

**Hartlepool Carers  
Self-Directed Support Information – Finance**



| Service/Organisation          | How can they help?   | Contact Details  | Useful Information  |
|-------------------------------|--|--|---|
| West View Advice and Resource | <p>The advice centre gives advice on your personal circumstances on the following main areas.</p> <ul style="list-style-type: none"> <li>• General Advice</li> <li>• Calculations</li> <li>• Personal/Family Problems</li> <li>• Debt/Welfare Benefits</li> <li>• Back to Work Calculations</li> <li>• Completion of Forms</li> <li>• Disability Advice</li> <li>• Preparation and representation at Tribunals and Appeals</li> <li>• Home Visit service available for the Housebound</li> </ul> | <p>West View Advice and Resource Centre<br/>The Community Centre<br/>Miers Avenue<br/>Hartlepool TS24 9JQ<br/>Tele: 01429 271294.</p> <p><a href="http://www.wvarc30.org.uk">www.wvarc30.org.uk</a></p>              | <p>Monday - Thursday 9 - 4.30pm<br/>Friday - 9-4pm</p>  |
| Citizen Advice Bureau         | <p>Advice on-</p> <ul style="list-style-type: none"> <li>• Debt/Money Advice</li> <li>• Welfare and Benefits - including help with appeals</li> <li>• Employment Law</li> <li>• Housing and Homelessness</li> <li>• Energy and Fuel Issues</li> <li>• Family and Relationship</li> </ul>   | <p>87 Park Road<br/>Hartlepool TS26 9HP<br/>Tele: 01429 408 401<br/>Email:<br/><a href="mailto:enquiries@hartlepool.cabnet.org.uk">enquiries@hartlepool.cabnet.org.uk</a></p>  | <p>Opening Times<br/>Monday 9:30 – 3:00pm<br/>Wednesday 9:30 – 3:00pm<br/>Thursday 9:30 – 3:00pm<br/>Friday 9:30 – 3:00pm</p> |
| Age UK                        | <p>Age UK Teesside has a wide range of services to help over-50s in Hartlepool. Supporting people to achieve the best out of their lives, their finances, social life and health &amp; wellbeing:</p>  | <p>Head Office<br/>Dorothy Rose Suites<br/>The TAD Centre Ormesby Road<br/>Middlesbrough TS3 7SF<br/>Telephone:01642 805 500<br/>E-mail <a href="mailto:info@ageukteesside.org.uk">info@ageukteesside.org.uk</a></p> |   |

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| Hartlepool Foodbank   | Hartlepool Foodbank operate to provide emergency food and advice to those who find themselves in crisis.  | 28 Church Street<br>Hartlepool TS24 7DH<br>Tele: 01429 598 404<br>Email: <a href="mailto:info@hartlepool.foodbank.org.uk">info@hartlepool.foodbank.org.uk</a><br><br><a href="https://hartlepool.foodbank.org.uk/get-help/how-to-get-help/">https://hartlepool.foodbank.org.uk/get-help/how-to-get-help/</a> | A voucher is required to enable a food parcel collection. These can be obtained from Hartlepool Carers- 01429 283 095<br>Children's Hub-01429 284 284 |
| Local Welfare Support | Local Welfare Support (LWS) is a limited discretionary fund, managed by Hartlepool Borough Council to help residents stay in or return to their community or to give help in a crisis.  | Civic Centre Victoria Road<br>Hartlepool TS24 8AY<br><a href="https://www.hartlepool.gov.uk/info/20015/social-care-and-health/473/local-welfare-support">https://www.hartlepool.gov.uk/info/20015/social-care-and-health/473/local-welfare-support</a><br>Tele: 01429 284 284                                | You must be in receipt of a qualifying benefit.<br>Contact for further information.   |
| Council Tax Reduction | You may be entitled to a reduced Council Tax bill if you, or someone who lives with you has a permanent disability, uses a wheelchair indoors, has an extra bathroom or kitchen, or extra room in your property, to meet the special needs arising from a disability. | Telephone: 01429 266 522<br>E-mail: <a href="mailto:customer.service@hartlepool.gov.uk">customer.service@hartlepool.gov.uk</a><br>Hartlepool Borough Council Customer Services<br>Civic Centre<br>Victoria Road<br>Hartlepool TS24 8AY   | Monday – Friday 9:00 – 5:00pm   |
| Water Sure            | Discount scheme People with Water Meters on benefits and with certain conditions which require more water to be used than the average household.  | Contact your local Water supplier for details on how to register.  |   |
| Advice at Hart        | Benefits Advice, form completion and welfare support  | 07940 042 419<br>Email: <a href="mailto:clairadviceathart@hotmail.com">clairadviceathart@hotmail.com</a>   | Some work can be funded, charges may apply but very reasonable.   |