

# 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 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?**

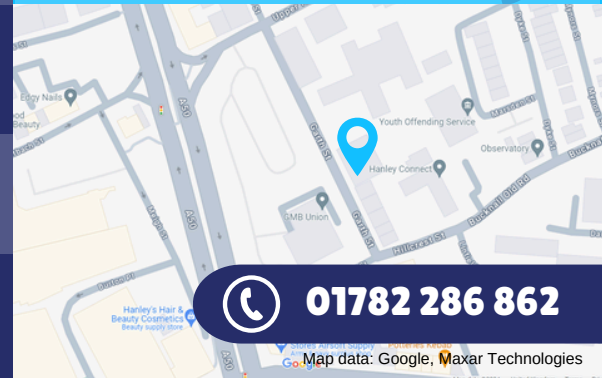


Monday to Friday  
9:00am - 1:30pm

## **WHERE?**



Orchid Women's Services,  
14a Garth Street,  
Hanley, Stoke-on-Trent,  
ST1 2DA



**01782 286 862**

Map data: Google, Maxar Technologies

## **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, Hanley**

Support for street sex workers  
Tel: 01782 286 862

### **Savana, Hanley**

24 hour message line  
Tel: 01782 433 204

## 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

## OTHER USEFUL SERVICES

The following services may be able to offer advice or signpost you in the right direction if you don't know which way to turn:

### Citizens Advice, Hanley

Local Adviceline: 0808 278 78 76

National Adviceline: 0800 144 88 48

Textphone: 0800 144 88 84

### Emmaus Furniture Mine, Hanley

Tel: 01782 846111

## DOMESTIC ABUSE

If you think you may be in an abusive relationship, you can access support:

### New Era Domestic Abuse Service, Hanley

Tel: 0300 303 3778

### National Domestic Abuse Helpline

Tel: 0808 2000 247

### National Men's Advice Line

Tel: 0808 8010 327 (office hours only)

### 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, and advisory services.

### 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: 12:00pm - 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.

## GET IN TOUCH

For locations and opening times of all foodbanks, you can visit: [stokeontrent.foodbank.org.uk](http://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)

## SOCIAL CARE / HEALTH CARE

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.

### Social Care Contact Team, Stoke

Tel: 0800 561 0015

Emergency Duty Team: 01782 234234

### Healthwatch

Tel: 01782 683080

### Homeless Health Team

Tel: 07585597703

## ROUGH SLEEPERS TEAM

The Rough Sleepers Team cannot provide emergency accommodation as they do not have a duty to accommodate.

However, they can visit you on their next available outreach to provide support and guidance.



**0800 970 2304**

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

Calls are FREE from landlines, payphones and mobiles.

Lines are open 24 hours a day, 365 days a year.