries@youngminds.org.uk

Amateur Boxing Club - 10 count

10 Count Boxing Gym is an amateur boxing club which also organises activities for local children, adults and disabled children in order to introduce them to sport and fitness.
137 Winchester Avenue, Stoke-on-Trent ST2 0LR
07856 750283
Tencountboxingcio@gmail.com



Riverside



Riverside

National Support for Young People



Children's Centres

Children's centres bring together a range of free services for children from birth to five, and their families. Services vary at each centre according to local community needs but all centres provide child and family health, family support services and a range of parent and toddler activities.

Contact your local council to find out about Sure Start centres in England.

<https://www.gov.uk/find-local-council>

National Support Services

Youth Access

Youth Access works with organisations delivering support for young people. You can search their Find Help page to find support near you.

<https://www.youthaccess.org.uk/our-network/find-help>

National Youth Advocacy Service

The Get Support page offers a wide range of advice, guidance and support available for many issues affecting young people.

<https://www.nyas.net/get-support/>

Young Minds

Mental health support for young people, parents and carers. Young Minds provide young people with tools to look after their mental health. The website is full of advice and information on what to do if you're struggling with how you feel.

www.youngminds.org.uk

Young Minds Textline: Text YM to 85258

The Mix

At The Mix, trained staff provide help for young people aged 11-25. This Mix isn't just about young people and mental health, they also provide support for relationship issues, working life, school life, housing, depression and any other issues all year round.

Support Available.

Crisis Messenger: If you feel like you can't cope or are worried about how you are feeling, you can contact the crisis messenger 24 hours a day, 7 days a week by texting **THEMIX** to **85258**. The text messaging support service is free and for any issue.

Email Support: The Mix can help you find the information you need.

<https://www.themix.org.uk/get-support/speak-to-our-team/email-us>

One-to-one chat One to one chat allows you to live message trained helpline supporters about any issue that is troubling you. The one-to-one chat is open from 4pm to 11pm, Monday to Friday.

<https://www.themix.org.uk/>

Mind - Useful contacts for supporting Children and young people

<https://www.mind.org.uk/for-young-people/how-to-get-help-and-support/useful-contacts/>



Riverside



Riverside

National Support for Young People



Kooth – Online Counselling and Support (11-25)

Kooth is an, online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

Access through www.Kooth.com

0203 984 9337 contact@kooth.com

PAPYRUS

PAPYRUS is the national charity dedicated to the prevention of young suicide.

HOPELINE247 advisers want to work with you to understand why thoughts of suicide might be present. They also want to provide you with a safe space to talk through anything happening in your life that could be impacting on you or anyone else's ability to stay safe.

- For children and young people under the age of 35 who are experiencing thoughts of suicide
- For anyone concerned that a young person could be thinking about suicide

Call: 0800 068 4141

Text: 07860039967

Email: pat@papyrus-uk.org

Line are open 24 hours every day of the year

(Weekends and Bank Holidays included)

*If you are not able or prefer not to speak English, please request Language Line when calling for support.

Safe4Me

The Safe4me website provides educators, service providers and parents with information and resources to help educate, guide and support children and young people to keeping safe.

<https://www.safe4me.co.uk/support-services/>

National Services

National Citizenship Service

Delivers a range of experiences for young people across the UK.

<https://wearencs.com/> 0800 197 8010

Duke of Edinburgh

Delivers a range of experiences for young people across the UK.

<https://www.dofe.org/>

Virtual KEEN

Inclusive online activities for young people

www.keenuk.org/virtualkeen

Support for different identities and communities

Bayo - An online search tool to find mental health and wellbeing support or services, run by and for the Black community.

bayo.uk

Being Gay is OK - Provides advice and information for LGBTQIA+ people under 25.

bgiok.org.uk

Kids of Colour - Online platform for young people to learn about race, identity and culture, and to challenge racism. Offers a YouTube channel, summer school and workshops.

kids of colour.com

Mermaids UK - Support for transgender, nonbinary and gender-diverse people up to 18. Runs events, local groups, online courses and a webchat.

0808 801 0400

mermaidsuk.org.uk



Riverside

National Support for Young People



Muslim Youth Helpline - Provides faith and culturally sensitive support to young Muslims by phone, webchat, WhatsApp and email.
0808 808 2008
myh.org.uk

The Proud Trust - Support for LGBTQIA+ young people through youth groups, peer support, mentoring schemes and a webchat.
0161 660 3347
theproudtrust.org

Stonewall - Information and advice for LGBTQIA+ people on a range of issues, like coming out and hate crimes. Provides an information phoneline for people and their families.
0800 050 2020
stonewall.org.uk

Switchboard - Provides a helpline, webchat and nationwide database of LGBTQIA+ services. A safe space to discuss topics like sexuality, gender identity and wellbeing.
0800 0119 100
hello@switchboard.lgbt
switchboard.lgbt

Support for grief, trauma and abuse

Help 2 Make Sense - Advice and resources for coping with grief, plus an email helpline and webchat. help2makesense.org

Child Bereavement UK - Help for children, young people, parents and families after the death of someone close. Offers support through local services, groups for young people, plus films and blogs.

0800 028 8840
childbereavementuk.org

Hope Again - Information, resources and support for young people coping after the death of someone close.

0808 808 1677
hopeagain@cruse.org.uk
hopeagain.org.uk

Kidscape - Information and advice for young people, parents and carers with concerns about school bullying and abuse.

kidscape.org.uk

Stop Hate UK - Offers a 24-hour phone and text service for people under 18 who have experienced or seen a hate crime. Provides an online service for reporting hate crimes.

0808 801 0576
07717 989025 (textline)
stophateuk.org

Victim Support - Emotional and practical support for people affected by crime and traumatic events. Offers specific information for young people.

0808 168 9111



Riverside



Riverside

Family Support in Stoke on Trent



Family Support

Family Focus Staffs

Family Focus offers family support services across the city of Stoke on Trent.

Birches Head Road, Stoke-on-Trent, ST2 8DD

01782 863762 info@familyfocusstaffs.org.uk

Potters Church

Birches Head Road, Stoke-on-Trent, ST2 8DD

01782 683781 office@potterschurch.co.uk

Family By Family

Are you a family currently experiencing a tough time? – We can link you with a family that knows how tough family life can be to support you through it and out the other side.

City Road, Stoke-on-Trent, England ST4 1DR

07467 761389 wendy@sharedlivesplus.org.uk

Alice Charity People's Pantry

Provides a three-day emergency supply of food, baby products and toiletries to local families who find themselves without the basic living essentials they desperately need. Families do not need to be referred, just call for help.

14 Andrew Place, ST5 1DL

01782 627017 info@alicecharity.com

Alice Charity Lean In Support

Working with families who need on-going emotional support

01782 627017 info@alicecharity.com

Windmills

Acute Bereavement Support for Children and Young People in Staffordshire

Burslem, Stoke-on-Trent, ST6 1JD

07472 286571/ 07765 568062

windmills2019@gmail.com

CAFAG - Chell Area Family Action Group

Arts and Crafts Activity Videos

CAFAG are hosting several activities online.

The Whitfield Valley Centre, Fegg Hayes Road, ST6 6QR

01782 878843 enquires@cafagwvc.org.uk

Caudwell Children Family Workshops

Caudwell Children deliver a range of practical and accessible workshops. These workshops focus on some of the key difficulties families may experience when raising a child with a disability and/ or is autistic.

