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Riverside Support Services



ASB, hate crime and domestic abuse

Our focus is to make sure all of our customers feel safe and have the support they need. We want our neighbourhoods to be safe places for everyone. We won't tolerate behaviour that prevents our customers feeling secure in their home and their neighbourhood.

To find out more about what support is available or to report incidents please visit <https://www.riverside.org.uk/you-your-home/asb-hate-crime-and-domestic-abuse/hate-crime/>

Money and benefit welfare advice

Our Money Advice Team are specialists in assisting and advising with Welfare Benefits. They can help you to make a claim, submit an appeal if you have been refused, explain how the different types of Benefits work and ensure that you are receiving your full entitlement.

For benefit advice please visit

<https://www.riverside.org.uk/you-your-home/money-advice/benefit-advice/>

For support from our money advisors please visit

<https://www.riverside.org.uk/you-your-home/money-advice/debt-advice/>

Energy and heating

Heating your home can be a real cost pressure. Here you can find guidance around keeping your costs down while keeping your home warm and free of damp.

For support from our Affordable warmth Team please visit

<https://www.riverside.org.uk/you-your-home/energy-and-heating/affordable-warmth-team/>

Employment and Training

Our Employment and Training Team provides free support to anyone living in a Riverside home. The team offer a tailored service for each person we work with. So whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term – we are here to help! We can help support you in

- Getting back to work if you're unemployed, disabled or have a criminal record
- Help with searching for jobs, CV writing and interview techniques to help secure your next role
- Accessing funding to support apprenticeships, learning and qualifications
- Working with you to become self-employed or start your own business

To find out more visit

<https://www.riverside.org.uk/you-your-home/employment-training/>
or email

Safety and Support

We take our responsibility to make sure you are safe and comfortable in your home very seriously. Find out about asbestos, water and fire safety as well as advice on domestic abuse and report nuisances here.

<https://www.riverside.org.uk/you-your-home/safety-support/>

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

Light Church

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/>

For additional food support services please download our National Support Directory

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

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://sncab.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/>

Potteries Moneywise

Cheapside, Hanley, England ST1 1HL
01782 408685
<https://www.pmwonline.org.uk/>

Grace Church

Unit B Metro Business Park, Clough Street, Hanley, ST1 4AF
07954 332568
<https://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/>

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/>

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.

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

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

Adderely 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

Digital Inclusion Support in Stoke on Trent



Stoke Organisations and Groups

Discover Digital

<https://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 Boughy 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

Buccleuch 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 Blurton

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@ruffandrubby.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
citymusicservice@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

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

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/>

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

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

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

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 Wedgewood 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

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

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.

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

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

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

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

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@headwaynorthstaffs.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

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 & Mistery 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

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

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

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://thebeyoproject.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



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/>

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@thesurvivorstrust.org
More information can be found at
www.thesurvivorstrust.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

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

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