

How to contact us

If you would like help or advice from Adult Social Care you should contact our Duty team first of all. One of our Duty social workers or contact officers will take some basic information from you and talk to you about your needs. They can give information and advice, or suggest things we can do to help.

» Contact us

You can contact the Duty team by letter, telephone, textphone, or e-mail. If you want to speak to someone in person, visit reception at the Civic Centre and ask to see a duty social worker. If English is not your first language, we can provide a translation service.



Telephone: 01429 523872



Textphone/minicom: 01429 284130



e-mail: socialcare@hartlepool.gov.uk



Postal address: Child and Adult Services
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

» Our opening times

We open at 8.30 am every weekday. We close at 5 pm from Monday to Thursday. On Fridays we close at 4.30 pm.

» Help when we are closed

If you need urgent help when our offices are closed, you can contact the Emergency Duty Team. Their telephone numbers are:



Telephone: 08702 402994



Textphone/minicom: 01642 602346

» About this factsheet

This factsheet tells you how to contact Adult Social Care and the Emergency Duty Team. We issued this factsheet in July 2011. We will check the information is up to date in July 2012.

» Other useful factsheets

Title	Reference
■ What we do	Factsheet 02
■ Getting help from us	Factsheet 03
■ Making a comment or complaint	Factsheet 05
■ What does the Duty team do?	Factsheet 32



You can download our factsheets from **www.hartlepool.gov.uk/factsheets**

If you do not have access to the internet you can request factsheets from our administration team on 01429 523745