

Support for Families

North and Central



Please note, the information in this booklet,
is correct at the time of printing: 13/06/2024



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City Wide Family Hubs and Children's Centres



North

Stoke North Children's Centre

Bishop Road,
Chell Heath,
Stoke-on-Trent,
ST6 6QW

Tunstall Family Hub

194 High Street,
Tunstall,
Stoke-on-Trent,
ST6 5PH

Contact: 01782 232977

Central

Thomas Boughey Children's Centre

College Road,
Shelton,
Stoke-on-Trent,
ST4 2DQ

Contact: 01782 237100

South East

Westfield Family Hub

Buccleuch Road,
Normacot,
Stoke-on-Trent,
ST3 4RF

Contact: 01782 237500

Bentilee Family Hub

Dawlish Drive,
Bentilee,
Stoke-on-Trent,
ST2 0HW

Contact: 01782 233670

South West

Stoke Library

Local Services Centre,
South Wolfe Street,
Stoke-on-Trent,
ST4 4SZ

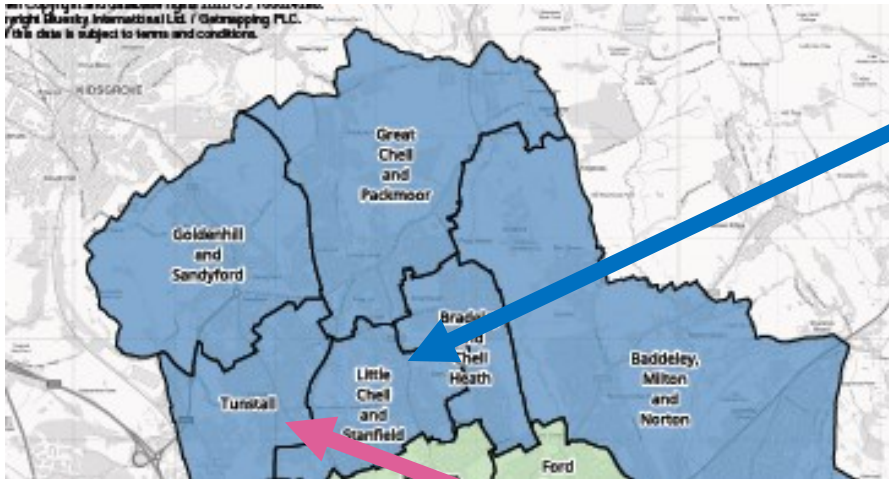
Contact: 01782 238446



Your Family Hubs and

Stoke North Family Hub
Bishop Rd, Stoke-on-Trent, ST6
6QW

Phone: 01782 232977



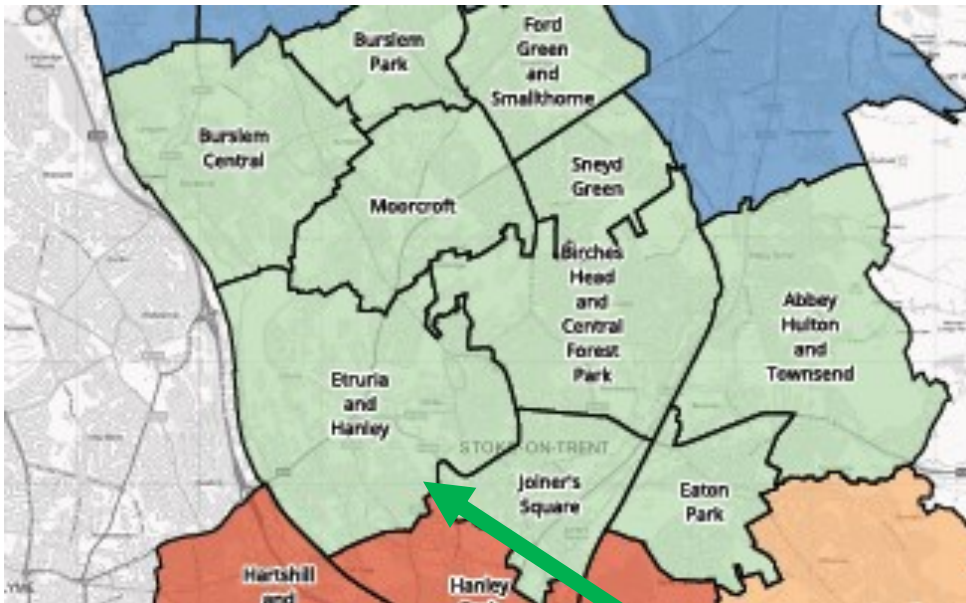
- Adult Learning (ESOL)
- Alice Charity Big Cup Play Group
- Breastfeeding Support Group
- Clothes Banks
- Community Café's
- Early Life Workers
- Family Advisors
- Family Focus Play Group
- Family Support
- Foster Carers Support Group
- Health Visitor Clinics
- Lending Library

Tunstall Family Hub
Woodland St, Tunstall, Stoke-on-Trent, ST6 6AP

Phone: 01782 236655



what's on offer



Thomas Boughey Family Hub

College Rd, Stoke-on-Trent,
ST4 2DQ

Phone: 01782 237100

Midwifery

Parenting Courses

Playspace

Portage Shooting Stars Play Session

SENDIASS

Sensory Rooms

Speech & Language

Staffordshire Police Drop-in

Stoke-on-Trent College Courses

Thrive at Five

The Bread and Butter thing

easyPEASY
parenting app



Community Pantries and

Better Together Community Fridge

4 Woodberry Cl, Stoke-on-Trent, ST4 5LU

Phone: 07769 293936

Email: bettertogethercommunity@outlook.com

Saturday 10am—12pm



Given the current economic situation and the linked cost-of-living crisis, we aim to capture the needs of each individual to provide our best service, e.g. food and hygiene parcels, online chats, sign posting further support, free activities, books, etc.

