



Accommodation, support and advice services

midland heart
housing, care and opportunity



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ACCOMMODATION AND SUPPORT PROVIDERS

90 Hope Street

Telephone: **01782 279 234**
Fax: **01782 406 006**
Address: **90 Hope Street, Hanley, Stoke-on-Trent**
Website: **www.brighter-futures.org.uk**

90 Hope Street offers emergency accommodation to single homeless people aged 16-65. Priority is given to those sleeping rough or involved in prostitution. However, referrals are accepted from a number of agencies who may be working with people in housing need.

On arrival customers have full board accommodation and then move to half board before moving to a self catering bedsit.

The hostel has a range of modern commercial facilities and a support worker is allocated to customers within the first week of their arrival.

Their rough sleepers team can be contacted on **0800 973 2304**. If no one is there to answer the phone, leave a message they will get back to you.

Affinity Sutton Homes

Telephone: **0300 100 0303**
Fax: **01477 539 251**
Address: **Holme House, Manor Lane,
Holmes Chapel, CW4 8AF**
Website: **www.affinitysutton.com**

Affinity Sutton Homes will consider applications from anyone in housing need.

All applicants must complete an application form; a home visit is usually conducted to discuss your housing requirements further.

Affinity Sutton has three estates in the area.

There are approximately 400 properties at Abbey Hulton; these include one to four bedroomed properties and are suitable for singles, couples or families.

In Trentvale there are around 300 properties, consisting of family homes with two and three bedrooms. There is also a warden assisted scheme with independent accommodation for the over 55's. This consists of one and two bedroomed flats.

In Kidsgrove, Affinity Sutton has around 80 properties consisting of two bedroomed flats and three bedroom houses.

Alpha Ltd

Telephone: **0151 346 1598**
Fax: **0151 346 1602**
Address: **Thursby House, I Thursby Road,
Croft Business Park, Bromborough,
Wirral, Merseyside, CH62 3PW**
Website: **www.alpha-homes.co.uk**

Alpha provides accommodation for applicants for over 55, although applicants under 55 who have a disability may also be considered. Applications are welcomed from owner occupiers over 55 who feel that rented retirement accommodation would better suit their needs.

The majority of schemes have a resident warden and 24 hour emergency call centre. A few schemes have the call centre facility only.

The customer enquiry desk can be contacted at the above number between 9am – 5pm Monday – Friday, or a visit can be arranged to the scheme within your area between 9am -1pm Monday – Friday.

Alpha has the following schemes in Newcastle under Lyme area:

- **Regent Court** – Queen Street Porthill
- **Rocklands** – Second Avenue, Porthill

Pets are welcome, provided residents are able to look after them.

Anchor Housing

Telephone: **0845 140 2020**
Fax: **01274 381 601**
Address: **Milstone Place, 100 Bolton Road
Bradford BD1 4DH**
Website: **www.anchor.org.uk**

Anchor Housing provides accommodation for applicants over 55, although applicants under 55 who have a disability may also be considered. Applications are welcomed from owneroccupiers over 55 who feel that rented retirement accommodation would better suit their needs.

The majority of schemes have a resident warden and a 24-hour emergency call-centre. A few schemes have the callcentre facility only.

The Customer Enquiry Desk can be contacted at the above number between 9am-5pm, Monday to Friday, or a visit can be arranged to the scheme within your area between 9am-1pm, Monday to Friday.

Anchor Housing has the following schemes in the Newcastle-under-Lyme area:

- Beaumaris Court – Keele Road, Newcastle-under-Lyme
- Regent Court – Queen Street, Porthill
- Rocklands – Second Avenue, Porthill

Pets are welcome, provided residents are able to look after them.

ARCH North Staffs

Telephone: **01782 204 479**
Fax: **01782 208 622**
Address: **Pelham Street, Hanley, ST1 3LL**
Website: **www.archnorthstaffs.org.uk**

ARCH is a charity in North Staffs which provides accommodation, services and support for people who are homeless or at risk of homelessness.

ARCH can accommodate single people in supported shared housing. Residents are then provided with resettlement support to help them obtain and maintain the accommodation of their choice.

ARCH offers a free, confidential housing advice service. This service provides advice, information and guidance on temporary and permanent accommodation, welfare rights and benefits. ARCH provides support for single young people and couples who may be experiencing problems in their own homes.

