

Contacting us the first time

Before we went into lockdown if you needed advice you had to travel to one of our offices in Biddulph, Hanley, Kidsgrove or Newcastle and queue to see an adviser.

The adviser on reception might give you some information at the desk, ask you to wait to see an adviser that day, or make you an appointment for another day.

In the future would you prefer to:

- Carry on making the first contact in person at one of our main offices?
(Even if it means you might have to come back another time for an appointment.)
- Contact us by email or webchat first?
- Contact us by telephone first?
- Be able to see someone face to face but closer to where you live?

If you need an Appointment

If your query is complicated or you need to come back with paperwork we might need to make you an appointment for another time.

Would you prefer your appointment to be:

- Face to face at one of our offices?
- Over the telephone?
- Over a video conferencing platform (e.g. Skype, MS Teams, WebEx, Zoom?)

How would you like to get advice?

There are lots of different ways you can get information and advice from Citizens Advice.

Please tell us which of the following you know about and would use.

	I am aware of this service and have used it before	I was not aware of this service but would use it in future	I would not / could not use this service
National Citizens Advice website – Online advice topics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Consumer Telephone Advice Line (for problems with goods and services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Local Telephone Advice Line (for advice on any issue)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Face To Face Drop In Advice Services in Biddulph, Hanley, Kidsgrove and Newcastle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Webchat Advice Service (debt or general advice)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Help to Claim Telephone Line (for help to claim Universal Credit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National Help to Claim Webchat Service (for help to claim Universal Credit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our Local Email Advice Service (for advice on any issue)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Opening Hours

Please mark with a cross any of the statements below that apply

Telephone and webchat advice

Most of our telephone and webchat services operate within office hours – 9 am to 5 pm, Monday to Friday.

- I find it inconvenient to get telephone or webchat advice during normal operating hours.
- I would use telephone or webchat services if they were available in the early evening or at weekends.

Face to face advice at our drop -ins

Most of our drop in advice sessions are in the mornings on weekdays.

- I find it inconvenient to get face to face advice during normal operating hours.
- I would use face to face services if they were available in the afternoon.
- I would use face to face services if they were available in the early evening or at weekends.

Thinking about all of the questions in this survey – is there anything else you would like to say to us?

Please return your completed questionnaire:

By email: advice@snsCab.org.uk

By Post: CASNS Generalist Team
Advice House, 13-15 Cheapside
Hanley, ST1 1HL

This questionnaire is also available on-line at <https://forms.gle/TaKhcBobvuLaJeL28>