Community Grocery

Swan Bank Methodist, 5 Swan Square, Burslem, ST6 2AA

Phone: 01782 695511

Monday—Friday 10am to 4pm



We're here to provide a bridge between food banks and supermarkets, helping keep families fed so that no-one goes hungry.

To sign up to be a member at one of our Community Groceries, all you need to do is visit your nearest store and let one of our team know it's your first time. We will then get you a form to fill in and explain all about how the groceries work.

All you need to do bring £5 for your annual membership fee*, and a couple of shopping bags to put your £5 shop in and then start shopping. It's as simple as that!

Being a Community Grocery member means you can shop in store multiple times each week, helping you save on your shopping budget. We have stores across the country and your membership can be used in them all.

Emergency food parcels

Affordable Foods, Emergency Food Parcels



Email: affordablefoodstoke@outlook.com

We know times are hard for many right now, and there is absolutely no shame in asking for help. That is why we are here, that is what we do. It takes great courage to speak up and say 'I need help' and when you message us needing emergency food you will be met with dignity and respect.

Our emergency food parcels consist of enough to last you 4 days, and hopefully give you the chance to get yourself back on your feet again.

If you require an emergency food parcel, or you would like to talk to us about one then please follow the link to our Facebook page, or follow the link and email us. Both of which will be met with complete confidence.

Your Local Pantry @YMCANS



Campus Shop, YMCANS Harding Road, Stoke-On-Trent, ST1 3AE

Phone: 01782 222376

Thursday
12pm - 4pm

Friday
12pm - 4pm

£3.50 membership, weekly fee £4.50, for which they can choose at least 10 items of quality food from high street supermarkets

West End Food Pantry

405 London Road, Stoke, ST4 5AW

Phone: 01782 437591

Email: community.engagement@westendcentre.com



Tuesday
12pm - 2pm

Wednesday
12pm - 2pm

Thursday
12pm - 2pm

People go hungry for many reasons, whether that is due to low income, paying unexpected bills, health problems plus many other reasons. We are here to support you in this time of need and will provide a FREE food parcel to last up to 3 days.

There is no referral process, just call in and ask for Sarah or Alison.

Foodbank

Foodbank Centres Opening times 2023

Monday	West End Church, Stoke	10.00am-12.00pm	OPEN
	St John's Church, Knypersley	11.00am-1.00pm	OPEN
	Wesley Hall Church, Sneyd Green	3.00pm-5.00pm	OPEN
Tuesday	Hope Community Church, Hanley	10.00am-12.00pm	OPEN
	St Stephens Church, Bentilee	12.30pm-2.30pm	OPEN
	The Hive Centre (St Albans), Blurton	10.30am-12.30pm	OPEN
Wednesday	Bethel Church, Longton	10.00am-12.00pm	OPEN
	Swan Bank Methodist Church, Burslem	2.00pm-4.00pm	OPEN
	Penkhull Christian Fellowship, Penkhull	2.00pm-4.00pm	OPEN
Thursday	Temple Street Methodist Church, Fenton	10.00am - 12.00pm	OPEN
	Grace Church Hanley,	10.00am -12.00pm	OPEN
	Wesley Hall Church, Sneyd Green	4.00pm-6.00pm	OPEN
	English Martyrs RC Church, Biddulph	6.00pm-8.00pm	OPEN
Friday	United Reformed Church, Longton	10am – 12pm	OPEN
	St Andrews Church, Weston Coyney	3.30pm-5.30pm	OPEN
	Tunstall Methodist Church, Tunstall	4.30pm-6.30pm	OPEN

The Blurton Warehouse is open for donations **only**
Monday – Thursday 9am – 3pm, Thank you.
Office Opening Hours Monday – Thursday 9am – 2pm
More Information: www.stokeontrent.foodbank.org.uk

If you need a foodbank voucher, please contact your local Family Hub Team or Family Advisor:

Stoke North Children's Centre: supportingfamiliesnorth@stoke.gov.uk

Thomas Boughey Children's Centre: supportingfamiliescentral@stoke.gov.uk

Westfield / Bentilee Family Hub: supportingfamiliesse@stoke.gov.uk

Stoke Library: supportingfamiliesw@stoke.gov.uk



[Website](#)

Temple Street Methodist Church



[Facebook](#)

Temple Street Methodist Church and Community Centre, Temple Street, Fenton,
ST4 4NW

Temple Street Methodist Church & Community Centre is situated in the middle of a densely populated community in Fenton, Stoke-on-Trent, England and the premises are used by many local people.

Safe Harbour Place of Welcome Café

Tuesday, 12:00 - 1:30pm

Weekly Community meal two courses with tea and coffee £2 for adults 50p for children.

Community Lounge

Thursday, 9:30am-12:00pm

Call in and speak to one our Locality Connector, Julie, for assistance with a host of topics.

Also available:

- Foodbank distribution Centre (Referral required)
- Free Food table:
 - Provided by FareShare and Tesco.
 - Fresh bread, fruit and vegetables available for free.
- Clothes Bank,
 - Provided by TWiST (The Women in the Six Towns).
 - Children's and Adults clothing.
- Chatty Cafe Table:
 - If you're feeling out of sorts, take a seat at our Chatty Cafe Table and we'll get you a cuppa and have a chat
- Saltbox Money Matters Digital Team

Heat and Eat!

Thursday, 5pm to 7pm

Free soup and roll and hot and cold drinks everyone welcome

SEND Support

Aiming High by Family Focus



Phone: 01782 982250

Email: web.stokeontrent@actionforchildren.org.uk

Our Helping Hands service provides coordinated family support for parents with children aged 0 – 18 years. We offer both practical and emotional support to families to achieve the following:

- Dance with a qualified teacher at a local dance school,
- Skiing with a qualified coach at Festival Park,
- Multisensory play at Dimensions,
- Swimming,
- Pony riding,
- Go carting,
- Wall climbing with a qualified coach,
- Welly walks at local parks

Children learn new skills, build confidence, learn to share and take turns, make decisions, socialise, make new friends, learn the rules to games, count, be imaginative, access technology. It helps their communication & language development as well as their understanding of the world.

