WELCOME to the new A to Z directory of Hartlepool Council services, which is being delivered free to every home in the borough.

The Council provides a vast range of services to local residents, businesses and visitors to our town and it is important that people are aware of all those services and how they can be accessed.

Whether you want to report a street light or traffic light not working, need help with training and education, want to have unwanted furniture collected or have a concern about a vulnerable member of society, this A to Z booklet will help you.

The easy to follow booklet provides a brief description of each service, along with a telephone number and email, website and social media addresses where applicable.

To coincide with the publication of this A to Z, in December 2015 we will be launching a new website which contains everything you need to know about Hartlepool Council and the services it provides.

The new website is easy to navigate and has many functions including ‘Report It’ and ‘Pay for It’ which you can use from the comfort of your own home or whilst on the move on your mobile or tablet device.

If you haven’t got access to the internet, there are computers which you can use at all local libraries.

There is further website information on the following page and I do hope that you find the booklet useful and it keep it somewhere safe.

Councillor Christopher Akers-Belcher
Leader of Hartlepool Borough Council

Who we are

NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group (CCG) is responsible for planning and paying for a range of local healthcare services on behalf of patients across the area. The CCG is made up of 40 local GP practices and our population is almost 300,000 people.

We believe that good healthcare is everybody’s business and work closely with our local councils, other NHS providers, local communities and the voluntary sector to deliver joined-up healthcare that will benefit everyone.

Listening to local people

We are committed to listening carefully to the views of patients, carers, the voluntary and community sector, and the general public and acting on the feedback we get. By giving us your views you can play a role in decisions about healthcare provision in the area.

There are many ways to get involved:

• **Public events:** We hold regular events which are open to the general public, stakeholders and partners.
• **Attendance at events:** The CCG actively engages with local community and voluntary groups at local events including local crime partnerships and welfare reform groups.
• **MY NHS:** By signing up to ‘MY NHS’ local people can influence decisions about their healthcare, receive updates about local services and will be invited to events.
• **Governing Body Meeting:** These meetings are bi-monthly and are held in public.
• **Annual General Meeting**
• **Community Health Ambassadors:** Our community health ambassadors engage people from the local community, particularly focussing on minority, marginalised and disadvantaged groups.

To find out more about getting involved visit our website
www.hartlepoolandstocktonccg.nhs.uk

NHS Hartlepool and Stockton-on-Tees CCG
Billingham Health Centre | Queensway | Billingham | TS23 2LA
Telephone: 01642 745982
Email: hstccg.hartlepoolandstocktonccg@nhs.net
Do it Online.

HARTLEPOOL Council will unveil its new website in December 2015, making more services than ever available at the touch of a button.

The site has been completely redesigned and the number of web pages has been condensed to help you find information quickly and easily.

You can also save time by paying bills, reporting issues and filling out forms directly from the new site.

From the homepage click the ‘More Council Services’ button. A dropdown menu will appear and this will include a ‘Report It’ button to report issues such as fly tipping and anti-social behaviour. There is also a ‘Pay for It’ button where you can pay Council Tax, business rates and invoices.

Alternatively, you can use the search bar at the top right of the homepage to find content.

The new website can be found at www.hartlepool.gov.uk

---

Abandoned Vehicles

To report abandoned, untaxed or nuisance vehicles.

- (01429) 523333
- customer.service@hartlepool.gov.uk

Abuse and Neglect (Adults)

For advice and information if you are concerned about the safety of an adult.

- (01429) 523390
- Out of hours emergencies - 08702 402994
- fcsh@hartlepool.gov.uk

Abuse and Neglect (Children)

See Child Protection.

Adoption

For information about adopting a child.

- (01429) 405557 or 405588
- fosterandadopt@hartlepool.gov.uk
- www.facebook.com/hartlepoolfosterandadopt

Adult Education

For details of the wide range of training and education courses available for adults.

- (01429) 868616
- adult.education@hartlepool.gov.uk
- www.haded.org.uk
- www.facebook.com/hartlepooladulteducation
**Archives**
A range of local and family history resources are available at Hartlepool Central Library.
(01429) 242909
infodesk@hartlepool.gov.uk
www.hhtandn.org

**Benefits**
For information about Housing Benefit/Council Tax Support and Free School Meals.
(01429) 284188
benefits@hartlepool.gov.uk

**Benefit Fraud**
To report suspected Housing Benefit or Council Tax fraud.
(01429) 523157
benefits@hartlepool.gov.uk

**Bins**
See Refuse and Recycling.

**Births**
See Register Office.

**Blue Badge Scheme**
See Parking.

**Borough Hall**
Headland entertainment venue with a separate licensed bar. A main hall and other rooms for hire, plus a room fully licensed for performing weddings and civil ceremonies.
(01429) 266269
borough.hall@hartlepool.gov.uk

**Archaeology**
Tees Archaeology provides a range of advice and services.
(01429) 523455
tees-archaeology@hartlepool.gov.uk
www.teesarchaeology.com

**Allotments**
Information about renting or repairs to allotments.
(01429) 523333
allotments@hartlepool.gov.uk
www.facebook.com/hartlepoolallotments

**Animal Health**
For enquiries or concerns about the health and welfare of farmed animals.
(01429) 523352

**Anti-Social Behaviour**
To make a complaint regarding anti-social behaviour.
(01429) 523100 (office hours)
community.safety@hartlepool.gov.uk
www.saferhartlepool.co.uk

**Alleygates**
To report problems with alleygates or alleygate keys.
(01429) 523333
customer.service@hartlepool.gov.uk

**Alcohol Issues**
HART (Hartlepool Action Recovery Team) offers support and treatment services for people affected by substance misuse.
(01429) 285000 (office hours)
substancemisuse@hartlepool.gov.uk

**Website**: www.hartlepool.gov.uk
Bowling Greens

The Council manages the Burn Valley Gardens, Grayfields, Seaton Park, Staby House, Town Moor/Friar Terrace and Ward Jackson Park bowling greens.

