

SERVICES FOR PEOPLE EXPERIENCING HOMELESSNESS IN STOKE-ON-TRENT

brighter futures
HOUSING • HEALTH • HOPE



HANLEY CONNECT

Hanley Connect is a multi-purpose resource and advice hub for vulnerable adults in Stoke-on-Trent.

We take a partnership approach to bring together key services from across the city as well as providing practical support to those experiencing or at risk of homelessness.

No referrals necessary.

WHEN?

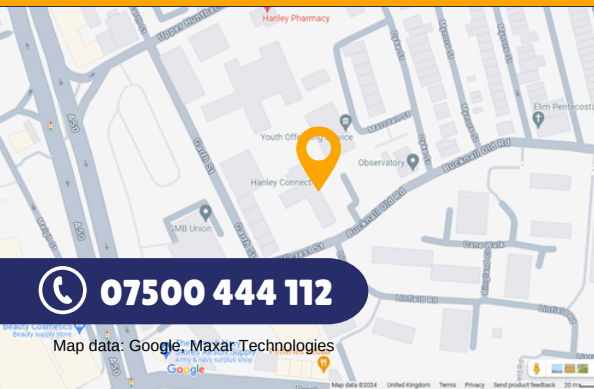


**MONDAY TO FRIDAY
FROM 10:00AM**

WHERE?



**HANLEY CONNECT
23 HILLCREST STREET,
HANLEY,
STOKE-ON-TRENT, ST1 2AA**



07500 444 112

Map data: Google, Maxar Technologies

ACCOMMODATION

Are you looking for accommodation?
Check out our list of providers who may be able to help:

Brighter Futures

Three Counties House, Festival Way, ST1 5PX
Tel: 01782 406 000
Homeless, single adults aged 18+

Housing Solutions

Stoke on Trent City Council
Tel: 01782 233696 / 0800 052 8088
Out of hours tel: 01782 234234

Newcastle Housing Advice Options

Tel: 01782 717717

Restart

Bemersley House, Gitana St, Hanley, ST1 2DY
Tel: 01782 815879
Homeless, single adults aged 18+
Drop-in assessments on Tuesdays 11.30am – 1.30pm

The Lyme Trust

37 London Road, Newcastle, ST5 1LN
Tel: 01782 634510
Homeless, single Adults aged 18+

The Victoria Hotel (Macari)

2, Fletcher Road, Stoke, ST4 4FE
Tel: 01782 845979
Homeless, single Adults aged 18+

Concrete Destination Home

308 London Road, Stoke, ST4 5AB
Tel: 0330 094 5558
Homeless, single adults aged 18+

Gingerbread

Rothsay Court, Longton, ST3 4LY
Tel: 01782 344740
Homeless, lone parents and couples

Gingerbread Centre

Catherine Court, 30 Eastfield Drive, Hanley, ST1 3DJ
Tel: 01782 215656
Teenage parents and couples

Lifehouse - Adullam Homes

1 Vale Street, Stoke, ST4 7RN
Tel: 01782 914916
Homeless, single adults aged 18+

Open Door (referrals only)

32 Copeland Street, Stoke, ST4 1PR
Tel: 07483 321738

ORCHID WOMEN'S SERVICES

Our support staff are fully trained to provide emotional and practical support to some of the most vulnerable females in our community. We work with a range of partners across Stoke-on-Trent to advocate on behalf of our customers.

We offer a non-judgemental and confidential drop-in service in a warm and safe environment.

No referrals necessary.

WHEN?



**MONDAY, TUESDAY, THURSDAY
9:00AM – 1:30PM**

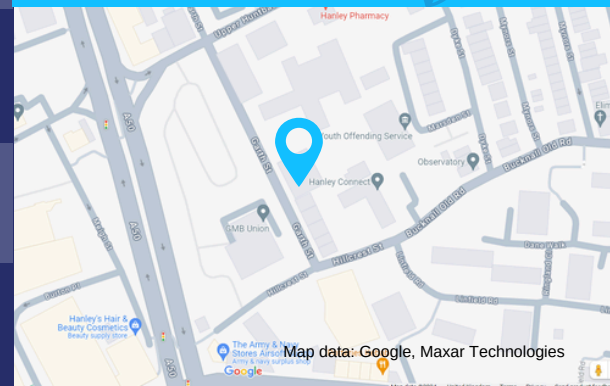
WHERE?



**ORCHID WOMEN'S SERVICES,
CALL FOR MORE INFORMATION**



01782 286 862



ROUGH SLEEPER TEAM

We can help you to find accommodation, access services including GPs and healthcare, drug and alcohol support, and mental health support.

