



# SUPPORT FOR FAMILIES IN OUR CITY!

SPRING 2025



Please note, the information in this booklet, is  
correct at the time of publishing: 28/03/2025



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# City Wide



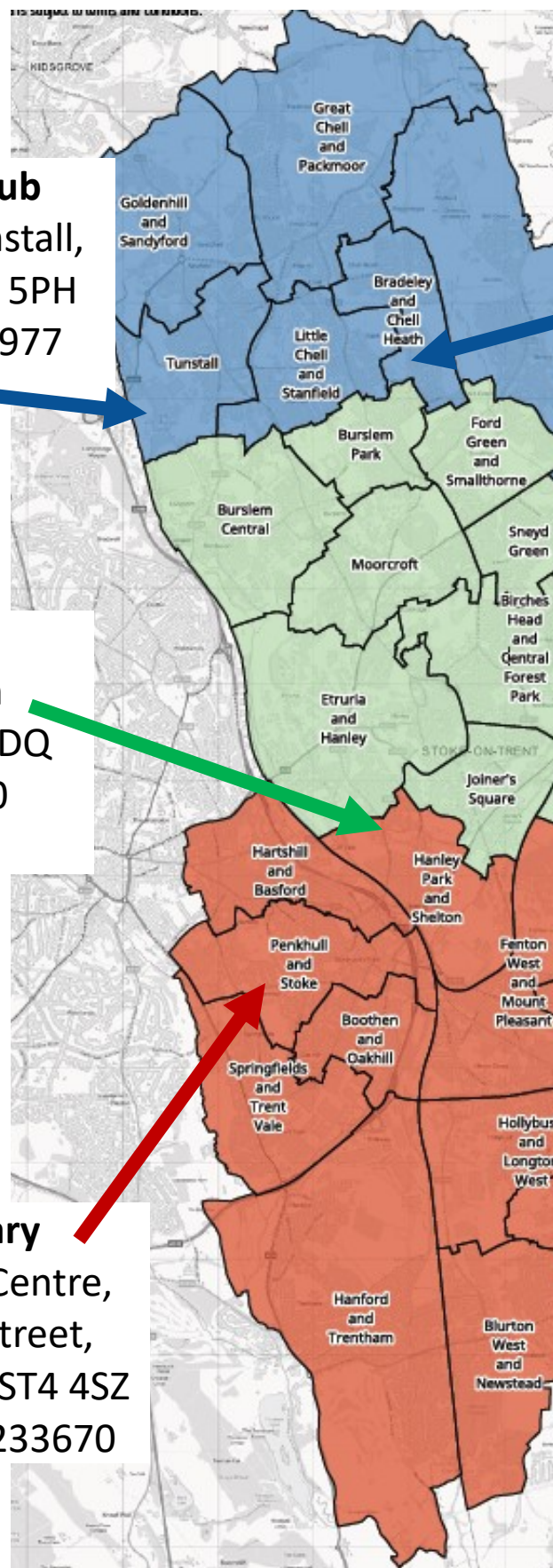
**Tunstall Family Hub**  
194 High Street, Tunstall,  
Stoke-on-Trent, ST6 5PH  
**Phone: 01782 232977**



**Shelton Family Hub**  
College Road, Shelton  
Stoke-on-Trent, ST4 2DQ  
**Phone: 01782 237100**



**Stoke Library**  
Local Services Centre,  
South Wolfe Street,  
Stoke-on-Trent, ST4 4SZ  
**Phone: 01782 233670**





# Family Hubs



**Chell Heath Family Hub**  
Bishop Road, Chell Heath  
Stoke-on-Trent, ST6 6QW  
**Phone: 01782 232977**



**Bentilee Family Hub**  
Dawlish Drive, Bentilee,  
Stoke-on-Trent, ST2 0HW  
**Phone: 01782 233670**



**Normacot Family Hub**  
Buccleuch Road, Normacot,  
Stoke-on-Trent, ST3 4RF  
**Phone: 01782 237500**



# What's on at Bentilee Family Hub

Day	Activity	Times
Monday	Alpha Coffee Break	1pm-2:30pm (Term-time only)
	Breastfeeding support group	12:30pm-2:30pm
	Big Cup Parent and Toddler Group – Alice Charity	9:30am-11:30am
Tuesday	Family Advisor Drop in	11:30am-1:30pm
	The Bread and Butter Thing	1:30pm-2pm
Wednesday	Babbling Babies	12:30pm-2pm
	Mother's Mind Coffee Morning	10am-12pm
Thursday	Soundpots	1pm-2:30pm
	Well Baby Drop in	9:30am-11:30am
Friday	Mums-2-B	9:30am-11:30am
	Fun Fridays	12:30pm-2:15pm

We also have a Playspace  
Monday to Thursday 9am-5pm and Friday 9am-4:30pm

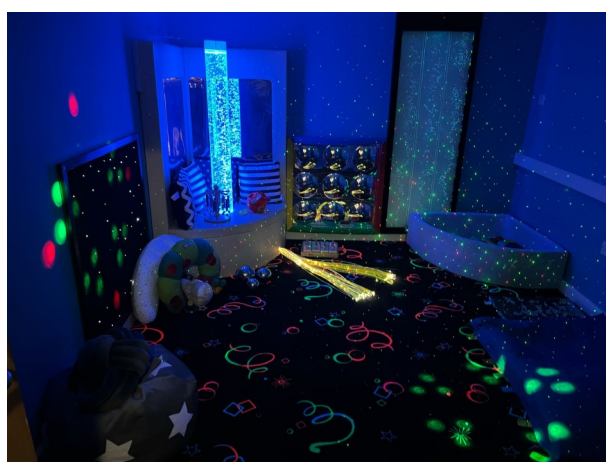


With a community cafe too

# What's on at Normacot Family Hub

Day	Activity	Times	Description
<b>Monday</b>	Read, Chat, Play	1:30pm-2:30pm	A group for all ages with story-time, crafts, roleplay and singing to help development and social skills.
	Grief Out Loud Project (Dove Service)	11am-12:30pm	<b>See page 14 for more information</b>
<b>Tuesday</b>	Talking Tots	10am--11am	A group for tots aged 6-18 months with music, movement and singing to help develop your baby's speech and communication.
	Play and Stay	1:30pm-3pm	A group for 0-5 year olds with messy play, crafts, toys, roleplay, and singing to help development and social skills.
<b>Wednesday</b>	Family Advisor Drop in	1pm-3pm	Pop along and find out about support and activities on offer.
	Well Baby Drop in	1pm-3pm	Discuss health issues and have your baby weighed and measured.
	Babbling Babies	2:15pm-3:15pm	A group for babies up to 6 months with songs, lights and play.
<b>Thursday</b>	Big Cup	9:30am-11:30am	Alice Charity Parent and Toddler Group
	Well-being Coffee Morning	11:30am-1pm	For expectant parents or parents/carers with a child under the age of 2 who are experiencing feelings of anxiety or low mood.
<b>Friday</b>	Breastfeeding support group	10am-11:30am	Get support and companionship at any stage of your feeding journey.
	The Bread and Butter Thing	1pm-1:30pm	See "The Bread and Butter Thing" page.
	Make and Take	1:30pm-2:30pm	A fun group for 1-5 year olds where you can make a learning toy and take it home to explore.

We also have a Playspace  
Monday to Thursday 9am-4:30pm and Friday 9am-4pm



To book the sensory room,  
please call 01782 237500



# WHAT'S ON AT CHELL HEATH FAMILY HUB

Day	Activity	Times	Description
Monday	Mini Movers	10am -11am	For tots 6 -18 months. Learn through moves and play.
	Babbling Babies	1:30pm -2:30pm	For babies up to 6 months with songs, lights and play.
Tuesday	Well Baby Drop In	9:30am -11:30am	Discuss health issues and get your baby weighed.
	Big Cup	9:30am -11:30am	Alice Charity Parent and Toddler group.
Wednesday	Talking Tots	10am -11am	A group for 0-5's with messy play, crafts, toys and singing to help develop social skills.
	Well -Being Group	9:30am – 11:30am	For expectant parents or parents of children under 2 experiencing feelings of anxiety or low mood.
	Breastfeeding support group	12:30pm -2pm	Get support at any stage of your feeding journey.
	Read, Chat, Play	1:30pm -2:30pm	A group for all ages with story-time, play and crafts.
Thursday	Family Advisor Drop In	9am –11am	Pop along and find out about support and activities on offer.
	Make and Take	1:30pm -2:30pm	A fun group for 1-5's, come and make a learning toy!
	The Bread and Butter Thing	1:30pm -2pm	Affordable food solution for families, booking required, see website for details.
Friday	Little Humans	9:30am -11am	A playgroup offered by Better Together

We also have a Sensory Room,  
Monday to Thursday  
9:30am-4:30pm  
Friday's  
9:30am-4pm

To book, please call 01782 232977



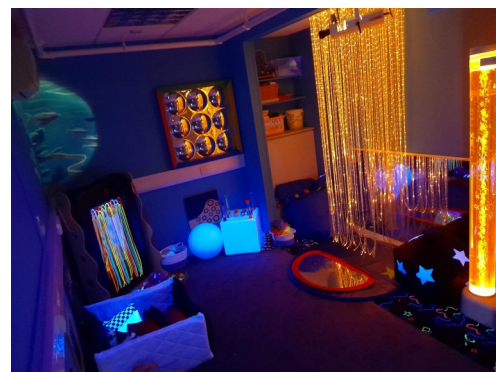


# WHAT'S ON AT SHELTON FAMILY HUB

Day	Activity	Times	Description
Monday	Well-being Group	10am – 12pm	For expectant parents or new parents experiencing feelings of anxiety or low mood.
	Make and Take	10.30am – 11.30am	A fun group for 1-5's, come and make a learning toy!
	Babbling Babies	1.30pm – 2.30pm	For babies up to 6 months with songs, lights and play.
Tuesday	Family Advisor Drop in	9.30am – 11.30am	Pop along and find out about support and activities on offer.
	Mini Movers	10am – 11am	For tots aged 6-18 months to learn with movement, dance and play.
Wednesday	Play and stay	1.30pm – 3pm	A group for 0-5's with messy play, crafts, toys and singing to help develop social skills.
Thursday	Breastfeeding support group	10am – 11.30am	Get support at any stage of your pregnancy and feeding journey.
Friday	Talking tots	10.30am – 11.30am	For tots 6-18 months with music and singing to help speech and language.
	Read, chat, play	1.30pm – 2.30pm	A group for all ages with story time, play and crafts.