All rooms are individually furnished. All properties have shared lounge, kitchen, bathroom and laundry. No meals are provided, and the cleaning of rooms is the resident's own responsibility. Residents have keys to their own accommodation and there is no time by which residents must be in. There is a service charge.

Each accommodation has input from a support worker for approximately 4 hours a week. ARCH also runs an independent living programme, which covers budgeting skills and benefit help.

ARCH also have 4 refuges in the area for women fleeing domestic violence (see Womens Refuge Information).

Aspire Housing

Telephone: **01782 635 200**
Fax: **01782 715 498**
Address: **Kingsley, The Brampton, Newcastle-under-Lyme, Staffordshire, ST5 0QW**
Website: **www.aspirehousing.co.uk**

Aspire Housing is a Registered Social Landlord which provides affordable housing for people in housing need. The Company has approximately 8,000 properties including 17 sheltered housing schemes for elderly applicants.

There are a variety of properties which cater for all types of households needs throughout the borough of Newcastle-under-Lyme.

BAC O'Connor Centre

Telephone: **01782 615 590**
Fax: **01782 631 837**
Website: **www.bacandoconnor.co.uk**

BAC O'Connor Centre offers safe and supported accommodation for clients living in an unsuitable environment or who are homeless to provide rehabilitation and support to people with a drug and/or alcohol misuse problem.

21 rooms are available with shared facilities on a full board basis.

Brighter Futures

Telephone: **01782 406 000**
Fax: **01782 406 006**
Address: **5 Whittle Court, Town Road, Hanley,
Stoke on Trent, ST1 2QE**
Website: **www.brighter-futures.org.uk**

Brighter Futures offers both self-contained and shared accommodation in various locations in Stoke-on-Trent and Newcastle-under-Lyme. Referrals can be made by individuals (aged 16-60) or through an agency.

The flats are fully furnished to a high standard. There are 12 one bed flats and the other units are shared accommodation. The shared accommodation has individual rooms with shared kitchen, bathroom and lounge. Meals are not provided.

Customers can stay for up to 2 years.

Each resident has a key worker to provide advice and support, based on an assessment of an individual's needs, which may include counselling, budgeting skills and benefit help.

Key workers also assist in obtaining move-on accommodation and help and support can be provided to tenants in any move for up to one year to assist in independent living.

Brighter Futures also offers floating support and provides support to young people in their homes.

Choices Housing

Telephone: **01782 254 000**
Fax: **0845 838 7889**
Website: **www.choicesha.co.uk**

Choices offer a range of properties from flats and houses to sheltered housing and shared homes.

Choices offer a range of supported housing options and support services to enable individuals with learning disabilities to live as independent, as possible.

Choices also offer a person centred care and support service to people in their own homes, which is individualised dependent on their need. Expertise ranges from low level support to intensive nursing care and managing complex and challenging behaviour.

Elizabeth House

Telephone: **01782 222 421 / 0808 2000 247**
(freephone 24 hour helpline)
Fax: **01782 633 668**
Website: **www.archnorthstaffs.org.uk**

Arch Refuges accommodate single women, and women with children escaping domestic violence, sexual abuse, mental abuse, or similar circumstances that means they are homeless.

All residents have an individual case worker who offers support and practical help from the point of entry right through to independent living. Support is available for up to one year once a person has moved on.

Women who may not be able to access the project are wheelchair users, some employed women, women who do not have access to public funds, single women who are 16 or 17, unless they have children or are pregnant, women who need higher levels of support and female offenders who present a risk to either staff or users of the project.

At a typical refuge they usually have en suite facilities and kitchens. All rooms are fully furnished. Laundry and lounge facilities are shared. Meals are not provided. Residents are asked to be in by 11pm and doors are locked. Keys to the building are not available for security reasons. There is a rota system in operation for residents to clean shared areas and cleaning of rooms is the resident's own responsibility. Cleaning equipment is provided.

Gingerbread

Telephone: **01782 344 740**
Fax: **01782 344 741**
Address: **Rothsay Court, Furnace Road, Longton,
Stoke-on-Trent, ST3 4LY**
Website: **www.sotgingerbread.ik.com**

Gingerbread provides short term, supported accommodation for male/female lone parent families, single/pregnant women aged 16 years and over. Our new premises will accommodate 21 families in self contained accommodation with some flats available for larger families with upwards of four children.