Caudwell Children, Staffordshire ST5 5NT

01782 433707

Izzi.Wootton@caudwellchildren.com

Employability and Life Skills Programme

The aim of the training is to improve the employability skills of neurodiverse young people, while being fun and enjoyable.

Caudwell Children, Staffordshire ST5 5NT

01782 433707

Izzi.Wootton@caudwellchildren.com



Riverside

Family Support In Stoke on Trent



Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops.

You can use your card to buy:

- plain liquid cow's milk
- fresh, frozen, and tinned fruit and vegetables
- fresh, dried, and tinned pulses
- infant formula milk based on cow's milk

You can also use your card to collect:

- Healthy Start vitamins – these support you during pregnancy and breastfeeding
- vitamin drops for babies and young children – these are suitable from birth to 4 years old

<https://www.nhs.uk/start-for-life/>

Family Action

Family Action supports families who are in financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse and alcohol problems.

You can search activities and support local to you by visiting: <https://www.family-action.org.uk/worried/in-your-area/>

Baby Banks

A baby bank works in a similar way to a [food bank](#), but instead of giving out food, families can get free baby items. This can include nappies and toiletries, clothing, cots, prams, highchairs and toys.

Baby banks don't only provide help for babies, however. With some you may be able to get clothing and items for children up to age sixteen. You can find baby banks near you by visiting <https://littlevillagehq.org/uk-baby-banks/> <https://www.babybankalliance.org/baby-bank-map> <https://baby-basics.org.uk/>

Period and Hygiene Product Support

Many food banks, pantries and community centres will have access to free sanitary products.

Bloody Good Period - Give period products to those who can't afford them and provide reproductive health education to those less likely to access it. hello@bloodygoodperiod.com

Morrisons - Package for Sandy

Customers in need can now go to any Morrisons customer service desk nationwide and ask for a package for 'Sandy' or a 'period product pack'. The customers will then be given a free discreet envelope with sanitary products and no questions asked.

Freedom4Girls - provides period products to those in Leeds, Sheffield, West Yorkshire, and select other regions of the UK
<https://www.freedom4girls.co.uk/request-products/>



Riverside

Older People Support in Stoke on Trent



Older People Support

North Staffs Carers

Trent House , 234 Victoria Road, Fenton
Stoke-on-Trent, ST4 2LW
01782 793100 info@carersfirst.com

MHA Communities North Staffordshire

Claybourne Care Home, Turnhurst Road, Stoke On
Trent, ST6 6LA
01782 816 662

Moving Together Frontline Dance

Tunstall Methodist Church. Queen's Avenue,
Tunstall, Stoke-on-Trent ST6 6EE
07484 874335 hello@frontlinedance.co.uk

Create Together Support Service

65 Mynors Street, Hanley, England ST1 2DH
07818 235135 info@create2gether.co.uk

Grey Power North Staffs

3 Bagnall Street, Hanley, England ST1 3AD
01782 201724
admin@greypowernorthstaffs.org.uk

Approach Dementia Support

Oak Priory, Castle Grove, Abbey Hulton, ST2 8NY
Monday, Wednesday and Friday 10am to 3pm

To book please contact

01782 214999
enquiries@approachstaffordshire.co.uk

Age UK Staffordshire

01785 788477 info@ageukstaffordshire.org.uk

Age UK Weekly Gentle Exercise Groups

Fenton Baptist Church

Victoria Road, Fenton, Stoke On Trent, ST4 2HG
Tuesday 10.00 am to 11.30 AM

Longton Central Hall

The Strand, Longton, Stoke On Trent, ST3 2JH
Wednesday 10.00 am to 11.30 am

The Marychurch Centre

Werrington Road, Bucknall, ST2 9AQ
Wednesday 11.00 am to 12.30 pm

Stoke Baptist Church

Foden Street, Stoke, Stoke On Trent, ST4 4DH
Friday 10.00 am to 12.00 PM

To book call 01782 200739 or 01782 200729

Positive Ageing

64 Princes Road, Stoke-on-Trent, ST4 7JL
01782 844036 admin@bjf.org.uk

Warm Wednesdays at St Paul's

131 Longton Hall Road, Stoke-on-Trent, ST3 2EL
01782 598366 admin@stpaulsonline.co.uk

Saltbox - Carelink

Gitana Street, Hanley, England ST1 1DY
01782 810320 Ext 2 carelink@saltbox.org.uk

*****Contact Bentilee Volunteers club - check if
they do the lunch club**



Riverside

Older People Support in Stoke on Trent



Older People Support

Port Vale Foundation

113 Hamil Road, Stoke-on-Trent, ST6 1AP
01782 757066 [Sarah.minshall@port-vale.co.uk](mailto:sarah.minshall@port-vale.co.uk)

Golden Valiant's Indoor Carpet Bowls -

PVFC Foundation building, Entrance C, Off Hamil Road, ST6 1AW
Thursday 10 am to 10.45 am

Golden Valiant's - various locations Call to book place

Monday Walk and Talk Group Meet at 10.30 am

Golden Valiant's - Tai Chi

PVFC Foundation building, Entrance C, Off Hamil Road, ST6 1AW

Thursday 1.30 pm to 2.30 pm

Golden Valiants - Walking Football

PVFC Foundation building, Entrance C, Off Hamil Road, ST6 1AW

Thursday 11 am to 12 pm

Together Active

Together Active works with a network of local agencies who are committed to increasing the number of people taking part in physical activity and sport within Staffordshire and Stoke-on-Trent.

103 Spencer Road, Stoke-on-Trent, England ST4 2BE
07800 619681 hello@togetheractive.org

Young at Heart Project

64 Princes Road, Stoke-on-Trent, ST4 7JL
01782 269990
markporter@fatherhudsons.org.uk

Willfield Camera Club

Thursday night between 7pm and 9pm.
53 Werrington Road, Bucknall, England ST2 9AQ
secretary@willfieldcameraclub.co.uk

Veteran Support Arts and Minds Gallery

46 Harper Street, Stoke-on-Trent, England ST6 07734 016461
info@veteransupportnetwork.org.uk

St Johns Welcome Centre

30 Greasley Road, Abbey Hulton, England ST2 8JE
07908 200782 info@unityfortworth.org

The Hub Fenton

Wednesday term time - contact for more information
28 Christchurch Street, Fenton, England ST4 3AE
07717 714119 info@thehubfenton.org.uk

Advocacy Resources for Older People (OPAAL)

admin@opaal.org.uk

Age UK Staffordshire Information and Advice

Age UK's advice line is a free, confidential national phone service for older people, their families, friends, carers and professionals.
0800 678 1602

Swan Bank Church

A great social afternoon with a mixture of guest speakers and social events. Free tea and coffee. For 50+ yrs. All welcome!
Tuesday Club: 2 pm – 3 pm
01782 575129 alison@swanbank.org.uk

National Support for Older People



Age UK - Age UK's Advice Line is a free, confidential national telephone service for older people, as well as their families, friends, carers and professionals. The team will give you information that's reliable and up to date and help you access the advice you need.

Age UK Advice Line: 0800 678 1602
Lines are open 8 am to 7 pm, 365 days a year

The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. We provide friendship, conversation and support 24 hours a day, 7 days a week.

