

Acas (The Advisory, Conciliation & Arbitration Service)

Description: A Crown non-departmental public body of the government. Gives employees and employers free, impartial advice on workplace rights, rules and best practice.

Helpline: 0300 123 1100 Monday to Friday 8am-6pm

Website URL: <https://www.acas.org.uk>

Action Fraud

Description: If you've been the victim of a fraud or suspect one is being attempted, report it to Action Fraud by phone or online. Action Fraud is the UK's national fraud and cyber crime reporting centre.

Phone Number: 0300 123 2040

Website URL: <https://www.actionfraud.police.uk>

Citizens Advice

Address: 10 Tunstall Road, Biddulph ST8 6HH

Description: Provide advice and information on a range of issues, such as housing rights, welfare rights and benefits, money and debt, consumer issues and employment rights.

Monday, Wednesday and Thursday 10am-1pm. The office is currently closed due to COVID-19, call or go online to use the webchat.

Phone Numbers:

Local Advice Line 0808 278 7876

National Advice Line 0800 144 8848

Staffordshire Advice Line 0300 3309 062

Help to Claim Service 0800 1448 444 – for help with making a new claim for Universal Credit.

Consumer Advice 0808 223 1133 – for help with goods and services.

Debt Advice 01782 408625 or email moneyadvice@snsCab.org.uk

Potteries Moneywise 01782 408685 – for problems with energy suppliers, switching suppliers and budgeting or email enquiries@potteriesmoneywise.org.uk

Email: advice@snsCab.org.uk

Website URL: <https://www.citizensadvice.org.uk>

Money Advice Service

Description: Free and impartial money advice, set up by government. Provides information and guidance on borrowing and debt, budgeting and saving, work and benefits, etc.

Phone Number: 0800 138 7777

Website URL: <https://www.moneyadviceservice.org.uk/en>

National Debtline

Description: A charity giving free independent advice 9am-8pm Monday to Friday.

Phone Number: 0808 808 400

Website URL: <https://www.nationaldebtline.org>

Pensions Advisory Service

Description: Free and impartial guidance to people with workplace and personal pensions.

Phone Number: 0800 011 3797

Website URL: <https://www.pensionsadvisoryservice.org.uk/>

Report Benefit Fraud

Address: National Benefit Fraud Hotline, Mail Handling Site A, Wolverhampton WV98 2BP

Description: Benefit fraud investigations are carried out by the Department for Work & Pensions (DWP). Report someone you think is committing benefit fraud. Give as much information as you can about the person you're reporting (their name, address and the type of fraud you think they're committing). You don't need to give your name, address or any other personal details.

National Benefit Fraud Hotline: 0800 854 440 Monday to Friday, 8am to 6pm

Website URL: <https://www.gov.uk/report-benefit-fraud>

Stop Loan Sharks

Description: Help given to anyone affected by illegal money lending, not only victims, but their friends and family too.

Phone Number: 0300 555 2222 (24 hour helpline)

Email: reportaloanshark@stoploansharks.gov.uk

Website URL: <https://www.stoploansharks.co.uk>