Agencies must now complete a referral form, although self referrals are still accepted. 24 hour staffing at the premises allows for admissions out of hours. As well as emergency accommodation, Gingerbread now operates a waiting list for clients who expect to become homeless and to be seeking emergency accommodation.

All flats are self-contained, either one or three bed, flats are fully furnished with a fully equipped kitchen and own bathroom.

Visitors are allowed but must vacate the premises by 10pm.

Support is based on individual need and includes resettlement work, budgeting & life skills, work with substance misuse etc. Other service provision includes a toy library, lone parent outreach workers, lone father's worker and tenancy support for lone parents in the community.

Catherine Court, our young mother's unit in Hanley, provides 7 two bed flats for 16/17yr's young mothers/pregnant.

Rothsay Court - supported accommodation for up to 21 lone parent families and pregnant single mums.

Gingerbread also offers floating support to young mothers and lone parents in need of support in the Newcastle area. Please ring the above number for further information..

Hopwood House

Telephone: **01782 271 0140**
Fax **01782 208 367**
Address: **7 Snowhill, Shelton,
Stoke-on-Trent, ST1 4LU**
Website: **www.brighter-futures.org.uk**

Hopwood House provides accommodation for people experiencing alcohol and substance related problems, who are homeless or in severe housing need and who are determined to combat their addiction. The hostel is an alcohol free environment.

Referrals are accepted from any individual or organisation. The age range is 16-65 and there is a 24 month limit on the length of stay.

All rooms are individual and fully furnished. The bathroom, kitchen, lounge and laundry are shared. Meals are not provided. Residents have their own key to the building and there is no time by which they must be in.

Staffed part-time with a 24 hour call out service in operation.

Counselling, budgeting skills and benefit help are all available as a key worker system is operated for residents. Move-on accommodation can be accessed and help and support is available before and after the move. Staff can arrange home visits to help avoid homelessness and assist in the monitoring of home de-toxification. A drop in service for past clients is available if needed. A service charge is applicable to all residents.

The Lyme Trust

Telephone: **01782 634 510**
Fax **01782 625 677**
Address: **37 London Road, Newcastle,
Staffs, ST5 1LN**
Website: **www.thelymetrust.co.uk**

The Lyme Trust provides supported accommodation for single men and women with mental health needs.

There is no direct access; referrals need to be made for a place. At times there may be a waiting list.

There are approximately 30 rooms between 5 properties. All rooms are fully furnished with shared kitchens, bathrooms, lounges and laundry. Service charges vary accordingly to whether a person is self-catering or full board. Self-caterers are expected to clean their own rooms.

Residents have their own key to the building and there is no set time limit by which you must be in. The accommodation is staffed between 8am – 10pm, with an emergency system operating outside these hours.

Support is provided to residents based on their individual needs. An individual Care Plan is set up in conjunction with Social Services, and may include counselling, budgeting skills and benefit help.

A floating support scheme is also in operation to provide housing and tenancy support to people in their own tenancies.

NACRO Housing in Staffordshire

Telephone: **01782 332 699**
Fax: **01782 332 699**
Address: **3 Spring Garden Road, Longton,
Stoke-on-Trent, ST3 2QT**
Website: **www.nacro.org.uk**

NACRO accepts single men and women from 16-65, and both offenders and non-offenders will be considered. An assessment is based on individual need. Referrals can come from any individual or organisation to the above address.

The length of stay is usually between 6-12 months on assured short-term tenancies. These are renewable. There is a mix of accommodation available, some are individual with own kitchen and bathroom and some are shared accommodation with shared laundry, kitchen, bathroom and lounge. Meals are not provided in any accommodation. Cleaning of halls and garden maintenance is provided but cleaning of rooms is the residents' own responsibility. Residents have their own keys to the building.

Restart

Telephone: **01782 815 879**
Website: **www.saltbox.co.uk**

Faith based organisation who provide accommodation to people with a history of offending over the age of 21 who have been released from prison in the last 2 years. A comprehensive needs and risk assessment is carried out prior to acceptance by the service.

Salvation Army

Telephone: **01782 744 374**
Fax: **01782 749 512**
Address: **1 Vale Street, Stoke-on-Trent,
Staffordshire ST4 7RN**

The Salvation Army Centre is a direct access hostel that accepts referrals from any individual or organisation. The accommodation is for singles, 18 to 65. Couples and pets are not accepted.