Call free on 0800 4 70 80 90

Age UK day centres provide older people with both practical assistance and a chance to socialise, with support from trained staff and volunteers. You can find services in your area by visiting

<https://www.ageuk.org.uk/services/in-your-area/day-centres/>

IT Training - Many local Age UKs offer computer training for older people. In these courses, things are explained clearly and in plain English to help you get online. You can find services in your area by visiting

<https://www.ageuk.org.uk/services/in-your-area/it-training/>

Handyperson service - This service offers older people extra help with small practical jobs to make their lives easier and safer around the home. You can find services in your area by visiting -

<https://www.ageuk.org.uk/services/in-your-area/handyperson-services/>

Social Activities - Each local Age UK has its own timetable of clubs and classes. Examples include Arts & Crafts, Bridge group, Coffee morning, Men in Sheds, Photography club, Pub lunch, Quizzes, Tea dance and much more.

You may need to book a place in the class and you will usually pay a small amount to take part. You can find services in your area by visiting <https://www.ageuk.org.uk/services/in-your-area/social-activities/>

Friends of the Elderly - Grants for older people

Friends of the Elderly's grants programme is designed to assist older individuals facing financial difficulties. Grants can be used to cover essential expenses such as purchasing a new fridge, paying unexpected bills, food, clothing, or covering gas and electricity costs.

<https://www.fote.org.uk/our-charity-work/grants-2/>

Hourglass

Support and information for older people and those concerned about an older person facing abuse or exploitation.

08088088141

Ability Net

Ability Net has a UK-wide network of Tech volunteers who offer free technology support to older people and disabled people. You may need help to set up a new device, connect to the internet, have a problem with a computer virus or require support to connect to family and friends online.

0300 180 0028

<https://abilitynet.org.uk/free-tech-support-and-info/about-our-support>



Riverside National Support for Older People



The Cinnamon Trust:

National charity for elderly or terminally ill people and their pets. Network of volunteers who can visit homebound owners to take dogs for daily walks, foster pet as one of their family when owners face time in hospital, take pets to the vet, by pet food, clean budgie cage.

01736 757900

www.cinnamon.org.uk

Re-engage

Group and one-to-one social activities will help older people connect with others.

0800 716543

Omega (befriending service for caregivers / carers)

Chatterbox Action Against Loneliness telephone chat

01743 245088 chatterbox@omega.uk.net

A Letter from Louise pen pal befriending

01743 245 088 aletterfromlouise@omega.uk.net

Tax Help for Older People

01308 488066 taxvol@taxvol.org.uk

Dementia UK - 0800 888 6678

Alzheimers Society - Support for those living with, or caring for those with dementia.

Telephone: 0333 150 3456



Riverside

Mental Health and Wellbeing Support in Stoke on Trent



Local Support

Reed Wellbeing - Stopping Smoking

Hope Street, Hanley, England ST1 5DD

08081691869 StokeStop.Smoking@nhs.net

Stoke Recovery Service

Unit 2, Old Wedgwood Johnson Building,
Pelham Street, Hanley ST1 3LL

07773 471926

vicky.lomas@wearewithyou.org.uk

Children & Young People's Services

Dougie Mac provide specialist care and support services for children with life-shortening conditions, due to illness or injury, from birth until they no longer need us.

01782 654440

Community Services

Dougie Mac's community services provides care to the community 24 hours a day, 7 days a week, whether that's over the phone or a visit at home; community services offer patients more choice about the care they receive.

01782 344300

24 hour Mental Health Telephone Helpline

0300 123 0907 (OPTION 1)

Fenton Spiritualist Church - Grief Group

The a Grief Group on alternate Thursday evenings from 7 pm to 8.30pm

Fenton Spiritualist Church, King Street ST4 3ET

fentonspiritualistchurch@yahoo.com

Brighter futures mental health line

The Helpline is open 365 days a year
Monday to Friday 6 pm to 2 am
Saturday and Sunday 2 pm to 2 am

0808 800 2234 07860 022821 (FREE)

Community Drug & Alcohol Service

76 - 82 Hope Street, Hanley, England ST1 5BY

01782 283113 referrals@sotcdas.org.uk

Mind Staffordshire

83 Marsh Street, Hanley, England ST1 5HN

01782 262100 reception@nsmind.org.uk

Brighter Futures Mental Health Support

5 Town Road, Hanley, England ST1 2QE

01782 835220 info@brighter-futures.org.uk

24 Hour Helpline 01782234233

Brighter Futures Safe Spaces Crisis Support

5 Town Road, Hanley, England ST1 2QE

01782 811815

Open Door

291 Waterloo Road, Cobridge, England ST6 3HR

07715107014 opendoordropin@gmail.com

Just Family. CIC

Specialist Perinatal/Maternal/Parent Mental Well-Being support to families

0300 777 1207 justfamilycic@gmail.com

Expert Citizens CIC

Independent group of people who have all experienced multiple needs

Station Road, Stoke-on-Trent ST4 2SA

01782 450760 insight@expertcitizens.org.uk

Bereavement Friendship

64 Princes Road, Stoke-on-Trent, ST4 7JL

07867 003313 bereavement@bjf.org.uk

Dementia Advocacy and Peer Support

64 Princes Road, Stoke-on-Trent ST4 7JL

01782 844036

dementia.advocacy@bjf.org.uk



Riverside

Mental Health and Wellbeing Support in Stoke on Trent



Mental Well-Being Football 16+

Stoke City Community Trust

Delivered Friday 3.30pm to 4.30pm at the

Academy Dome

07503 200337 Thomas.pond@stokecityfc.com

POTTERS Health Hub

Oakwood Road Community Centre (Blurton)

Tuesday 9.30 am to 11.30 am

07503 200337 Thomas.pond@stokecityfc.com

Walking Football

Monday to Friday 9 am to 5.30 pm at the

Academy dome

07503 200337 Thomas.pond@stokecityfc.com

KEYS Community Detox

Working with churches to provide a holistic, community-based programme of medical, spiritual and community support, helping people escape drug and alcohol addiction.

Greasley Road, Stoke-on-Trent, England ST2

0800 634 9638 info@keysdetox.org

Gambling Service

248 Bristol Road, West Midlands, England B5 7SL

(offers online support)

0300 456 4293 gambling@aquarius.org.uk

Addiction Support Line

We are Addiction Advocates, operating throughout the UK. We provide a Free 24/7 national helpline for people suffering from drug addictions or going through a mental health crisis.

1 Northumberland Avenue, Greater London, England WC2N 5DE

08000126088 info@addictionadvocates.com



Riverside

National Mental Health and Wellbeing Support



Mind

Mind offers help and support to those who need it most. There's more than 100 local Minds across England and Wales, offering specialised support and care based on the needs of their communities.

Local Minds run mental health services in local communities. Anyone can get in touch – you don't need to have a GP referral. Each local Mind is different, but the services they offer might include:

- Talking therapy
- Crisis helplines
- Advocacy
- Employment and training schemes
- Counselling
- Befriending services

To find support near you visit

<https://www.mind.org.uk/information-support/local-minds/>

Samaritans - To talk about anything that is upsetting you, you can contact Samaritans 24 hours a day, 365 days a year. You can call **116 123** (free from any phone), email jo@samaritans.org or visit some branches in person. To find your local branch visit <https://www.samaritans.org/branches/>

SANEline - If you're experiencing a mental health problem or supporting someone else, you can call SANEline on **0300 304 7000 (4.30pm-10pm every day)**.