Autism.org.uk (<https://autism.org.uk/what-we-do>)



Is a website with lots of information about autism, with advice and guidance, information about help and support and information about the services in your local area.

Caudwell Children

Phone: 0345 300 1348



Caudwell Children's are here to change the world so that disabled and autistic children have the choice, opportunity, dignity and understanding they deserve. Caudwell Children's offer a range of services for children and families are designed to remove some of the barriers that children face, enabling them to reach their full potential. From birth into early adulthood, they provide practical and emotional support for thousands of disabled and autistic children every year.

and Information

Lifeworks Staffordshire

Phone: 01782 615222

Email: info@lifeworksstaffordshire.org.uk



Lifeworks supports marginalised people 14+ in North Staffordshire with an average or above IQ, with Autism, ADHD, Dyspraxia, Tourette's Syndrome, mostly with mental ill health, and their carers to find a sustainable lifestyle.

PEGiS (Parent Engagement Group in Stoke)

Phone: 07935 557380

Email: pegis.stoke@hotmail.com



Parents/carers of children and young people with Special Educational Needs and/or Disability (SEND). Young people (up to the age of 25) with SEND to engage in informal discussion around educational issues and concerns.

SEND Support Services

Phone: 07592 394938

Email: admin@sendsupportservices.net



SEND Support Services offers parents an advice & support service around SEND and if required work as an independent parental supporter during meetings with schools and other professionals involved with the child.

SENDIASS (SEND, Information, Advice and Support service)

Phone: 01782 234701

Email: iass@stoke.gov.uk



If you have a child with special educational needs, trying to get the best advice and help may seem like a confusing and daunting experience. We provide confidential, impartial information from education law on disability, health and social care to help parents/carers, children and young people in making informed choices enabling them to play an active role in relation to educational decisions.

We can offer support if you have concerns with or without an Education, Health and Care Plan in place for the child or young person. The service works with Nursery, Primary and Secondary schools, Academies and Post 16 settings, to promote positive engagement with parents/carers, children and young people. The service also work with alternative provisions as well as special schools and mainstream. We support parents, children and young people to ensure their views, wishes and feelings are heard.

Health

Emergency Dentist

Phone: 0300 123 0981

Emergency Dentist Contact Number for those not registered with a dentist.

Period Power

Phone: 07895 361202

Email: periodpower2017@gmail.com

Supply sanitary products to people who would otherwise go without due to their social and financial circumstances.

Health Visitor, Stoke Hub (Covering all localities in Stoke-On-Trent)

Phone: 0808 178 3374

Health Text Phones

Parents/Carers: 07312 277161

Young people: 07520 615723



Sexual Health Support:

The Dudson Centre, Hope Street, Hanley, ST1 5DD

Phone: 01782 201251

Email: ask@sshcharity.co.uk

Provides a free confidential non-judgemental support.



Walk-Ins

Haywood Community Hospital, High Lane, Burslem, ST6 7AG



What does the Walk-in Centre offer?

Our nurse-led service can treat a wide range of conditions:

- Wounds
- Rashes
- Ear infections
- Sprains and strains
- Suspected fractures
- Minor burns

The Walk-in Centre is open from 7:00am to 9:30pm every day

Information

Emergency Doctor



If your GP is closed or you are unable to contact them, call 111

111 can direct you to the best place to get help if you cannot contact your GP during the day or when your GP is closed (out-of-hours)

Depending on what you need, you might be advised to:

- call 999 or go to A&E in an emergency
- go to an urgent treatment centre
- see an evening and weekend GP (out-of-hours GP)
- book a callback from a nurse
- get urgent specialist support, for dental or mental health problems
- contact your own GP surgery
- see a pharmacist for help with a minor illness
- look after yourself safely at home

NHS App



What you can do with the NHS App

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- book and manage appointments
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- book and manage COVID-19 vaccinations
- register your organ donation decision
- choose how the NHS uses your data
- view your NHS number (find out what your NHS number is)
- use NHS 111 online to answer questions and get instant advice or medical help near you

Mental Health

Changes

Phone: 01782 411433

Email: stoke@changes.org.uk

Free to access peer support groups and various workshops across the city.



Samaritans

Phone: 116 123

Email: jo@samaritans.org

A 24/7 confidential support line for anyone struggling to cope.



The Dove Service

Phone: 01782 683153

Email: enquiries@thedoveservice.org.uk

The Dove Service is the only grief support charity in Stoke on Trent and North Staffordshire, providing services to people from the age of 4+ who are experiencing issues relating bereavement, loss or life-changing illness. We offer specialist counselling, befriending groups, emergency response training and awareness raising.



Talking Therapies for anxiety and depression

Phone: 0300 303 0923 Option 1

Talking therapies, are effective and confidential treatments delivered by fully trained and accredited NHS practitioners.

You can refer yourself directly to an NHS talking therapies service without a referral from a GP, or a GP can refer you. Help is free, available in person, by video, over the phone or as an online course.



Mother's Mind

Phone: 07442 101871

Email: mothersmindmmh@outlook.com

Mothers Mind (Staffordshire) is a charity supporting and promoting empowerment for women overcoming poor maternal mental illness. We provide a open safe space to talk openly about your feelings and emotions, as you journey through motherhood and mental illness.



Support

CAMHS (Child and Adolescent Mental Health Services)

Phone: 0800 0328 728



North Stoke CAMHS supports the emotional wellbeing and mental health of children and young people.

The team works with children and young people up to the age of 18 years old who are experiencing significant difficulties with their emotional wellbeing/ mental health, or where there are concerns regarding their development which could be seen as consistent with a neuro-developmental disorder such as Autistic Spectrum Disorder (ASD) or Attention Deficit Hyperactivity Disorder (ADHD). ADHD assessments can be carried out for children over 6 years of age.

All referrals for the service are made through the Crisis Care Centre by self-referral, or via General Practitioners (GP) and other agencies including Education and Social Care.