(01429) 523406
parksandcountryside@hartlepool.gov.uk

Building Control

See Planning Services.

Bulky Household Waste Collection

To book the collection of unwanted household items such as suites, cookers and fridges from your home.

(01429) 523332
customer.service@hartlepool.gov.uk

Business Rates

For enquiries about Business Rates.

(01429) 284277
businessrates@hartlepool.gov.uk

Business Support and Advice

The Council provides a wide range of support to new and existing businesses – from grants to advice about premises.

(01429) 867677
info@investinhartlepool.com

Careers

See Young People - Advice and Guidance, and National Careers Service in Useful Other Contacts.

Carers

See Social Care - Adults.

Carlton Outdoor Education Centre

Located at Carlton-in-Cleveland, it offers groups of children and adults the chance to experience the outdoors including canoeing, climbing, hill walking, high ropes challenges and more.

01642 712229
admin.carlton@school.hartlepool.gov.uk

CCTV Cameras

For enquiries about the Council’s CCTV cameras.

(01429) 523100 (office hours)
community.safety@hartlepool.gov.uk
www.saferhartlepool.co.uk

Cemeteries and the Crematorium

For any enquiries about Hartlepool’s cemeteries and crematorium.

(01429) 274517
cemeteries@hartlepool.gov.uk

Child Injury Prevention

For advice on preventing injuries among children and young people from birth up to age 19.

(01429) 284372
public.health@hartlepool.gov.uk
### Child Protection
For advice if you are concerned about the safety or neglect of a child.
- **(01429) 284284**
- fcsh@hartlepool.gov.uk

### Childcare
Oscars after-school and school holiday club runs a range of exciting activities for children aged 3-16 and those aged 3-18 who have additional needs.
- **07771 936968**
- See also Social Care – Children.

### Children’s Centres
Information, advice and activities for families.
- [http://hartlepool.childrensservicedirectory.org.uk](http://hartlepool.childrensservicedirectory.org.uk)
- [www.facebook.com/hartlepoolchildrensccentres](http://www.facebook.com/hartlepoolchildrensccentres)

### Bungalow at Golden Flatts Primary School
- **(01429) 274711 or 292444**

### Chatham Children’s Centre
- **(01429) 284466**
- chathamchildrenscentre@hartlepool.gov.uk

### Hindpool Children’s Centre
- **(01429) 292555**
- hindpoolchildrenscentre@hartlepool.gov.uk

### Lynnfield Community Learning & Children’s Centre
- **(01429) 232946**
- lynnfieldchildrenscentre@hartlepool.gov.uk

### Committee Meetings
See Council Meetings.

### Child Protection
- Miers Children’s Centre
  - **(01429) 284466**
- Rift House Children’s Centre
  - **(01429) 284610**
- Rossmere Children’s Centre
  - **(01429) 292444**
- St Helen’s Children’s Centre
  - **(01429) 292555**
- Stranton Children’s Centre
  - **(01429) 231329**

### Comments, Compliments and Complaints
To make a comment, compliment or complaint about a Council service.
- **(01429) 266522**
- customer.comments@hartlepool.gov.uk

### Community Centres
For information about Council community centres and bookings.
- **(01429) 523332**
- customer.service@hartlepool.gov.uk
Community Safety

The team deals with anti-social behaviour, mediation, CCTV, crime prevention, working in the community with young people, community development and engagement and victim support.

- (01429) 523100 (office hours)
- community.safety@hartlepool.gov.uk
- www.saferhartlepool.co.uk

Conservation Areas

The town has eight conservation areas and the Council has policies for their protection and enhancement.

- (01429) 523275
- heritage.countryside@hartlepool.gov.uk

Contaminated Land

The Council identifies contaminated land in the town and maintains a register of it.

- (01429) 523207
- techservices@hartlepool.gov.uk

Councillors

For information about your local councillors and how to contact them.

- (01429) 523702 or 523704
- MEMSEC@hartlepool.gov.uk

Council Meetings

For details of forthcoming Council meetings or decisions made at previous meetings.

- (01429) 523568
- democratic.services@hartlepool.gov.uk

Council Performance

For information on how the Council is performing.

- (01429) 284322

Council Tax Enquiries

For enquiries about Council Tax.

- General enquiries: (01429) 284277
- revenues@hartlepool.gov.uk
- Council Tax arrears enquiries: (01429) 284166
- recovery@hartlepool.gov.uk

Council Tax Payments

You can pay Council Tax using our automated telephone service.

- (0300) 123 0703

Countryside Access

Through the Countryside Access Team the Council manages, improves and maintains all rights of way within the borough.

- (01429) 523524
- rightsofway@hartlepool.gov.uk

Countryside Wardens

The Countryside Wardens manage Hartlepool’s Local Nature Reserves and also organise a range of activities and events plus volunteer groups.

- (01429) 853325
- countrysidewardens@hartlepool.gov.uk

Crime Prevention

For crime prevention, home security and personal safety advice and help.

- (01429) 523100 (office hours)
- community.safety@hartlepool.gov.uk
- www.saferhartlepool.co.uk

Contaminated Land

The Council identifies contaminated land in the town and maintains a register of it.

- (01429) 523207
- techservices@hartlepool.gov.uk

Countryside Access

Through the Countryside Access Team the Council manages, improves and maintains all rights of way within the borough.

- (01429) 523524
- rightsofway@hartlepool.gov.uk

Countryside Wardens

The Countryside Wardens manage Hartlepool’s Local Nature Reserves and also organise a range of activities and events plus volunteer groups.

- (01429) 853325
- countrysidewardens@hartlepool.gov.uk

Crime Prevention

For crime prevention, home security and personal safety advice and help.

