

## 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.:  
**03444 111 444**

### What happens when you get to the bureau

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 on email. Sometimes we might direct you to a different organisation that is better placed to help.

### Follow us online:



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



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



Watch our films our 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.

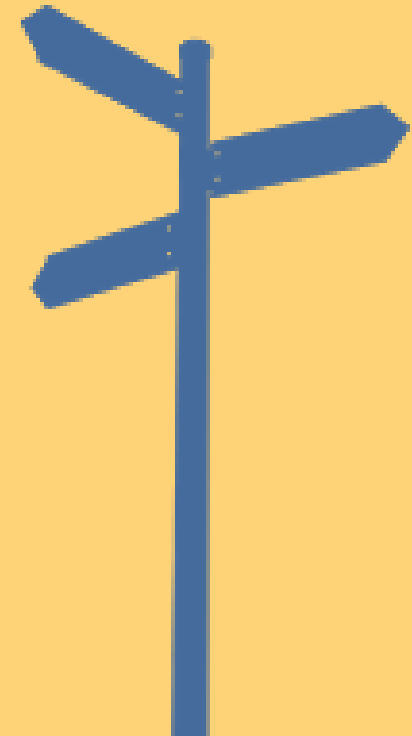
We value diversity, promote equality and challenge discrimination.



Staffordshire North & Stoke-on-Trent

# Need Advice?

For free, confidential and impartial help see Citizens Advice



### How we can help

Our service is free, confidential and open to everyone in 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](http://www.citizensadvice.org.uk)
- Over the telephone
- Via email
- Face to Face



## Our offices & opening hours

### Biddulph Offices:

10 Tunstall Street,  
Biddulph,  
Staffordshire,  
ST8 6HH

Mon 10.00–13.00

Wed 10.00–13.00

Thur 10.00–13.00

### Hanley Offices:

13-15 Cheapside  
Hanley  
Stoke on Trent  
ST1 1HL

Mon 9.30–13.30

Tues 9.30–13.30

Wed 9.30–13.30

Thur Appointments Only

Fri 9.30–13.30

### Kidsgrove Office:

Town Hall  
Liverpool Road  
Kidsgrove  
Stoke on Trent  
ST7 4EH

Tue 10.00–13.00

Thur 10.00–13.00

### Newcastle Under Lyme Office:

25–27 Well Street  
Newcastle under Lyme  
ST5 1BP

Mon 10.00–13.00

Wed 10.00–13.00

### Email Advice:

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