24 Hour Mental Health Helpline (Brighter Futures)

Phone: [01782 234233](tel:01782234233)

This helpline provides support seven days a week. Calls are handled by Brighter Futures staff.

Call handlers offer the person calling a safe space to talk through any issues they may be experiencing, and callers are then sign posted to the appropriate support services available.

NHS urgent mental health helpline

North Staffordshire Phone: 0800 0 328 728 option 1

(covers Stoke-on-Trent, Newcastle-under-Lyme, Staffs Moorlands).

South Staffordshire Phone: 0808 196 3002

(covers Stafford, Stone, Rugeley, Cannock, South Staffs, Lichfield, Burton, Uttoxeter, Tamworth).

If you feel unable to cope, are worried about your own mental health or someone you care for, help is available. Call your local NHS urgent mental health helpline 24 hours a day, 7 days a week.



Community Lounges



A community lounge provides a place for you to gain local advice and support available to you and your family, including: Budgeting Skills, Employment and Training, Volunteering, Community Activities, Mental Health and Wellbeing Support, Fuel Poverty, Housing, Benefit Support, Finding Transport, Carer Support and independent Living.

Community Lounge	Postcode	Day	Time	Lead
Baddeley Green Working Men's Club, Baddeley Green	ST2 7HG	Monday	9.30am – 11.30am	Locality Connector Steph Lancaster
Meir Matters, Old Library, Meir	ST3 7DJ	Monday	10.00am – 12.00pm	Locality Connector Sara Picking
West End Community Centre, Stoke	ST4 5AW	Monday	10.00am – 12.00pm	Locality Connector Karen Fantauzzo
Wesley Hall Methodist Church, Sneyd Green	ST1 6HR	Monday	3.00pm – 5.00pm	Locality Connector Rob Littler
Moony Club Café, Longton Exchange (next to Iceland), Longton	ST3 2HT	Tuesday	10.00am – 12.00pm	Locality Connector Sara Picking
The Hub @ ST6, Fegg Hayes	ST6 6QR	Tuesday	10.00am – 12.00pm	Locality Connector Steph Lancaster
The Hive, St Albans Centre, Blurton	ST3 3BS	Tuesday	10.30am – 12.30pm	Locality Connector Karen Fantauzzo
St Johns Community Church, Abbey Hulton	ST2 8JE	Wednesday	9.00am – 10.30am	Locality Connector Rob Littler
The Bethel Church, Longton	ST3 4NA	Wednesday	10.00am – 12.00pm	Locality Connector Sara Picking
Affordable Foods, Blurton	ST3 2BB	Wednesday	10.00am – 12.00pm	Locality Connector Julie Wood
The Methodist Church, Smallthorne	ST6 1NT	Wednesday	11.00am – 12.30pm	Locality Connector Steph Lancaster
Royal Voluntary Service, Hanley	ST1 3JP	Wednesday	11.30am – 12.30pm	Locality Connector Rob Littler
SwanBank Church, Burslem	ST6 2AA	Wednesday	2.00pm – 4.00pm	Locality Connector Steph Lancaster
Bentilee Neighbourhood Centre, Bentilee	ST2 0EU	Thursday	9.30am – 12.00pm	Locality Connector Sara Picking
Temple Street Church, Fenton	ST4 4NW	Thursday	10.00am – 12.00pm	Locality Connector Julie Wood
ASHA, Unit 7, Hanley Business Park, Cooper Street, Hanley	ST1 4DN	Thursday	10.00am – 12.00pm	Locality Connector Rob Littler
The Angel at Austin's, Cobridge	ST6 3HL	Thursday	2.00pm – 4.00pm	Locality Connector Rob Littler
Tommy Cheadle's, Port Vale Football Club, Burslem	ST6 1AW	Friday	10.00am – 12.00pm	Locality Connector Steph Lancaster

For more information please visit:

www.communities-together.co.uk



Community Support Services

Community Directory

STOKE-ON-TRENT
COMMUNITY DIRECTORY



Online tool to find local activities, clubs, support, health services and what's on in the local area.

Community Drug and Alcohol Service (CDAS)

476-82 Hope Street, Hanley, ST1 5BY

Phone: 01782 283113 / Email: referrals@sotcdas.org.uk



Everyone should feel comfortable getting the support they need with drug or alcohol challenges. We provide a free, confidential and friendly service to adults, young people and families living across Stoke-on-Trent.

High Peak Baby Bank

Email: highpeakbabybank@gmail.com



Stoke on Trent Baby Bank provides clothing, equipment and essential items to families in need. Everything is free of charge, and you don't need to be referred. If you need help, we are there for you. We have everything you may need from conception to 5 years, including toiletries, warm clothing and safe sleep spaces. The only items we cannot accept or re-home are used mattresses or second hand car seats. We also cover the Staffordshire Moorlands, High Peak and Derbyshire.

Immigration, Refugee's and Asylum Seekers

Asha

Phone: 01782 363122 / Email: info@asha-uk.org



Asha exists to help the most vulnerable refugees and asylum seekers in our community. From legal advice to mental wellbeing, our services provide the holistic support and guidance people need to leave crisis and begin to live safely.

Whispers of hope

Phone: 0333 0906663



This is a SOT based charity for victims of DV or sex trafficking who have NRPF or immigration issues, they offer support, signposting, immigration advice, safety planning, advocacy, safe spaces, safe houses (but cannot take children) and a befriending service.



Financial

Beat the cold

Phone: 01782 914915



Supporting those struggling with the cost of gas and electric across Staffordshire and Stoke-On-Trent.

Money Matters

Phone: 01782 470980

Email: money@saltbox.org.uk



Money Matters offers practical help with debt and benefits advice for users of Stoke-On-Trent Foodbanks.

Potteries Money Wise

Phone: 01782 408685

Email: pmw@casns.org.uk



Potteries Money Wise is a project within Citizens Advice Staffordshire North and Stoke-On-Trent. The qualified advisors offer free and confidential advice to help maximise household income and reduce outgoings. They offer 121 telephone appointments or an in person appointment at their Hanley office. They can offer Benefit Entitlement Checks, Energy Advice, Budgeting Advice and Money Saving Tips.