- (01429) 523100 (office hours)
- community.safety@hartlepool.gov.uk
- www.saferhartlepool.co.uk
### Dropped Kerbs

The Council has an ongoing programme of installing dropped kerbs to improve access for wheelchair and pram users.

- **Phone:** (01429) 523333
- **Email:** customer.service@hartlepool.gov.uk

### Cycle Routes

For information about the town’s cycle routes or to report any problems with them.

- **Phone:** (01429) 523259
- **Email:** highways@hartlepool.gov.uk

### Dangerous Buildings and Structures

To report a dangerous building or structure.

- **Phone:** (01429) 523248
- **Email:** edm@hartlepool.gov.uk

### Data Protection

The Data Protection Act gives you the right to know what information the Council holds about you, and to have any inaccuracies corrected. A £10 statutory fee applies.

- **Phone:** (01429) 523182
- **Email:** freedomofinformation@hartlepool.gov.uk

### Dead Animals

To report a dead animal which needs removing from a public area.

- **Phone:** (01429) 523333
- **Email:** customer.service@hartlepool.gov.uk

### Deaths

See Register Office.

### Disabilities

For information on the services and support available to people with physical and/or learning disabilities and complex health needs.

- **Phone:** (01429) 523872
- **Minicom Textphone:** (01429) 284130
- **Out of hours emergencies:** 08702 402994
- **Email:** socialcare@hartlepool.gov.uk

### Drug-related Litter

See Needles.

### Drugs Issues

HART (Hartlepool Action Recovery Team) offers information, advice, support and treatment services for people affected by substance misuse.

- **Phone:** (01429) 285000 (office hours)
- **Email:** substancemisuse@hartlepool.gov.uk

### Education

See Schools.

### Disclosure and Barring Service (DBS)

For information about DBS checks or to apply to the Council to undertake checks on behalf of a business.

- **Phone:** (01429) 523331
- **Email:** workforcesupport@hartlepool.gov.uk

### Dogs

To report a stray dog or incidents of dog fouling.

- **Phone:** (01429) 523333
- **Email:** customer.service@hartlepool.gov.uk
  - **Website:** www.facebook.com/Dogwardenhpool

### Dangerous Buildings and Structures

To report a dangerous building or structure.

- **Phone:** (01429) 523248
- **Email:** edm@hartlepool.gov.uk

### Data Protection

The Data Protection Act gives you the right to know what information the Council holds about you, and to have any inaccuracies corrected. A £10 statutory fee applies.

- **Phone:** (01429) 523182
- **Email:** freedomofinformation@hartlepool.gov.uk

### Dead Animals

To report a dead animal which needs removing from a public area.

- **Phone:** (01429) 523333
- **Email:** customer.service@hartlepool.gov.uk

### Deaths

See Register Office.

### Disabilities

For information on the services and support available to people with physical and/or learning disabilities and complex health needs.

- **Phone:** (01429) 523872
  - **Minicom Textphone:** (01429) 284130
- **Out of hours emergencies:** 08702 402994
- **Email:** socialcare@hartlepool.gov.uk

### Drug-related Litter

See Needles.

### Drugs Issues

HART (Hartlepool Action Recovery Team) offers information, advice, support and treatment services for people affected by substance misuse.

- **Phone:** (01429) 285000 (office hours)
- **Email:** substancemisuse@hartlepool.gov.uk

### Education

See Schools.
Feel Good In Hartlepool

A three-year project to get Hartlepool people active.

- (01429) 523088
- feelgood@hartlepool.gov.uk
- www.facebook.com/FeelGoodInHartlepool
- @FeelGoodinHpool

Flooding

To report a flooded road or flooding due to a blocked road gulley.

- (01429) 523333
- customer.service@hartlepool.gov.uk

Flyposting

To report flyposting.

- (01429) 523333
- customer.service@hartlepool.gov.uk

Flytipping

To report flytipping.

- (01429) 523333
- customer.service@hartlepool.gov.uk

Food Safety and Standards

The Council carries out inspections, provides advice and investigates complaints, to ensure that all food produced, distributed and sold in Hartlepool is safe to eat and meets national and European standards.

- Food Safety: (01429) 523341
- Food Standards: (01429) 284157
- publicprotection@hartlepool.gov.uk

Elections/Electoral Registration

Information about borough, local and parliamentary elections and the Electoral Register.

- (01429) 523088
- elections@hartlepool.gov.uk

Emergency Planning

Cleveland Emergency Planning Unit provides advice to the public on how to react to emergency situations.

- (01642) 301515
- emergency.planning@hartlepool.gov.uk
- www.clevelandemergencyplanning.info

Empty Houses

To report empty houses which are open to unauthorised access or may become a danger to public health.

- (01429) 523336
- privatesectorhousing@hartlepool.gov.uk

Events

For details of events organised by the Council such as the Fireworks Display, the Christmas Lights Switch-On and the Horticultural Show.

- (01429) 523459 or 523451
- events@hartlepool.gov.uk
- www.whatshappeninghartlepool.com
- www.facebook.com/whatshappeninghartlepool
- @dest_hpool

Emergencies – Out Of Hours

For emergency out-of-hours social work help for adults or children.

- 08702 402994

For emergencies involving any other Council services.

- (01429) 869424
Fostering
Find out more about fostering a child.
(01429) 405557 or 405588
fosterandadopt@hartlepool.gov.uk
www.facebook.com/hartlepoolfosterandadopt

Gulleys
To report a blocked gulley.
(01429) 523333
customer.service@hartlepool.gov.uk

Hartlepool Enterprise Centre
The centre in Brougham Terrace provides support and advice for both new and existing businesses, including provision of start-up premises.
(01429) 867677
info@investinhartlepool.com
www.investinhartlepool.com

Graffiti
To report graffiti.
(01429) 523333
customer.service@hartlepool.gov.uk

Hartlepool Now
A website which helps people access a wide range of care-related support and advice from across the town to help them live as independently as possible.
(01429) 523652
casdevelopmentteam@hartlepool.gov.uk
www.hartlepoolnow.co.uk

Grants
For details of the wide range of grants available from the Council.
(01429) 266522
customer.service@hartlepool.gov.uk

Hartlepool’s Maritime Experience
See Museums and Art Galleries.

