Brighter Futures – Rough Sleepers Team
Description: Call the Rough Sleepers Team to tell them about someone sleeping rough in Newcastle-under-Lyme, Stoke-on-Trent or the Staffordshire Moorlands.
Phone: 0800 970 2304 (free)
Website URL: https://www.brighter-futures.org.uk

Centrepoint
Description: A UK charity which provides accommodation and support to homeless young people (aged 16 to 25).
Helpline: 0808 800 0661
Website URL: https://www.centrepoint.org.uk

Citizens Advice
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.
Mondays and Wednesdays 10am to 1pm.
Phone Housing Advice 01782 408690 - if your home is at risk
Email: advice@snscab.org.uk
Website URL: https://www.citizensadvice.org.uk

P3
Description: Enables members of the public to connect people sleeping rough with the local services that can support them. Supports homeless in Derbyshire and the Staffordshire Moorlands.
Phone: 0808 196 8199
Email: dot@p3charity.org
Website URL: https://www.p3charity.org/services/derbyshire-street-outreach

Sanctuary Housing
Description: Provide affordable and social housing.
Phone: 0800 131 3348 – to report a repair.
Website URL: https://www.sanctuary-housing.co.uk

Shelter
Description: Help people struggling with bad housing or homelessness through advice, support and legal services.
Helpline: 0808 800 4444
Website URL: https://england.shelter.org.uk

The Macari Centre
Address: 4 Regent Road, Hanley, Stoke-on-Trent ST1 3EG
Description: Provide support and safe, secure shelter for the homeless and people in need.
Phone: 07500 771 682
Website URL: https://www.macari-foundation.co.uk

YMCA
Address: Harding Road, Hanley, Stoke-on-Trent ST1 3AE
Description: Provide a safe, secure, and supportive accommodation for young people aged 16–25 on our vibrant campus. Alongside housing, we offer a wide range of opportunities in education, employment, and skills development — helping young people build confidence, independence, and brighter futures.
Phone: 01782 222376 or FREE on 0300 102 4550
Email: hello@ymcans.org.uk
Website URL: https://ymcans.org.uk