We also have a Sensory Room,  
Monday to Thursday  
9:30am-4:30pm  
Friday's  
9:30am-4pm

To book, please call 01782 237100



# The bread and butter thing.

<b>Bentilee</b> Tuesday 1:30pm-2pm	<b>The Hive Blurton</b> Wednesday 12:30pm-1pm	<b>Chell Heath</b> Thursday 1:30pm-2pm	<b>Normacot</b> Friday 1pm-1:30pm
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## How to sign up,

Text **07860 063 304** with the following information:

- Your full name,
- Post Code,
- The name of the family hub you will be collecting from (as above)

## Bags available:

### Individual

£5

### Family

£8.50

### Large Family

£17

These can include fresh fruit, veg, chilled food for the fridge and cupboard staples such as pasta and cereals. The food changes daily meaning the bags will change from week to week.

For £8.50, you get approximately £35's worth of food.

## Pay with Cash, Card or Healthy Start

## We need your help!

To help unload the van and pack food into bags. We need about 3 hours of your time on before the collection time - as often as you can spare the time.

- Chell Heath, contact Becky Booth on 07586 418986 / [Becky.Booth@stoke.gov.uk](mailto:Becky.Booth@stoke.gov.uk)
- Normacot, contact Chris Berry on 07717 714017 / [Chris.Berry@Stoke.gov.uk](mailto:Chris.Berry@Stoke.gov.uk)

By joining our volunteer team you'll make new friends and you'll be supporting your community - we need you!

# Foodbank

## Foodbank Centres Opening times 2023

Monday	West End Church, Stoke	10.00am-12.00pm	OPEN
	St John's Church, Knypersley	11.00am-1.00pm	OPEN
	Wesley Hall Church, Sneyd Green	3.00pm-5.00pm	OPEN
Tuesday	Hope Community Church, Hanley	10.00am-12.00pm	OPEN
	St Stephens Church, Bentilee	12.30pm-2.30pm	OPEN
	The Hive Centre (St Albans), Blurton	10.30am-12.30pm	OPEN
Wednesday	Bethel Church, Longton	10.00am-12.00pm	OPEN
	Swan Bank Methodist Church, Burslem	2.00pm-4.00pm	OPEN
	Penkhull Christian Fellowship, Penkhull	2.00pm-4.00pm	OPEN
Thursday	Temple Street Methodist Church, Fenton	10.00am - 12.00pm	OPEN
	Grace Church Hanley,	10.00am - 12.00pm	OPEN
	Wesley Hall Church, Sneyd Green	4.00pm-6.00pm	OPEN
	English Martyrs RC Church, Biddulph	6.00pm-8.00pm	OPEN
Friday	United Reformed Church, Longton	10am – 12pm	OPEN
	St Andrews Church, Weston Coyney	3.30pm-5.30pm	OPEN
	Tunstall Methodist Church, Tunstall	4.30pm-6.30pm	OPEN

The Blurton Warehouse is open for donations **only**  
Monday – Thursday 9am – 3pm, Thank you.  
Office Opening Hours Monday – Thursday 9am – 2pm  
More Information: [www.stokeontrent.foodbank.org.uk](http://www.stokeontrent.foodbank.org.uk)

If you need a foodbank voucher, please contact your local Family Hub Team or Family Advisor:

Chell Heath Family Hub: [supportingfamiliesnorth@stoke.gov.uk](mailto:supportingfamiliesnorth@stoke.gov.uk)

Shelton Family Hub: [supportingfamiliescentral@stoke.gov.uk](mailto:supportingfamiliescentral@stoke.gov.uk)

Normacot / Bentilee Family Hub: [supportingfamiliesse@stoke.gov.uk](mailto:supportingfamiliesse@stoke.gov.uk)

Stoke Library: [supportingfamiliesw@stoke.gov.uk](mailto:supportingfamiliesw@stoke.gov.uk)

# Community Pantries and



## Keeping Families Fed

Anyone can become a member of Burslem Community Grocery. With a £5 annual membership you can shop in the store multiple times a week, filling your basket for just £5 each time.

**ACCESS SUPPORT**  
**SAVE MONEY**  
**REDUCE WASTE**

**Free courses**  
Learn new skills,  
find a new job  
and meet new  
people



Swan Bank Methodist,  
5 Swan Square, Burslem,  
ST6 2AA

**Opening times**  
Check out our website  
for the latest opening times

**Contact details**  
01782 695511

**ACCESS SUPPORT**  
**SAVE MONEY**  
**REDUCE WASTE**

[communitygrocery.org.uk/burslem](https://communitygrocery.org.uk/burslem)  
 @CommunityGroceryBurslem



A PARTNERSHIP BETWEEN



## Alice Charity's 'People's Pantry'

Supplying families in crisis with food parcels

**Phone:** 01782 614838 / **Email:** [info@alicecharity.org](mailto:info@alicecharity.org)



We believe no child should ever go hungry and that all families in our community should have access to food when they find their fridge and pockets empty. The 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.

**Referral required**



# Emergency food parcels

## Your Local Pantry @YMCANS

Campus Shop, YMCANS Harding Road, Stoke-On-Trent, ST1 3AE

**Phone:** 01782 222376



Thursday  
12pm - 4pm

Friday  
12pm - 4pm

£3.50 membership, weekly fee £4.50, for which they can choose at least 10 items of quality food from high street supermarkets

## West End Food Pantry

405 London Road, Stoke, ST4 5AW

**Phone:** 01782 437591

**Email:** [community.engagement@westendcentre.com](mailto:community.engagement@westendcentre.com)



Tuesday  
12pm - 2pm

Wednesday  
12pm - 2pm

Thursday  
12pm - 2pm

People go hungry for many reasons, whether that is due to low income, paying unexpected bills, health problems plus many other reasons. We are here to support you in this time of need and will provide a FREE food parcel to last up to 3 days.

There is no referral process, just call in and ask for Sarah or Alison.

## The Angel at Austin's

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

**Phone:** 07980 365140

**Email:** [hello@cobridgecic.co.uk](mailto:hello@cobridgecic.co.uk)



Tuesday and Thursday afternoon drop-ins from 2pm-4pm with free refreshments and a chance to chat and relax.

Wednesday morning get togethers from 10am-12pm and drink. Come and share about activities which help you to feel good about yourself – crafts, cooking, books.

Thursday (once a month) Soup Lunch – soup, roll, cake and drink. 12:30pm to 2pm. Only £3 per adult and £1 per child.

Saturdays every 3 weeks from 1pm-3pm Police and Councillor Surgery.

[www.facebook.com/angelataustins](https://www.facebook.com/angelataustins)

# Drop-in for advice

## What to expect:

We offer a limited service at our Hanley and Kidsgrove offices. An adviser will assess your needs on reception, and depending on your issue, they may give you advice there and then; signpost you to one of our specialist teams or another agency; or make you a telephone appointment with a generalist adviser.

Drop-ins may close early if all tickets are given out.

### Interested in volunteering?

Ask for a volunteer leaflet at any of our offices or visit our website for information:

[snsclub.org.uk](https://snsclub.org.uk)

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Hanley Office</b> 13/15 Cheapside, ST1 1HL	9.30 am to 12.30 pm	1.00 pm to 4.00 pm	9.30 am to 12.30 pm	NO DROP-IN	9.30 am to 12.30 pm
<b>Newcastle Office</b> 25/27 Well St, ST5 1BP	10.00 am to 12.30 pm	NO DROP-IN	10.00 am to 12.30 pm	NO DROP-IN	NO DROP-IN
<b>Kidsgrove Labour Club</b> Market St, ST7 4AB.	NO DROP-IN	9.30 am to 1.00 pm	NO DROP-IN	NO DROP-IN	NO DROP-IN
<b>Kidsgrove Town Hall</b> Liverpool Rd, ST7 4EH	NO DROP-IN	NO DROP-IN	NO DROP-IN	9.00 am to 1.00 pm	NO DROP-IN
<b>Biddulph Town Hall</b> High St, ST8 6AR	10.30 am to 1.00 pm	NO DROP-IN	10.30 am to 1.00 pm	NO DROP-IN	NO DROP-IN
<b>Cheadle library</b> 15A-17 High St, ST10 1AA	Ask for a referral at Cheadle Library				
<b>Leek Town Council</b> 15 Stockwell St, ST13 6HQ	NO DROP-IN				

## Refugee & asylum service at our Hanley Office:

Tues 9.30 am-12.00 pm (or until last ticket is given out if earlier)

**citizens** **Staffordshire North**  
**advice** **& Stoke-on-Trent**

### Call our Advicelines

**National: 0800 144 88 48**

Mon-Fri, 9am to 5pm. Free to call.

(Relay UK available)

**North Staffs: 0808 278 78 76**

Mon-Fri, 9am to 5pm. Free to call.

**Cheadle: 0808 278 7951**

Mon-Fri, 9am to 5pm. Free to call.

**Leek: 01538 373 068**

Mon, Tue & Thu, 9am-12pm. Local rate.

### Email us

[advice@casns.org.uk](mailto:advice@casns.org.uk)

### Read our online guides

[citizensadvice.org.uk](https://citizensadvice.org.uk)

### Talk to us on web chat

[citizensadvice.org.uk/contact-us/](https://citizensadvice.org.uk/contact-us/)

If no advisers are available you will be able to leave a message.

### Get up to date information about our services

Website: [snsclub.org.uk](https://snsclub.org.uk)

Facebook: @SNSCAB

Instagram/Threads: @CitizensAdvicesns

Twitter: @SNS\_CAB

Last updated 1st Aug 2024

# Drop-in Support

## The Grief Out Loud Project

**Are you supporting yourself or others through a bereavement or significant loss?**

Drop-in for confidential advice and support.