Green Doctor

Phone: 01782 829909

Email: wmgreendoctor@groundwork.org.uk



Groundwork's Green Doctors offer energy saving advice and provide free energy saving measures for you and your home to help keep your home feeling warmer for less, and combat cold and damp. The Green Doctors can also help you switch energy providers and find the best deals for you. Green Doctors are energy efficiency experts that have already helped thousands of people like you. They can make a real difference to the warmth of your home – and to the amount you pay for your energy.

Support



Longton Exchange School Uniform Swap

Longton Exchange Shopping Centre, 38 Bennett Precinct, Longton, Stoke on Trent, ST3 2JA (next to Heron Foods)

Phone: 01782 593278



Monday to Saturday
10am-12pm

For more information, please see “Longton Exchange Shopping Centre” on Facebook

Better Housing Better Health

Phone: 0800 107 0044



Better Housing Better Health is here to help keep residents warm and well at home and improve the energy efficiency of their homes.

Freephone Numbers

For Textphones, dial 18001 followed by their phone number:

Access to Work

Phone: 0800 121 7479
Textphone: 0800 121 7579

DLA/AA

Adult and child: 0800 121 4600
Motability: 0800 121 6379
Textphone: 0800 121 4523

PIP Enquiries

Phone: 0800 121 4433

Universal Credit

Phone: 0800 328 1344

Universal Credit Help to claim

Phone: 0800 144 8444

CITY WIDE SUMMER HOLIDAYS PARENTING GROUPS



Monday

Postnatal
9:30am - 11:30am
Westfield Family Hub
Starts 15 July

Antenatal
12:30pm - 2:30pm
Westfield Family Hub
Starts 15 July

Tuesday

My Child and Me
9:30am - 11:30am
Stoke North Family Hub
Starts 16 July

My Teen and Me
12:30pm – 2:30pm
Stoke North Family Hub
Starts 16 July

Wednesday

Keeping Your Child in Mind
9:30am - 11:30am
Stoke Library
Starts 17 July

Thursday

My Child and Me
9:30am - 11:30am
Bentilee Family Hub
Starts 18 July

My Teen and Me
12:30pm - 2:30pm
Bentilee Family Hub
Starts 18 July

Friday

Postnatal
9:30am - 11:30am
Thomas Boughey
Starts 19 July

Antenatal
12:15pm - 1:45pm
Thomas Boughey
Starts 19 July

Enjoy Your Baby
1:00pm - 2:30pm
Stoke Library
Starts 19 July



How do I sign up to a group?
Email familygroups@stoke.gov.uk
with your name and the name of the group you would like to attend.



Virtual Family Hub

Westfield Family Hub
01782 237500
Bucleuch Road,
Normacot, ST3 4RF

Stoke Family Hub,
01782 231815
Stoke Library, South Wolfe
Street, Stoke, ST4 4SZ

Stoke North Family Hub,
01782 232977
Bishop Road, Chell Heath,
ST6 6QW

Thomas Boughey Family Hub,
01782 237100
College Road, Shelton, ST4
2DQ

Bentilee Family Hub,
01782 233670
Dawlish Drive,
Bentilee, ST2 0HW

Tunstall Family Hub,
01782 236655
High Street, Tunstall,
ST6 6AN



<p>Antenatal Pre-birth Preparation</p>	<p>A FREE course for those who are pregnant.</p> <p>This course is for pregnant mums, Dads, partners, grandparents and anyone else involved with the baby who would like to understand the latest information available and how this can support them to enjoy a healthy pregnancy, prepare for the birth process and understand the emotional changes that happen for them and their family.</p>
<p>Postnatal Understanding your Baby</p>	<p>A FREE group for parents and carers of babies from birth to 1 year old.</p> <p>This course gives parents information about their baby's brain development and their baby's physical and emotional development. It shows how important their relationship with their baby is for the baby's development. It looks at the baby's sleeping, feeding, crying, playing and childcare options.</p>
<p>Enjoy Your Baby</p>	<p>A FREE group for: Babies from Birth to 9 months</p> <p>Having a baby is an exciting time! It is also a time of change and learning about your new baby and you. This course is to help parents and carers to understand new thoughts and feelings, help to plan time for your own wellbeing and build closeness with your baby to help settle you into parent life.</p>
<p>My Toddler & Me Playful Parenting and Five to Thrive</p>	<p>A FREE group for you and your toddler aged between 1 and 3 years old to attended together.</p> <p>The sessions are a great way for parents and carers to learn more about how they can support their child through play and create the best home learning environment to provide a strong foundation for all future learning.</p>
<p>My Child & Me Licensed Family Links Programme</p>	<p>A FREE groups for parents and carers of children aged between 5 and 11 years old.</p> <p>The Family Links Nurturing Programme helps deal with challenges so that you can have a calmer, happier life. A tried and tested programme, it helps us think about what we do, why we do it and how it makes us feel.</p>
<p>Keeping Your Child In Mind Healthy Relationships and Communication</p>	<p>A FREE group for parents and carers</p> <p>The Keeping the Child in Mind programme helps parents/carers to work together in ways which support growing children and a calmer family life. This programme helps us think about what we do, why we do it and how it makes us all feel in the family.</p>
<p>My Teen & Me Licensed Teen Family Links Programme</p>	<p>A FREE groups for parents and carers of teens aged 12yearsold plus.</p> <p>The Talking Teens Parent Group helps deal with challenges so you can have a calmer, happier family life. A tried and tested Programme, it helps us think about what we do, why we do it and how it makes us feel and looks at questions that many parents have.</p>

<p>Westfield Family Hub 01782 237500 Accleuch Road, macot, ST3 4RF</p>	<p>Stoke Family Hub, 01782 231815 Stoke Library, South Wolfe Street, Stoke, ST4 4SZ</p>	<p>Stoke North Family Hub, 01782 232977 Bishop Road, Chell Heath, ST6 6QW</p>	<p>Thomas Boughey Family Hub, 01782 237100 College Road, Shelton, ST4 2DQ</p>	<p>Bentilee Family Hub, 01782 233670 Dawlish Drive, Bentilee, ST2 0HW</p>	<p>Tunstall Family Hub, 01782 236655 High Street, Tunstall, ST6 6AN </p>
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What is Early Help?