Grass Cutting
The Council cuts grass in public areas including parks, playing fields and grass verges.
(01429) 523333
customer.service@hartlepool.gov.uk

Hate Crime
To report hate crime due to disability, gender identity, race, ethnicity and nationality, religion, faith or belief, sexual orientation, alternative subcultures or mate crime.
(01429) 523100 (office hours)
(01429) 266522 (outside office hours)
community.safety@hartlepool.gov.uk
www.saferhartlepool.co.uk

Gritting
For queries about Council gritting of roads.
(01429) 523333
customer.service@hartlepool.gov.uk

Health and Safety at Work
The Council inspects shops, offices and leisure premises to ensure they comply with health and safety law and provides the relevant advice.
(01429) 284157
publicprotection@hartlepool.gov.uk

Freedom of Information
Under the Freedom of Information Act, people can apply for access to recorded information (other than certain exemptions including personal information) held by the Council.
(01429) 523182
freedomofinformation@hartlepool.gov.uk

Grants
For details of the wide range of grants available from the Council.
(01429) 266522
customer.service@hartlepool.gov.uk

Hartlepool’s Maritime Experience
See Museums and Art Galleries.

Grass Cutting
The Council cuts grass in public areas including parks, playing fields and grass verges.
(01429) 523333
customer.service@hartlepool.gov.uk

Hate Crime
To report hate crime due to disability, gender identity, race, ethnicity and nationality, religion, faith or belief, sexual orientation, alternative subcultures or mate crime.
(01429) 523100 (office hours)
(01429) 266522 (outside office hours)
community.safety@hartlepool.gov.uk
www.saferhartlepool.co.uk

Health and Safety at Work
The Council inspects shops, offices and leisure premises to ensure they comply with health and safety law and provides the relevant advice.
(01429) 284157
publicprotection@hartlepool.gov.uk
Health Improvement Resource Library

Free online library service to book out health resources and order health information leaflets and posters.

(01429) 284270
public.health@hartlepool.gov.uk
www.hpac.hartlepool.nhs.uk

Health Promotion

Advice and initiatives to encourage healthy lifestyles including healthy eating.

(01429) 523587
public.health@hartlepool.gov.uk

Health Trainer Service

The Health Trainer Service supports adults to adopt a healthier lifestyle, providing advice on weight management, healthy eating and physical activity.

(01429) 284030
health.trainers@hartlepool.gov.uk
www.facebook.com/hartlepoolhealthtrainerservice

Higher Education

For information about student grants/loans if you are going on to university.

0845 6077 577

Homelessness

The Council offers advice and support to people who are homeless or at risk of becoming homeless.

(01429) 523336
housingadviceteam@hartlepool.gov.uk
Inspirations Coffee House and Garden Centre

Set in gardens off Tanfield Road, the Coffee House serves delicious food and drink. A small function room is also available for private hire. Visit the garden centre for a wide range of seasonal shrubs, plants, trees, garden furniture plus flower arrangements and gifts.

Coffee House - (01429) 273734
inspirationscoffeeshouse@hartlepool.gov.uk
www.inspirationscoffeeshouse.co.uk

Garden Centre - (01429) 233950
inspirationsgardencentre@hartlepool.gov.uk
www.inspirationsgardencentre.co.uk
inspirations_coffee_garden

Jobs and Training

The Council’s Economic Regeneration Team offers a range of support to employers and job seekers.

(01429) 284482
hws@hartlepool.gov.uk

Jobs (Council Vacancies)

All Council vacancies can be viewed via the Jobs Section of the website.

(01429) 523331
workforcesupport@hartlepool.gov.uk

Land Searches

The Council carries out local land searches for property, sales and purchases.

(01429) 523088
landcharges@hartlepool.gov.uk

Leisure Centres

See Sports Centres.
Licensing
The Council issues licences for a range of activities and locations, including premises serving alcohol, taxis, street trading and street charity collections.

(01429) 523354
licensing@hartlepool.gov.uk

Lifeguards
The Council operates a seasonal beach lifeguard service.

(01429) 523412
parksandcountryside@hartlepool.gov.uk

Listed Buildings
General information about listed buildings.

(01429) 523275
heritage.countryside@hartlepool.gov.uk

Litter
To report incidents of litter, problems with litter bins or request intervention by the enforcement team, which can issue fines to people who drop litter.

(01429) 523333
customer.service@hartlepool.gov.uk

Library and Home Library Services
The Mobile Library delivers services into the community, outlying villages and schools. The Home Library is available for people who find it difficult to access traditional library services due to illness or frailty.

(01429) 272905
vehicle.services@hartlepool.gov.uk

Mobile Library and Home Library Services

Central Library and four part-time branch libraries. Services include free book and spoken word loans, activities for the under fives, reading groups and public access computers. You can browse the libraries catalogue and reserve and renew library books on the Council website.

www.facebook.com/hartlepoolibs
@HartlepoolLibs

Central Library
Offers a range of services including the Reference and Information Service, local and family history resources and free wifi, plus exhibition space and community rooms for hire.