### **When & Where:**

Contact the Family Hubs to find the next date:

**Normacot Family Hub**, Buccleuch Road,  
ST3 4RF / 01782 237500

**Chell Heath Family Hub**, Bishops Road,  
ST6 6QW / 01782 232977

**Bentilee Family Hub**, Dawlish Drive,  
ST2 0HW / 01782 233670

**Please contact [enquiries@thedoveservice.org.uk](mailto:enquiries@thedoveservice.org.uk) if you require more information.**



# SENSORY ROOMS

Sensory rooms are free to book in one hour slots. To book a space, please call the centre that you would like to visit.

Chell Heath Family Hub  
Bishop Road  
Chell Heath, ST6 6QW  
Tel (01782) 232977



Normacot Family Hub  
Buccleuch Road  
Normacot, ST3 4RF  
Tel (01782) 237500



Shelton Family Hub  
College Road  
Shelton, ST4 2DQ  
Tel (01782) 237100



[www.familyhubs.stoke.gov.uk](http://www.familyhubs.stoke.gov.uk)  
[www.facebook.com/stokefamilyhubs](https://www.facebook.com/stokefamilyhubs)







# SEND



# PARENTING GROUP

# Coming Soon

Look out for our bespoke SEND  
Parenting Group coming soon to our  
Group Work Offer



Covering additional needs and  
strategies to support, triggers and  
patterns and much more

For more information or to sign up for  
the group, please email:



[familygroups@stoke.gov.uk](mailto:familygroups@stoke.gov.uk)



## APPROACHING ADULTHOOD

Talking Teens

**Duration: 8 weeks**

For parents and carers of teenagers from 11 to 16 years

This group is for parents of teenagers who would like to learn more about how the teenage brain develops, strategies for maintaining boundaries, motivating and supporting young people and learning how to keep young people safe.

## FAMILY RELATIONSHIPS

Keeping your child in mind

**Duration: 4 weeks**

For parents and carers of children of any age

This group helps parents and carers work together to create a calmer family life for children. It helps adults think about what they do, why they do it and how it makes everyone feel in the family. It focuses on identifying difficult emotions and communicating these clearly.



What do I need to do to join a group?

### STEP 1

Email [familygroups@stoke.gov.uk](mailto:familygroups@stoke.gov.uk) with your name, telephone number and the group you are interested in.

### STEP 2

Your Group worker will contact you to arrange a home visit. This is a great opportunity for them to get to know you a little better and to give you more details about the group. It also gives you a chance to ask any questions or raise any specific concerns about your child.

### STEP 3

Attend our friendly interactive group sessions.

### STEP 4

Keep in touch - Unlike other family groups we do not stop support when you complete the sessions. If you would like us to, we can remain on hand to help you with any needs you have around.

[stoke.gov.uk](http://stoke.gov.uk)



# FAMILY GROUPS



Free, practical and informative sessions, tailored to suit every stage of your family's journey

Check out our 'Online Calendar' available on the "Digital Family Hubs" Website



### Who can book onto a group?

Any parents or carers living in the Stoke-on-Trent area with a child can register for one of our groups

### When do the groups start?

The groups are ran on a rolling basis throughout the year. When you register on a group you will be given information of the start date and time.

### Where are the groups?

The groups take place all over the city, you will get to choose the location that is the most convenient for you.

### How are the groups run?

All of our sessions are led by trained professionals, in small, friendly groups - there is no classroom style learning and everything presented is practical and easy to understand.

### Is there a charge for the group?

The groups are all free of charge to residents who pay council tax to Stoke-on-Trent Council.



## PREGNANCY Antenatal

**Duration: 6 weeks**  
For expectant parents and carers

This group covers the latest information on enjoying a healthy pregnancy, preparing for the birth process and understanding the changes that happen when a new baby arrives.

## NEW BABY Postnatal

**Duration: 8 weeks**  
For parents and carers of babies from birth to 9 months

Bring your baby along to make some friends! This group covers babies brain development and how good relationships can help babies develop physically and emotionally.

## ENJOY YOUR BABY

**Duration: 5 weeks**  
For parents and carers of babies from birth to 9 months

Bring your baby along to make some friends! Having a baby is an exciting time! It is also a time of change. This group helps you to understand your new thoughts and feelings, helps you to plan time for your own wellbeing and builds closeness with your baby to help settle you into parent life.

## THE EARLY YEARS

Family links playful parenting

**Duration: 10 weeks**  
For parents and carers of toddlers from 1 to 3 years

Bring your Toddler along for some fun play! Learn about how you can support your child through play, create the best home learning environment and provide a strong base for future learning.

## FAMILY LINKS NURTURING PROGRAMME

**Duration: 10 weeks**  
For parents and carers of children from 4 to 10 years

This group provides parents with new skills for listening to and communicating with their children as well as developing an understanding of behaviour in the context of relationships.

## ONE FOR YOU Just Me

**Duration: 6 weeks**  
For parents and carers with children of any age

To help parents and carers focus on personal wellbeing, increase confidence and maintain healthy family relationships.



# NEW BOOKLETS



# COMING



# SOON



Contact your local Family Hubs or check out the “digital Family Hubs Website”



# WEEKLY ACTIVITIES

## MONDAY

Gym 7:00 -20:00  
 Creche 9:30-12:30  
 Café 9:30-12:30  
 Charity Shop 9:30-12:30  
 Nursery 9:30 -16:30  
 Lunch Club 12:30-14:30  
 Play Session 16:00-17:30  
 Younger Youth 18:00-19:30

## TUESDAY

Gym 7:00 -20:00  
 Creche 9:30 - 12:30  
 Café 9:30 - 12:30  
 Charity Shop 9:30 - 12:30  
 Nursery 9:30 -16:30

## WEDNESDAY

Gym 7:00 -20:00  
 Free Breakfast 8:30-12:30  
 Charity Shop 9:30 - 12:30  
 Yoga 10:00-11:30  
 Girls Youth 16:00-17:30  
 Yoga 18:45 - 20:15  
 Nursery 9:30-16:30

## THURSDAY

Gym 7:00 -20:00  
 Creche 9:30 - 12:30  
 Café 9:30 - 12:30  
 Charity Shop 9:30 - 12:30  
 Nursery 9:30 -16:30

## FRIDAY

Gym 8:00 -20:00  
 Creche 9:30 - 12:30  
 Café 9:30 - 12:30  
 Charity Shop 9:30 - 12:30  
 Nursery 9:30 -16:30  
 Wellbeing  
 Drop in 10:00-19:30  
 Younger Youth 16:30-18:00  
 Older Youth 18:30 -20:00

## OTHER SERVICES

Catering Service - Available on request  
 Befriending Service - Speak to a member of staff  
 Money Matters - 10:00 - 12:00 on the second Thursday of each month  
 Gardening Service - Available on request

## CONTACT INFORMATION

 enquiries@CAFAGwvc.org.uk  @CAFAGwvc  
 01782 878 843  CAFAGwvc.org.uk  
 The Whitfield Valley Centre, Fegg Hayes Road ST6 6QR

# Housing

## Who can have a council house?

**We can be more flexible if:**

- You are homeless
- You have served or are serving in the armed forces, or have been living in Ministry of Defence property following the death of your spouse killed in the line of duty
- You need to escape domestic violence or harassment
- You live in a council or housing association home in another part of the country and need to move for work

**Apply for a council house**



[https://housingonline.stoke.gov.uk/ords/houlive\\_selfserv/f?p=13000:101](https://housingonline.stoke.gov.uk/ords/houlive_selfserv/f?p=13000:101)

**If you're a private tenant or a council tenant, you can report problems with damp, mould and condensation here:**

**Council Tenant**



<https://www.stoke.gov.uk/xfp/form/1746>

**Private Landlord**



<https://www.stoke.gov.uk/xfp/form/1349>

# Homelessness

## **Brighter Futures**

5 Whittle Court, Hanley, ST1 2QE  
Tel: 01782 406000

Homeless, single adults aged 18+

Brighter Futures can provide and manage a range of housing and accommodation services in Stoke-on-Trent. They also offer diverse support services for people at risk of, or currently experiencing homelessness, people facing mental health challenges, and people with Learning Disabilities across Staffordshire.

## **Homeless Tonight**

**Phone:** 01782 233696

**Out of Hours:** 01782 234234

If you have nowhere to stay tonight, we will advise you on the best course of action to take.

If you are homeless today, we will ensure that someone calls you back the same day. An assessment will be made to determine if we are able to offer any emergency accommodation.

## **Housing Solutions**

Stoke on Trent City Council

**Phone:** 01782 233696 / 0800 052 8088

Out of hours tel: 01782 234234

Housing Solutions providing city-wide Homelessness support, which includes tackling rough sleeping and supporting individuals facing homelessness. Housing Solutions can also advise on how to avoid losing your home and if someone is facing the possibility of losing their home support them with find other appropriate accommodation and they work with many other partner agencies to reduce homelessness which can be found by following the link provided on the right.

## **Rough Sleepers Team**

**Phone:** 0800 970 2304





# Meir Matters

In the Old Meir Library, Sandon Rd, Meir, Stoke-on-Trent ST3 7DJ

## Monday

- Food as and when available.
- Tea and coffee available
- Social Prescribers available for advice and support.

**Community Lounge** 10:00am - 12:00pm

**Mental Health peer support group**

10:00am - 12:00pm

Weekly at Rowan Village

## Wednesday

**Crafts**

10:00am - 12:00pm

**Bingo**

12:00pm - 2:00pm

**Kids Prize Bingo**

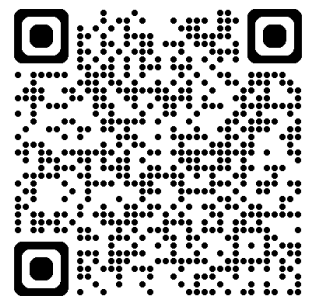
4:30pm - 6:30pm

## Friday

- Food as and when available.
- Tea and coffee available
- Social Prescribers available for advice and support.