Early Help is not one specific person, team or service. It covers a whole approach provided by teams and services who specialise in different areas. They all work together with you and your family to help improve the situation in the best way for everyone.

Could Early Help benefit my family?

When one person in your family has a problem it can often affect everyone else too.

You may be worrying about:

- ◆ Someone's physical or mental health
- ◆ A disability or special need
- ◆ Being a carer
- ◆ Domestic abuse
- ◆ Substance misuse
- ◆ Harmful behaviour
- ◆ Involvement in crime
- ◆ Housing

Early

Who can have Early Help?

Anyone who needs it!



Help

How does Early Help Work?

Early help identifies and builds on your strengths as a family. We then work with you, whilst providing help and support, to find long term solutions to your issues. We help you to develop your skills, to manage future challenges.

Will I be involved in making decisions?

Absolutely! You and your family will be central to drawing up goals and where it is safe to do so, we won't make any decision without your involvement. You may use a tool such as an Outcome Star to pull your thoughts together and to help you identify areas of your life you're happy with and ones you want to work on.

Where to go?

- Talk to someone you are already in contact with, like a Teacher, Health Visitor or Nursery or Charity Organisations.
- Or pop into your Local Family Hub (see Family Hubs page)

effective it will be as it helps you to put a situation from getting worse.

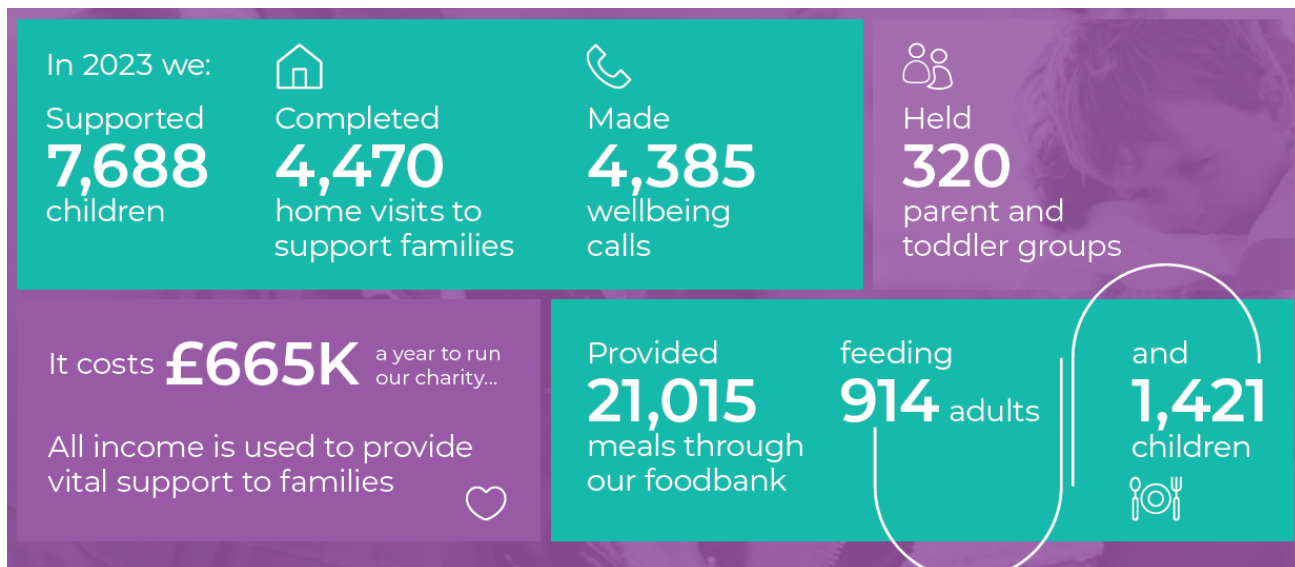


Alice Charity



Monday to Friday, 9:00am – 4:00pm
Phone: 01782 614838 / **Email:** info@alicecharity.org

Are a small but mighty charity, making a big difference to the lives of children and families in crisis. We make sure the most vulnerable and disadvantaged in your community are not forgotten. **With you as our partner, we can do so much more.**



Alice Charity have now been commissioned by Stoke-on-Trent City Council to offer families in our City's South East locality further support with them now offering Level 2 Early Help support to family's.

People's Pantry

Supplying families in crisis with food parcels

We believe no child should ever go hungry and that all families in our community should have access to food when they find their fridge and pockets empty. The People's Pantry provides a three-day emergency supply of food, baby products and toiletries to local families who find themselves without the basic living essentials they desperately need.

Referral required



The Bridge Centre, Birches Head Road, Birches Head, ST2 8DD
Phone: 01782 863762 / Email: info@familyfocusstaffs.org.uk

The **impact** that we have:



1026

The amount of families we've supported this year

Family focus aim to ensure that every child and young person receives the necessary opportunities and support for success in life. Their mission is to empower families by fostering an environment that nurtures their potential, enabling them to overcome challenges and achieve their goals, fostering a brighter future for all.



26

Volunteers that have joined us this year

Family Focus believes that the best way to do this is to focus on the whole family, by providing a holistic support that empowers families to use their own strengths to build a positive future.



206

Activity days that we've hosted this year

Family Focus supports families with children from conception to 18 years old. There support lasts approximately 16 weeks but can be extended if families require intensive support.



40

Online sessions to help struggling families

Family focus offer targeted support Level 2-4 and work in partnership with statutory services by sharing support plans and avoiding duplication.

Social Prescribers

Social Prescribers are link workers to give you time to focus on “What matters to you”. They can connect you with local organisations which can help meet your specific needs and interests.

