



Family Directory – A guide for Parents and Carers 2022-2023

(Quick and easy access to important numbers/helplines to feature assistance with behaviour, anger management, emotional well-being etc.)

Quick reference website links

- Changes (Wellbeing and Mental Health Recovery)

<http://www.changes.org.uk/>

- Mind (Support with Mental Health)

<https://www.mind.org.uk/>

- Healthy Minds (North Staffordshire and Stoke-on-Trent Wellbeing Service)

<http://healthy-minds.org.uk/>

- Young Minds A- Z of help

https://youngminds.org.uk/find-help/for-parents/parents-guide-to-support-a-z/?utm_source=eshot&utm_medium=email&utm_campaign=360&utm_content=september

- Children and young people's mental health services (CYPMHS)

<https://www.nhs.uk/mental-health/nhs-voluntary-charity-services/nhs-services/children-young-people-mental-health-services-cypmhsl>

- Mentally Healthy Schools

<https://www.mentallyhealthyschools.org.uk/resources/?Audience=ParentsAndCarers>

- Parents and Carers Combined Wellbeing

<https://combinedwellbeing.org.uk/home/parent-carers/>

- Brighter Futures (Rough Sleepers Team)

<https://www.brighter-futures.org.uk/>

- NSPCC

<https://www.nspcc.org.uk/>

*Family Lives

<https://www.familylives.org.uk/>

Local authority children's services and local health visiting and school nursing hubs- quick reference.

- Stoke Health Visiting and School Nursing Hub –
0300 404 2993
- West Health Visiting and School Nursing Hub
(covers Moorlands, Newcastle, Seisdon, Stafford,
Stone) - 0300 303 3923

Stoke-on-Trent Children's Services

- Stoke-on-Trent Children's Advice and Duty Service:
Phone 01782 235100

Monday – Thursday 8:30am – 5:00pm Friday 8:30am –
4:30pm

Emergency Duty Team (Out of hours). Telephone:
01782 234234

Staffordshire Children's Services

- Staffordshire County Council's First Response

Service: Phone: 0800 1313 126

Monday – Thursday 8:30am – 5:00pm Friday 8:30am – 4:30pm

Emergency Duty Service: (Out of Hours). Telephone: 0345 604 2886 Mobile: 07815 492613

Mental Health- A list of useful websites, phone numbers and apps for assisting with mental health and wellbeing.

Helpful resources: General organisations

Action for Happiness- www.actionforhappiness.org

The website provides many resources and evidence based ideas for actions we can take to feel happier and help to reduce and prevent mental ill health-personally, in our communities, workplaces and schools.

Anna Freud Centre- www.annafreud.org

A children's mental health charity providing specialist help and training and carrying out research.

Young Minds- www.youngminds.org.uk Telephone: 0808 802 5544

This is the leading UK charity committed to improving children's emotional wellbeing and mental health.

Mental Health and Behaviour in schools-

<https://www.gov.uk/government/publications/mental-health-and-behaviour-in-schools--2>

The Department of Education (DFE) developed this advice and practical tools to help schools promote positive mental health in their pupils.

Childline- www.childline.org.uk Telephone: 0800 1111

This is a counselling service for parents, children and young people. Help and advice is free and confidential.

Kooth- www.kooth.com

This site provides free online support for young people delivered by qualified counsellors via chat based services.

STEM4- www.stem4org.uk

This site is aimed at teenagers experiencing early stage mental health issues.

Department of Health- www.dh.gov.uk

The aim of the Department of Health is to improve the health and wellbeing of people in England.

Mind- www.mind.org.uk

Telephone: 0300 123 3393 or text: 86463

National mental health charity, which offers an excellent range of materials on all aspects of mental health.

Rethink Mental Illness- www.rethink.org Telephone: 0300 5000 927

This is a national mental health membership charity. It works to help everyone affected by severe mental illness to recover a better quality of life.

Samaritans- www.samaritans.org Telephone: 116 123

This is a confidential emotional support service for anyone experiencing feelings of distress or despair.

The Royal College of Psychiatrists- www.rcpsych.ac.uk

This website offers readable and well-researched information about mental health for the public, with information for parents, teachers and young people.

Time to Change- www.time-to-change.org.uk

It is an anti-stigma campaign to challenge the mental health stigma and discrimination.

Mental Health Foundation- www.mentalhealth.org.uk

UK charity dedicated to finding and addressing the sources of mental health issues.

MindEd- <https://www.minded.org.uk>

This is a free educational resource on children and young people's mental health for all adults.

