



**Need
help?**

Support for households

It may be a struggle making ends meet, dealing with debt, claiming benefits, looking for work and more. It might be making you feel quite low too.

**Don't worry... FREE help and advice
is on hand locally in Staffordshire
Moorlands**

Action Fraud

National Fraud & Cyber Crime Reporting Centre

0300 123 2040

www.actionfraud.police.uk

Adult social care

Staffordshire County Council

0300 111 8010

www.staffordshire.gov.uk

staffordshirecares@staffordshire.gov.uk

Beat the Cold

Charity reducing the incidence of cold related illness and fuel poverty

01782 914915

0800 389 2258

www.beatcold.org.uk

Catch 22

Missing from home or care and child exploitation

01782 237106

www.catch-22.org.uk/offers/missing-and-cse/

catch22cse@catch-22.org.uk

(for child sexual exploitation enquires)

catch22cce@catch-22.org.uk

(for child criminal exploitation enquires)

Challenge North Staffordshire

Racial harassment support

0330 1111 999

www.challengenorthstaffs.org

cns@snsCab.org.uk

Citizens Advice

citizensadvice.org.uk

Advice line 0800 144 8848

Debt hotline 0800 240 4420

Universal Credit Help to Claim line 0800 144 8444

Biddulph office

Citizens Advice Staffordshire North & Stoke-on-Trent

0808 278 78 76

www.snsCab.org.uk/

advice@snsCab.org.uk

Cheadle

0808 278 7951

www.citizensadviceCheadle.org.uk/

admin@citizensadviceCheadle.org.uk

Leek

0808 27 87 87 5 or 01538 373068

www.citizensadvice.org.uk/local/leek/

advice@leekCab.cabnet.org.uk

Childline

0800 1111

www.childline.org.uk/

Child Exploitation and Online Protection (CEOP)

www.ceop.police.uk/safety-centre

Child Welfare Concerns

Staffordshire County Council's First Response Service

If you believe the child to be at risk of immediate harm, this must be reported to the police on 999 or 101

0800 1313 126 (Monday to Friday from 8am to 6pm)

emergency outside these hours, please phone

0345 604 2886

www.staffordshire.gov.uk/Care-for-children-and-families/homepage.aspx

Crimestoppers

0800 555 111

<http://crimestoppers-uk.org/>

Energy Saving Trust

energysavingtrust.org

Food banks

Ask Citizens Advice or organisations like DWP, Social Services and local housing associations to refer you to one of our local foodbanks. You can also contact the local food banks directly and they can tell you how to get help.

Biddulph: 0808 208 2138

Email: info@stokeontrent.foodbank.org.uk

Cheadle: 07902 835158

Email: pm@cheadledistrict.foodbank.org.uk

Leek: 01538 373289

Email: info@leekdistrict.foodbank.org.uk

.Gov website

Advice on a range of matters

www.gov.uk

Information Commissioner's Office

0303 123 1113

www.ico.org.uk

Help through Hardship

Freephone number to allow individuals to talk confidentially to a trained

Citizens Advice adviser:

0808 208 2138 or

0800 915 4604

(Open Monday to Friday, 9am – 5pm.

Closed on public holidays)

<https://www.trusselltrust.org/get-help/>

Help with energy bills

helpforhouseholds.campaign.gov.uk

Illegal Money Lending Team

0300 555 2222

www.stoploansharks.co.uk

IVA

Support with Individual Voluntary Arrangements (IVA)

0800 856 8569

iva.org

Job Centre Plus

0800 169 0190

www.gov.uk/contact-jobcentre-plus

Universal Credit helpline 0800 328 5644

Mankind

Information and support to men suffering from domestic abuse

01823 334244

www.mankind.org.uk/

Mind

Advice on how to cope in a crisis

www.mind.org.uk/need-urgent-help/

Money Helper

Free and impartial money advice

moneyhelper.org.uk

0800 011 3797

National Debtline

nationaldebtline.org

0808 808 4000

New Era

Domestic Abuse service

For more information visit their website

www.new-era.uk

24-hour helpline: 0300 303 3778

new-era@victimsupport.org.uk

Perpetrator Service

If you want support to change your abusive behaviour, please call New Era perpetrator services:

01785 904770

email: new-era@justice.gov.uk

North Staffordshire Urgent Mental Health Helpline

If someone's life is at risk because they have seriously injured themselves or taken an overdose, call 999.