**Community Lounge** 10:00am - 12:00pm

**All free**



# West End Centre

405 London Road, West End, Stoke, ST4 5AW

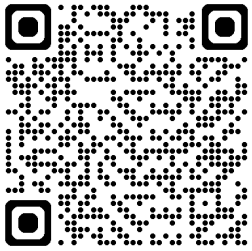
Phone: 01782 437591

Email: [community@westendcentre.com](mailto:community@westendcentre.com)



Monday		
Little Humans	9:30am-11:30am	Stay and Play
Foodbank	10am-12pm	Emergency Food Supplies for local people in crisis. Voucher referral system
Community Lounge	10am-12pm	Providing support in various areas including benefits, housing, loneliness, employment etc...
Place of Welcome	10am-12pm	A safe place to belong and relax, FREE tea, coffee, toast and cereal
Knit Together	1pm-3pm	Socialise over a brew, while knitting
Mind Menders	1pm-3pm	Mental Health and wellbeing group
Tuesday		
Prayer Presence	10:30am	First Tuesday of every month
Living Room Kitchen Open	12pm-2:30pm	Food available to purchase
West End Pantry	12pm-2pm	Supporting local people, NO referral needed
Brunch to Lunch	12:30pm-2pm	A social group and 2 course meal + drink for £2
Ukelele	1pm-3pm	Booking required
Wednesday		
Place of Welcome	10am-12pm	A safe place to belong and relax, FREE tea, coffee, toast and cereal
West End Pantry	12pm-2pm	Supporting local people, NO referral needed
Living Room Kitchen Open	12pm-2:30pm	Food available to purchase
Meet and Eat (Term Time ONLY)	3:30pm-5:30pm	Games, puzzles or craft and a FREE 2 course meal
St John Ambulance	6pm-9:30pm	First Aid Skills
Thursday		
West End Pantry	12pm-2pm	Supporting local people, NO referral needed
Living Room Kitchen Open	11:30am-2:30pm	Food available to purchase





<https://p93.org>

Since 1993, Project 93 has provided holistic support to Staffordshire's LGBTQ+ and HIV communities through advocacy, accessible services, and community building.

### **LGBTQ+ Services for Organisations**

<https://p93.org/lgbt/services-for-organisations/>



Project 93 offers a range of services designed to support organisations and professionals in becoming more trans-inclusive and creating a welcoming environment for trans and non-binary employees, service users, and stakeholders.

### **LGBTQ+ Groups**

<https://p93.org/lgbt/groups/>

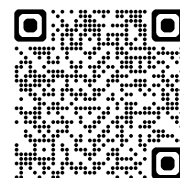


At Project 93, we believe in the power of community. We understand the importance of creating a safe space where LGBTQ+ individuals can connect, share experiences, and build meaningful relationships. Our support groups are a vital part of our service, offering a diverse range of opportunities for individuals to find belonging and support.

### **How to refer**

<https://p93.org/referral/>

Referrals can be; self-made, by parents and professionals.





# LGBTQIA+

## Transgender Support

<https://p93.org/lgbt/transgender/>



Project 93 recognises the diverse needs of the trans community and is committed to providing inclusive and affirming support. We understand that navigating gender identity can be challenging, and we're here to help you every step of the way.

## LGBTQ+ Resources for Individuals

<https://p93.org/lgbt/individual-resources/>



This page brings together a range of LGBTQ+ resources, including guides and materials we've created, as well as links to organisations offering advice, support, and community connections. Whether you're looking for information on coming out, mental health support, or legal rights, you'll find valuable resources to help you navigate your journey.

## LGBTQ+ Resources for Professionals

<https://p93.org/lgbt/resources-for-professionals/>



This page provides access to a range of resources, including guides and materials we've developed, alongside links to organisations offering best practices, training, and policy guidance. Whether you work in healthcare, education, social services, or any other sector, these resources will help you enhance your understanding and support for LGBTQ+ communities.

## LGBTQ+ Services

<https://p93.org/lgbt/>



At Project 93, we are dedicated to fostering a safe, inclusive, and empowering space for the LGBTQ+ community in Staffordshire.

Our goal is to promote the well-being of LGBTQ+ individuals by providing accessible support, championing their rights, and building strong communities where everyone feels valued, respected, and connected.

# Community Support Services

## Community Directory

STOKE-ON-TRENT  
**COMMUNITY** DIRECTORY



Online tool to find local activities, clubs, support, health services and what's on in the local area.

## Community Drug and Alcohol Service (CDAS)

476-82 Hope Street, Hanley, ST1 5BY

Phone: 01782 283113 / Email: [referrals@sotcdas.org.uk](mailto:referrals@sotcdas.org.uk)



Everyone should feel comfortable getting the support they need with drug or alcohol challenges. We provide a free, confidential and friendly service to adults, young people and families living across Stoke-on-Trent.

## Baby Bank

Email: [stokeontrentbabybank@gmail.com](mailto:stokeontrentbabybank@gmail.com)



Stoke on Trent Baby Bank provides clothing, equipment and essential items to families in need. Everything is free of charge, and you don't need to be referred. If you need help, we are there for you. We have everything you may need from conception to 5 years, including toiletries, warm clothing and safe sleep spaces. The only items we cannot accept or re-home are used mattresses or second hand car seats. We also cover the Staffordshire Moorlands, High Peak and Derbyshire.

# Immigration, Refugee's and Asylum Seekers

## Asha

Phone: 01782 363122 / Email: [info@asha-uk.org](mailto:info@asha-uk.org)



Asha exists to help the most vulnerable refugees and asylum seekers in our community. From legal advice to mental wellbeing, our services provide the holistic support and guidance people need to leave crisis and begin to live safely.

## Whispers of hope

Phone: 0333 0906663

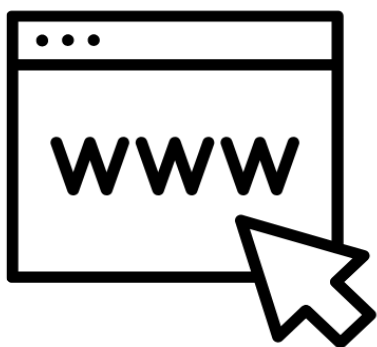


This is a SOT based charity for victims of DV or sex trafficking who have NRPF or immigration issues, they offer support, signposting, immigration advice, safety planning, advocacy, safe spaces, safe houses (but cannot take children) and a befriending service.

# Stoke-on-Trent SEND Local Offer

Please visit our Local Offer website where you can find information about the services and opportunities available to children and young people with special educational needs and disabilities.

There is information about the help you can expect in education, about health and social care, transport and more. There is information all the way from the early years to helping young people prepare for adulthood. We have a directory of local organisations who can help you and an events calendar of things to do. Every school holiday we share a list of SEND-accessible activities.



- everything for ages 0 to 25
- education and support for learning
- health and social care
- transport
- early years
- preparing for adulthood
- organisations who can help you
- things to do

<https://localoffer.stoke.gov.uk>

[localoffer@stoke.gov.uk](mailto:localoffer@stoke.gov.uk)





# SEND Support

## **Aiming High by Family Focus**

**Phone:** 01782 982250

**Email:** [web.stokeontrent@actionforchildren.org.uk](mailto:web.stokeontrent@actionforchildren.org.uk)



Our Helping Hands service provides coordinated family support for parents with children aged 0 – 18 years. We offer both practical and emotional support to families to achieve the following:

- Dance with a qualified teacher at a local dance school,
- Skiing with a qualified coach at Festival Park,
- Multisensory play at Dimensions,
- Swimming,
- Pony riding,
- Go carting,
- Wall climbing with a qualified coach,
- Welly walks at local parks

Children learn new skills, build confidence, learn to share and take turns, make decisions, socialise, make new friends, learn the rules to games, count, be imaginative, access technology. It helps their communication & language development as well as their understanding of the world.

## **Autism.org.uk (<https://autism.org.uk/what-we-do>)**



A website with lots of information about autism, with advice and guidance, information about help and support and information about the services in your local area.

## **Caudwell Children**

**Phone:** 0345 300 1348

**Email:** [familyservices@caudwellchildren.com](mailto:familyservices@caudwellchildren.com)



Caudwell Children's are here to change the world so that disabled and autistic children have the choice, opportunity, dignity and understanding they deserve. Caudwell Children's offer a range of services for children and families are designed to remove some of the barriers that children face, enabling them to reach their full potential. From birth into early adulthood, they provide practical and emotional support for thousands of disabled and autistic children every year.

# **and Information**

## **Lifeworks Staffordshire**

**Phone:** 01782 615222

**Email:** [info@lifeworksstaffordshire.org.uk](mailto:info@lifeworksstaffordshire.org.uk)



Lifeworks supports marginalised people 14+ in North Staffordshire with an average or above IQ, with Autism, ADHD, Dyspraxia, Tourette's Syndrome, mostly with mental ill health, and their carers to find a sustainable lifestyle.

## **PEGiS (Parent Engagement Group in Stoke)**

**Phone:** 07935 557380

**Email:** [pegis.stoke@hotmail.com](mailto:pegis.stoke@hotmail.com)



Parents/carers of children and young people with Special Educational Needs and/or Disability (SEND). Young people (up to the age of 25) with SEND to engage in informal discussion around educational issues and concerns.

## **SEND Support Services**

**Phone:** 07592 394938

**Email:** [admin@sendsupportservices.net](mailto:admin@sendsupportservices.net)



SEND Support Services offers parents an advice & support service around SEND and if required work as an independent parental supporter during meetings with schools and other professionals involved with the child. Please note there may be a charge for their service.

## **SENDIASS (SEND, Information, Advice and Support service)**

**Phone:** 01782 234701

**Email:** [iass@stoke.gov.uk](mailto:iass@stoke.gov.uk)



If you have a child with special educational needs, trying to get the best advice and help may seem like a confusing and daunting experience. We provide confidential, impartial information from education law on disability, health and social care to help parents/carers, children and young people in making informed choices enabling them to play an active role in relation to educational decisions.