NHS Choices- www.nhs.uk

This webpage has useful information about all aspects of mental health.

Support for Schools Place2Be - www.place2be.org.uk

Telephone: 0207 923 5500

MIND-UP- <https://mindup.org/u-kl/>

This is a learning programme for teachers and pupils based on Positive Psychology and mindfulness.

Mindfulness in schools-

<https://mindfulnessinschools.org/what-is-b/paws-b-curriculum>

This is a Key Stage 2 mindfulness programme (Pawsb).

Windmills-Acute bereavement support for children and young people.

windmills2019@gmail.com

07472 286571 (Leanne) 07765 568062 (Zara)

Useful Apps

Dragon in the Attic (for children)

<http://dragonapp.me/play>

This app, developed by GPs and a group of Y6 children teaches children how to make healthy choices for their mind and body. It uses a game where children are given a pet dragon to look after to build confidence and educate children about issues such as mental health and bullying.

For Me

<https://www.childline.org.uk/toolbox/for-me/>

This app was created by Childline and teenagers to include all services in an app. It is safe and discreet and can only be accessed by a PIN code.

Headspace

www.headspace.com

This app teaches mindfulness meditation principles to improve wellbeing.

Moodometer

<http://myhealthapps.net/app/details/363/moodometer>

This app was developed by the NHS and is an interactive mood diary for monitoring and understanding wellbeing, it includes tips and guidance on how to influence mood.

Moodpanda

www.moodpanda.com

Moodpanda is an app-based platform allowing people to track their moods.

StressHeads

<http://www.themix.org.uk/apps-and-tools/stressheads>

This helps adults to identify and cope with stress. It includes games to help adults to distract from immediate stress and monitor the cause of stress. Also available as an online game.

Smiling Mind

<http://smilingmind.com.au>

Created by psychologists and educators in Australia, this is a meditation app to boost calmness, contentment and clarity.

SuperBetter

<https://www.superbetter.com/>

This evidence based app helps people to build resilience to become stronger, happier and healthier.

Specific areas of Mental Health- Support

Anxiety

Helpful resources for anxiety

- Anxiety UK- www.anxiety.org.uk Telephone: 08444 775 774

Helps those suffering with anxiety disorders and can support with self- help strategies.

- No Panic- www.nopanic.org.uk Telephone: 0844 967 4848 and Youth helpline: 0330 606 1174

It is a registered charity which helps people suffering from a whole range of disorders from panic attacks to OCD.

OCD Action- www.ocdaction.org.uk Telephone: 0845 390 6232

Information and support for Obsessive Compulsive Disorder in children and young people.

CBTOnline- www.getselfhelp.co.uk

This is a self-help website.

Useful publications

Touch and Go Joe-by Joe Wells.

This book tells the story of young Joe Wells who faced OCD during his teenage years.

Useful Apps for Anxiety

SAM- <http://sam-app.org.uk/>

This is a self-help app for anxiety which includes a personal toolbox, negative thought buster, colouring exercise and information.

Stop Panic and Anxiety Self-Help-

<https://www.excelatlife.com/apps.htm#panicapp>

This is a self-help app for people experiencing panic attacks- it can provide immediate audio assistance during a panic attack.

Youper (for social anxiety) –

<http://www.youper.co/start-now>

This evidence-based app has been developed to help people with social anxiety gain confidence in social situations.

Created by psychologists and educators in Australia, this is a meditation app to boost calmness, contentment and clarity.

SuperBetter

<https://www.superbetter.com/>

This evidence based app helps people to build resilience to become stronger, happier and healthier.

Depression-Helpful resources

- Mind- www.mind.org.uk

Telephone: 0300 123 3393 or text: 86463

National mental health charity, which offers an excellent range of materials on all aspects of mental health.

- Young Minds- www.youngminds.org.uk Telephone: 0808 802 5544

This is the leading UK charity committed to improving children's emotional wellbeing and mental health.

- Childline- www.childline.org.uk Telephone: 0800 1111

This is a counselling service for parents, children and young people. Help and advice is free and confidential.

- The Mix- www.themix.org Telephone: 0808 808 4494

The UK's leading support service for young people facing challenges.

- Students against depression- www.studentsagainstd Depression.org

This site offers information and resources validated by health professionals and has tips and advice from students who have experienced depression themselves.

- Youthhealthtalk!- www.healthtalk.org

A website with video interviews of young people's real life experiences of depression.

