

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.

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

Information is available on a range of advice topics at www.citizensadvice.org.uk



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



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**citizens
advice**

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

Need Advice?

For free, confidential
and impartial help





Staffordshire North
& Stoke-on-Trent

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 Rights
- Housing
- Neighbourhood Disputes
- Education and Healthcare
- Immigration and Residency Queries (Hanley office only)
- 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 in 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 & drop-in advice hours

Hanley Office:

(13-15 Cheapside, ST1 1HL)

Monday 9.30–13.30

Tuesday 9.30–13.30

Wednesday 13.00-17.00

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

Biddulph Office:

(10 Tunstall Road, Biddulph,
Staffordshire, ST8 6HH)

Monday 10.00–13.00

Wednesday 10.00–13.00

Thursday 10.00–13.00

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 (doors open at 9.00)

Refugee & asylum drop in: Tue, Wed & Fri at 9.30 (doors open at 9.00)

Advice Line: 03 444 111 444

We are part of a national telephone advice line

Mon-Thu: 9am–5pm and Fri: 9am–4.30pm



Email us for advice: advice@snsCab.org.uk

