

Specialist services at national Citizens Advice and Citizens Advice Staffs North & Stoke.

Look for the most relevant service for your needs. For anything else, or if you're not sure, use the contact details for our generalist team on the back page.

DEBT SERVICE

For help with debt.

- Local helpline **01782 408 625** (Local rate) Leave a message and a debt adviser will call you back. Or email **moneyadvice@casns.org.uk**
- National helpline **0800 240 4420** (Free to call) Lines are open Mon-Fri 9am-8pm, Sat 9.30am-1pm. Relay UK available. Or chat online at **www.citizensadvice.org.uk**

POTTERIES MONEY WISE

For help with managing your money.

Call **01782 408 685** (local rate) Leave a message and an adviser will ring you back. Or email **pmw@casns.org.uk**

HOUSING TEAM

If you have received an eviction notice and have not managed to contact us before your court date, look for our court desk at the County Court on possession days.

CONSUMER SERVICE

For problems with goods and services

Call **0808 223 1133** (free to call) Lines are open Mon-Fri 9am-5pm. Relay UK available. Or chat online at **www.citizensadvice.org.uk**

HELP TO CLAIM SERVICE

For help with making a new claim for Universal Credit

Call **0800 144 8 444** (free to call) Lines are open Mon-Fri 8am-6pm. Relay UK available. Or chat online at **www.citizensadvice.org.uk**

HELP THROUGH HARDSHIP

For help with an emergency food parcel from your local Trussell Trust Foodbank. Voucher codes can be given over the phone.

Call **0808 208 2138** (free to call)

Mon-Fri 9am-5pm. Relay UK available.

IMMIGRATION TEAM

Call **01782 407 968** (local rate)

Tue and Thu, 9.30-11.30am.

REFUGEE & ASYLUM TEAM

Drop in service at Hanley office: Tues 9.30 am -12.00 pm or until last ticket is given out.

STAFFORDSHIRE VICTIM GATEWAY AND RESTORATIVE JUSTICE SERVICES

Support for victims of crime in Staffordshire.

- Get information and support
- Find out if Restorative Justice is for you
- Report a hate incident or hate crime to our **Uniting Staffordshire Against Hate** project

Call **0330 0881 339** local rate. See website for operating days and times.

www.staffsvictimsgateway.org.uk

Or email **help@staffsvictimsgateway.org.uk**

We can support you even if you don't want to report the crime to the police.

Interpreters: Let us know which language you need and we can call you back with an interpreter

Relay UK: if you can't hear or speak over the phone. Find out more at **relayuk.bt.com**

citizens
advice

Staffordshire North
& Stoke-on-Trent

Need Advice?



Free ●
Confidential ●
Impartial ●
Help ●

Drop-in for advice

What to expect: For your safety and ours, we are limiting the number of people in our waiting rooms at any one time. This means you might have to wait outside until someone else leaves. You can help by visiting alone or with a single carer, friend or family member to support you, if possible.

We are offering a limited service at our Hanley office. An adviser will assess your needs on reception, and depending on your issue, they may give you advice there and then, signpost you to one of our specialist teams or another agency, or make you a telephone appointment with a generalist adviser. Drop-ins may close early if all tickets are given out.

Interested in volunteering?

Ask for a volunteer leaflet at any of our offices or visit our website for information:
snsCab.org.uk



	Monday	Tuesday	Wednesday	Thursday	Friday
Hanley Office 13/15 Cheapside, ST1 1HL	9.30 am to 12.30 pm	1.00 pm to 4.00 pm	9.30 am to 12.30 pm	NO DROP-IN	9.30 am to 12.30 pm
Newcastle Office 25/27 Well St, ST5 1BP	10.00 am to 12.30 pm	NO DROP-IN	10.00 am to 12.30 pm	NO DROP-IN	NO DROP-IN
Kidsgrove Labour Club Market St, ST7 4AB.	NO DROP-IN	9.30 am to 1.00 pm	NO DROP-IN	9.30 am to 1.00 pm	NO DROP-IN
Biddulph Town Hall High St, Biddulph, ST8 6AR	10.30 am to 1.00 pm	NO DROP-IN	10.30 am to 1.00 pm	NO DROP-IN	NO DROP-IN
Cheadle library 15A-17 High St, ST10 1AA	Ask for a referral at Cheadle Library				
Leek Town Council 15 Stockwell St, ST13 6HQ	NO DROP-IN				

Refugee & asylum service at our Hanley Office:

Tues 9.30 am-12.00 pm (or until last ticket is given out if earlier)

**citizens
advice**

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

Call our Advicelines

National: 0800 144 88 48

Mon-Fri, 9am to 5pm. Free to call.
(Relay UK available)

North Staffs: 0808 278 78 76

Mon-Fri, 9am to 5pm. Free to call.

Cheadle: 0808 278 7951

Mon-Fri, 9am to 5pm. Free to call.

Leek: 01538 373 068

Mon, Tue & Thu, 9am-12pm. Local rate.

Email us

advice@casns.org.uk

Read our online guides

citizensadvice.org.uk

Talk to us on web chat

citizensadvice.org.uk/contact-us/

If no advisers are available you will be able to leave a message.

Get up to date information about our services

Website: snsCab.org.uk

Facebook: @SNSCAB

Instagram/Threads: @CitizensAdvicesns

Twitter: @SNS_CAB

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