**BENEFITS ADVICE**

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| **Venue & Address and telephone No** | **Details** |
| Citizens’ Advice Bureau  Park Road  **Office no** 01429 408401  **Advice Line** 0300 330 9005 | **Drop in**  Monday, Wednesday, Thursday and Friday – 9.30am till 3pm (Appointments ONLY Tuesday). Telephone advice Monday – 9.30am – 3pm, Wednesday and Friday 9.30am – 12.30pm  Report to reception, short wait then 10 minutes with generalist advisor who will make follow-up appointments with specialist advisors |
| West View Advice & Resource Centre  Miers Avenue  **Contact No** - 01429 271294 | **Appointment Line**  Monday – Thursday 9am till 4pm  Friday – 9am – 4pm  **Drop in**  Friday – 9am till 12.30pm  20 minutes initial advice and form filling  Follow up appointments |
| Kilmarnock Road Community Centre  Kilmarnock Road  **Contact No** - 01429 271294 to make a specific appointment with an advisor | **Drop in – advisor from West View Advice Centre**  Tuesday 9am till 12.30pm  20 minutes initial advice and form filling  Follow up appointments |
| Central Library  York Road | **Drop in – advisor from West View Advice Centre**  Thursday 10am till 3.30pm - 20 minutes for general benefits advice |
| Age UK  100 York Road | **For local residents over 50**  Delivered by advisor Angela Brough, who offers home visits to Hartlepool residents. If you are over 50 and require any of the following:  Welfare & Benefit Checks; Assistance With Form Filling; General Benefit Advice; Telephone Advice  Contact Angela on 07921 464 127 or email angela.brough@ageukteesside.org.uk |

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| Owton Manor Community Centre  Wynyard road | Wednesday 9.00am - 12.00 noon at Community Hub South (Owton Manor Community Centre) 30 minute slots for advice and information |
| Burbank Community Centre  **Contact No:- 07305 802280** | Advice@Heart, Claire Galbraith – Wednesdays 11am – 1pm phone no 07940 042419. Email:- adviceathart@outlook.com |
| Burbank Community Centre  (for Thirteen Group tenants only) | **Universal Credit queries/support**  **Drop in but appointment preferred (ring 0300 111 1000)**  Tuesdays and Thursdays  9.30am – 2.30pm  Ask to be put through to Universal Credit Support Team to make appointment |
| Thirteen, Titan House, York Road  (for Thirteen Group tenants only) | **Universal Credit queries/support**  **Drop in but appointment preferred (ring 0300 111 1000)**  Monday, Tuesday, Thursday and Friday  9am – 4pm  Ask to be put through to Universal Credit Support Team to make appointment |

CAB Telephone Advice Line General Advice and Guidance **0300 330 9005**