



**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**

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### **Action Fraud**

**National Fraud & Cyber Crime Reporting Centre**

0300 123 2040

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

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### **Adult social care**

**Staffordshire County Council**

0300 111 8010

[www.staffordshire.gov.uk](http://www.staffordshire.gov.uk)

[staffordshirecares@staffordshire.gov.uk](mailto:staffordshirecares@staffordshire.gov.uk)

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### **Beat the Cold**

**Charity reducing the incidence of cold related illness and fuel poverty**

01782 914915

0800 389 2258

[www.beatcold.org.uk](http://www.beatcold.org.uk)

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## **Catch 22**

### **Missing from home or care and child exploitation**

01782 237106

[www.catch-22.org.uk/offers/missing-and-cse/](http://www.catch-22.org.uk/offers/missing-and-cse/)

[catch22cse@catch-22.org.uk](mailto:catch22cse@catch-22.org.uk)

(for child sexual exploitation enquires)

[catch22cce@catch-22.org.uk](mailto:catch22cce@catch-22.org.uk)

(for child criminal exploitation enquires)

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## **Challenge North Staffordshire**

### **Racial harassment support**

0330 1111 999

[www.challengenorthstaffs.org](http://www.challengenorthstaffs.org)

[cns@snsCab.org.uk](mailto:cns@snsCab.org.uk)

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## **Citizens Advice**

[citizensadvice.org.uk](http://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/](http://www.snsCab.org.uk/)

[advice@snsCab.org.uk](mailto:advice@snsCab.org.uk)

### **Cheadle**

0808 278 7951

[www.citizensadviceheadle.org.uk/](http://www.citizensadviceheadle.org.uk/)

[admin@citizensadviceheadle.org.uk](mailto:admin@citizensadviceheadle.org.uk)

### **Leek**

0808 27 87 87 5 or 01538 373068

[www.citizensadvice.org.uk/local/leek/](http://www.citizensadvice.org.uk/local/leek/)

[advice@leekcab.cabnet.org.uk](mailto:advice@leekcab.cabnet.org.uk)

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## Childline

0800 1111

[www.childline.org.uk/](http://www.childline.org.uk/)

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## Child Exploitation and Online Protection (CEOP)

[www.ceop.police.uk/safety-centre](http://www.ceop.police.uk/safety-centre)

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## 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](http://www.staffordshire.gov.uk/Care-for-children-and-families/homepage.aspx)

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## Crimestoppers

0800 555 111

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

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## Energy Saving Trust

[energysavingtrust.org](http://energysavingtrust.org)

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## 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](mailto:info@stokeontrent.foodbank.org.uk)

Cheadle: 07902 835158

Email: [pm@cheadledistrict.foodbank.org.uk](mailto:pm@cheadledistrict.foodbank.org.uk)

Leek: 01538 373289

Email: [info@leekdistrict.foodbank.org.uk](mailto:info@leekdistrict.foodbank.org.uk)

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## .Gov website

Advice on a range of matters

[www.gov.uk](http://www.gov.uk)

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## **Information Commissioner's Office**

0303 123 1113

[www.ico.org.uk](http://www.ico.org.uk)

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## **Help with energy bills**

[helpforhouseholds.campaign.gov.uk](http://helpforhouseholds.campaign.gov.uk)

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## **Illegal Money Lending Team**

0300 555 2222

[www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

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## **IVA**

### **Support with Individual Voluntary Arrangements (IVA)**

0800 856 8569

[iva.org](http://iva.org)

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## **Job Centre Plus**

0800 169 0190

[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

Universal Credit helpline 0800 328 5644

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## **Mankind**

### **Information and support to men suffering from domestic abuse**

01823 334244

[www.mankind.org.uk/](http://www.mankind.org.uk/)

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## **Mind**

### **Advice on how to cope in a crisis**

[www.mind.org.uk/need-urgent-help/](http://www.mind.org.uk/need-urgent-help/)

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## **Money Helper**

### **Free and impartial money advice**

[moneyhelper.org.uk](http://moneyhelper.org.uk)

0800 011 3797

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## **National Debtline**

[nationaldebtline.org](http://nationaldebtline.org)

0808 808 4000

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## **New Era**

### **Domestic Abuse service**

For more information visit their website

[www.new-era.uk](http://www.new-era.uk)

24-hour helpline: 0300 303 3778

[new-era@victimsupport.org.uk](mailto: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](mailto:new-era@justice.gov.uk)