National Suicide Prevention Helpline UK.

Offers a supportive listening service to anyone with thoughts of suicide. You can call the National Suicide Prevention Helpline UK on **0800 689 5652 (6 pm to midnight every day)**.

Campaign Against Living Miserably (CALM).

You can call the CALM on **0800 58 58 58** (5pm–midnight every day) if you are struggling and need to talk. Or if you prefer not to speak on the phone, you could try the CALM webchat service. <https://www.thecalmzone.net/get-support>

Shout - If you would prefer not to talk but want some mental health support, you could text **SHOUT** to **85258**. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

Side by Side - Minds online support community. A place to be heard, listen and share. <https://sidebyside.mind.org.uk>

Togetherall - A safe community to support your mental health, 24/7. Get support. Take control. Feel better.

<https://togetherall.com/en-gb>

Hub of Hope

The Hub of Hope is the UK's leading mental health support database of local, national, peer, community, charity, private and NHS mental health support and services together in one place. Support available online or through the Hub of Hope App.

<https://hubofhope.co.uk/>

Mental Health Matters - National Support service providing help for those struggling with their mental health

0191 516 3500 info@mhm.org.uk

Depression UK

<https://www.depressionuk.org/>



Riverside

National Domestic Abuse Services



If you are in immediate danger, call 999 and ask for the police.

If prompted, press 55 to Make Yourself Heard and this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

Call 999 from a landline

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

If you are deaf or can't use a phone

You can register with the emergencySMS. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

<https://www.emergencysms.net/>

Bright Sky app

Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else. The app can be downloaded for free from the app stores. **Only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.**

Safe Spaces

Safe Spaces are available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK.

Ask for ANI codeword

If you are experiencing domestic abuse and need immediate help, ask for ANI (Action Needed Immediately) in participating pharmacies and Jobcentres

When you ask for ANI, you will be offered a private space, provided with a phone and asked if you need support from the police or other domestic abuse support services.

To find your nearest participating provider, search using the postcode checker on the Ask for Ani page on the Enough website.

<https://enough.campaign.gov.uk/get-support/ask-for-ani>

Refuge - Refuge offers a freephone, 24 hour National Domestic Abuse Helpline, Webchat, advice and guidance on what support is available to you.

Helpline - 0808 2000 247

Webchat - <https://www.nationaldahelpline.org.uk/en/Chat-to-us-online>

Women's Aid

Women's Aid's directory contains details of local, regional and national services specialising in violence against women and girls including domestic abuse, sexual violence, forced marriage and stalking/harassment.

<https://www.womensaid.org.uk/womens-aid-directory/>

If you are experiencing domestic abuse or are worried about friends or family, you can access the Women's Aid live chat service 7 days a week, 10am to 6pm.

helpline@womensaid.org.uk



Riverside

National Domestic Abuse Services



Choices – 0800 917 9948

The Mankind

A confidential helpline is available for male victims of domestic abuse and domestic violence across the UK as well as their friends, family, neighbours, work colleagues and employers.

Helpline [01823 334244](tel:01823334244) open Monday to Friday 10am to 4pm

The website also includes a directory of services called the Oak Book Directory. This can be found by visiting <https://mankind.org.uk/help-for-victims/directory/>

Broken Rainbow

Lesbian, Gay Bisexual and Transgender people suffering domestic violence

0300 999 5428

Rise

Freedom from Abuse and Violence

<https://www.riseuk.org.uk/>

Hourglass

Support and information for older people and those concerned about an older person facing abuse or exploitation.

08088088141

Galop

Galop exists to help those who are lesbian, gay, bisexual or trans-plus (LGBT+) suffering domestic abuse, or biphobia, homophobia, transphobia or sexual violence.

800 9995 428.

<https://galop.org.uk/>

Charities and Grants

Heinz, Anna and Carol Kroch Foundation

Search by visiting

<https://grants-search.turn2us.org.uk/>

Smallwood Trust - www.smallwoodtrust.org.uk

Skinner's Benevolent Trust - www.skinner.org.uk/sbt

Family Support

NSPCC Helpline - 0808 800 5000

Childline - 0800 1111

Family Action

Provides grants to families in crisis, including those who have recently experienced domestic abuse.

<https://www.family-action.org.uk/what-we-do/grants/welfare-grants/>

Dogs Trust Freedom Project

Refuges for women leaving domestic abuse are often unable to take pets, including dogs. Dogs Trust offers free and confidential foster care while their owner is in a refuge.

www.dogstrust.org.uk/help-advice/hope-project-freedom-project/freedom-project

Cats Protection Paws Protect

Cats Protection has a network of fosterers that provides a retreat for cats of people going into a refuge until the owner has a safe place to live and they can be reunited.

www.cats.org.uk/what-we-do/paws-protect

Hourglass

Support and information for older people and those concerned about an older person facing abuse or exploitation.

08088088141



Riverside

National Domestic Abuse Services



National Support - Domestic Abuse

Government Support -

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

Support from a Job Centre

Jobcentres are a safe space and the DWP supports victims of domestic abuse. This includes helping you access temporary accommodation and supporting you to make new applications for Universal Credit and putting you in touch with local experts and support networks.

Citizen's Advice

Ask your local Citizens Advice if your local council operates a welfare assistance scheme or hardship fund and how you can apply.

Victim Support

Victim Support run these services for victims and survivors of any abuse or crime, regardless of when it occurred or if the crime was reported to the police:

free, independent and confidential 24/7

Support line 08 08 16 89 111

IKWRO Women's Rights Organisation

Support for Middle Eastern, North African and Afghan survivors.

0208906460

07846275246 Kurdish/Arabic and English Speakers

07846310157 Farsi/Dari and English Speakers

Jewish Women's Aid - 0808 801 0500

Muslim Women's Network

0800 999 5786 or 0303 999 5786

info@mwnhelpline.co.uk

SignHealth

Support for Deaf and hard of hearing
020 39472601 or text 07970 350 366
da@signhealth.org.uk

ManKind Initiative helpline for male victims of domestic abuse - 01823 334244

Local Services

Ending Relationship Abuse - Helplines for perps and victims

Forge Lane, Stoke-on-Trent, England ST1 5PP
01785 904770 [New-ERA@justice.gov.uk](mailto>New-ERA@justice.gov.uk)

Staffordshire Women's Aid

Support, advice and accommodation for women and children living with, escaping or recovering from the effects of domestic and sexual violence.
75 Station Road, Staffordshire, England ST16 2AA
0300 330 5959
enquiries@staffordshirewomensaid.org



Riverside

Disability Support in Stoke on Trent



Disability Groups and Support

Reaching North Staffs

Combating isolation, promoting connectedness, and improving living conditions and wellbeing through empowering, compassionate relationships.
The Dudson Centre, Hope Street, Hanley, ST1 5DD
07851 091862 info@reaching.org.uk

Door2Door Community Transport

Dudson Centre, Hope St, Hanley, England ST1 5DD
01782 621936 info@door2doortransport.org.uk

Changing Futures

The Dudson Centre, Hope Street, Hanley, ST1 5DD
changingfutures.sp@stoke.gov.uk

Starfish Social Club

The Dudson Centre, Hope Street, Hanley,
Staffordshire ST1 5DD
07951 089628
david.clamp@starfishservices.co.uk