Useful Publications

Michael Rosen's SAD Book- A touching book about what it is like to feel deeply sad.

My name is Zak(bereavement) This is a comic style booklet on loss.

CG28 Depression in children and young people:

Identification and management in primary, community and secondary care- Clinical guidelines.

Eating Disorders Helpful Resources

Anorexia and Bulimia Care (ABC)-

www.annorexiabulimiare.org.uk

Telephone: 03000 11 12 13

ABC is a UK national eating disorder organisation and provides support and advice for anyone suffering from any type of eating distress. It offers support for family and friends too.

Boy Anorexia- www.boyannorexia.com

Information website about anorexia linked to the book 'Boys get anorexia too' by Jennifer Langley.

Student Minds- www.studentminds.org.uk

A website about a project helping young people with eating disorders.

NICE (National Institute for Health and Clinical Excellence) www.nice.org.uk

This tells you what support you can expect to get from the NHS.

Beat (Beat eating disorders) – www.b-eat.co.uk

Telephone: 0808 801 0711

This website provides all aspects of eating disorders.

Useful publications

The Parent's Guide to Eating Disorders: What Parents Need to Know- Jane Smith

Useful Apps: Eating Disorders

Recovery Record Eating Disorder Management App

<https://recoveryrecord.com/>

This is a useful app for all eating disorders recovery including meal logging coping skills and rewards for recovery.

Rise Up Recovery Warriors

<https://www.recoverywarriors.com/app/>

Eating disorder tools including meal logging, mood and thought tracking and has activities to support with mindfulness.

Self-Harm-Helpful resources

Self-Injury Support- www.selfinjurysupport.org.uk

For girls and young women up to 24 years in age.

National Self-Harm Network- www.nshn.co.uk

Support for individuals who self-harm to reduce emotional distress and improve the quality of life.

Harmless- www.harmless.org.uk

This provides a range of services about self-harm for people who self-harm, their friends, family and professionals.

Lifesigns- www.lifesigns.org.uk

This site aims to guide people who hurt themselves towards new ways of coping. Lots of helpful resources and strategies to minimise harm.

Selfharmuk- www.selfharm.co.uk

A national project dedicated to supporting young people impacted by self-harm, providing a safe space to talk and ask any questions.

Useful publications

The Rainbow Journal by Catherine Lucas (Free to under 18's)

Aimed at helping young people move from self-harm to self-care.

The Self-Harm Help Book by Lois Arnold and Anne Magill

An information booklet on self-harm.

The Parent's Guide to Self-Harm: What Parents Need to Know by Jane Smith.

A useful guide for parents of young people who are self-harming.

Useful Apps: Self-harm

Calm Harm

<http://www.stem4.org.uk/calmharm/>

Aims to help young people resist the urge to self harm by using the four task categories: distract, comfort, express or release.

Self-Heal

<http://www.self-healapp.co.uk/Home/>

Uses Dialectical Behaviour Therapy (DBT) to help resist the urge to self-harm.

Local Services
for Health,
Education,
Housing,

Financial,
Children and
Housing.

HEALTH	
Age UK N Staffs	01782 286209 info@ageuknorthstaffs.org.uk
CAMHS and First Steps	0300 123 0907 Option 4
CAMHS Disability service	01782 408358
Changes Health & Wellbeing & Changes Young People (YP)	01782 413101 stoke@changes.org.uk
Disability Solutions	01782 638300
Edward Myers Unit (Harplands Hospital)	01782 441713 01782 441715
Lifeline	01782 212800 01782 818570 www.lifeline.org.uk referrals@lifelinestoke.org.uk
MIND	01782 262100

	0300 123 3393
Savanna (Counselling Service)	01782 433204 01782 433205 info@savanna.org.uk
Stoke on Trent Recovery Service (Alcohol Abuse)	07790372749 www.stokerecoveryservice.org.uk
Sutherland Centre (Mental Health)	0300 123 0907
T3 Stoke on Trent Young Peoples Drug and Alcohol Service (High School)	01782 221090
EDUCATION	
Adult and Community Learning	01782 234775 adult.learning@stoke.gov.uk

Autistic Spectrum Disorder (ASD) (Part of CAMHS)	01782 408561/408373/408374
DWP (Families Matter)	07584342077 (Steve Gaunt-North and Central) 07584342097 (Michael Bailey-South)
British Dyslexia Association	01782 848784
Early Years Intervention Service	01782 231285/235489/236859 EYIS@stoke.gov.uk 01782 679819 cdceducation@stoke.gov.uk
Jet (Jobs Enterprise and Training) (High School)	01782 231214/23121