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## **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](http://www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Keeping-well-and-staying-healthy/Mental-health.aspx)

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## **NSPCC Child Protection Helpline**

0808 800 5000

[www.nspcc.org.uk](http://www.nspcc.org.uk)

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## **Ofgem**

[ofgem.gov.uk/information-consumers/energy-advice-households](http://ofgem.gov.uk/information-consumers/energy-advice-households)

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## **RNID (National hearing loss charity)**

0880 808 0123

[www.rnid.org.uk](http://www.rnid.org.uk)

Email [information@rnid.org.uk](mailto:information@rnid.org.uk)

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

0300 1234 999

[www.rspca.org.uk](http://www.rspca.org.uk)

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## **Samaritans**

**If you need someone to talk to**

116 123

[www.samaritans.org](http://www.samaritans.org)

Email [jo@samaritans.org](mailto:jo@samaritans.org)

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## **Shout**

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

Text 85258

<https://giveusashout.org/>

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## **Simple Energy Advice**

[www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk)

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## **Staffordshire County Council**

General enquiries: 300 111 8000

[www.staffordshire.gov.uk](http://www.staffordshire.gov.uk)

[contactus@staffordshire.gov.uk](mailto:contactus@staffordshire.gov.uk)

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## **Staffordshire Fire and Rescue Service**

0300 330 1000 (999 in an emergency)

[www.staffordshirefire.gov.uk/](http://www.staffordshirefire.gov.uk/)

[communityadviceteam@staffordshirefire.gov.uk](mailto:communityadviceteam@staffordshirefire.gov.uk)

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## **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](http://www.brighter-futures.org.uk)

[staffordshire.helpline@brighter-futures.org.uk](mailto:staffordshire.helpline@brighter-futures.org.uk)

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## **Staffordshire Moorlands District Council**

0345 605 3010

[www.staffsmoorlands.gov.uk](http://www.staffsmoorlands.gov.uk)

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

[outofhourshousing-derbys@p3charity.org](mailto: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](http://www.p3charity.org/DOT) or tel: 0808 1968 199

[www.staffsmoorlands.gov.uk/energy-efficiency-and-advice](http://www.staffsmoorlands.gov.uk/energy-efficiency-and-advice)

[www.staffsmoorlands.gov.uk/benefits](http://www.staffsmoorlands.gov.uk/benefits)

[www.staffsmoorlands.gov.uk/housing](http://www.staffsmoorlands.gov.uk/housing)

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## **Staffordshire Police**

101 (call 999 in an emergency)

[www.staffordshire.police.uk/](http://www.staffordshire.police.uk/)

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## **Staffs Housing**

01782 744533

[www.staffshousing.org.uk](http://www.staffshousing.org.uk)

[hello@staffshousing.org.uk](mailto:hello@staffshousing.org.uk)

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## **Staffordshire Trading Standards**

[www.staffordshire.gov.uk/Contact/Business/Trading-standards.aspx](http://www.staffordshire.gov.uk/Contact/Business/Trading-standards.aspx)

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## **Staying Safe**

**Resources for people with suicidal thoughts**

[www.stayingsafe.net](http://www.stayingsafe.net)

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## **Step Change**

**Debt Charity**

[www.stepchange.org](http://www.stepchange.org)

0800 138 111

(Mon - Fri 8am - 8pm, Sat 8am - 4pm)

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## **Support Staffordshire**

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

0300 777 1207

[www.supportstaffordshire.org.uk/contact](http://www.supportstaffordshire.org.uk/contact)

email: [info@supportstaffordshire.org.uk](mailto:info@supportstaffordshire.org.uk)

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## **Talk to Frank**

**Information about drugs**

Phone 0300 123 6600

Text 82111

[www.talktofrank.com/](http://www.talktofrank.com/)

[frank@talktofrank.com](mailto:frank@talktofrank.com)

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## **T3 Stars**

**Staffordshire Substance Misuse Recovery Service**

01785 241393

[humankindcharity.org.uk](http://humankindcharity.org.uk)

[t3stars.stafford@humankindcharity.org.uk](mailto:t3stars.stafford@humankindcharity.org.uk)

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## **Victim Support Staffordshire**

0300 303 3778

Out of hours Supportline: 08 08 16 89 111

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

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## **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/>

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## **Your Housing Group**

0345 345 0272

[www.yourhousinggroup.co.uk](http://www.yourhousinggroup.co.uk)