Acceptance is subject to interview, and is based on an individual assessment. Accommodation should be provided on a short-term basis only, as the Salvation Army has a resettlement scheme with access to move on accommodation. Help and support with moving and staying is provided.

All rooms are individual with shared bathroom, lounge and laundry facilities.

All meals are provided in a central dining room.

The accommodation is staffed 24 hours per day. Counselling, budgeting skills and benefit help are all available. The staff available to assist residents includes a Resettlement Officer, Community Psychiatric Nurse, a Doctor and a Practice Nurse. There is a service charge.

Sanctuary Housing Group

Telephone: **01782 403 500/ 0800 288 9782**
Fax: **01782 203 500**
Address: **2-4 Woodhouse Street,
Stoke on Trent ST4 1EJ**
Website: **www.sanctuary-group.co.uk**

Sanctuary (formerly Beth Johnson) will consider applications from anyone. Under 18s will be considered for general needs accommodation if an appropriate support package from an agency is provided. Accommodation types range from general let flats for any age group; family accommodation (up to 4 beds); sheltered accommodation; "active elderly" schemes and accommodation for those with physical disabilities.

Sanctuary operates on a waiting list basis, and applications are assessed using their own priority grading system. There is no longer an income threshold. Priority is given to older people, families, single people and physically disabled. High priority is given to homelessness, threat of homelessness, poor housing conditions, urgent medical problems, family breakdown, overcrowding, harassment, domestic violence and urgent nominations from local authorities.

Staffordshire Housing Association

Telephone: **01782 744 533**
Fax: **01782 744931**
Address: **308 London Road,
Stoke on Trent, ST4 5AB**
Website: **www.staffshousing.org.uk**

Staffordshire Housing Association owns or manages around 2800 homes throughout North Staffordshire. The association has homes in Stoke-on-Trent, Newcastle-under-Lyme, Staffordshire Moorlands and the Borough of Stafford.

Homes are one and two bed flats, family houses, a limited number of bungalows and several purpose-built developments for the over 55s, including Bradeley Retirement Village.

Anyone can apply for a home through the Association's 'Choice Based Lettings' system. Registration forms can be obtained from head office – in person or by telephone – and can also be downloaded from the website.

Once someone is registered for Choice Based Lettings, they will receive a fortnightly 'vacancy sheet' with details of how to apply for the homes on offer.

Children under 14 are not allowed to live in flats. Pets are permitted at Bradeley Village, and at some developments where outside access is not via communal areas.

Wrekin Housing Trust

Telephone: **01952 217 100**
Address: **Colliers Way ,Old Park, Telford, TF3 4AW**
Website: **www.wrekinhousingtrust.org.uk**

Applications are assessed in line with their allocations policy and priority need will be considered.

Wrekin Housing Trust have a number of flats in the Kidsgrove area.

YMCA

Telephone: **01782 222 376**
Fax: **01782 864 530**
Address: **Edinburgh House Harding Road,
Hanley, Stoke-on-Trent,
Staffordshire, ST1 3AE**
Website: **www.ymca.org.uk**

The YMCA assists single people between the ages 16 and 25 years. Excluded groups are pets, sex offenders, arsonists, current drug users and people with a significant history of violence.

Priority is given to those with a connection to Stoke on trent residents. The accommodation is all furnished rooms.

The YMCA offer a wide range of facilities and activities, including a TV room, laundry room, pool table, squash, five-a-side football, computer games, day trips and an IT suite with internet access.

Breakfast and evening meals are provided for those in the rooms 7 days a week whereas the people accommodated in the flats cook their own meals in the individual kitchens provided for them.

Customers have their own keys to accommodation and are expected to pay a deposit on these, which is returned when the customer moves out. There is no set time by which customers are expected to be in. The accommodation is staffed 24 hours a day.

There is a Keyworker Service available for customers which allows them to get help with resettlement, budgeting, organising welfare benefits and training. This Resettlement Service assists the customers for up to 12 months after they leave the YMCA. There is a service charge.

ADVICE ORGANISATIONS AND HELPLINES

Childline

Telephone: **01782 279 234**
Fax: **01782 406 006**
Address: **90 Hope Street, Hanley, Stoke-on-Trent**
Website: **www.brighter-futures.org.uk**

Childline is a free helpline for children in the UK suffering from various forms of abuse, bullying, family issues, general welfare and teenage pregnancy.