Headway

Provides service and support to people 18+ who have suffered an acquired, traumatic or stroke related brain injury.
Elder Road, Cobridge, England ST6 2JE
01782 280952 info@headwaynorthstaffs.org

Helping Angels

Local charity working with vulnerable adults and children within the local community
Unnamed Road, Hanley, England ST1 4DY
01782 273213

Creative Arts for Autistic Adults

64 - 72 Hartshill Road, Stoke-on-Trent, ST4 7RB
01782 325555 admin@rideout.org.uk

Growth Point

Community based recreational, vocational and multi-craft based project for adults with mental health needs
Situated behind the Rep Theatre, ST4 2BU
01782 232089 tracy.podmore2@stoke.gov.uk

Asthma and Lung, UK

Tesco Community Room, Clough Street, ST1 4LS
0300 222 5800 breatheeasy.ns@gmail.com

Reach

A speaking up group for people with learning disabilities
1 Newlands Street, Stoke-on-Trent ST4 2RW
01782 845584 reach@asist.co.uk

DisAbility Connect

Social Prescribing Project with the aim to empower, engage and really support people to maintain positive health and well-being
Hartshill Road, Stoke-on-Trent, England ST4 7NY
01782 667336 dlovatt@disability-solutions.net

Stoke-on-Trent Disability Benefits Support Service

Hartshill Road, Stoke-on-Trent, England ST4 7NY
01782 667333 cw@disability-solutions.net

The Staffordshire Macmillan Welfare Benefits Service

Hartshill Road, Stoke-on-Trent, England ST4 7NY
01782 667321
macmillan@disability-solutions.net

Disability Solutions

Hartshill Road, Hartshill, England ST4 7NY
01782 638300 general@disability-solutions.net



Riverside

Disability Support in Stoke on Trent



Disability Groups and Support

Welfare Benefits Advocacy Service

Hartshill Road, Stoke-on-Trent, England ST4 7NY
01782 667332 dlovatt@disability-solutions.net

DEAFvibe

13 Bradwell Lane, ST5 8NX
07923 489800 (text only) info@deafvibe.co.uk

DEAFvibe Hub

Bradwell Lodge Community Centre, Bradwell Lane, Porthill, Newcastle under Lyme ST5 8PS
1st and 3rd Friday of every month, 10am to 3pm
07923489800 (text only) info@deafvibe.co.uk

Multiple Abilities Social Activities

Social club for people with and without disabilities to come together as equals.
9 Mounfield Place, Fenton, England ST4 2XD
07874 705355 multipleabilitiesclub@outlook.com

Lifeworks

To support marginalised people 14+ with an average IQ with Autism, ADHD, Dyspraxia, Tourette's Syndrome, mostly with mental ill health and their carers to find a sustainable lifestyle.
12 Merrial Street, ST5 2AD
01782 615222 info@lifeworksstaffordshire.org.uk

Enablement Services

Specialist Enablement and Enrichment Services supporting individuals to live their best life
6 Shardlow Close, Longton, England ST4 2NZ
0300 365 0027 info@asonecic.com

Dyslexia Association of Staffordshire

7 Webberley Lane, Longton, England ST3 1RJ
01782 869791 dyslexiastaffordshire@gmail.com

Changes Health and Wellbeing

Changes is a user-led organisation and unique recovery service for those in mental health distress.

Wellbeing Centre, Victoria Court, Booth Street, Stoke, Stoke-on-Trent, England ST4 4AL
01782 411433 stoke@changes.org.uk

Headway North Staffordshire

Improving life after brain injury
Headway House Elder Road, ST62JE
01782 280952
rob.thomson@headwaynorthstiffs.org

Our Space (Staffs) LTD

20 Castle Hill Road, England ST5 2SX
01782 436758 office@ourspacestaffs.org.uk

SEND 16+ Disco

Contact for dates

SEND Adult Social Evening - Our Space Ltd

Wednesday 6.30 pm to 9 pm

SEND Family Sessions

Contact for further details

SEND Juniors Club- 8 to 11 years

Tuesday 6 pm to 8 pm

SEND Plus+ Club 15+ years

Friday 6.30 pm to 9 pm

SEND Seniors Club - 11 to 15 years

Thursday 6 pm to 8 pm

Moving Together for those with long-term health conditions

3 Vicarage Lane, Stoke-on-Trent, England ST4 6QB
Thursday 1 pm to 2.30 pm
07484 874335 hello@frontlinedance.co.uk

National Autistic Society

31 Cherry Tree Avenue, Church Lawton ST7 3EL
01270 877601 info@autism.co.uk



Riverside

Disability Support in Stoke on Trent



Disability Groups and Support

North Staffs Macular Group

The North Staffs Macular Group is a support group for people affected by macular degeneration, a disease leading to central vision loss.

31 Lid Lane, Cheadle, England ST10 1QA
01538 756398 theaddisses@hotmail.co.uk

My Sighted Guide

Guide Dogs UK
07775 016153 sarah.king@guidedogs.org.uk

Support group for people affected by Cancer

Pink Sisters & Misters is a self-help support group created to support people who have been diagnosed with all types of cancers. The face to face support is offered via two support groups which meet monthly to support people affected by Cancer living in Staffordshire and the surrounding areas.

07786 007315 pinksistersstaffs@gmail.com

North Staffordshire Combined Healthcare Trust

24 hour Mental Health Telephone Helpline
you can text the service on **07739 775202** and the team will respond as soon as possible

Anxiety and Confidence Coaching

<https://www.vicicoaching.co>
01782 438105 hello@vicicoaching.co.uk

MS Society North Staffordshire

07933 896143
northstaffordshire@mssociety.org.uk

Sports and Active Sessions Grocott Centre

Day Opportunity provider for adults and young people with disabilities from Stoke-on-Trent and surrounding areas.

Blurton Community Hub, Staffordshire ST3 3JT
01782 324715
office@thegrocottcentre.co.uk

Brighter Futures Club House

Providing social and leisure opportunities in a safe and welcoming environment. For 18+ living in Stoke-on-Trent who are looking for mental health support to improve or maintain their well-being.

General Enquiries 01782 406000
info@brighter-futures.org.uk

The Observatory Clubhouse:

17 Bucknall Old Road, Hanley, ST1 2AF
01782 272799

TwentyfourSEVEN Clubhouse

23 Hillcrest Street, Hanley, ST1 2AA
0300 123 1535 ext 1470

Meir Community Education Centre,

Pickford Place, Meir, Stoke-On-Trent, ST3 7DY



Riverside

National Support for Disabilities



Government Support

There is a wide range of disability-related financial support, including benefits, tax credits, payments, grants and concessions.

Some benefits you might get are:

- Universal Credit
- Personal Independence Payment (PIP) or Disability Living Allowance (DLA)
- Attendance Allowance
- New Style Employment and Support Allowance (ESA)

Vehicles and transport

If you're disabled you can apply for the following:

- exemption from paying vehicle tax
- parking benefits - Blue Badge
- disabled persons bus pass or Disabled Persons Railcard
- help to buy or lease a car from The Motability Scheme

To find out more visit

<https://www.gov.uk/financial-help-disabled>

Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability. Access to work may pay for

- special equipment, adaptations or support worker services to help you do things like answer the phone or go to meetings
- help getting to and from work
- mental health support
- communication support at a job interview (for example, a British Sign Language interpreter or a lipspeaker)

<https://www.gov.uk/access-to-work>

Disability Rights UK

Disability Rights UK is the UK's leading organisation led by, run by, and working for disabled people. To find out more visit <https://www.disabilityrightsuk.org/>

Citizens Advice

Citizens Advice can offer advice, support and guidance in finding what support is available to you. To find out more visit

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/>

Scope

Scope provide practical information and emotional support when it's most needed.