(01429) 272905
infodesk@hartlepool.gov.uk

Headland Library

(01429) 268169
Headland.Library@hartlepool.gov.uk

Owton Manor Library

(01429) 272835
OwtonManor.Library@hartlepool.gov.uk

Seaton Carew Library

(01429) 269808
SeatonCarew.Library@hartlepool.gov.uk

Throston Grange Library

(01429) 263199
ThrostonGrange.Library@hartlepool.gov.uk

Libraries
Central Library and four part-time branch libraries. Services include free book and spoken word loans, activities for the under fives, reading groups and public access computers. You can browse the libraries catalogue and reserve and renew library books on the Council website.

www.facebook.com/hartlepoolibs
@HartlepoolLibs

Lifeguards
The Council operates a seasonal beach lifeguard service.

(01429) 523412
parksandcountryside@hartlepool.gov.uk

Listed Buildings
General information about listed buildings.

(01429) 523275
heritage.countryside@hartlepool.gov.uk

Litter
To report incidents of litter, problems with litter bins or request intervention by the enforcement team, which can issue fines to people who drop litter.

(01429) 523333
customer.service@hartlepool.gov.uk

Mobile Library and Home Library Services
The Mobile Library delivers services into the community, outlying villages and schools. The Home Library is available for people who find it difficult to access traditional library services due to illness or frailty.

(01429) 272905
vehicle.services@hartlepool.gov.uk

Listed Buildings
General information about listed buildings.

(01429) 523275
heritage.countryside@hartlepool.gov.uk

Litter
To report incidents of litter, problems with litter bins or request intervention by the enforcement team, which can issue fines to people who drop litter.

(01429) 523333
customer.service@hartlepool.gov.uk

Mobile Library and Home Library Services
The Mobile Library delivers services into the community, outlying villages and schools. The Home Library is available for people who find it difficult to access traditional library services due to illness or frailty.

(01429) 272905
vehicle.services@hartlepool.gov.uk

Listed Buildings
General information about listed buildings.

(01429) 523275
heritage.countryside@hartlepool.gov.uk

Litter
To report incidents of litter, problems with litter bins or request intervention by the enforcement team, which can issue fines to people who drop litter.

(01429) 523333
customer.service@hartlepool.gov.uk

Mobile Library and Home Library Services
The Mobile Library delivers services into the community, outlying villages and schools. The Home Library is available for people who find it difficult to access traditional library services due to illness or frailty.

(01429) 272905
vehicle.services@hartlepool.gov.uk

Listed Buildings
General information about listed buildings.

(01429) 523275
heritage.countryside@hartlepool.gov.uk

Litter
To report incidents of litter, problems with litter bins or request intervention by the enforcement team, which can issue fines to people who drop litter.

(01429) 523333
customer.service@hartlepool.gov.uk

Mobile Library and Home Library Services
The Mobile Library delivers services into the community, outlying villages and schools. The Home Library is available for people who find it difficult to access traditional library services due to illness or frailty.

(01429) 272905
vehicle.services@hartlepool.gov.uk

Listed Buildings
General information about listed buildings.

(01429) 523275
heritage.countryside@hartlepool.gov.uk

Litter
To report incidents of litter, problems with litter bins or request intervention by the enforcement team, which can issue fines to people who drop litter.

(01429) 523333
customer.service@hartlepool.gov.uk
**Local Safeguarding Children Board**

Hartlepool Local Safeguarding Children Board brings together people who work with children and their families to ensure that the safety and welfare of children is at the heart of their work.

(01429) 284116  
www.lscbhartlepool.org

**Museums and Galleries**

**Hartlepool Art Gallery**

Hartlepool Art Gallery in Church Square hosts frequently changing exhibitions including items from the town’s own collections.

(01429) 869706  
hpooltic@hartlepool.gov.uk  
www.facebook.com/hartlepoolartgallery  
@HPoolArtGallery

**Hartlepool’s Maritime Experience**

Hartlepool’s Maritime Experience in the marina includes the Historic Quay, the Museum of Hartlepool, HMS Trincomalee and the Wingfield Castle paddle steamer.

(01429) 860077  
info@hartlepoolsmaritimeexperience.com  
www.hartlepoolsmaritimeexperience.com

**Nature Conservation**

Hartlepool has six Local Nature Reserves and part of the Teesmouth National Reserve is included within the borough.

(01429) 853325  
countrysidewardens@hartlepool.gov.uk

For information on protected species or protected habitats contact the Council’s ecologist.

(01429) 523431  
heritage.countryside@hartlepool.gov.uk

**Needles**

To report discarded syringes and drug litter (free 24-hour service, aiming to collect within two hours).

(01429) 523333 or 869424 (out of hours)  
customer.service@hartlepool.gov.uk

**Markets**

The Council operates a bric-a-brac/antiques market and traditional market on Thursdays.

(01429) 284024  
environmental.protection@hartlepool.gov.uk

**Marriages**

See Register Office.

**Mayor’s Office**

To contact the Mayor’s office.

(01429) 523704  
MEMSEC@hartlepool.gov.uk

**Mediation**

The Hartlepool Mediation Service aims to resolve low level community and neighbourhood disputes.

(01429) 523100 (office hours)  
community.safety@hartlepool.gov.uk

**Mental Health**

For information on the range of services available for people with mental health problems contact the Duty Team or your doctor.

(01429) 523872  
socialcare@hartlepool.gov.uk
Neighbourhood Consultative Forums
The Council has regular neighbourhood consultative forums covering the north & coastal and south & central areas of the town.

(01429) 523568
democratic.services@hartlepool.gov.uk

Noise Complaints
To report a noise complaint.

(01429) 284024
environmental.protection@hartlepool.gov.uk

Out of Hours Calls
See Emergencies.

Outdoor Activities
See Summerhill.

Paddling Pools
There are paddling pools at Seaton Carew and the Headland Block Sands. Open daily in the summer season.

(01429) 523412
parksandcountryside@hartlepool.gov.uk

Parish Councils
Information about parish councils/parish meetings in the borough.

(01429) 523088
elections@hartlepool.gov.uk

Parking
The Council provides a range of parking services.