Schools Admissions	01782 234598 admissions@stoke.gov.uk 01782 237856 in-yearadmissions@stoke.gov.uk
School Admissions (Free School Meals and Transport)	FSM- 01782 236813 fsm@stoke.gov.uk Transport- 01782 234598/237856 admissions@stoke.gov.uk
Special Educational Needs- Monitoring and Assessment Unit	01782 232428
Stoke on Trent Virtual School (Children in care/ Educational Welfare)	01782 235355 www.stokevirtualschool.org.uk Howard Rowley 01782 233638 Ingrid Mather 01782 238043 Mobile 07748181747 Diane Crook 01782 237948

	Sarah Rivers (Staffs) 0300 111 8000 email @staffs.gov.uk
WEA Family Learning (Adult Learning within reach)	0121 237 8120 westmidlands@wea.org.uk

HOUSING	
Animal Lifeline	01782 638341
ARCH	01782 744533 info@archnorthstaffs.org.uk
Beth Johnson H A Housing Association	01782 219200

Blue Mountain Refugee Resettlemen + Service (Arch)	01782 744533 BlueMountain@archnorthstaffs.org.uk
Border Agency	01782 463607 UKBALITStaffordshireDutyOfficer@homeoffice.gsi.gov.uk
Disability Resources Team	01782 235200 (Stoke) 01782 296800 (Staffs)
Gingerbread	01782 344740 housingteam@gingerbreadcentre.co.uk 01782 215656
Housing Asset Team(HAT) New name- Staffs Housing	hello@staffshousing.org.uk 01782 744533

Housing Standards	01782 232087 housingstandards@stoke.gov.uk
Lifeline and Telecare	01782 234545 telecare@stoke.gov.uk www.stoke.gov.uk/telecare
PDSA	01782 413415
Pest Control	01782 234234
Revival Home Improvement Agency	01782 749202 revival@staffshousing.org.uk
RSPCA	www.rspca-staffsnorth.org.uk 0300 1234 999 (Cruelty Helpline) SOT Dog Warden 01782 232055 www.stoke.gov.uk
Saltbox Restart (Supporting Homeless)	01782 815879 restart@saltbox.org.uk
Stoke Housing Solutions	01782 233696 01782 233693 www.stoke.gov.uk

	housing.adviceservices@stoke.gov.uk
YMCA (Hanley Branch)	01782 222376 hello@ymcans.org.uk

FINANCIAL	
Beat the Cold	01782 683813 0800 389 2258
Citizens Advice Bureau	Adrian Morgan 07852540082/ 07866158277 03444111444 CAB 01782 201234 (Local)
Open Door SOT (Foodbank)	01782 844718
Potteries Moneywise	01782 408685 david.scott@snsCab.org.uk

Saltbox Money Matters (Aspire)	01782 207200 money@saltbox.org.uk Aspire 01782 635200
Turn2us (Fighting UK Poverty)	www.turn2us.org.uk
Uniform Bank St Marks Church (For Asylum Seekers-Shelton)	Rev'd Sally Smith 01782 266066
St Michaels Church Chell (Father Chris Coupe) (Signal Radio) Acts 356- Father Chris Routledge Clothing Bank- One off application	familiesworker@chelparish.org.uk or text 07411151819 01782 929216 (St. Andrews)
Severn Trent Trust Fund	www.sttf.org.uk 0121 355 7766
Family Action Welfare Grant	Grant.enquiry@family-action.org.uk

LOCALITIES	
Assisted Bin Collections (Stoke Council)	01782 234234 enquiries@stoke.gov.uk
Bulky Waste	01782 234234
Dog Fouling	01782 234234
Dog Warden	01782 234234
Noise Pollution	01782 232065 PublicProtection@stoke.gov.uk
CLOCK (Community :Legal Outreach Collaboration Keele- For Keele Students)	01782 733427