Free disability helpline - **0808 800 3333**

Open Monday to Friday 9am to 6pm. Saturday to Sunday 10am to 6pm.

helpline@scope.org.uk

To access the support services and resources available visit

<https://www.scope.org.uk/advice-and-support/legal-information-and-your-rights/>

Money Helper

The Money Helper website provides resources and information to help those living with a disability to find the support that is available to them.

<https://www.moneyhelper.org.uk/en/benefits/benefits-if-you're-sick-disabled-or-a-carer/charitable-grants-for-ill-or-disabled-people>

RNIB

RNIB is an expert national organisation, ensuring blind and partially sighted people get practical support in all aspects of their lives.

0303 123 9999



Riverside

National Support for Disabilities



Mencap

Mencap is a UK learning disability charity working with people with learning disabilities and their families and carers.

02074540454

information@mencap.org.uk

www.mencap.org.uk

National Autistic Society

The National Autistic Society is a charity which exists to champion the rights and interests of all people with autism and to ensure that they and their families receive quality services appropriate to their needs.

02078332299 nas@nas.org.uk

www.autism.org.uk

British Institute of Learning Disabilities (BILD)

A charity that exists to improve the quality of life of all people with a learning disability.

01562723010 enquiries@bild.org.uk

www.bild.org.uk

Disability Law Service

Disability Law Service offers a National Advice Line that provides specialist legal advice and information for disabled people, their families and carers.

02077919800 advice@dls.org.uk

www.dls.org.uk

HFT - Family Carer Support Service

The HFT Family Carer Support Service offers a variety information and support to family carers.

01179061751

familycarersupport@hft.org.uk or info@hft.org.uk

www.hft.org.uk

Respond

Services for people with learning disabilities or autism, who've experienced abuse or trauma.

0207 383 0700 respond.org.uk

United Response

Support in England and Wales for people with learning disabilities, autism and mental health needs. Services include help with housing, supported living, education and employment.

unitedresponse.org.uk

Turning Point

Health and social care services in England for people with a learning disability. Also supports people with mental health problems, drug and alcohol abuse or unemployment.

turning-point.co.uk

Equality Advisory & Support Service (EASS)

Advice on issues relating to equality and human rights, including guidance for disabled people.

0808 800 0082

equalityadvisoryservice.com

Livability

Christian organisation providing care services for disabled people in England and Wales

020 7452 2110

livability.org.uk

Foundation for People with Learning Disabilities (FPLD)

Promotes the rights of people with a learning disability, and their families. FPLD also offer an easy-read online resource to help people with a learning disability to take care of their mental health.

learningdisabilities.org.uk

CHANGE

Helps organisations to support the rights of people with a learning disability. Its services include producing Easy Read resources and providing accessibility training.

changepeople.co.uk



Riverside

National Support for Disabilities



Support for Carers

Mind

Being a carer can often be stressful and can have an impact on your mental health. Mind offers support to anyone who may be struggling.

Mind's helplines provide information and support by phone and email.

0300 123 3393 info@mind.org.uk

Local Minds offer face-to-face services across England and Wales. These services include talking therapies, peer support and advocacy.

<https://www.mind.org.uk/information-support/local-minds/>

Side by Side is Minds supportive online community for anyone experiencing a mental health problem.

<https://www.mind.org.uk/information-support/local-minds/>

Benefits for carers

You might not think of yourself as a carer. But you probably are if you're looking after someone regularly, including your spouse or a family member, because they're ill or disabled.

As a carer, you may be entitled to one or more state benefits to help you with the costs.

To find out more visit

<https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/benefits-for-carers/>

Carers UK

Carers UK is an online resource for those caring for someone. There is lots of helpful advice, guidance and resources available to support you.

0808 808 7777

advice@carersuk.org

To find out more visit

<https://www.carersuk.org/>

The Carers Trust Network

Carers Trust works with charities across the UK providing support for carers.

<https://carers.org/>



Riverside

Migrant and Multi-Cultural Support in Stoke on Trent



Migrant Support

Migrant Help UK - Protects people affected by displacement and exploitation

0808 801 0503 Free asylum helpline

Refugee and Asylum Advice Service - Citizens Advice

13-15 Cheapside, Hanley, England ST1 1HL

0808 278 78 76 advice@casns.org.uk

Immigration Advice Service - Citizens Advice

13-15 Cheapside, Hanley, England ST1 1HL

01782 407968 advice@casns.org.uk

Asylum Seeker and Refugee Support ASHA

18 Raymond Street, Hanley, England ST1 4DN

01782363122 info@asha-uk.org

Burslem Jubilee

Relieving poverty, promoting good mental health, and advance education among asylum seekers and refugees

18-20 Moorland Road, Burslem ST6 1DW

07958 250281 office@burslem.org.uk

Multi Cultural Support

Stoke on Trent Helping Ukrainians Group

8 Jasper Street, Hanley, England ST1 3DA

1 Eastwood Place, Hanley, England ST1 3DB

07442 119998 shug2022@btinternet.com

Community Cohesion and Support

Working to promote religious harmony and providing practical support for local community members.

135 Winchester Avenue, Stoke-on-Trent, ST2 0LR
01782 213764 info@al-maryam.com

Polish Community in Stoke on Trent

48 Rivington Crescent, Stoke-on-Trent, ST6 6RD
07756 993419 polishcommunityinsot@gmail.com

Support for Afghan and Central Asian Communities (country Wide)

Staines Road, Greater London, England TW14 0HS
07508 773336

admin@afghanistan-central-asian.org.uk

NORSACA Caribbean Centre

2 Victoria Square, Hanley, England ST1 4JH
01782 267888 INFO.NORSACA@GMAIL.COM

Dawat e Islami Welfare

68 Sun Street, Hanley, England ST1 4JP

07988 883662 food@dicommunitysupport.co.uk

Resources

Language Identification Chart

https://www.refugeecouncil.org.uk/wp-content/uploads/2020/01/Language_ID_chart.pdf



Riverside



Riverside

National Migrant and Multi-Cultural Support



BME Youth

BME Youth is a national youth organisation of children and young people from Black, Asian and Minority Ethnic (BAME) communities in the UK.
<https://www.bmeyouth.org.uk/about/>

Muslim Women's Network UK

MWNUK is the only national Muslim women's organisation in Britain. They offer a helpline, counselling services, training and workshops.
<https://www.mwnuk.co.uk/>

Migrants Rights Network

The Migrants' Rights Network is a UK charity that stands in solidarity with all migrants in their fights for rights and justice.
<https://migrantsrights.org.uk/>

The Muslim Community Helpline

The Muslim Community Helpline is a confidential, non-judgemental listening and emotional support service.
0208 908 6715 / 0208 904 8193
ess4m@btinternet.com

Boloh Helpline

Offers advice, signposting, emotional support and free therapy to adult asylum seekers UK Wide.
To find out more contact 0800 151 2605