Car Parks and Enforcement
(01429) 523366
parking@hartlepool.gov.uk

Blue Badge Scheme
(01429) 523331
customer.service@hartlepool.gov.uk

Residential, Business and Concessionary Parking Permits
(01429) 523331
customer.service@hartlepool.gov.uk

Parks
The Council manages four formal parks - Burn Valley Gardens, Rossmere Park, Seaton Park and Ward Jackson Park.

(01429) 523406
parksandcountryside@hartlepool.gov.uk

Payments
You can pay bills and invoices for a wide range of Council services.

(01429) 523334

Pavements
To report problems with pavements.

(01429) 523333
customer.service@hartlepool.gov.uk
### Pedestrian Crossings
To report problems with pedestrian crossings.

- **(01429) 523333**
- customer.service@hartlepool.gov.uk

### Pest Control
The Council provides a competitively priced eradication service for a range of insects, rodents and other vermin.

- **(01429) 523333**
- environmental.protection@hartlepool.gov.uk

### Planning Services
#### Building Control
The Council enforces building regulations and also provides a very competitive service to ensure compliance with them. An application is usually required when a building is erected, extended, altered, or its use is changed.

- **(01429) 523289**
- building.control@hartlepool.gov.uk

#### Development Control
For enquiries about whether a development needs planning permission, planning applications and planning complaints and enforcement.

- **(01429) 523741**
- developmentcontrol@hartlepool.gov.uk

### Planning Policy
For information on the Local Plan – which covers the future development of the borough – and for statistical information and tree preservation orders.

- **(01429) 284084**
- planningpolicy@hartlepool.gov.uk

### Play Areas
The Council manages and maintains children’s play areas across the town.

- **(01429) 523333**
- customer.service@hartlepool.gov.uk

### Potholes
To report problems with potholes and other road repair issues.

- **(01429) 523333**
- customer.service@hartlepool.gov.uk

### Pest Control
The Council provides a competitively priced eradication service for a range of insects, rodents and other vermin.

- **(01429) 523333**
- environmental.protection@hartlepool.gov.uk

### Property
For information about land and buildings in Council ownership and details of properties currently being marketed by the Council.

- **(01429) 523282**
- estates@hartlepool.gov.uk

### Pest Control
The Council investigates and gives advice regarding air pollution.

- **(01429) 284024**
- environmental.protection@hartlepool.gov.uk
Regeneration

The Council is involved in a wide range of social, economic and environmental regeneration programmes aimed at improving the quality of life for residents, attracting investment and enhancing the town.

(01429) 867677

Household Waste Recycling Centre

Located in Burn Road, where you can take a variety of household recyclable materials. Open every day apart from Christmas Day, Boxing Day and New Year’s Day. Trade and business users are not permitted to use the site.

(01429) 523333

customer.service@hartlepool.gov.uk

Mini Recycling Centres (Bring Centres)

There are ten of these throughout the town where you can take your household recycling.

(01429) 523333

customer.service@hartlepool.gov.uk

Recycling and Refuse Containers

Blue Box - Glass bottles and jars, textiles (in separate bag).


Brown Bin - Garden waste only – grass cuttings, hedge, shrub and flower trimmings (indoor flowers also accepted). Small broken branches (please no plastic bags, large amounts of soil or vegetable peelings).

Green Bin - General domestic waste which cannot be collected for recycling. Please bag all dog foul, used nappies and cooked food before placing inside bin.

Please rinse containers where possible.

Refuse Collection

Information about the household refuse collection service.

(01429) 523333

customer.service@hartlepool.gov.uk

Trade Waste

Information about the collection of waste from commercial premises.

(01429) 523333

customer.service@hartlepool.gov.uk

Recreation Grounds

The Council manages the Grayfields, Rift House, Seaton Park and King George V recreation grounds.

(01429) 523406

parksandcountryside@hartlepool.gov.uk

Refuse and Recycling

The Council provides a kerbside collection service for a wide range of household waste and recyclable materials. Also information about wheelie bins and the Home Compost Scheme.

(01429) 523333

customer.service@hartlepool.gov.uk

www.facebook.com/hartlepoolrecycling
Schools

A nursery is attached to each primary school.

Primary

Barnard Grove Primary School
(01429) 230300
admin.barnardgrove@school.hartlepool.gov.uk

Brougham Primary School
(01429) 273663
admin.brougham@school.hartlepool.gov.uk

Clavering Primary School
(01429) 422088
admin.clavering@school.hartlepool.gov.uk

Eldon Grove Academy
(01429) 273895
admin@eldongroveacademy.co.uk

Road Safety

National Driver Offender Retraining Scheme (NDORS), Driver Training/Work Related Road Safety, Driver Certificate of Professional Competence (CPC), licence acquisition.

(01429) 523581
drivertraining@hartlepool.gov.uk

Speed Cameras

Sited at various locations around the town.

(01429) 523590
techservices@hartlepool.gov.uk

Register Office

The Register Office is located at the rear of the Civic Centre. For information and to make registration appointments for births, deaths, marriages, civil partnerships, nationality and citizenship.

(01429) 523337
registrars@hartlepool.gov.uk

Rights of Way

See Countryside Access.

Roads

Road Adoption

To check whether roads have been adopted by the Council.

(01429) 284141
highways@hartlepool.gov.uk

Road Maintenance

For enquiries about maintenance and resurfacing work.

(01429) 523333
customer.service@hartlepool.gov.uk

Road Signs

To report any damaged or missing signs.

(01429) 523333
customer.service@hartlepool.gov.uk

Road Signs

Road safety training, seat belt/child seat advice, driving information, school crossing patrols, child and adult cycle training.

(01429) 523590
techservices@hartlepool.gov.uk

Register Office

The Register Office is located at the rear of the Civic Centre. For information and to make registration appointments for births, deaths, marriages, civil partnerships, nationality and citizenship.

