

### **Alcoholics Anonymous**

**Description:** If you need help with a drinking problem.

**Phone Number:** 0800 9177650 – Free

**Email:** [help@aamail.org](mailto:help@aamail.org)

**Website URL:** <https://www.alcoholics-anonymous.org.uk/>

### **Approach Dementia Support**

**Address:** 7-10 Woodberry Close, Trent Vale, Stoke on Trent. ST4 5LU

**Description:** Deliver a wide variety of services to support the well-being of people affected by dementia and their carers and families. Provide 1-2-1 and group activities to enable and encourage social interaction, provide emotional support and access to information.

**Phone Number:** 01782 214999

**Email:** [enquiries@approachstaffordshire.co.uk](mailto:enquiries@approachstaffordshire.co.uk)

**Website URL:** <https://approachstaffordshire.co.uk/>

### **Beat the Cold**

**Address:** The Bridge Centre, Birches Head Road, Stoke-on-Trent ST2 8DD

**Description:** Independent charity working to reduce the incidence of cold related illness and fuel poverty. May find a cheaper provider for gas and/or electricity. May find a grant or discount for home insulation and heating improvements.

**Phone Number:** 01782 914915

**Freephone:** 0800 389 2258

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

**Website URL:** <https://www.beatcold.org.uk>

### **Citizens Advice**

**Address:** 10 Tunstall Road, Biddulph ST8 6HH

**Description:** Provide advice and information on a range of issues, such as housing rights, welfare rights and benefits, money and debt, consumer issues and employment rights.

Monday, Wednesday and Thursday 10am-1pm. The office is currently closed due to COVID-19, call or go online to use the webchat.

#### **Phone Numbers:**

Local Advice Line 0808 278 7876

National Advice Line 0800 144 8848

Staffordshire Advice Line 0300 3309 062

Help to Claim Service 0800 1448 444 – for help with making a new claim for Universal Credit.

Consumer Advice 0808 223 1133 – for help with goods and services.  
Debt Advice 01782 408625 or email [moneyadvice@snsCab.org.uk](mailto:moneyadvice@snsCab.org.uk)  
Potteries Moneywise 01782 408685 – for problems with energy suppliers, switching suppliers and budgeting or email [enquiries@potteriesmoneywise.org.uk](mailto:enquiries@potteriesmoneywise.org.uk)  
Housing Advice 01782 408690 - if your home is at risk  
Immigration Advice 01782 407968  
Refugee and Asylum Advice 01782 407969  
Challenge North Staffs 0330 1111 999 – to report a hate crime or email [cns@snsCab.org.uk](mailto:cns@snsCab.org.uk)  
Staffordshire Victim Gateway 0330 0881 339 – for support for victims of crime or email [help@staffsvictimgateway.org.uk](mailto:help@staffsvictimgateway.org.uk). Website URL: <https://www.staffsvictimgateway.org.uk>  
**Email:** [advice@snsCab.org.uk](mailto:advice@snsCab.org.uk)  
**Website URL:** <https://www.citizensadvice.org.uk>

### **Disability Service Centre**

**Description:** A Government service providing advice or information about claiming disability benefits.

**Phone Number:** 0800 121 4433 – for Personal Independence Payment (PIP)

**Phone Number:** 0800 121 4600 – for Disability Living Allowance (DLA) if born after 8 April 1948

**Phone Number:** 0800 731 0122 – for Disability Living Allowance (DLA) if born on or before 8 April 1948

**Phone Number:** 0800 731 0122 – for Attendance Allowance (AA)

**Website URL:** <https://www.gov.uk/disability-benefits-helpline>

### **LGBT Stoke**

**Description:** A local support group for the lesbian, gay, bisexual and transgender community in Stoke-on-Trent. They hold social and support groups and provide information and advice on sexual health and LGBT+ topics.

**Phone Number:** 0300 123 0970 option 3

**Email:** [lgbt@mpft.nhs.uk](mailto:lgbt@mpft.nhs.uk)

**Website URL:** <https://www.lgbtstoke.co.uk>

### **Lifeworks Staffordshire**

**Address:** 12 Merrial Street, Newcastle-under-Lyme ST5 2AD

**Description:** A charity that supports people on the autistic spectrum with average or above IQ from the age of 14.

**Phone Number:** 0745 000 2289 / 0740 181 1582 / 01782 615222

**Email:** info@lifeworksstaffordshire.org.uk

**Website URL:** <https://www.lifeworksstaffordshire.org.uk>

### **Marie Curie**

**Description:** Help people living with terminal illness, and their families, make the most of the time they have left.

**Phone Number:** 0808 090 2309 – for emotional support and practical information.

**Phone Number:** 0800 716 146 – for queries about donating, fundraising, etc.

**Website URL:** <https://www.mariecurie.org.uk>

### **Staffordshire Sight Loss Association**

**Description:** Registered charity providing support, advice, information, social and leisure opportunities for people with sight loss in North Staffordshire. Drop-in community hub at Biddulph Town Hall on the third Friday of each month – for advice and information or to try a range of living and mobility equipment.

**Phone Number:** 0793 1327018

**Email:** hello@ssla.org.uk

**Website URL:** <https://ssla.org.uk>

### **Stoke on Trent Foodbank – Biddulph & Knypersley**

**Address:** St John's Church, Tunstall Road, Knypersley ST8 7AA and English Martyrs' Catholic Church, Church Road, Biddulph ST8 6JG.

**Description:** 11am-1pm Mondays at St John's Church. Thursdays 6pm-8pm at English Martyrs' Catholic Church. A foodbank voucher code is required to receive food and this helps our wider campaign to 'end food poverty' nationally. Referral to Money/Debt Advice available on request. Gifts of in-date, non-perishable food items can be donated at the collection points inside St Lawrence's Church, Congleton Road, Biddulph or at Sainsburys.

**Phone Number:** Central Foodbank 01782 317942

**Email:** info@stokeontrent.foodbank.org.uk

**Website URL:** <https://stokeontrent.foodbank.org.uk/>

**Support Staffordshire**

**Address:** Leek Health Centre, Fountain Street, Leek ST13 6JB

**Description:** Provide a) support and guidance to community groups, charities and other voluntary and social enterprise organisations active in Staffordshire, on matters such as start-up, governance, funding, and recruiting volunteers; b) a range of training courses aimed at those involved in running groups and community services, many of which are free or discounted for organisations which are members of Support Staffordshire; c) a volunteer brokerage service, linking those who wish to volunteer to local opportunities; d) networking opportunities e.g. through our quarterly VCSE Forums in each district, connecting those with common interests and concerns and enabling collaborations; and e) a directory of organisations and services provided by the voluntary sector in Staffordshire. (See website for details).

**Phone Number:** 07531 711388 (or leave a message via 01538 381356)

**Email:** [esther.jones@supportstaffordshire.org.uk](mailto:esther.jones@supportstaffordshire.org.uk)

**Website URL:** <https://www.supportstaffordshire.org.uk>