We can help with:

- Social isolation and loneliness
- Housing
- Cost of living increases
- Low confidence or mood
- Meeting new people
- Learning new skills
- Putting you in touch with the right support or organisation.
- Enhance your quality of life,
- Get involved in your community

Your link worker can take the time to chat to you about how you’re feeling. They can support you to explore options in your community to help improved your well-being and help you to plan your next steps.

To book an appointment with the social prescriber you can talk to your GP, health worker or the surgery receptionists and a member of the team will call you back to have a chat.



Welcoming Spaces

Organisations across Stoke-on-Trent are working together to set up a network of Welcoming Spaces over the autumn and winter 2022 to 2023. A Welcoming Space is a place of connection already established in the community (such as a community centre, library or place of faith), where people can meet up, socialise, and access support, relating to the cost of living. Services available at each Welcoming Space will vary but may include:

- Access to support about money, welfare, and mental wellbeing
- Community activities
- Access to computers, free Wi-Fi and charging points heated space

Stoke-On-Trent Together—VAST.

Contact Number: 01782 683030

Email: sottogether@vast.org.uk

Use the QR code to find your local Welcoming Space.

Chell, Fegg Hayes, Tunstall and Sandyford

Hanley and Shelton

Longton and Meir

Blurton and Fenton

Abbey Hulton, Birches Head and Baddely Green

Bentilee

Stoke, Penkull and Trent Vale

Burslem, Middleport and Cobridge



Activities in the Community

BIG CUP

Big Cup helps families to overcome isolation by bringing them together with free weekly parent and toddler play groups across Newcastle & Stoke. Big Cup offers parents the opportunity to meet up with other local families. It offers the chance to discuss common concerns, to talk about the demands of a toddler and offers the space to smile and relax in friendly surroundings. Building a critical support network for parents.



Thrive at five

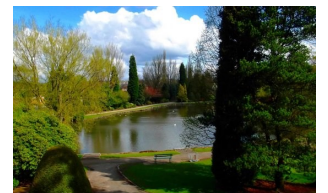
Stoke Thrive at Five works with partners to create free, safe and welcoming sessions that bring together and support families and expectant parents in Abbey Hulton and Bentilee to help build the foundations for every child to thrive at age 5. Find out more about what we do on our Facebook page @stokethriveatfive.



Stoke-on-Trent Parks

There are numerous parks across the City, scan the QR code for a list of them all and information about what they offer.

Pack a picnic, outdoor toys and head out for Free day out.



Please look out for our Summer Holidays Activity leaflet, coming soon!

Learning and Development

ACL (Adult Community Learning)

Employment & Skills Hub Woodland Street, Tunstall, ST6 6AP

Phone: 01782 234775



Offer learning opportunities for adults who live in Stoke on Trent and are aged 19 upwards. There are a range of workshops and courses in the following areas:

- Online courses
- ICT (Information Communication Technology)
- Maths and English Functional Skills
- Leisure and pleasure courses



You can complete your application for courses over the phone or face to face at the Employment and Skills Hub. Please see their website for more information on the courses available and the information you need to provide.

Stoke College

Phone: 01782 603634

Email: admissions@stokecoll.ac.uk



We offer a range of Level 3 courses which are FREE to adults aged 19 plus who do not already have a Level 3 qualification.

VAST

VAST is a charity providing services and Support to the Voluntary, Community and Social Enterprise Sector in and around Stoke on Trent and North Staffordshire. Our key aim is to develop, advance and promote the professional development of Staffordshire's VCSE Sector through a wide range of business and support services and our bespoke projects.

JET (Jobs, Enterprise and Training Service)

Phone: 01782 234288

A free careers and advice and support service run by Stoke-on-Trent City Council and offers help to residents who need support to find a job

We offer:

- Free vocational training courses,
- Impartial careers advice,
- Access to local job vacancies,
- and much more



Holiday Activities

Stoke -On-Trent Family Hubs

Facebook - Stoke-on-Trent Family Hubs



Stoke-On-Trent City Council

www.stoke.gov.uk/events



Whats on in and around Stoke-On-Trent

www.wherecanwego.com/whats-on/stoke



Things to do & days out in Stoke-On-Trent

www.dayoutwiththekids.co.uk/things-to-do/west-midlands/staffordshire/stoke-on-trent



Stoke-On-Trent Events

<https://www.skiddle.com/whats-on/Stoke-On-Trent/?radius=5>



The Hubb Foundation

www.thehubbfoundation.com



YMCA GO

www.ymcans.org.uk/ymca-go/



Stoke School Holidays Group

www.facebook.com/groups/616823978352239/



Please look out for our Summer Holidays Activity leaflet, coming soon!

5 FREE GROUPS FOR UNDER 5'S



BABBLING BABIES- SUITABLE FROM BIRTH

A group with singing, movement and sensory activities to help you develop your baby's speech, language and communication
Thomas Boughey – Starts w/c 20th May
Westfield Family Hub – Wednesdays 2:15pm
Stoke North – Mondays 1:30pm



MAKE AND TAKE – SUITABLE FROM 12 MONTHS

A crafty session where you can make a toy that promotes learning with your little one and then take it home to explore together.
Thomas Boughey – Starts w/c 20th May
Westfield Family Hub – Fridays 1:30pm
Stoke North – Thursdays 1:30pm



PLAY AND STAY – SUITABLE FROM BIRTH

A group with messy play, crafts, toys, roleplay and singing to help development and social skills,
Thomas Boughey – Starts w/c 20th May
Westfield Family Hub – Tuesdays 1:30pm
Hanley Hope Centre – Fridays 1:30pm



READ, CHAT, PLAY- - SUITABLE FROM BIRTH

A group with messy play, crafts, toys, roleplay and singing to help development and social skills,
Thomas Boughey – Starts w/c 20th May
Westfield Family Hub – Mondays 1:30pm
Stoke North – Wednesdays 1:30pm



WALK AND TALK – SUITABLE FROM 12 MONTHS

A group for encouraging early speech, language and communication. Enjoy a stroll in the local area whilst learning about how your child learns new words.
Thomas Boughey – Starts w/c 20th May
Westfield Family Hub – Tuesdays 10:30am



Stoke-On-Trent Libraries

Stoke-on-Trent Libraries run free weekly sessions that are perfect for families with young children.