GET IN TOUCH

Calls are FREE from landlines, payphones and mobiles.
Lines are open 24 hours a day, 365 days a year.



0800 970 2304

DRUG AND ALCOHOL MISUSE

You can access support If you are concerned about your use of alcohol, drugs, or legal highs:

CDAS, Hanley
Tel: 01782 283113

Staffordshire Treatment and Recovery Service (STARS), Newcastle
Tel: 01782 639856

FRANK Confidential Advice
24 hours a day, 7 days a week
Tel: 0300 123 6600

YOUNG PEOPLE

You may qualify for specialist services if you are aged between 16 and 30 years old:

YMCA Youth Campus
Harding Road, Hanley, ST1 3AE
Tel: 01782 222376

Stay Well CYP (Changes, Mind and Dove)
Tel: 01782 418518

Catch 22
Child Exploitation and Missing Incidents
Tel: 01782 418518

SEXUAL HEALTH OR EXPLOITATION

You can access support if you are concerned about your sexual health, involved in sex work, or believe that you may be exploited.

Adult Sex Workers Service,
Orchid Women's Services, 14a Garth Street. Hanley ST1 2DA
Support for street sex workers
Tel: 01782 286 862

Savana, Hanley - 24 hour message line
Tel: 01782 433 204

DOMESTIC ABUSE

New Era Domestic Abuse Service, Hanley
Tel: 0300 303 3778

National Men's Advice Line
Tel: 0808 8010 327 (office hours only)

National Domestic Abuse Helpline
Tel: 0808 2000 247

Glow - The Honeycomb Group
0330 0945 559

FOOD, SUPPORT AND SERVICES

Hanley Connect
23 Hillcrest Street, Hanley, ST1 2AA
Monday to Friday from 10:00am
Refreshments, warm food, showers, laundry facilities, clothing, support, advisory services engagement activities.

Open Door - Christ Church
291 Waterloo Road, Cobridge, ST6 3HR
Friday: 10:00am - 12:00pm
Refreshments, warm food and support.

Open Door - Salvation Army
Heathcote Road, Longton, ST3 2LY
Wednesday: 9:00am - 2:00pm
Refreshments, warm food and support.

Newcastle Multi-agency Hub
Salvation Army, 45 Bridge Street, Newcastle, ST5 2RY
Thursday: 10:00am - 12:00pm
Refreshments, warm food and support.

Compassion Kitchen - Sacred Heart Church
Parish Centre, Jasper Street, Hanley, ST1 3DB
Sundays: 12:00 pm - 1:00pm - take- away lunch

Night Shelter
11 Chapel Lane, Burslem, ST6 2AB
Wednesday: 6:00pm - 8:00pm
Saturday: 4:00pm - 6:00pm
Refreshments, warm food, showers, clothing, support and advisory services.

Safe Harbour / A Place of Welcome Café
Temple St Methodist Church and Community Centre, 8 Temple Street, Fenton, ST4 4NW
Thursday: 9:00am - 12:00pm
Refreshments

FOODBANKS

You may be eligible for free food from a foodbank. Ordinarily, you will need to be introduced by an organisation who will provide you with a voucher.

For locations and opening times of all foodbanks, you can visit: stokeontrent.foodbank.org.uk or call:

01782 899 019

MENTAL HEALTH

If you or someone you know feels depressed, isolated, or at risk of self-harm, it is ok to ask for help.

North Staffordshire Mind, Hanley
Tel: 01782 262100

Samaritans, Burslem
Tel: 01782 213555

Harplands Crisis Centre Care
Tel: 0300 123 0907

24/7 All Age Access Team (available day or night)
Tel: 0800 328 728 (option 1)

HEALTH AND WELLBEING

If you feel that your physical or mental wellbeing is at risk then you are entitled to an assessment of your needs. You are also entitled to access a GP practice.

Homeless Health Team
Tel: 07585597703

Healthwatch
Tel: 01782 683080

ROUGH SLEEPERS TEAM

The Rough Sleepers Team cannot provide emergency accommodation but they can visit you on their next available outreach to provide support and guidance.

Support includes helping you to find accommodation and accessing services such as healthcare, drug and alcohol support, and mental health support.

0800 970 2304

OTHER USEFUL SERVICES

If you don't know where to turn, you can contact:

Social Care Contact Team, Stoke
Tel: 0800 561 0015
Emergency Duty Team: 01782 234234

Citizens Advice, Hanley
Local Adviceline: 0808 278 78 76
Textphone: 0800 144 88 84

Emmaus Furniture Mine, Hanley
Tel: 01782 846111