We can offer support if you have concerns with or without an Education, Health and Care Plan in place for the child or young person. The service works with Nursery, Primary and Secondary schools, Academies and Post 16 settings, to promote positive engagement with parents/carers, children and young people. The service also work with alternative provisions as well as special schools and mainstream. We support parents, children and young people to ensure their views, wishes and feelings are heard. This is a free service.

# SEND Stay & Play



**Peter Pan SEND Stay & Play sessions are available to families of children aged 0-5 who need extra support**

For more information or to book  
T. 01782 715219.  
E. [familysupport@thepeterpancentre.co.uk](mailto:familysupport@thepeterpancentre.co.uk)

★ **Bescura Family Hubb,**  
Burslem  
Mondays 10am - 12pm

★ **Newcastle Family Hub**  
Every other Wednesday 10am - 12pm  
(Staffordshire Local Authority Families)

★ **Hazel Trees Nursery,**  
Fenton  
Every other Thursday 1-3pm



**The Peter Pan Centre is devoted to life-changing care and education for children with special needs and the support their families deserve**

The Peter Pan Centre, Wolstanton, Newcastle-under-Lyme, ST5 9NY. Registered Charity Number 1136915.



# Family Fun Sessions

The first Saturday of the month  
10am – 12pm



- ★ Whole family welcome
- ★ Play, spend time together and meet with other families in a safe, familiar and stimulating environment
- ★ £5 per family
- ★ Our friendly team is on hand to share ideas and activities to support your child's development at home.
- ★ Refreshments available
- ★ Delivered at The Peter Pan Centre, ST5 9NY

To book please email the Family Support Team at [familysupport@thepeterpancentre.co.uk](mailto:familysupport@thepeterpancentre.co.uk)





## Stoke-on-Trent School Nursing Targeted Intervention Service

For 11-19  
years old

Text:  
07520 615723



Call our Stoke Hub  
on  
**0808 178 3374**



For  
Parents/Carers

Text:  
07312 277161



School Nurses are Specially Trained Qualified Nurses. We are able to offer advice, support and information on lots of things that can affect children and young people.

We can offer advice and support with:

- Emotional Health & Wellbeing
- Toileting (including bedwetting & Constipation)
- Growth & Development
- Healthy Lifestyle Choices
- Support with Medical Conditions
- Safeguarding

.....And much more



## Visit Our Website



**NHS****Midlands Partnership University**  
NHS Foundation Trust

## Stoke-on-Trent Integrated 0-19 Health Visiting & School Nursing Service

For 11-19 years  
old  
Text:  
07520 615723



ChatHealth

Call our  
Stoke Hub  
on

**0808 178 3374**

For  
Parents/Carers  
Text:  
07312 277161



ChatHealth

We offer support and advice throughout parenthood, from 0-19 years, both for you and your family.

We offer routine contacts and drop-in clinics to support your child's development.



## Visit Our Website



Follow us on  
social media:



mpft\_0.19\_city\_h  
v\_sn



MPFT 0-19 City  
HV and SN

# Health

## Emergency Dentist

**Phone:** 0300 123 0981

Emergency Dentist Contact Number for those not registered with a dentist.

## City 0-19 Hub

(Single Point of Access for contacting Health Visiting, School Nursing and the Targeted Intervention Service).

(Covering all localities in Stoke-On-Trent)

**Phone:** 0808 178 3374

## Health Text Phones

Parents/Carers: 07312 277161

Young people: 07520 615723



## Well Baby Clinics (drop-ins)

### MONDAY

Meir Primary Care  
Centre  
10.00-12.00

Shelton Primary Care  
Centre  
1:30pm - 3:30pm  
Blurton Health Centre  
1:30pm - 3:30pm

### TUESDAY

Chell Heath Family Hub  
9:30-11:30

Cobridge Community  
Health Centre  
1:00pm - 3:00pm

### WEDNESDAY

Tunstall Primary Care  
Centre  
9:30am - 11:30am

Normacot Family Hub  
1pm - 3pm

Hanford Health Centre  
1:30pm - 3:30pm

### THURSDAY

Bentilee Family Hub  
9:30am - 11:30am

## Sexual Health Support:

The Dudson Centre, Hope Street, Hanley, ST1 5DD



**Phone:** 01782 201251 **Email:** [ask@sshcharity.co.uk](mailto:ask@sshcharity.co.uk)

Provides a free confidential non-judgemental support.

## Walk-Ins

Haywood Community Hospital, High Lane, Burslem, ST6 7AG



### What does the Walk-in Centre offer?

Our nurse-led service can treat a wide range of conditions:

- Wounds
- Rashes
- Ear infections
- Sprains and strains
- Suspected fractures
- Minor burns

The Walk-in Centre is open from 7:00am to 9:30pm every day



# Information

## Emergency Doctor



If your GP is closed or you are unable to contact them, call 111

111 can direct you to the best place to get help if you cannot contact your GP during the day or when your GP is closed (out-of-hours)

**Depending on what you need, you might be advised to:**

- Call 999 or go to A&E in an emergency
- Go to an urgent treatment centre
- See an evening and weekend GP (out-of-hours GP)
- Book a callback from a nurse
- Contact your own GP surgery
- Get urgent specialist support, for dental or mental health problems
- See a pharmacist for help with a minor illness
- Look after yourself safely at home

## NHS App



### What you can do with the NHS App

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number (find out what your NHS number is)
- use NHS 111 online to answer questions and get instant advice or medical help near you



For all sexual health queries, call  
0808 178 0955



Sexual Health services in Stoke-on-Trent, Staffordshire, Shropshire, Telford and Wrekin.

### Their Services:

- C-Card
- Contraception
- Emergency Contraception
- Fingerprick HIV Testing
- HIV Treatment and Care
- LGBTQ+ Sexual Health
- Online Testing
- PrEP
- Psychosexual Services
- Sexual Assault Support
- STI Testing

**You can book appointments  
online through the above QR  
code.**

# Mental Health

## Changes

**Phone:** 01782 411433

**Email:** [stoke@changes.org.uk](mailto:stoke@changes.org.uk)

Free to access peer support groups and various workshops across the city.



## Samaritans

**Phone:** 116 123

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

A 24/7 confidential support line for anyone struggling to cope.



## The Dove Service

**Phone:** 01782 683153

**Email:** [enquiries@thedoveservice.org.uk](mailto:enquiries@thedoveservice.org.uk)

The Dove Service is the only grief support charity in Stoke on Trent and North Staffordshire, providing services to people from the age of 4+ who are experiencing issues relating bereavement, loss or life-changing illness. We offer specialist counselling, befriending groups, emergency response training and awareness raising.



## Talking Therapies for anxiety and depression

**Phone:** 0300 303 0923 Option 1

Talking therapies, are effective and confidential treatments delivered by fully trained and accredited NHS practitioners.

You can refer yourself directly to an NHS talking therapies service without a referral from a GP, or a GP can refer you. Help is free, available in person, by video, over the phone or as an online course.



## Mother's Mind

**Phone:** 07442 101871

**Email:** [mothersmindmmh@outlook.com](mailto:mothersmindmmh@outlook.com)

Mothers Mind (Staffordshire) is a charity supporting and promoting empowerment for women overcoming poor maternal mental illness. We provide a open safe space to talk openly about your feelings and emotions, as you journey through motherhood and mental illness.

These are now weekly sessions



# Support

## **CAMHS ( Child and Adolescent Mental Health Services)**

**Phone:** 0800 0328 728



North Stoke CAMHS supports the emotional wellbeing and mental health of children and young people.

The team works with children and young people up to the age of 18 years old who are experiencing significant difficulties with their emotional wellbeing/ mental health, or where there are concerns regarding their development which could be seen as consistent with a neuro-developmental disorder such as Autistic Spectrum Disorder (ASD) or Attention Deficit Hyperactivity Disorder (ADHD). ADHD assessments can be carried out for children over 6 years of age.

All referrals for the service are made through the Crisis Care Centre by self-referral, or via General Practitioners (GP) and other agencies including Education and Social Care.

## **24 Hour Mental Health Helpline (Brighter Futures)**

**Phone:** [01782 234233](tel:01782234233)

This helpline provides support seven days a week. Calls are handled by Brighter Futures staff.

Call handlers offer the person calling a safe space to talk through any issues they may be experiencing, and callers are then sign posted to the appropriate support services available.

## **NHS urgent mental health helpline**

**North Staffordshire Phone:** 0800 0 328 728 option 1

(covers Stoke-on-Trent, Newcastle-under-Lyme, Staffs Moorlands).

**South Staffordshire Phone:** 0808 196 3002

(covers Stafford, Stone, Rugeley, Cannock, South Staffs, Lichfield, Burton, Uttoxeter, Tamworth).

If you feel unable to cope, are worried about your own mental health or someone you care for, help is available. Call your local NHS urgent mental health helpline 24 hours a day, 7 days a week.

Social Prescribing is an approach that connects people to activities, groups and services in their community to meet the practical, social and emotional needs that effect their health and wellbeing.

# SOCIAL PRESCRIBING



Housing Support

Linking in with all aspects of housing support



Social Activities

Help accessing social activities, groups, hobbies and volunteering and much more.



Mental Health

Support to access low level mental health using an holistic approach



Finances , Employment & Training Support

Linking in with benefits and financial support, access to back to work, education and volunteering



Physical Health

Support to access groups, activities and services which improves all aspects of lifestyle



Care Needs

Linking in with carers support, home help, private care and referrals to statutory services.



Contact your GP and ask for your Social Prescribing Link Worker

Your Social Prescribers are ....



## A SOCIAL PRESCRIBER CAN.....

work with  
you to reach  
your goals

Find out  
'What Matters  
to you'

Refer you to  
specialist  
services

support you  
to access  
local groups

Assist with  
housing  
issues

Help with  
employment  
support

Signpost you for  
advice on  
money and  
benefit

Find local  
activities in  
your area

Plus much more...