If you do not feel you can keep yourself, or someone else safe from immediate risk of harm, call 999.

0300 123 0907

www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Keeping-well-and-staying-healthy/Mental-health.aspx

NSPCC Child Protection Helpline

0808 800 5000

www.nspcc.org.uk

Ofgem

ofgem.gov.uk/information-consumers/energy-advice-households

RNID (National hearing loss charity)

0880 808 0123

www.rnid.org.uk

Email information@rnid.org.uk

Royal Society for the Prevention of Cruelty to Animals (RSPCA)

0300 1234 999

www.rspca.org.uk

Samaritans

If you need someone to talk to

116 123

www.samaritans.org

Email jo@samaritans.org

Shout

Free, confidential, 24/7 text messaging support service for anyone who is struggling to cope

Text 85258

<https://giveusashout.org/>

Simple Energy Advice

www.simpleenergyadvice.org.uk

Staffordshire County Council

General enquiries: 300 111 8000

www.staffordshire.gov.uk

contactus@staffordshire.gov.uk

Staffordshire Fire and Rescue Service

0300 330 1000 (999 in an emergency)

www.staffordshirefire.gov.uk/

communityadviceteam@staffordshirefire.gov.uk

Staffordshire Mental Health Helpline

Call 0808 800 2234 Text 0786 002 2821

7pm - 2am on weekdays and 2pm - 2am at weekends

www.brighter-futures.org.uk

staffordshire.helpline@brighter-futures.org.uk

Staffordshire Moorlands District Council

0345 605 3010

www.staffsmoorlands.gov.uk

Out of hours homelessness emergencies
Telephone P3 on 0808 1692 333 or email:

outofhourshousing-derbys@p3charity.org

If you see a rough sleeper or are rough sleeping, please report details to Street Link or P3 using this link

www.p3charity.org/DOT or tel: 0808 1968 199

www.staffsmoorlands.gov.uk/energy-efficiency-and-advice

www.staffsmoorlands.gov.uk/benefits

www.staffsmoorlands.gov.uk/housing

Staffordshire Police

101 (call 999 in an emergency)

www.staffordshire.police.uk/

Staffs Housing

01782 744533

www.staffshousing.org.uk

hello@staffshousing.org.uk

Staffordshire Trading Standards

www.staffordshire.gov.uk/Contact/Business/Trading-standards.aspx

Staying Safe

Resources for people with suicidal thoughts

www.stayingsafe.net

Step Change

Debt Charity

www.stepchange.org

0800 138 111 (Mon - Fri 8am - 8pm, Sat 8am - 4pm)

Support Staffordshire

Support for the Voluntary, Community and Social Enterprise (VCSE) Sector

0300 777 1207

www.supportstaffordshire.org.uk/contact

email: info@supportstaffordshire.org.uk

Talk to Frank

Information about drugs

Phone 0300 123 6600

Text 82111

www.talktofrank.com/

frank@talktofrank.com

T3 Stars

Staffordshire Substance Misuse Recovery Service

01785 241393

humankindcharity.org.uk

t3stars.stafford@humankindcharity.org.uk

Victim Support Staffordshire

0300 303 3778

Out of hours Supportline: 08 08 16 89 111

<https://www.victimsupport.org.uk/resources/staffordshire/>

Young Minds

Stopping young people's mental health reaching crisis point

Young people, text YM to 85258

Parents Helpline 0808 802 5544

<https://youngminds.org.uk/>

Your Housing Group

0345 345 0272

www.yourhousinggroup.co.uk