

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 or come to any of our drop-in advice sessions.

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.

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**

IMMIGRATION TEAM

Call **01782 407 968** (local rate)
Tue 9.30-11.30am (closed 1st Tue of month)
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.

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**

UNITING STAFFORDSHIRE AGAINST HATE (USAH)

Report a hate incident or hate crime and get support.
Call **0330 0881 339** local rate. See website for operating days and times.
www.usah.co.uk

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

We can support anyone who is a victim of a hate crime or incident in Stoke on Trent or Staffordshire.

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:

We offer a limited service at our Hanley and Kidsgrove offices. 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:

casns.org.uk



Monday Tuesday Wednesday Thursday Friday

| | 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 Town Hall Liverpool Rd, ST7 4EH | NO DROP-IN | NO DROP-IN | NO DROP-IN | 9.00 am to 1.00 pm | NO DROP-IN |
| Biddulph Town Hall High St, 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
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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: casns.org.uk

Facebook: @SNSCAB

Instagram/Threads: @CitizensAdvicesns

X (Twitter): @SNS_CAB

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