### STEP ONE

**Your Surgery staff or doctor  
can discuss social  
prescribing and make a  
referral if required**

### STEP TWO

**A Social prescriber will  
contact you, for an overall  
view of your current  
situation**

### STEP THREE

**They will discuss 'WHAT  
MATTERS TO YOU' and how  
your situation is impacting  
your overall wellbeing**

### STEP FOUR

**They can help identify  
local groups/activities.  
They can refer you to  
other services**



# Community Lounges



A community lounge provides a place for you to gain local advice and support available to you and your family, including: Budgeting Skills, Employment and Training, Volunteering, Community Activities, Mental Health and Wellbeing Support, Fuel Poverty, Housing, Benefit Support, Finding Transport, Carer Support and independent Living.

Community Lounge	Postcode	Day	Time	Lead
Baddeley Green Working Men's Club, Baddeley Green	ST2 7HG	Monday	9.30am – 11.30am	Locality Connector Steph Lancaster
Meir Matters, Old Library, Meir	ST3 7DJ	Monday	10.00am – 12.00pm	Locality Connector Sara Picking
West End Community Centre, Stoke	ST4 5AW	Monday	10.00am – 12.00pm	Locality Connector Karen Fantauzzo
Wesley Hall Methodist Church, Sneyd Green	ST1 6HR	Monday	3.00pm – 5.00pm	Locality Connector Rob Littler
Moony Club Café, Longton Exchange (next to Iceland), Longton	ST3 2HT	Tuesday	10.00am – 12.00pm	Locality Connector Sara Picking
The Hub @ ST6, Fegg Hayes	ST6 6QR	Tuesday	10.00am – 12.00pm	Locality Connector Steph Lancaster
The Hive, St Albans Centre, Blurton	ST3 3BS	Tuesday	10.30am – 12.30pm	Locality Connector Karen Fantauzzo
St Johns Community Church, Abbey Hulton	ST2 8JE	Wednesday	9.00am – 10.30am	Locality Connector Rob Littler
The Bethel Church, Longton	ST3 4NA	Wednesday	10.00am – 12.00pm	Locality Connector Sara Picking
Affordable Foods, Blurton	ST3 2BB	Wednesday	10.00am – 12.00pm	Locality Connector Julie Wood
The Methodist Church, Smallthorne	ST6 1NT	Wednesday	11.00am – 12.30pm	Locality Connector Steph Lancaster
Royal Voluntary Service, Hanley	ST1 3JP	Wednesday	11.30am – 12.30pm	Locality Connector Rob Littler
SwanBank Church, Burslem	ST6 2AA	Wednesday	2.00pm – 4.00pm	Locality Connector Steph Lancaster
Bentilee Neighbourhood Centre, Bentilee	ST2 0EU	Thursday	9.30am – 12.00pm	Locality Connector Sara Picking
Temple Street Church, Fenton	ST4 4NW	Thursday	10.00am – 12.00pm	Locality Connector Julie Wood
ASHA, Unit 7, Hanley Business Park, Cooper Street, Hanley	ST1 4DN	Thursday	10.00am – 12.00pm	Locality Connector Rob Littler
The Angel at Austin's, Cobridge	ST6 3HL	Thursday	2.00pm – 4.00pm	Locality Connector Rob Littler
Tommy Cheadle's, Port Vale Football Club, Burslem	ST6 1AW	Friday	10.00am – 12.00pm	Locality Connector Steph Lancaster

**For more information please visit:**

**[www.communities-together.co.uk](http://www.communities-together.co.uk)**



# Welcoming Spaces

Organisations across Stoke-on-Trent are working together to set up a network of Welcoming Spaces over the autumn and winter 2022 to 2023. A Welcoming Space is a place of connection already established in the community (such as a community centre, library or place of faith), where people can meet up, socialise, and access support, relating to the cost of living. Services available at each Welcoming Space will vary but may include:

- Access to support about money, welfare, and mental wellbeing
- Community activities
- Access to computers, free Wi-Fi and charging points heated space

**Stoke-On-Trent Together—VAST.**

**Contact Number:** 01782 683030

**Email:** [sottogether@vast.org.uk](mailto:sottogether@vast.org.uk)

Use the QR code to find your local Welcoming Space.

Chell, Fegg Hayes, Tunstall and Sandyford

Hanley and Shelton

Longton and Meir

Blurton and Fenton

Abbey Hulton, Birches Head and Baddely Green

Bentilee

Stoke, Penkull and Trent Vale

Burslem, Middleport and Cobridge





# Financial

## **Beat the cold**



**Phone:** 01782 914915

Supporting those struggling with the cost of gas and electric across Staffordshire and Stoke-On-Trent.

## **Better Housing Better Health**



**Phone:** 0800 107 0044

Better Housing Better Health is here to help keep residents warm and well at home and improve the energy efficiency of their homes.

## **Freephone Numbers**

For Textphones, dial 18001 followed by their phone number:

<u>Access to Work</u>	Phone:	0800 121 7479
	Textphone:	0800 121 7579
	Adult and child:	0800 121 4600
<u>DLA/AA</u>	Motability:	0800 121 6379
	Textphone:	0800 121 4523
<u>PIP Enquiries</u>	Phone:	0800 121 4433
<u>Universal Credit</u>	Phone:	0800 328 1344
<u>Universal Credit Help to claim</u>	Phone:	0800 144 8444

## **Green Doctor**



**Phone:** 01782 829909

**Email:** [wmgreendoctor@groundwork.org.uk](mailto:wmgreendoctor@groundwork.org.uk)

Groundwork's Green Doctors offer energy saving advice and provide free energy saving measures for you and your home to help keep your home feeling warmer for less, and combat cold and damp. The Green Doctors can also help you switch energy providers and find the best deals for you. Green Doctors are energy efficiency experts that have already helped thousands of people like you. They can make a real difference to the warmth of your home – and to the amount you pay for your energy.



# Support



## Help is at Hand



[https://www.stoke.gov.uk/helpisathand?  
utm\\_medium=email&utm\\_source=govdelivery](https://www.stoke.gov.uk/helpisathand?utm_medium=email&utm_source=govdelivery)

Potteries Money Wise is a project within Citizens Advice Staffordshire North and Stoke-On-Trent. The qualified advisors offer free and confidential advice to help maximise household income and reduce outgoings. They offer 121 telephone appointments or an in person appointment at their Hanley office. They can offer Benefit Entitlement Checks, Energy Advice, Budgeting Advice and Money Saving Tips.

## Potteries Money Wise

**Phone:** 01782 408685



Potteries Money Wise is a project within Citizens Advice Staffordshire North and Stoke-On-Trent. The qualified advisors offer free and confidential advice to help maximise household income and reduce outgoings. They offer 121 telephone appointments or an in person appointment at their Hanley office. They can offer Benefit Entitlement Checks, Energy Advice, Budgeting Advice and Money Saving Tips.

## Period Power

**Phone:** 07895 361202

Supply sanitary products to people who would otherwise go without due to their social and financial circumstances.

## What is Early Help?

Early Help is not one specific person, team or service. It covers a whole approach provided by teams and services who specialise in different areas. They all work together with you and your family to help improve the situation in the best way for everyone.

## Could Early Help benefit my family?

When one person in your family has a problem it can often affect everyone else too.

You may be worrying about:

- ♦ Someone's physical or mental health
- ♦ A disability or special need
- ♦ Being a carer
- ♦ Domestic abuse
- ♦ Substance misuse
- ♦ Harmful behaviour
- ♦ Involvement in crime
- ♦ Housing

**Early**

## Who can have Early Help?

Anyone who needs it!

# Help

## How does Early Help Work?

Early help identifies and builds on your strengths as a family. We then work with you, whilst providing help and support, to find long term solutions to your issues. We help you to develop your skills, to manage future challenges.

## Will I be involved in making decisions?

Absolutely! You and your family will be central to drawing up goals and where it is safe to do so, we won't make any decision without your involvement. You may use a tool such as an Outcome Star to pull your thoughts together and to help you identify areas of your life you're happy with and ones you want to work on.

## Where to go?

- Talk to someone you are already in contact with, like a Teacher, Health Visitor or Nursery or Charity Organisations.
- Or pop into your Local Family Hub (see Family Hubs page)

**effective it will be as it helps you to put a situation from getting worse.**



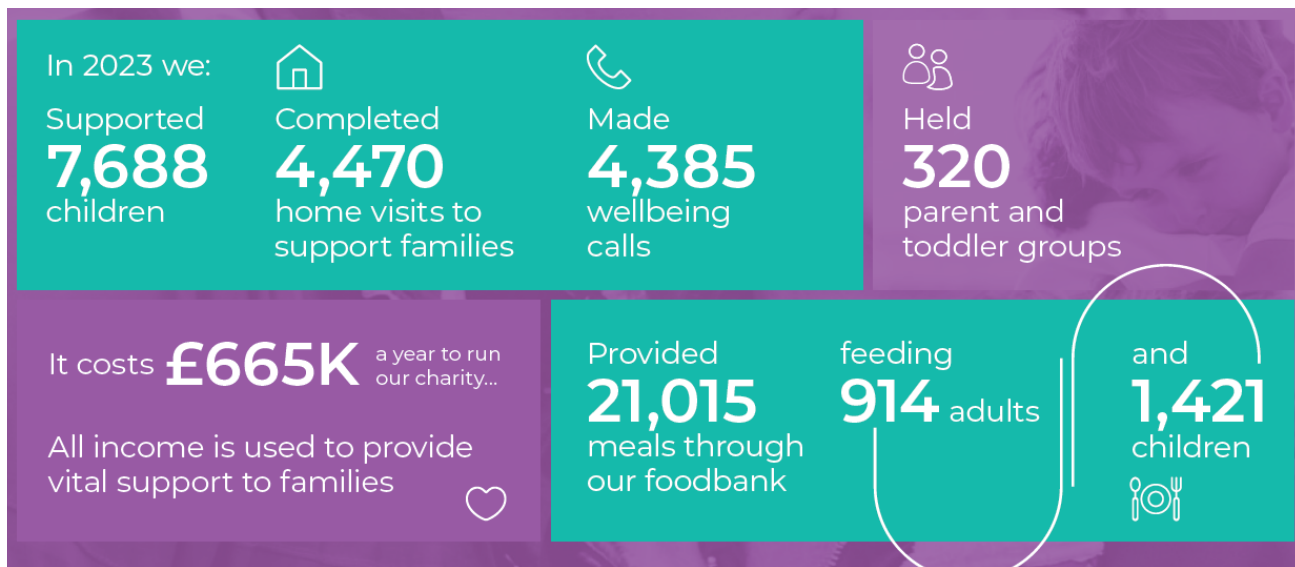
# Alice Charity



Monday to Friday, 9:00am – 4:00pm

**Phone:** 01782 614838 / **Email:** [info@alicecharity.org](mailto:info@alicecharity.org)

Are a small but mighty charity, making a big difference to the lives of children and families in crisis. We make sure the most vulnerable and disadvantaged in your community are not forgotten. **With you as our partner, we can do so much more.**



Alice Charity have now been commissioned by Stoke-on-Trent City Council to offer families in our City's South East locality further support with them now offering Level 2 Early Help support to family's.

