








Parent Support Information Pack







Financial Support

Service	Telephone	Information
All Benefit advice 	n/a	https://www.gov.uk/browse/benefits Advice on Disability living Allowance, Carer's Allowance, Employment Support Allowance, Child Trust fund, childcare, Sure Start Maternity Grant, free school meals, Bereavement payment, Funeral Payment, Child Benefit and Benefits Calculator.
Council Tax Benefit 	01782 234234	www.stoke.gov.uk Click the link for council Tax
Debt Advice	07974 197806 Anne Riddle	Email: anne@bridgedebtadvice.org.uk Bridge Debt Advice can assist with budgeting, debt management plans, debt relief orders and bankruptcies
Citizens Advice Staffordshire North & Stoke on Trent 	01782 201234 03444 111 444	www.snsCab.org.uk CASNS provides legal advice, information and casework on a wide range of subject areas. The main ones are Debt, welfare benefits, housing, employment & immigration.
Money Advice Service 	0800 138 7777	www.moneyadvice.org.uk Free & impartial money advice set up by the government
Money Line 	0345 643 1553	www.moneyline-uk.com Moneyline is a provider of financial services in the form of short-term loans, savings accounts and can help someone to open a bank account if they don't have one.
Step Change Debt Charity 	0800 138 1111	www.stepchange.org Keep on top of your debt by reducing spending and making the most of your money. If you're struggling to manage your day to day money, we've got lots of practical money advice tips to help you take control
The Pension Service	Help making a claim. 0800 731 7898	www.gov.uk/contact-pension-service The Pension Service helps with State Pension eligibility, claims and payments.

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Mental Wellbeing Support

Service	Telephone	Information
 North Staffordshire Combined Healthcare Community Teams Hope Centre (Hanley) Dragon Square (Newcastle) Sutherland Centre (Dresden) Lyme Brooke Centre (Bradwell Hospital)	03001231535 0300 123 0907 01782 425320 0300 123 1162 0300 790 0237	<p>www.combined.nhs.uk North Staffordshire Combined Healthcare NHS Trust is the organisation which provides mental health, substance misuse and learning disability services across North Staffordshire and Stoke-on-Trent. If you would like to speak to us about any aspect of those services, the telephone numbers to use are below: If you are concerned about your mental health or someone you care for you can contact the ACCESS TEAM directly on 0300 123 0907 (OPTION 1) or 07739 775202 if this number is unavailable.</p> <p>If you need urgent help but can wait until the next day then your GP can be the first point of contact to help navigate the best service for you.</p> <p>If you feel unsafe and need immediate help go to your <u>nearest hospital</u> with an Accident and Emergency (A&E) Department.</p> <p>If you are concerned about an immediate risk of harm – either to yourself or someone else – then phone 999.</p>
Samaritans 	Call 116 123	<p>www.samaritains.org If you need someone to talk to, we listen. We won't judge or tell you what to do. Call any time, day or night from any phone free 116 123 Write an email – sometimes writing down your thoughts and feelings can help you understand them better. Email: jo@samaritans.org</p>
Changes (health & wellbeing) 	01782 413101	<p>www.changes.org.uk Changes is a user led mental health charity, providing a unique recovery service to those in mental distress.</p>



<p>Healthy Minds Stoke on Trent</p> 	<p>0300 123 0907 (Option 2)</p>	<p>www.healthy-minds.org A primary care psychological therapy service which offers access to talking therapies, practical support and advice, quickly and easily. We are a fast acting service (for people 18 years and over) and we aim to offer you the help you need when you really need it. We can work with you by telephone, see you at a GP practice or at various community locations in Stoke on Trent. We will keep in contact with you regularly to help with your recovery.</p>
<p>North Staffs Mind</p> 	<p>01782 262100</p>	<p>www.nsmind.org.uk Offer a range of services for adults, including: counselling, befriending and mentoring, social support groups and support for parents.</p>
<p>Staffordshire Mental Health helpline</p>  	<p>0808 800 2234 Text:0786022821</p>	<p>www.staffordshirementalhealth.info/startpage.aspx www.brighter-futures.org.uk operates: 7pm - 2am weekdays 2pm -2am weekends The Staffordshire Mental Health Helpline offers support to people who have concerns about their mental health or that of someone they know. The service operates when most other mainstream mental health services are closed. Evenings and weekends 365 days a year.</p>
<p>Turn2Me</p> 	<p>Online service</p>	<p>https://turn2me.org Online mental health support group. This is a website that helps people GET HELP, let's people know that they are not alone and facilitates a safe online community space that allows people to open up and reach out for help</p>
<p>Dove Service</p> 	<p>01782 683153/5</p>	<p>www.thedoveservice.org.uk The Dove Service offers counselling and support to all those affected by bereavement, life-changing illness and significant loss.</p>

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Housing Support


Service	Telephone	Information
Stok on Trent City Council Housing Solutions 	01782 233696	www.stoke.gov.uk/ccm/navigation/housing/housing-options Offers a wide range of housing related advice for those facing difficulties keeping their home including: <ul style="list-style-type: none"> • How to find suitable accommodation • Ways of preventing the loss of your current home. • What you legal rights are as a tenant or home owner.
Staffordshire Housing Association 	01782 244 533	www.staffordshirehousing.org We offer homes for rent and shared ownership sale in North Staffordshire and Cheshire for single people, couples, sharers, families and older people

Carer's Support

Service	Telephone	Information
The carers Hub 	0300 123 1937	www.carershub.co.uk The Carers Hub exists to improve the life of carers in Staffordshire & Stoke on Trent through tailored advice, training and information. Our services are designed with you and your needs as a carer in mind and cover a whole range of support for carers of all ages. Carer's assessments, support planning, social and health services, money, employment, skills, housing, mental health, carers of stroke victims, transport, wellbeing, facilitating social activities
North Staffs Carers Association 	01782 793100	www.carefirst.com We provide FREE services for unpaid carers in North Staffordshire. This includes: A dedicated Carer' Centre, information and advice, emotional support, practical support, break opportunities and social activities along with support to access benefits & grants

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Employment & Skills Support

Service	Telephone	Information
Adult Learning  City of Stoke-on-Trent	01782 234775	https://www.stoke.gov.uk/homepage/38/adult/learning Wide range of leisure and qualification courses at venues around the city
Job Centre Plus (Hanley)	0345 604 3719	Support with finding employment
Job Centre Plus (Longton)	0800 169 0190	Support with finding employment.