(01429) 523337
registrars@hartlepool.gov.uk

Rights of Way

See Countryside Access.

Roads

Road Adoption

To check whether roads have been adopted by the Council.

(01429) 284141
highways@hartlepool.gov.uk

Road Maintenance

For enquiries about maintenance and resurfacing work.

(01429) 523333
customer.service@hartlepool.gov.uk

Road Signs

To report any damaged or missing signs.

(01429) 523333
customer.service@hartlepool.gov.uk

Road Safety

National Driver Offender Retraining Scheme (NDORS), Driver Training/Work Related Road Safety, Driver Certificate of Professional Competence (CPC), licence acquisition.

(01429) 523581
drivertraining@hartlepool.gov.uk

Speed Cameras

Sited at various locations around the town.

(01429) 523590
techservices@hartlepool.gov.uk

Register Office

The Register Office is located at the rear of the Civic Centre. For information and to make registration appointments for births, deaths, marriages, civil partnerships, nationality and citizenship.

(01429) 523337
registrars@hartlepool.gov.uk

Rights of Way

See Countryside Access.

Roads

Road Adoption

To check whether roads have been adopted by the Council.

(01429) 284141
highways@hartlepool.gov.uk

Road Maintenance

For enquiries about maintenance and resurfacing work.

(01429) 523333
customer.service@hartlepool.gov.uk

Road Signs

To report any damaged or missing signs.

(01429) 523333
customer.service@hartlepool.gov.uk

Road Safety

Road safety training, seat belt/child seat advice, driving information, school crossing patrols, child and adult cycle training.

(01429) 523590
techservices@hartlepool.gov.uk
<table>
<thead>
<tr>
<th>School Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rift House Primary School</td>
<td>(01429) 275239</td>
<td><a href="mailto:admin.rifthouse@school.hartlepool.gov.uk">admin.rifthouse@school.hartlepool.gov.uk</a></td>
</tr>
<tr>
<td>Rossmere Primary School</td>
<td>(01429) 274608</td>
<td><a href="mailto:admin.rosmmere@school.hartlepool.gov.uk">admin.rosmmere@school.hartlepool.gov.uk</a></td>
</tr>
<tr>
<td>Sacred Heart RC Primary School</td>
<td>(01429) 272684</td>
<td><a href="mailto:admin.sacredheart@school.hartlepool.gov.uk">admin.sacredheart@school.hartlepool.gov.uk</a></td>
</tr>
<tr>
<td>St Aidan’s CE Primary School</td>
<td>(01429) 273695</td>
<td><a href="mailto:admin.staidans@school.hartlepool.gov.uk">admin.staidans@school.hartlepool.gov.uk</a></td>
</tr>
<tr>
<td>St Bega’s RC Primary School</td>
<td>(01429) 267768</td>
<td><a href="mailto:admin.stbegas@school.hartlepool.gov.uk">admin.stbegas@school.hartlepool.gov.uk</a></td>
</tr>
<tr>
<td>St Cuthbert’s RC Primary School</td>
<td>(01429) 275040</td>
<td><a href="mailto:admin.stcuthberts@school.hartlepool.gov.uk">admin.stcuthberts@school.hartlepool.gov.uk</a></td>
</tr>
<tr>
<td>St Helen’s Primary School</td>
<td>(01429) 267038</td>
<td><a href="mailto:admin.sthelen@school.hartlepool.gov.uk">admin.sthelen@school.hartlepool.gov.uk</a></td>
</tr>
<tr>
<td>St John Vianney RC Primary School</td>
<td>(01429) 273273</td>
<td><a href="mailto:admin.stjohnvianney@school.hartlepool.gov.uk">admin.stjohnvianney@school.hartlepool.gov.uk</a></td>
</tr>
<tr>
<td>St Joseph’s RC Primary School</td>
<td>(01429) 273273</td>
<td><a href="mailto:admin.stjosephs@school.hartlepool.gov.uk">admin.stjosephs@school.hartlepool.gov.uk</a></td>
</tr>
<tr>
<td>St Peter’s Elwick CE Primary School</td>
<td>(01429) 274904</td>
<td><a href="mailto:admin.elwick@school.hartlepool.gov.uk">admin.elwick@school.hartlepool.gov.uk</a></td>
</tr>
<tr>
<td>St Teresa’s RC Primary School</td>
<td>(01429) 274936</td>
<td><a href="mailto:admin.stteresas@school.hartlepool.gov.uk">admin.stteresas@school.hartlepool.gov.uk</a></td>
</tr>
</tbody>
</table>
Special Educational Needs

Catcote Academy  
(01429) 264036  
admin@hpoolcatcote.org.uk

Springwell School  
(01429) 280600  
admin.springwell@school.hartlepool.gov.uk

School Admissions

Information about school places and appeals.

Primary: (01429) 523765
Secondary: (01429) 523768
admissionsteam@hartlepool.gov.uk

For independent advice about school admissions, contact the Choice Adviser.
(01429) 523752  
choiceadviser@hartlepool.gov.uk

School Attendance

Monitoring of school attendance, advice and information.
(01429) 284366

School Data

For school performance information and pupil numbers.
(01429) 284119

School Governors

Interested in being a school governor? Also, general advice and information.
(01429) 523766 or 523767
Children

Advice, information and support for children, young people and families, including safeguarding.

- (01429) 284284
- Out of hours emergencies - 08702 402994
- fcsh@hartlepool.gov.uk

Special Educational Needs

Advice and support regarding placements in mainstream schools, assessments, transport and financial assistance for children with special educational needs.

- (01429) 284366

Speed Cameras

See Road Safety.

Sports

Brierton Sports Centre

Located in Catcote Road, facilities include a sports hall, fitness suite, dance studio, 3G pitch, grass pitches, small hall and training rooms.