## People's Pantry

### Supplying families in crisis with food parcels

We believe no child should ever go hungry and that all families in our community should have access to food when they find their fridge and pockets empty. The 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.

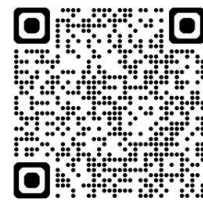
**Referral required**

**Phone:** 01782 614838 / **Email:** [info@alicecharity.org](mailto:info@alicecharity.org)





# Family Focus



The Bridge Centre, Birches Head Road, Birches Head, ST2 8DD  
Phone: 01782 863762 / Email: [info@familyfocusstaffs.org.uk](mailto:info@familyfocusstaffs.org.uk)

## The **impact** that we have:



**1026**

The amount of families  
we've supported this year

Family focus aim to ensure that every child and young person receives the necessary opportunities and support for success in life. Their mission is to empower families by fostering an environment that nurtures their potential, enabling them to overcome challenges and achieve their goals, fostering a brighter future for all.



**26**

Volunteers that have joined  
us this year

Family Focus believes that the best way to do this is to focus on the whole family, by providing a holistic support that empowers families to use their own strengths to build a positive future.



**206**

Activity days that we've  
hosted this year

Family Focus supports families with children from conception to 18 years old. Their support lasts approximately 16 weeks but can be extended if families require intensive support.



**40**

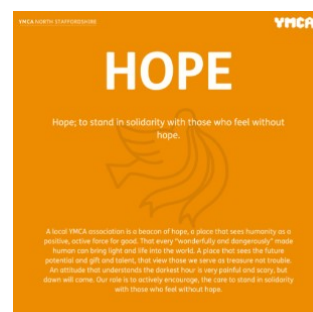
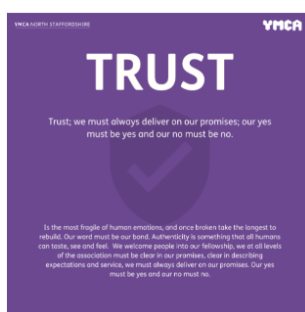
Online sessions to help  
struggling families

Family focus offer targeted support Level 2-4 and work in partnership with statutory services by sharing support plans and avoiding duplication.



**Phone:** 01782 222376 / **Email:** [hello@ymcans.org.uk](mailto:hello@ymcans.org.uk)

Our youth campus is regarded as one of the best YMCA centres in the country and this is affirmed through winning the Youth Matters Award for YMCA of the Year for 2019/20. We remain the only YMCA to have won this prestigious award twice, having also won in 2014/15.



More than 1500 people use YMCA North Staffordshire every month from a wide customer base – young people, families, children, community groups, sports teams, vulnerable adults, youth clubs, business meetings and art classes because they find support and encouragement here. We are a place where young people, families and our communities can get access to services and resources that will help them develop a better future for themselves and others.

## Your Local Pantry @YMCANS

Campus Shop, YMCANS Harding Road, Stoke-On-Trent, ST1 3AE



Thursday

12pm - 4pm

Friday

12pm - 4pm

£3.50 membership, weekly fee £4.50, for which they can choose at least 10 items of quality food from high street supermarkets



**Goldenhill Community Centre, Drummond Street, Stoke on Trent, ST6 5RF**

Just Family CIC's vision is for every family to live happy, healthy lives with positive relationships and a chance to reach their potential.

Therefore, Just Family CIC has made it their mission to provide a range of quality support services, including peer support groups, parental workshops, 1-1 tailored support, advocacy, mentorship, signposting and accredited interventions, all run by specialist trained practitioners and volunteers.

Together, we help and promote emotional health and wellbeing, and ensure a holistic whole family approach to make a genuine difference to families lives now and help them build brighter futures.



Holistic whole family approach



Emergency Interventions



Bespoke support solutions



Training and mentorships

We're a Community Interest Company

Happy families,  
fulfilled lives.



**Come along and enjoy a variety of stimulating, educational and fun activities. This is a FREE group for all parents/carers and children.**

## Monday

**Bentilee Family Hub**

Dawlish Drive  
Bentilee  
ST2 0HW

**9:30am - 11:30am**

**Meir Community Education  
Centre**

Pickford Place  
Meir  
ST3 7DY

**1:30pm - 3:00pm**

## Tuesday

**Tunstall Family Hub**

194 High Street  
Tunstall  
ST6 5TP

**9:30am - 11:30am**

## Wednesday

**Breathe New Life Church  
Abbey Hulton**

1455 Leek Road  
Abbey Hulton  
ST2 8BY

**9.30am - 11:30am**

## Thursday

**Hanley St Luke's Academy**

Wellington Road  
Hanley  
ST1 3QH

**9.15am - 11:15am**

**Normacot Family Hub**

Buccleuch Road  
Normacot  
ST3 4RF

**9.30am - 11:30am**

**St Peters Catholic Academy**

**Running From 27th February**

Waterloo Road  
Cobridge  
ST6 3HL

**1:30pm - 3:00pm**

## Friday

**Newcastle-under-lyme Family Hub**

Cemetery Road  
Knutton,  
ST5 6DH

**9.30am - 11:30am**



For further information please contact - [info@alicecharity.org](mailto:info@alicecharity.org)

01782 614 838 | Unit 19 Whieldon Road Industrial Estate, Fenton, Stoke-on-Trent ST4 4JP



# FREE GROUPS FOR UNDER 5'S

Term Time Only – No need to book, just pop along!



## BABBLING BABIES

Suitable from birth

A group with singing, movement and sensory play to help develop your baby's speech and communication



Chell Heath Family Hub– Mondays 1:30pm - 2:30pm  
Shelton Family Hub– Mondays 1:30pm – 2:30pm  
Normacot Family Hub – Weds 2:15pm – 3:15pm

## TALKING TOTS

Suitable from 6 - 18 months

A group with music, movement and singing to help develop your baby's speech and communication



Chell Heath Family Hub– Weds 10:30am – 11:30am  
Shelton Family Hub– Fridays 10:30am 11:30pm  
Normacot Family Hub –Tuesdays 10am–11am

## PLAY AND STAY

Suitable from birth

A group with messy play, crafts, toys, roleplay and singing to help development and social skills



Shelton Family Hub– Wednesdays 1:30pm -3pm  
Normacot Family Hub– Tuesdays 1:30pm – 3pm  
Hanley Hope Centre – Fridays 1:30pm - 3pm

## MINI MOVERS

Suitable from 6 - 18 months

A fun group which focuses on physical development through movement, dance and play.



Chell Heath Family Hub – Mondays 10am - 11am  
Shelton Family Hub- Tuesdays 10am – 11am

## MAKE AND TAKE

Suitable from 12 months

A crafty session where you make a toy with your little one and then take it home to explore together.



Chell Heath Family Hub – Thurs 1:30pm - 2:30pm  
Shelton Family Hub– Mondays 10:30am – 11:30pm  
Nomacot Family Hub– Fridays 1:30pm - 2:30pm

## READ. CHAT. PLAY

Suitable from birth

A group with story-time, crafts, roleplay and singing to help development and social skills.



Chell Heath Family Hub – Weds 1:30pm - 2:30pm  
Shelton Family Hub –Fridays 1:30pm – 2:30pm  
Normacot Family Hub – Mondays 1:30pm – 2:30pm



Please note, Normacot Family Hub was previously known as, Westfield Family Hub and Shelton Family Hub was also known as Thomas Boughey Family Hub

# Stoke-On-Trent Libraries

Stoke-on-Trent Libraries run free weekly sessions that are perfect for families with young children.

Our weekly sessions help children explore the world of books and words, develop communication skills and build a strong bond with parents and carers.

There is no need to book in advance just drop in to sessions in any of our libraries and join in. All sessions are completely free.

<p style="text-align: center;"><b>Bouncing Dragons</b></p> <p>A fun, interactive session with stories, rhymes and movement - perfect for toddlers. No need to book - just turn up, join in, and have fun.</p>	
<p style="text-align: center;"><b>Lego Clubs</b></p> <p>Get creative with Lego in libraries. Build whatever you want. Join our Lego Club and collect stamps with each session you attend - you will earn your Master Builder Badge!</p> <p>Suitable for children aged 4 - 12.</p>	
<p style="text-align: center;"><b>Saturday Story and Craft Sessions</b></p> <p>Free sessions for children and families. Library staff will share wonderful crafts based on the theme of a story.</p> <p>These sessions are most suitable for children aged 3 - 12.</p>	
<p style="text-align: center;"><b>Singing Dragons</b></p> <p>Singing Dragons is a gentle mix of rhymes and songs which is perfect for our youngest library users.</p>	
<p style="text-align: center;"><b>Story Dragons</b></p> <p>Join us on an adventure as we step into the exciting world of books and stories. Story Dragons sessions last approximately 30 minutes and allow children to enjoy stories read aloud by library staff.</p>	
<p><b>For more information, please visit their website:</b></p>	

# Learning and Development

## **ACL (Adult Community Learning)**

Employment & Skills Hub Woodland Street, Tunstall, ST6 6AP

**Phone:** 01782 234775



Offer learning opportunities for adults who live in Stoke on Trent and are aged 19 upwards. There are a range of workshops and courses in the following areas:

- Online courses
- ICT (Information Communication Technology)
- Maths and English Functional Skills
- Leisure and pleasure courses



You can complete your application for courses over the phone or face to face at the Employment and Skills Hub. Please see their website for more information on the courses available and the information you need to provide.