Useful Links

British Red Cross - RAMP@redcross.org.uk

SHAP - cdw@shap.org.uk

Oneworld Parish Nurse -
rachelsutton.parishnurse@mail.com

Refugee Women Connect
info@refugeewomenconnect.org.uk



Riverside

Women's and Men's Groups in Stoke on Trent



Women's Groups

Hope Community Church Craft Group

91 Upper Huntbach Street, Hanley, ST1 2BX
01782 367447 info@hopechurchstoke.co.uk

Women of Justice Arise

Refugee and Asylum Helplines: offering advice and emotional and practical support

Call Deborah 07907 607818

Food and Essential Supplies, Baby products, baby foods and pampers ,sanitary products

Call Peggy 07907 607819

Mothers Mind Staffordshire

Prenatal and postnatal mental health support
Birches Head Road, Stoke-on-Trent, ST2 8DD
07442 101871 mothersmindmmh@outlook.com

Female Football Session

Stoke on Trent College (Burslem Campus) ST6 1JJ
01782 592218 lucy.ridgway@stokecityfc.com

FitFans Female Fans

Hamil Road, Burslem, England ST6 1AW
01782 757066 foundation.trust@port-vale.co.uk

Bump & Beyond

4 Merrial Street, Newcastle-under-Lyme, ST5 2AD
01782 627017 info@alicecharity.com

Boxercise / Soccercise (Free Fitness Class)

77-81 Meaford Drive, Stoke-on-Trent, ST3 2BB
Friday 12.30 pm to 1.15 pm
07776 665139 naomi.parton@stokecityfc.com

The Breastfeeding Network Stoke-on-Trent

Westfield Children's Centre, Buccleuch Rd ST3 4RF
Fridays 10 am to 11.30am
stoke@breastfeedingnetwork.org.uk

Men's Groups

Men's Mental Health Support

31 Heath House Lane, Stoke-on-Trent ST2 8AH
07771 460806 Craig@menunite.org

FitFans Male Fans

Hamil Road, Burslem, England ST6 1AW
01782 757066 foundation.trust@port-vale.co.uk

Walk Ministries

At Walk, we believe that every man has a place and purpose in life.
13 Phoenix Street, Tunstall, ST6 5AH
01782 870196 info@walkministries.org.uk

Men's Only Drop in at Longton

Wednesday 12 pm to 2 pm at The Salvation Army, Longton
01782 844718
enquiries@opendoorstokeontrent.co.uk

National Women and Men's Groups



Women's groups

Young Women's Trust

Young Women's Trust champions young women aged 18 to 30 on low or no pay. They offer young women free coaching, feedback on job applications and information to help them get where they want to be. To find out more visit <https://www.youngwomenstrust.org/get-support/>

The National Women's register

The website has a map of activities running across the UK, you can search groups by visiting <https://nwr.org.uk/network/groups/>

Ladies Circle

Ladies Circle provides the opportunity for women to connect across the UK.
<https://www.ladiescircle.co.uk/>

Men's Groups

ANDYSMANCLUB

ANDYSMANCLUB want to eliminate the stigma surrounding mental health and create a judgment-free, confidential space where men can be open about the storms in their lives. They have clubs across the UK that deliver weekly, free-to-attend peer-to-peer support groups for men aged over 18. <https://andysmanclub.co.uk/find-your-nearest-group/>

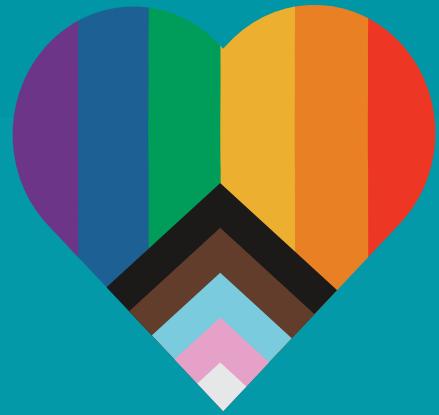
Men's Shed Groups

Men's Shed Groups bring together social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter. There are a number of groups across the UK, to find the one closest to you visit <https://menssheds.org.uk/find-a-shed/>



Riverside

Additional Support in Stoke on Trent



LGBTQ+

The Be You Project

BeYou meet-ups offer a safe and non-judgemental setting. You can meet new people who share some of the same experiences as you and talk to our team for advice.

<https://thebeyouproject.co.uk/get-help/>

Switchboard

Switchboard is a charity that listens to, supports and connects lesbian, gay, bisexual, trans and queer communities.

<https://www.switchboard.org.uk/>

Not a Phase

supporting and uplifting the lives of trans+ adults, through community and joy.

<https://notaphase.org/>

Just Like Us

Supporting LGBTQ+ Young People

<https://www.justlikeus.org/>

Older Peoples LGBT Group

We meet on the third Monday of every month at The Café in Fenton Town Hall, 1 Albert Square, Stoke-on-Trent ST4 3FA

07757 750255 olgbt2009@gmail.com

Trans Community Support

<http://trans-staffordshire.org.uk/>

07470 485425 info@trans-staffordshire.org.uk

LGBTQ+ education and support group

SSHC, The Dudson Centre, Hope Street, Hanley, Stoke-on-trent, ST1 5DD

01782 201251 ask@sshcharity.co.uk

LGBTQ+ National Support

Corner House Range of support opportunities for LGBTQ+ ages 11 to 17

Offer a support group for LGBTQ+ young people aged 11-17, who want to socialise with other young people experiencing similar things to them. This is a weekly session currently running on Zoom, Tuesdays 4.30 pm to 6 pm.

leahfewlass@wearecornerhouse.org

Mermaids Support for gender diverse young people and their families

Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.

www.mermaidsuk.org.uk

0808 801 0400 Monday to Friday 9 am –to 9 pm

Stonewall

Stonewall stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. The website provides resources for individuals and workplaces across the UK.

www.stonewall.org.uk

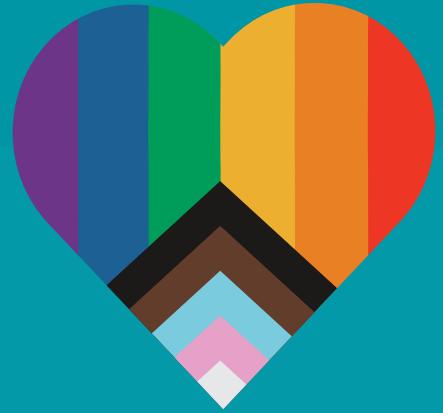
Mind - Mindline Trans+ - helpline for LGBT / non-binary people - **0300 330 5468**

Mindout

MindOut is a mental health service run by and for lesbian, gay, bisexual, trans, and queer (LGBTQ) people. We work to improve the mental health and wellbeing of all LGBTQ communities and to make mental health a community concern.

01273 234839 info@mindout.org.uk

National LGBTQ+ Support



LGBT Hero

LGBT HERO provide information, advice and various types of support including one-to-one, group and peer-support on a range of topics including mental health, sexual health, Living with HIV, coming out, gender and sexuality and hate crime and discrimination. LGBT HERO also campaigns for LGBTQ+ people to lead happier, healthier lives.

<https://www.lgbthero.org.uk/>

LGBT Foundation

The LGBT Foundation services have been designed by LGBT+ people for LGBTQ+ people. They offer a number of services including talking therapies, sexual health support, helpline, befriending, peer support, advocacy and much more.