Manned 24-hours a day by trained counsellors it can offer support and assistance to young people suffering from any problems or concerns they may be experiencing.

Mediation Advisory Services

Telephone: **0845 602 0301 / 416 111**
Fax: **01782 416 444**
Address: **Winton House, Stoke Road,
Stoke-on-Trent, ST4 2RW**

Mediation service which deals with both community (neighbourhood) disputes as well as family conflicts. The service is available to any member of a family living in North Staffordshire.

It is possible to apply for public funding to cover mediation costs. Please contact the service direct for further details or to make an appointment to see a mediator.

Mediation North Staffs

Telephone: **01782 280 100**
Email: **mediation@nstaffs.freemove.co.uk**
Address: **PO Box 2306 1st Floor, Tontine Buildings,
56 Tontine Street, Hanley,
Stoke-on-Trent, ST1 1WN**

Mediation North Staffs is an independent organisation that deals with neighbour disputes through a process of mediation. It can help neighbours to resolve their difficulties in a way which respects their individual rights and needs.

The service is free to most residents of North Staffordshire and is confidential and impartial.

Mens Advice Line

Telephone: **0808 801 0327**
(Mon, Tue, Wed – 10am-1pm & 2pm-5pm)
Website: **www.mensadvice.org.uk**

Confidential helpline for all men experiencing domestic violence by a current or ex-partner giving practical advice and emotional support.

NACRO

Telephone: **01782 332 699**
Email: **helpline@nacro.org.uk**
Address: **3 Spring Garden Road, Longton,
Stoke-on-Trent, ST3 2QN**
Website: **www.nacro.org.uk**

Along with providing accommodation for ex-offenders, NACRO also provides a national helpline service which offers resettlement advice for ex-offenders, serving prisoners and their families. This includes support for young offenders and those with mental health problems.

Newcastle Housing Advice

Telephone: **0345 850 9698**
Address: **61-63 Lower Street,
Newcastle-under-Lyme,
Staffordshire, ST5 5RS**
Website: **www.nhaoptions.co.uk**

Newcastle Housing Advice (NHA) is a service delivered by Midland Heart under contract for the Borough Council to deliver homelessness, housing advice and housing register services to residents in the Borough. Advice is free, independent and confidential.

NHA can assist people with housing advice enquiries and help people facing homelessness. More specific advice can be given regarding:

- Mortgage or rent arrears
- Debt
- Problems with private rented accommodation

- Illegal eviction and harassment
- Relationship breakdowns
- Family disputes

An out of hours service is also available for emergencies - **01782 615599**

North Staffs Domestic Violence Helpline

Telephone: **01782 205500** (10am-3pm)

A helpline based locally in North Staffordshire providing confidential advice and support to women suffering from violence within their home.

Pathway Project

Telephone: **01543 676 800**

Address: **PO Box 2306 1st Floor, Tontine Buildings, 56 Tontine Street, Hanley, Stoke-on-Trent, ST1 1WN**

Website: **www.pathways-project.co.uk**

This is a 24hour service that offers advice, information and support to women experiencing Domestic Violence.

Refuge - Asian Womens Service

Telephone: **01332 200027**

Relate

Telephone: **01782 683 050**

Email: **enquiries@relate.org.uk**

Address: **Dudson Centre, Hope Street, Hanley, Stoke-on-Trent, ST1 5DD**

Website: **www.relate.org.uk**

Relate offers confidential advice to couples, families and individuals through all stages of their relationships, including helping where there is a risk of homelessness due to relationship breakdowns.

Savana

Telephone: **01782 221 000** (Out of hours 10-4pm with answer machine)

Address: **Dudson Centre, Hope Street, Hanley, Stoke-on-Trent, ST1 5DD**

Website: **www.savana.org.uk**

Savana offers free and confidential support, information and counselling service for women and girls who have been affected by rape, sexual assault, sexual harassment or sexual violence within the home, whether recently or in the past, or sexual abuse during childhood.

Shelter

Telephone: **0808 800 4444**

Website: **www.shelter.org.uk**

A national free housing advice line run in association with the national housing charity Shelter.

Call the above number to speak to an advisor about any housing problem you may have at any stage. Advisors will tell you your rights, explain your options and help you to take action.

There is a mini-com system for deaf or hard of hearing callers.