## **Stoke College**

**Phone:** 01782 603634

**Email:** [admissions@stokecoll.ac.uk](mailto:admissions@stokecoll.ac.uk)



We offer a range of Level 3 courses which are FREE to adults aged 19 plus who do not already have a Level 3 qualification.

## **VAST**

VAST is a charity providing services and Support to the Voluntary, Community and Social Enterprise Sector in and around Stoke on Trent and North Staffordshire. Our key aim is to develop, advance and promote the professional development of Staffordshire's VCSE Sector through a wide range of business and support services and our bespoke projects.

## **JET (Jobs, Enterprise and Training Service)**

**Phone:** 01782 234288

A free careers and advice and support service run by Stoke-on-Trent City Council and offers help to residents who need support to find a job

We offer:

- Free vocational training courses,
- Impartial careers advice,
- Access to local job vacancies,
- and much more



Are you expecting a baby or have a child under two years?

Do you want to meet other Mums?

Are you worried about your pregnancy, birth or your baby?



**Would you like someone to talk to?**

Come along to one of our friendly Well-being Groups for a coffee, chat and get support with your mental health from Sally our Peer Supporter.



<b>Monday</b>	<b>Shelton Family Hub</b> (Thomas Boughey) - College Road, ST4 2DQ	10:00am - 12:00noon
<b>Tuesday</b>	<b>Tunstall Family Hub</b> Tunstall Town Hall, High Street, ST6 5TP	1:00pm - 3:00pm
<b>Wednesday</b>	<b>Chell Heath Family Hub</b> Bishops Road, ST6 6QW	9:30am - 11:30am
<b>Thursday</b>	<b>Normacot Family Hub</b> (Westfield) - Buccleuch Road, ST3 4RF	11:30am - 1:00pm
<b>Friday</b>	<b>Hope Centre</b> Upper Huntbatch Street, Hanley, ST1 2BN	10:00am - 11:30am
<b>Friday</b>	<b>Bescura Family Hub</b> Port Vale FC, Hamil Road, Burslem, ST6 1AW	1:00pm - 2:30pm





# Adults Timetable

These activities are for those aged 18 and over



## Monday



11am - 12.30pm

Women's  
Social Group

## Tuesday



Drop-in Support

## Wednesday



Drop-in Support

## Thursday



Drop-in Support

## Friday



Drop-in Support



9.30am - 2.30pm

Community  
Gardening



2pm - 4pm

Men's Social  
Group



9.30am-11.30am

Extra Time  
Social & Gentle  
Activity



9am - 12pm

Tea & Toast  
(Places of Welcome)



Middleport Matters,  
St. Paul's Community Rooms,  
Church Square, Dalehall, ST6 4BY



Root 'N' Fruit Community Allotment  
ST6 3RH



Harper Street Community Space,  
93-97 Harper Street,  
ST6 3QU



1pm - 2.30pm

Stitched Up  
Wool Craft



5.15pm - 6.30pm

Games Night



## Other Activity

- Discover Middleport Workshops
- Family Holiday Activities
- Youth Programme
- Community Learning



There is a suggested donation of 50p  
for refreshments at some of our  
sessions.



Drop-in Support is available  
Tuesday - Friday  
9am - 12pm

Support could include: form filling, budgeting,  
food support, digital support, understanding letters,  
making phone calls, or even a friendly face in a warm  
space.

For more information call 01782 817590 or find us on Facebook



# FAMILY ADVISORS



## HERE ARE SOME OF THE THINGS WE CAN HELP WITH



Help with form filling



Financial and  
Benefits support



Help pre and post  
pregnancy/birth



Family Groups



Advice and support  
with Housing  
Applications



Foodbanks and  
The Bread and  
Butter Thing



To access Community Services,  
Charities, GP's, Dentists and Schools



Family Hubs and  
what's on offer



Local Schools, Nurseries  
and Childminders



Local Playgroups and  
Activities



Contraception  
Information



# HOW TO CONTACT US



**BECKY**

07586 418986

[Becky.Booth@stoke.gov.uk](mailto:Becky.Booth@stoke.gov.uk)

Or pop into Chell Heath and Shelton Family Hubs



**CHRIS**

07717 714017

[Chris.Berry@stoke.gov.uk](mailto:Chris.Berry@stoke.gov.uk)

Or pop into Normacot, Bentilee Family Hubs or Stoke Library

## HERE TO HELP

**Tuesdays 9:30am - 11:30am**

Shelton Family Hub,  
Shelton, ST4 2DQ

**Tuesdays 11:30am - 1:30pm**

Bentilee Family Hub,  
Bentilee, ST2 0HW

**Wednesdays 1pm - 3pm**

Normacot Family Hub,  
Normacot, ST3 4RF

**Thursdays 9am - 11am**

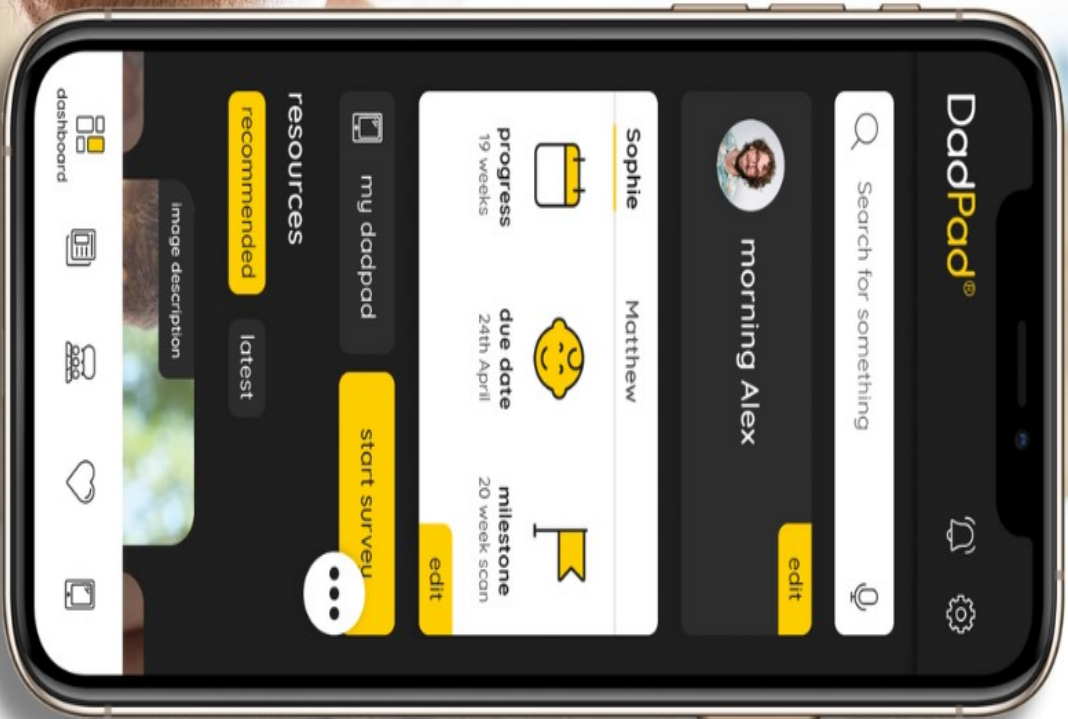
Chell Heath Family Hub,  
Chell Heath, ST6 6QW

**Pop in for help and advice**





# Dad Pad®



City of  
**Stoke-on-Trent**



# DadPad®

## Essential guide for new dads

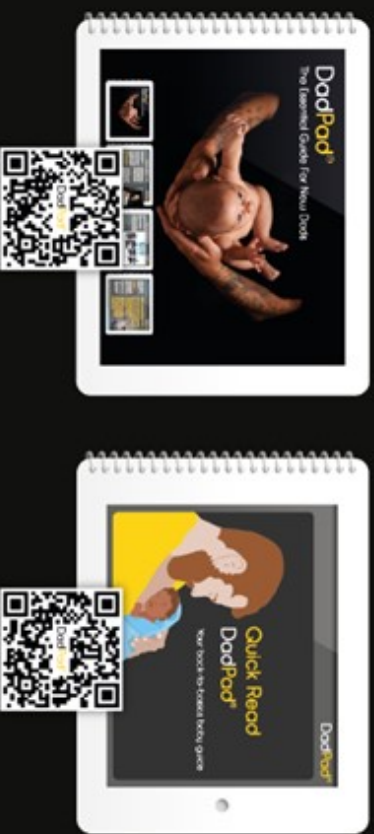


The DadPad was created because babies don't come with a set of instructions.

Developed with the NHS, the DadPad gives new dads and dads-to-be the knowledge and practical skills necessary to be able to support themselves and their partner, and give their baby the best possible start in life.



Download your DadPad app for free by scanning the QR code.



You can also buy your own copy of the DadPad or Quick Read DadPad by scanning the QR codes.

Follow us on:



@dadpaduk

For more information on DadPad: [thedadpad.co.uk](http://thedadpad.co.uk)



City of  
**Stoke-on-Trent**



## Are you pregnant or have children under the age of 4?

You could get help to buy:

- Plain cow's milk
  - Fresh, frozen or tinned fruit and vegetables
  - Fresh, dried, and tinned pulses
  - Infant formula milk
- You can also get free Healthy Start vitamins.

[www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)



 @NHSHealthyStart



**If you are more than 10 weeks  
pregnant or have a child under 4,  
you may be entitled to get help to  
buy healthy food and milk.**

Find out more at

[www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)



**WE WANT**

**YOUR**

**FEEDBACK**