<https://lgbt.foundation/>

Switchboard

Switchboard is for all. Figuring out your gender expression? Questioning your sexuality? Or is someone you care about facing a challenge? Wherever you fit into the picture, they are here to listen. Acknowledging and celebrating wherever people are on their journey, we meet you where you are.

0800 0119 100 Open 10 am to 10 pm

hello@switchboard.lgbt

<https://switchboard.lgbt/get-support>

TransUnite

Have an online directory of trans support groups near you.

<https://www.transunite.co.uk/find-a-group>



Additional Support



Sexual Violence Support

New Era

24-hours a day, 7-days a week, specialised help is available for all victims when they need it most. The service also provides a live chat facility.

0300 303 3778 out of hours 08 08 16 89 111

Grange Park

Supporting the victims of Rape or Serious Sexual Assault

Cobridge Community Health Centre, Church Terrace, Cobridge, ST6 2JN

0800 970 0372

National Support

Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

Rape Crisis

If something sexual happened to you without your consent – or you're not sure – you can talk to a member of the team. No matter when it happened.

0808 500 2222 open 24 hours a day

<https://rapecrisis.org.uk/get-help/>

Galop

A UK LGBT+ anti-abuse charity, provides a dedicated sexual violence helpline for LGBT+ people who have experienced sexual assault, violence or abuse, however or whenever it happened.

Victims can contact the Helpline by phone 0800 999 5428 or via email help@galop.org.uk.

The 24/7 Rape and Sexual Abuse Support Line

247 offers Free, specialist and confidential support delivered by Rape Crisis England & **0808 500 2222**

To chat online or find out more visit

<https://247sexualabusesupport.org.uk>

National Online Helpline for Male Survivors

Operated by Survivors UK. Supports men and boys (trans or cisgender) and non-binary people who have ever experienced unwanted sexual activity.

Live chat, SMS and email support.

<https://www.survivorsuk.org/>

Safeline

A dedicated service in England and Wales for adults and children affected by rape or sexual abuse who identify as male and for those that support them such as friends and family.

<https://www.safeline.org.uk>

0808 800 5005 or visit

<https://www.safeline.org.uk/contact-us/> to chat online

Text support: **07860 065187** Open Monday to Friday 9 am to 8 pm, Saturday and Sunday 10 am to 2 pm.

The Survivors Trust

The Survivors Trust provides confidential information, advice and support for women, men and young people, their parents/carers or partners via a helpline or email.

08088 010818

info@thesurvivortrust.org

More information can be found at

www.thesurvivortrust.org

National Support Services



Victim Support

If you've been affected by sexual violence and would like information or support, you can get in touch by:

contacting your local Victim Support team
<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/>

Calling the Supportline on **08 08 16 89 111**
using the free 24/7 live chat service

<https://www.victimsupport.org.uk>

If English is not your first language and you would like support, call supportline and let us know which language you speak. They will call you back with an interpreter as soon as possible. They also welcome calls via Relay UK and SignLive (BSL).

Hate Crime Campaign

The Hate Crime Campaign provides information and services to those who have been a victim of Hate Crime.

<https://hatecrime.campaign.gov.uk/>

Hate Crime Victim Support – Remedi UK

The Cheshire Hate Crime Victim Service are a support service for all victims and witnesses of hate crime and hate incidents. They can offer

- Confidential emotional and practical support
- Support at court
- Advocacy
- Access to a range of support agencies
- Support with your Victim Personal Statement

0800 640 6466 (Mon-Fri, 9am-5pm)

hatecrimevictimservice@remediuk.org



Riverside

Additional Support in Stoke on Trent



General Support

Carers Cafe Burslem

The Approach Carers' Café in Burslem runs every month and is free for anyone who cares for someone with dementia or related health issues.

Stoke-on-Trent, England ST6 3LQ

01782 214999

enquiries@approachstaffordshire.co.uk

Craft and Chat

200 Clough Street, Hanley, England ST1 4AD
craftchat@gracechurchstoke.org

Manna House Art Group

53 Regent Road, Hanley, England ST1 3BT
07828924522
trevor@mannahouse-hanley.co.uk

Manna House More Than Coffee, More Than Singing

53 Regent Road, Hanley, England ST1 3BT
07828924522
trevor@mannahouse-hanley.co.uk

Knit and Natter

Station Road, Stoke-on-Trent ST4 2SA
01782 450760 insight@expertcitizens.org.uk

Community Centre & Cafe

We offer room hire and community activities in a warm and friendly atmosphere. Contact for more information
2 James Street, Stoke-on-Trent, ST4 5HD
01782 437591
community@westendcentre.com

Fenton Spiritualist Church Meditation Group

Thursday from 7.30 pm
257 King Street, Fenton, England ST4 3EN
fentonspiritualistchurch@yahoo.com

Restoration Shack

Offering volunteer and training opportunities that supports vulnerable adults on their journey of change.

115 Fegg Hayes Road, ST6 6QR

07818 110170 linda@restorationshack.co.uk

Affordable Food Stoke

Emergency Food Parcels/Foodbank

Our free section is available to anyone, and everyone is welcome.

77-81 Meaford Drive, Stoke-on-Trent, ST3 2BB

07748 009253 affordablefoodstoke@outlook.com

Extra Time (Wellbeing Exercises and Activities)

Monday 9.30 am to 11:30 am for free well-being exercises & activities.

77-81 Meaford Drive, Stoke-on-Trent, ST3 2BB

07776 665139 naomi.parton@stokecityfc.com

Better Together - Community Support

We are volunteers, offering various workshops and activities for all ages with a wide range of knowledge between us.

11 Ashcroft Avenue, Stoke-on-Trent, ST4 6LZ

07769 293936

Bettertogethercommunity@outlook.com

Blurton Community Hub

7 Ingestre Square, Stoke-on-Trent, England ST3 3JT
01782 409694 info@bchub.com

Stoke City Community Trust

Our latest health programme is all about bringing our community together. Providing a warm, safe and welcoming environment for all members of our community.

07503 200337 thomas.pond@stokecityfc.com



Riverside

Additional Support in Stoke on Trent



General Support

St Albans Community Centre

Community Café serving low priced home cooked meals.

Stoke-on-Trent, England ST3 3PE

01782 698655

centremanager@blurtonparish.com

Walk Talk Action

Come along every Wednesday 10 am to 12 pm and meet new people in a safe, friendly, non judgmental space.

St Francis Church, Sandon Road, Meir Heath, ST3 7LH

07804 577783 info@walktalkaction.co.uk

Adult Learning: Various Courses

<https://www.wea.org.uk/west-midlands>

0121 2378120

westmidlands@wea.org.uk

Community Coffee Morning at St Clare's Church Centre, Meir Park

Walk Talk Action welcomes you to join us every Friday (term time only) at St Clare's Church Centre in Meir Park, 10.30 am to 3 pm Lysander Road, Stoke-on-Trent, ST3 7TW

07804 577783 info@walktalkaction.co.uk

Stoke City Community Trust

Our latest health programme is all about bringing our community together. Providing a warm, safe and welcoming environment for all members of our community.

07503 200337 thomas.pond@stokecityfc.com

Indian Fusion

Bollywood ,Bhangra dance classes to groups and Authentic Indian cooking. Classes are full of fun and suitable for all ages.

07597 643664 Indianfusion16@gmail.com



Riverside