Victim Support (North Staffordshire)

Telephone: **0845 521 2300**

Email: **north.staffs@vsstaffs.org**

Address: **Victim Support North Staffordshire Winton House, Stoke Road, Shelton, Stoke-on-Trent, ST4 2RW**

Website: **www.victimsupport.org.uk**

Victim Support North Staffordshire helps Staffordshire residents cope with the effects of crime. They do this by providing confidential support and information to victims of crime and to witnesses attending local courts.

The services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.

Women's Aid

Telephone: **0808 2000 247** (National Freephone
24hour helpline)

Address: **111 Waterloo Road, Burslem,
Stoke-on-Trent, ST6 2EN**

Website: **www.womensaid.org.uk**

Women's Aid is a national charity working towards ending domestic violence against women and children. They provide refuges, helplines, outreach services and advice centres supporting abused women and children.

OTHER USEFUL ADDRESSES WHERE YOU CAN GET HELP, INFORMATION AND ADVICE

Citizens Advice Bureau

Newcastle-under-Lyme CAB

25-27 Wells Street, Newcastle
Telephone: **08444 994 115**

Kidsgrove CAB

Claire House, Liverpool Road, Kidsgrove
Telephone: **01782 786 529**

Hanley Cab

Advice House, Cheapside, Hanley
Telephone: **01782 786 529**

Department of Work and Pension (Job Centre Plus)

Newcastle-under-Lyme

25 Paradise Street, Newcastle
Telephone: **0845 608 8673**

Hanley

15 Stafford Street, Hanley
Telephone: **0845 608 8673**

Kidsgrove

The Avenue, Kidsgrove
Telephone: **0845 604 3719**

Local Authorities

Newcastle-under-Lyme Borough Council

Civic Offices, Merrial Street, Newcastle, Staffs
Telephone: **0845 608 8673**
Website: **www.newcastle-staffs.gov.uk**

Stoke-on-Trent City Council

Housing Solutions Service, South Wolfe Street,
Stoke-on-Trent, Staffs
Telephone: **01782 233696**
Website: **www.stoke.gov.uk**

Social Services

Newcastle-under-Lyme

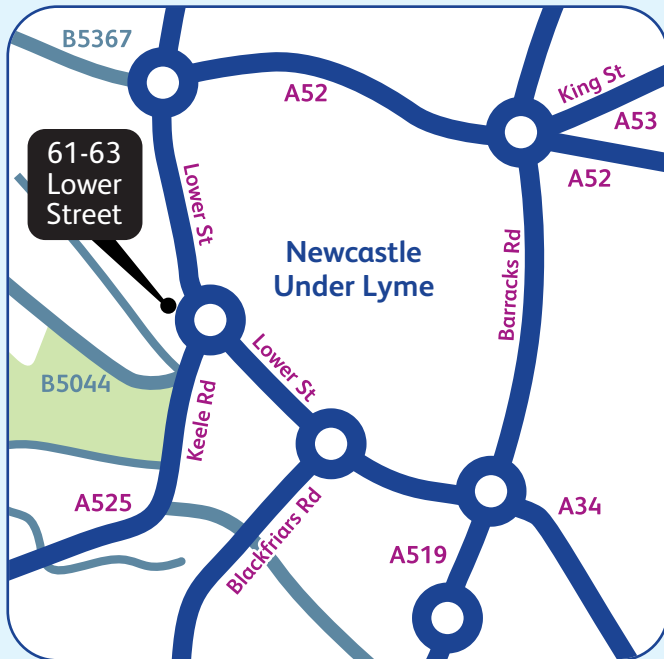
Merrial Street
Telephone: **01782 296 005**

Kidsgrove

Kidsgrove Town Hall, Liverpool Road, Kidsgrove
Tel: **01782 296 705**

NOTES

How to contact us



The Newcastle Housing Advice Centre is located at
61-63 Lower Street,
Newcastle-under-Lyme.
Staffs, ST5 2RS

Tel: **0345 850 9698**

email nha@midlandheart.org.uk
www.nhaoptions.co.uk

Our opening hours:

Monday to Friday 9am until 5pm

For homelessness emergencies out of
the normal office hours, you can call

01782 615 599

Appointments can be made by telephone or in
person by calling into the reception at NHA
Lower Street, Newcastle.

www.nhaoptions.co.uk