



July 2018

Advice Line: 01743 539201 and answerphone  
(Monday to Wednesday 10.30 am to 12.30 pm)

Fax: 01743 341150

Email: [advice@a4u.org.uk](mailto:advice@a4u.org.uk)

[www.a4u.org.uk](http://www.a4u.org.uk)



### SHREWSBURY

Louise House, Roman Road, Meole Brace  
Shrewsbury SY3 9JN

### TELFORD

Meeting Point House, Southwater Square,  
Telford TF3 4HS

For pre-arranged appointments that are subject to a small charge.



The information in this leaflet can be made available in other formats such as large print and audio

...run by and for disabled people

A4U is a company limited by Guarantee  
Company No. 04381722 — Charity No. 1092083

Working in partnerships with other advice agencies



01743 539201



## What we offer

- Confidential and impartial information, advice and advocacy on all aspects of disability, to people with disabilities, their families and carers as well as health and social care professionals.
- Legal advice on welfare benefits, claims and appeals.
- Help with form filling such as Personal Independence Payment, Disability Living Allowance, Attendance Allowance and Employment Support Allowance.
- Specialist support and advice to challenge Department for Work and Pensions including First-tier Tribunals for social entitlement and appeals to Upper Tribunal, where contract funding allows.
- Weekly drop in at the Shropshire Autism Hub for help, advice and support for both peers and carers of people on the autistic spectrum.
- Specialist quality mark standards.
- Signposting clients to local and national agencies for specific help.
- Volunteering opportunities.

## Our service is for

- People with disabilities
- Families and carers
- Health and Social Care Professionals
- Anyone seeking information on any aspects of disability

Disability does not only mean physical disability, it also includes people with mental health issues, diabetes, cancer and other long-term illnesses

## How to access our services

- We can be contacted by telephone during the day or by answer phone outside office hours or by email
- We accept referrals from health and social care professionals, local councils, other voluntary agencies and government departments.
- We have a main office in Shrewsbury. We also have an office in Telford for pre-arranged appointments, subject to a small charge.
- Our website is available for information and leaflets