

## 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.

### 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.

### 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**

### 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:

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:

[snsCab.org.uk](https://snsCab.org.uk)



	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Hanley Office</b> 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
<b>Newcastle Office</b> 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
<b>Kidsgrove Labour Club</b> Market St, ST7 4AB.	NO DROP-IN	9.30 am to 1.00 pm	NO DROP-IN	NO DROP-IN	NO DROP-IN
<b>Kidsgrove Town Hall</b> Liverpool Rd, ST7 4EH	NO DROP-IN	NO DROP-IN	NO DROP-IN	9.00 am to 1.00 pm	NO DROP-IN
<b>Biddulph Town Hall</b> 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
<b>Cheadle library</b> 15A-17 High St, ST10 1AA	Ask for a referral at Cheadle Library				
<b>Leek Town Council</b> 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)

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## 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](mailto:advice@casns.org.uk)

## Read our online guides

[citizensadvice.org.uk](https://citizensadvice.org.uk)

## Talk to us on web chat

[citizensadvice.org.uk/contact-us/](https://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](https://snsCab.org.uk)

Facebook: @SNSCAB

Instagram/Threads: @CitizensAdvicesns

Twitter: @SNS\_CAB

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