



Jan 2020

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

Fee paying form fill service with  
pre-arranged appointments held at Louise House, Shrewsbury,  
subject to a small charge and availability.



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

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

Working in partnerships with other advice agencies

...run by and for disabled people



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/ Universal Credit.
- 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 for registered users at the Shropshire Autism Hub for help, advice and support for both peers and carers of people on the autistic spectrum.  
To make an appointment to register at the Autism Hub, email : shropshireautismhub@a4u.org.uk or contact Advice line 01743 539201.
- 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.
- Our main office is in Shrewsbury. We are no longer funded to provide services in the Telford area, however, we do offer a fee paying form fill service with pre-arranged appointments for those able to travel to Louise House in Shrewsbury. Free parking available.
- Our website is available for information and leaflets