CHILDREN	
Action for Children (Chesnut Lodge)	01782 565522 07811023194
Advice and Referral Team (SRT-Safeguarding Referral Team)	01782 235100 Emergency Duty Team- 01782 234234
Alice Charity	01782 627017 www.alicecharity.com
Arch	01782 222412 cypdva@archnorthstaffs.org.uk
ASD Team	01782 408399
Base58/ Catch 22 (Sexual Exploitation and Missing Children)	01782 286862 07879423935 07899923598 (female) 07747442726 (male)
CAFCASS (Children and Family Court Advisory and Support Service)	0300 456 4000 Telephoneenquiries@cafca ss.gsi.gov.uk
Carole House NSPCC	01782 958100

	stoke@ncpcc.org.uk
Caudwell Children	0345 300 1348 www.caudwellchildren.com/ how-we-help/apply-for- support
Child Sexual Exploitation Social Worker	Angela Davenhill 101 or 07769238950
Children with Disabilities Short Break Service (Safeguarding Children's Board)	01782 235100
Children's Holiday Fund	www.staffsfoundation. org.uk/grants/childrens holidayfund
Early Years SENCO Advisor	01782 231285 EYIS@stoke.gov.uk
Face 2 Face	Denise Deakin 07921046511 denise.deakin@scope.org.u k https://www.scope.org.uk/
Health Visitor (Health Hub)	03001240362

Home Start Staffordshire Adults & Children	01782 938912
NSPCC Carole House	01782 958100
NYAS Advocacy for Children and Young People	0808 808 1001 help@nyas.net
Ruby Girl UK (Young Women)	info@rubygirluk.com www.rubygirluk.com/ruff-diamondz/
Ruff Diamondz (Young men)	info@rubygirluk.com www.rubygirluk.com/ruff-diamondz/
SENDIASS (Formally Parent Partnership Service)	01782 234101 01782 234847 liass@stoke.gov.uk www.sendiass-stoke.co.uk
School Nurse (Health Hub)	03003033923
Speech and Language	01782 234484

The Children with Disabilities Team (VCCP)	01782 235100
The Hygiene Bank Charity (Lucy Connor)	07811969575
YMCA	01782 222376 hello@ymcans.org.uk
Youth Offending Team (YISP-/Youth Inclusion Support Programme- Preventing Anti-Social Behaviour)	01782 235858 hazel.sargeant@stoke.gov.uk
Youth Offending Team (Families Matter)	rob.morrey@stoke.gov.uk
Youth Services Team	youthteam@stoke.gov.uk
PACE (Parents against child sexual exploitation)	0113 240 5226 info@paceuk.info
Health Visitors (Hub)	03003033298

FGM (App)	www.petals.coventry.ac.uk
Children and Families First Staffordshire	info@cafstaffordshire.org .uk 01782 863762
Alice Charity	01782 627017 info@alicecharity.com www.alicecharity.com

ADULTS

Adult Social Care & Wellbeing	0800 561 0015
Approach (People with mental health needs or socially disadvantaged)	enquiries@approachstaffordshire.co.uk 01782 214999
ARCH	01782 744533 info@archnorthstaffs.org.uk 01782 222416 01782 205500
ASD Team	01782 408399
Asist Advocacy (Stoke)	01782 845584 enquiries@asist.co.uk
Beth Johnson Foundation (Housing)	01782 844036
CAFCASS (Children and Family Court Advisory and Support Service)	0300 456 4000
Carers Hub	0330 123 1937 info@thecarershub.co.uk
Casserole Club	0300 111 8006

Healthy Staffordshire Hub (To provide an extra portion of food)	www.casseroleclub.com
Chepstow House (Brighter Futures)	info@chepstowhouse.org.uk
Dove Service (Housing & Families Matter)	01782 683155 www.thedoveservice.org.uk
FairShare (Food Surplus)	01316080967
Farm2grow	volunteers@farm2grow.co.uk
GLOW (Domestic abuse/ violence)	0330 0945559
Home Start (Staffordshire) Adults & Children	01782 938912
New Era (Domestic Violence Support)	03003033778
North Staffs MIND Befriending Service (Mental Health)	http://nsmind.org.uk/how-we-can-help/befriending-and-mentoring/ 01782 262100 (Stoke) 01782 618803 (Staffs)

Relate Dudson Centre- Mental Health)	01743 344010 0300 0032368
Revival (Befriending Service for Isolated/ Lonely) Health Watch SOT	0333 014 3389 revival@staffshousing.org.uk www.staffshousing.org.uk
Saltbox Carelink	01782 207200 carelink@saltbox.org.uk
Sanctus St Mark's (Homeless Charity)	01782 266066
Speech and Language Service	01782 234484
Stoke Recovery Service (Drug and Alcohol)	01782 956119
The Carers Hub	0300 1231937 carershub@peopleplus.co.uk
The Hygiene Bank Charity (Lucy Connor)	07811 969575
The Naturing Programme (Now	www.familylinks.org.uk 01782 232200

linked to Family Support Worker to refer)	
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