

aspire
housing







For when you need
help and advice







Your guide to useful telephone numbers

This list of useful phone numbers should cover most eventualities. We hope you don't need them but it's a good idea to keep this leaflet handy just in case you do.




Advice and advocacy

who	what for	number
 POhWER advocacy, making your voice heard	Provides information, advice, support and advocacy to people who experience disability, vulnerability, distress	0300456 2370
	Advocacy service for people with disabilities or mental health needs – including REACH parliament of people with a learning disability	01782 845 584
	Group advocacy for people with a learning disability in Staffordshire and Stoke-on-Trent	01782 747872
	Independent advice on debt, benefits, legal issues and immigration	08444 111 444
	North Staffs User Group Support and Information for people who use mental health services	01782 683043
	Have you been the victim or witness to Hate Crime and don't know where to turn? Tell Us Don't Live in Fear - Report Hate Crime	0330 1111 999



Counselling

who	what for	number
	Counselling	01782 262100
	Counselling for people who have experienced sexual violence	01782 221000
	Counselling for survivors of childhood sexual abuse	01782 852693
	Bereavement Service	01782 683155



Disability Contacts

who	what for	number
	Support, information and advice around disability including access, benefits and employment	01782 638300
	Deaf links is a non-statutory Registered Charity offering services to Deaf people throughout Staffordshire.	01782 219161
	Supporting blind and partially sighted people	01782 215755




Alcohol and Substance misuse

who	what for	number
	Provides information, advice, support and advocacy	01785 224 771
	Drug Services – individual support with overcoming addiction to illegal and prescription substance.	01782 425100




Domestic violence

who	what for	number
	Domestic violence helpline, for women experiencing domestic violence.	01782 205500
	Arch helps people who are homeless or at risk of homelessness, experiencing domestic violence, leaving care, misusing drugs or alcohol, leaving prison, suffering from mental ill-health, or struggling to maintain their independence or their tenancy.	01782 204479

Emergency Contacts

who	what for	number
	Emotional support for people concerned about their mental health or that of someone they know	0800 800 2234 Txt: 07860 022821
	Confidential emotional support 24 hours a day	01782 213555 08457 909090
	Promoting the wellbeing of older people	01782 713822

Emergency Contacts (continued)

who	what for	number
	Health advice and information service NHS NON emergency number www.nhsdirect.nhs.uk	111
	Police. You should call 101 to report crime and other concerns that do not require an emergency response	101
999	Fire Police Ambulance EMERGENCY ONLY	999
	Christians Against Poverty National UK debt counselling	0800 328 0006
NHS Walk-in Centre	Haywood Hospital, High Lane, Stoke-On-Trent, ST6 7AG 7am-10pm Mon-Fri, 9am-10pm Sat/Sun/Bank Hols	0330 1111 999

Benefits

ESA/JSA

Tel: 0345 608 8545

New claims: 0300 055 66 88

PIP

Tel: 0345 850 3322

New claims: 0300 917 2222

DLA

Tel: 08457 123456

Housing Benefit/Tax

Newcastle: 01782 715500

Leek Moorlands:

0345 605 3012

Pension Credit

Tel: 0345 606 0265

New claims: 0300 991 1234

AA

Tel: 03456 056055

Staffordshire North and Stoke-on-Trent Advice Bureaux

Staffordshire Advice Line: **08444 111 444** to all clients

Newcastle: 25-27 Well St
Newcastle, ST5 1BP

Telephone: 01782 201234

Fax: 01782 713202

Opening Hours

Mon & Fri: 10am – 2pm

Tues & Thurs: 3pm – 8pm

Newcastle Children's Centre: 01782 296100

Biddulph: 10 Tunstall
Road, Biddulph, ST8 6HH

Reception: 01782 379239

Fax: 01782 408603

Opening Hours

Mon: 10am – 1pm

Tues: 1.30pm – 3.30pm

Wed/Thurs: 10am – 1pm

Kids Grove: The Town Hall,
Liverpool Road, Kids Grove

Tel/Mobile: 07512 362345

Opening Hours

Mon: 2pm – 4pm

Wed: 10am – 1pm (Appts)

Thur: 10am – 12noon

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