

## Our Aims

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To provide the advice people need for the problems they face.

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To improve the policies and practices that affect peoples lives.

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## Our principles

The Citizens Advice service provides *free, independent, confidential* and *impartial advice* to everyone on their rights and responsibilities.

We value diversity, promote equality and challenge discrimination.

## What happens at the Citizens Advice office?

***You'll be offered a short session with an assessor***, who will identify the most appropriate way for us to help you. This could be giving you the information you need to solve your problem yourself. Or it could be ***making an appointment*** to discuss your problem further — ***in person, by telephone or by email***. Sometimes we might direct you to a different organisation that is better placed to help.

## Follow us online

**Our Website**  
[www.snsCab.org.uk](http://www.snsCab.org.uk)



**Information** is available on a range of advice topics at  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Watch our films on **YouTube**  
[YouTube.com/ CitizensAdvice](https://www.youtube.com/CitizensAdvice)

Like us on **Facebook**  
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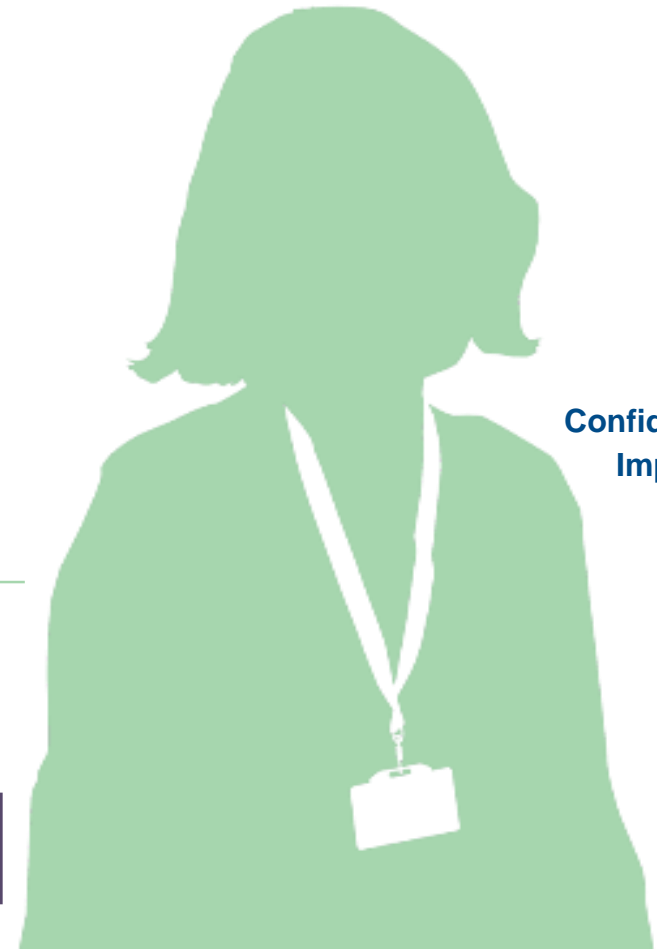
Follow us on **Twitter**  
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Add us on **SnapChat**  
[Adviceatnstaffs](https://www.snapchat.com/add/Adviceatnstaffs)

**citizens  
advice**

**Staffordshire North  
& Stoke-on-Trent**

# Need Advice?



Free ●  
Confidential ●  
Impartial ●  
Help ●

## How we can help

Our service is free, confidential and open to everyone in the community. Staff are trained to advise on virtually any issue, including:

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Welfare Benefits

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Money and Credit Problems

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Employment

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Consumer Rights

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Housing

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Neighbourhood Disputes

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Education and Healthcare

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Immigration and Residency Queries  
(Hanley office only)

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Human Rights

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Family and Personal Issues

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We won't tell you what to do but we will arm you with all the facts and possible outcomes of different options. That way you can make the decision that's right for you. If needed, we can also offer practical support such as help filling in forms, writing letters or negotiating with third parties.

## Ways to get advice

- Online via [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Over the telephone
- Via email
- Face to Face

## Our offices & drop-in advice hours

### Hanley

13—15 Cheapside, **ST1 1HL**

**Monday** 9.30 am — 1.30 pm

**Tuesday** 9.30 am — 1.30 pm

**Wednesday** 1 pm — 5 pm

**Friday** 9.30 am — 1.30 pm

**citizens  
advice**

### Kidsgrove

Town Hall, Liverpool Road, Kidsgrove

Stoke on Trent, **ST7 4EH**

**Thursday** 10am — 1 pm

### Newcastle under Lyme

25—27 Well Street

Newcastle under Lyme, **ST5 1BP**

**Monday** 10 am — 1 pm

**Wednesday** 10 am — 1 pm

### Biddulph

10 Tunstall Road, Biddulph,

Staffordshire, **ST8 6HH**

**Monday** 10 am — 1 pm

**Wednesday** 10 am — 1 pm

**Thursday** 10 am — 1 pm

## Immigration and Refugee & Asylum Services

**Hanley** office, 13—15 Cheapside, **ST1 1HL**

We have a limited number of tickets to give out each day on a first come first served basis so we recommend you arrive early.

**Immigration drop in:** **Mon, Tue & Wed** at 9.30 am (doors open at 9 am)

**Refugee & asylum drop in:** **Tue, Wed & Fri** at 9.30 am (doors open at 9 am)



**National Advice Line: 03 444 111 444**

**Local Advice Line: 0300 3309 062**

Telephone advice lines are open:

**Mon-Thu:** 9 am — 5 pm  
and **Fri:** 9 am — 4 .30 pm

**Email us for advice: [advice@snsCab.org.uk](mailto:advice@snsCab.org.uk)**