

Advice Line

We are part of a national telephone advice line

Telephone Advice Line Hours:

Monday to Thursday
9am–5pm

Friday
9am–4.30pm

Telephone No.:

03 444 111 444

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:



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[Facebook.com/SNSCAB](https://www.facebook.com/SNSCAB)



Follow us on Twitter
[Twitter.com/SNS_CAB](https://twitter.com/SNS_CAB)



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

Our Aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect peoples lives.

Our principles

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

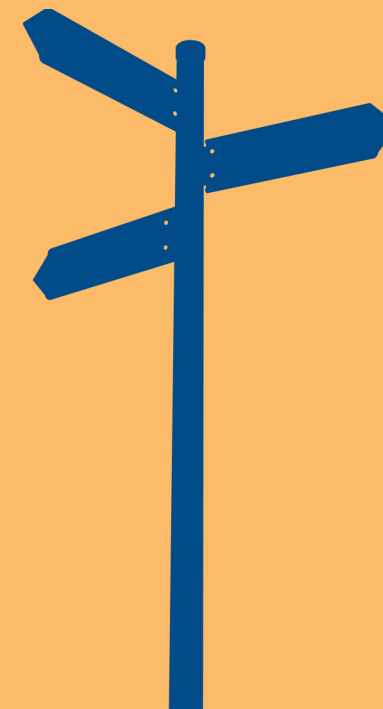
We value diversity, promote equality and challenge discrimination.

**citizens
advice**

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

Need Advice?

For free, confidential
and 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:

- Welfare Benefits
- Money and Credit Problems
- Employment
- Consumer Right's
- Housing
- Neighbourhood Disputes
- Education and Healthcare
- Immigration and Residency Queries
- Human Rights
- Family and Personal Issues

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 forms, writing letters or negotiating with third parties.

Ways to get advice:

- Online via www.citizensadvice.org.uk
- Over the telephone
- Via email
- Face to Face



Our offices & opening hours

Biddulph Office:

10 Tunstall Street,
Biddulph,
Staffordshire,
ST8 6HH

Monday 10.00–13.00
Wednesday 10.00–13.00
Thursday 10.00–13.00

Hanley Office:

13-15 Cheapside
Hanley
Stoke on Trent
ST1 1HL

Monday 9.30–13.30
Tuesday 9.30–13.30
Wednesday Limited service
Thursday 2.30pm–6.30pm
Friday 9.30–13.30

Kidsgrove Office:

Town Hall
Liverpool Road
Kidsgrove
Stoke on Trent
ST7 4EH

Tuesday 10.00–13.00
Thursday 10.00–13.00

Newcastle Under Lyme Office:

25–27 Well Street
Newcastle under Lyme
ST5 1BP

Monday 10.00–13.00
Wednesday 10.00–13.00

Email Advice:

advice@snsCab.org.uk

