

Benefits & Support



a guide to welfare benefits and support services









Confidential advice and support

If you are looking for confidential help, advice and support on financial matters we can help. Our advice and support service provides individual and flexible advice to help people manage their households.



We can help you

-  To claim the right benefits and grants;
-  To fill in forms and write letters;
-  By giving you advice on prioritising your debts;
-  By making sure you have enough money to pay your rent and other bills;
-  Get the right help at the right time; and
-  By providing advice on debt.



Don't leave your finance to chance



Who we help

Every year we help hundreds of our customers to manage their homes, claim benefits and pay their bills. We also assist them to negotiate realistic payment plans with their creditors.

How we help

We help our customers claim benefits including Carers Allowance, Disability Living Allowance, Attendance Allowance, Pension Credit, Council Tax Benefit and Housing Benefit. We can also help and represent at appeals.

Government legislation changes, your circumstances change. Even if you have been turned down in the past we will help.

Our service is free and confidential

We can visit you in your own home or provide telephone or email advice - choose whichever method you prefer.

We are able to direct you to outside specialist debt advice agencies for help.



Claiming the correct benefits

Housing and other benefits can often appear difficult and confusing. Because of this some people may lose out.

For example, nationally one in three people aged over 60 are not receiving their full benefit entitlements. In order to make sure you are receiving your full entitlement, contact us for a benefit health check.





Useful telephone numbers

Age Concern	01782 286209
Benefit Enquiry Line	0800 882200
Citizens Advice Bureau Kidsgrove (Tuesday only)	01782 786529
Citizens Advice Bureau Newcastle	0870 1264049
Department of Work and Pensions Hanley	01782 216799
Disability Solutions	01782 683800
National Debtline	0808 8084000
Newcastle Borough Council	01782 717717
Pension Service	0845 6060265
Social Services Kidsgrove	01782 269705
Social Services Newcastle	01782 269005
Social Services and Department of Work and Pensions Working in Partnership	01785 278536



This information can be made available in

- Other languages • Large print • Braille • Audio tape • Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھیے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - Polish

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

We really value your feedback, whether good or bad, to help us improve our services.

Please contact us if you have a comment, compliment, suggestion or complaint to make about any aspect of the service we provide.

How to contact us



By telephoning
01782 635200

By minicom
01782 854993

By fax
01782 715498

By writing to
Aspire Housing
Kingsley
The Brampton
Newcastle under Lyme
Staffordshire
ST5 0QW

By visiting our offices
By emailing us
enquiries@aspirehousing.co.uk
Via our website
www.aspirehousing.co.uk

word|for|word

APPROVED BY ASPIRE HOUSING CUSTOMERS