Our weekly sessions help children explore the world of books and words, develop communication skills and build a strong bond with parents and carers.

There is no need to book in advance just drop in to sessions in any of our libraries and join in. All sessions are completely free.

<p style="text-align: center;">Bouncing Dragons</p> <p>A fun, interactive session with stories, rhymes and movement - perfect for toddlers. No need to book - just turn up, join in, and have fun.</p>	
<p style="text-align: center;">Lego Clubs</p> <p>Get creative with Lego in libraries. Build whatever you want. Join our Lego Club and collect stamps with each session you attend - you will earn your Master Builder Badge!</p> <p>Suitable for children aged 4 - 12.</p>	
<p style="text-align: center;">Saturday Story and Craft Sessions</p> <p>Free sessions for children and families. Library staff will share wonderful crafts based on the theme of a story.</p> <p>These sessions are most suitable for children aged 3 - 12.</p>	
<p style="text-align: center;">Singing Dragons</p> <p>Singing Dragons is a gentle mix of rhymes and songs which is perfect for our youngest library users.</p>	
<p style="text-align: center;">Story Dragons</p> <p>Join us on an adventure as we step into the exciting world of books and stories. Story Dragons sessions last approximately 30 minutes and allow children to enjoy stories read aloud by library staff.</p>	
<p>For more information, please visit their website:</p>	



YOUR FAMILY ADVISORS

We can help with:

	Antenatal Support	
	Baby Advice	
	Finding Organisations and Charities	
	Local Doctors, Pharmacies and Hospitals	
	Family Groups	
	Local Schools, Nurseries and Childminders	
	Local Playgroups and	
	Oral Health and Dentists	
	Early Language and the Home Learning Environment	
	Financial Advice	
	Filling in important forms	
	Finding Midwives or Health Visitors	
	Housing Advice	
	Foodbanks	
	Contraception Advice	

Paul
North

07717 652329

Paul.Oakley@stoke.gov.uk



Chris
South East

07717 714017

Chris.Berry@stoke.gov.uk



Sam
Central

07920 031228

Samantha.Shaw@stoke.gov.uk



Becky
South West

07586 418986

Becky.Booth@stoke.gov.uk



Family Focus Month, June

Each month our Family Hubs have a theme which we focus on. This month is 'Men's Month' but so far this year we have had:

ALL FREE

- Health & Wellbeing,
- Women's Month,
- Keeping your child safe,
- New beginnings,
- School readiness.

As part of 'Men's Month', our Family Hubs have:

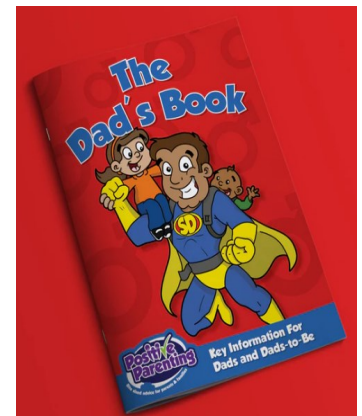
- The Dad's Book: is an essential, easy-to-follow guide for all dads and dad's-to-be. It will help dads to discover their super dad qualities and ensure that they give their children everything that they need to grow in confidence.
- Free coasters to decorate for father's day,
- Some Father's day colouring sheet's,
- Information about Men's mental health and our Dad's Pad app,
- Father's day themed activities in our Early Life Worker Groups.

**CALLING ALL DADS
& DADS TO BE!!
WE WANT YOUR IDEAS**



IDEAS BIG AND SMALL!

To share your feedback and ideas, pop into your local Family Hub and add it to our suggestion box



Available to collect for free, from Reception in our Family Hubs.

Next month is Summer Safety

If you have any suggestions as to what sorts of things you would like to see, please contact your local Family Hub.

Our Playspaces and Sensory

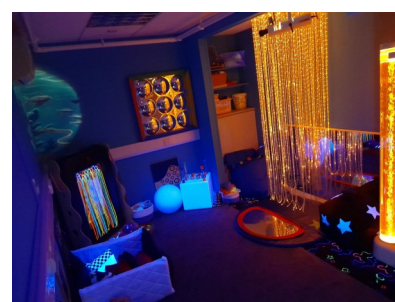


**The Playspace at
Westfield Family Hub**

Monday: 9am-4:30pm
Tuesday: 9am-4:30pm
Wednesday: 9am-4:30pm
Thursday: 9am-4:30pm
Friday: 9am-4:00pm
No booking required!



Monday: 9am-4:30pm
Tuesday: 9am-4:30pm
Wednesday: 9am-4:30pm
Thursday: 9am-4:30pm
Friday: 9am-4:00pm



**The Sensory Room at
Thomas Boughey Family Hub**

Contact Reception to book:
01782 237100



The Playspace at

Monday: 9am-4:30pm
Tuesday: 9am-4:30pm
Wednesday: 9am-4:30pm
Thursday: 9am-4:30pm
Friday: 9am-4:00pm
No booking required!



Parenting in the palm of your hand

Free apps for
Stoke-on-Trent Parents



DadPad

New dads will feel excited, but may also feel left out, unsure and overwhelmed. Dadpad gives dads to be the knowledge and practical skills to support themselves and their partner, so that babies get the best possible start in life.

Anya Baby & Breastfeeding

For expectant & new parents, the best tool to support you through your early parenthood & breastfeeding journey. If you have questions about pregnancy, birth, latching, combination feeding, sleep and more. Anya offers peer to peer support & professional assistance.



EasyPeasy

Get real-world tips and activity ideas, personalised for you and your 0-5-year old, from our vibrant, playful community of parents and experts.



Available on the
App Store



GET IT ON
Google Play