- (01429) 284864
- sport.recreation@hartlepool.gov.uk

Skips and Scaffolding Licences

To apply for a licence to place a skip on the road or for a licence where scaffolding borders a public highway.

- (01429) 284072
- highways@hartlepool.gov.uk

Social Care (formerly Social Services)

Adults

Advice, information and support for adults, including safeguarding.

- (01429) 523390
- Out of hours emergencies - 08702 402994
- fcsh@hartlepool.gov.uk

School Meals

Hartlepool School Catering Service provides good quality, healthy school meals.

- (01429) 523850
- catering@hartlepool.gov.uk

Free school meals are available to all pupils aged 4-7 in Reception, Key Stage 1 and Key Stage 2. To make a claim for free school meals:

- (01429) 284188
- benefits@hartlepool.gov.uk

School Transport

For information on home to school transport assessments and whether you may qualify for travel assistance.

- (01429) 523855 or 284382 or 523523
- passengerts@hartlepool.gov.uk

School Meals

Hartlepool School Catering Service provides good quality, healthy school meals.

- (01429) 523850
catering@hartlepool.gov.uk

Free school meals are available to all pupils aged 4-7 in Reception, Key Stage 1 and Key Stage 2. To make a claim for free school meals:

- (01429) 284188
benefits@hartlepool.gov.uk

Special Educational Needs

Advice and support regarding placements in mainstream schools, assessments, transport and financial assistance for children with special educational needs.

- (01429) 284366

Speed Cameras

See Road Safety.

Sports

Sports Centres

Residents can apply for an Active Card to obtain discounts at sports/leisure centres.

Skips and Scaffolding Licences

To apply for a licence to place a skip on the road or for a licence where scaffolding borders a public highway.

- (01429) 284072
highways@hartlepool.gov.uk

Social Care (formerly Social Services)

Adults

Advice, information and support for adults, including safeguarding.

- (01429) 523390
Out of hours emergencies - 08702 402994
fcsh@hartlepool.gov.uk
Sports

Grayfields Sports Pavilion
Located in Jesmond Road, facilities include a 3G pitch, grass pitches, pavilion and meeting room.
☎ (01429) 262798
✉ sport.recreation@hartlepool.gov.uk

Headland Sports Hall
A state-of-the-art fitness suite and regular courses are among the facilities on offer.
☎ (01429) 236564
✉ sport.recreation@hartlepool.gov.uk

Mill House Leisure Centre
Located in Raby Road, facilities include a swimming pool, sports hall and sauna and it offers a range of courses.
☎ (01429) 523604
✉ sport.recreation@hartlepool.gov.uk

Sport and Physical Activity Team
Provides a range of sport and physical activity programmes for everyone.
☎ (01429) 284050
✉ sports.development@hartlepool.gov.uk

Sports and All-weather Pitches
For details and booking of football, rugby and all-weather pitches.
☎ (01429) 223791
✉ sport.recreation@hartlepool.gov.uk

How You Can Contact the Police & Crime Commissioner for Cleveland

You can write a Letter:
Write to: Barry Coppinger, Police & Crime Commissioner for Cleveland, Cleveland Police Headquarters, Ladgate Lane, Middlesbrough TS8 9EH

You can send an Email:
Email Barry Coppinger at: pcc@cleveland.pnn.police.uk

You can call the Office of the PCC:
General Office Telephone Number:
01642 301023

You can contact the PCC via his Website:
You can submit an online form via the PCC’s website at: www.cleveland.pcc.police.uk or Google “Cleveland PCC”

You can follow the Cleveland PCC on Social Media:
@Cleveland_PCC
Police & Crime Commissioner for Cleveland

Cleveland Connected is a new web system which sends messages to email, mobile phone or home telephone of crimes happening in local areas and other useful information. It also allows people to reply back privately with intelligence to police and partners. Everyone who signs up receives information on criminal activity and community safety at a time that suits them or by the method they choose. Cleveland Connected is free to join.
To sign up visit: www.clevelandconnected.co.uk or call 101 if you don’t have access to a computer.
Summerhill

A 100-acre country park located off Catcote Road. Facilities include archery, orienteering, high ropes, den building, balance bikes, cycle clinic (free servicing and cycling advice), room hire plus other outdoor activities and residential holiday and school programmes.

(01429) 284584
summerhill.enquiries@hartlepool.gov.uk
www.facebook.com/summerhillcountrypark

Swimming - Learn How To Swim

(01429) 223791
swimming.lessons@hartlepool.gov.uk
www.facebook.com/LearnToSwimHartlepool
@L2SHartlepool

Toilets

To report a problem with the maintenance of public toilets.

(01429) 523333 or 869424 (out of hours)
customer.service@hartlepool.gov.uk

Maintenance

To report a problem with the maintenance of public toilets.

(01429) 523333
customer.service@hartlepool.gov.uk

Radar Keys

To apply for a universal key to access disabled toilets.

(01429) 523331
customer.service@hartlepool.gov.uk

Tourist Information Centre

Provides a range of visitor and holiday information. Located within the Art Gallery in Church Square.

(01429) 869706
hpooltic@hartlepool.gov.uk
www.destinationhartlepool.com

Street Cleaning

To report problems with street sweeping/cleaning and request the removal of litter.

(01429) 523333
customer.service@hartlepool.gov.uk

Street Lighting

To report a street light not working.

(01429) 523333
customer.service@hartlepool.gov.uk

Street Nameplates

To report a missing or damaged nameplate.

(01429) 523333
customer.service@hartlepool.gov.uk

Street Map

For a nominal charge obtain your full colour Hartlepool Street Map.

(01429) 869706
hpooltic@hartlepool.gov.uk

Student Support – Post 16

A range of support for Hartlepool 16–19 year old students including transport and free school meals.

(01429) 284122
Transport
General public transport enquiries including about bus timetables and to report damage to bus shelters.

(01429) 523333
highways@hartlepool.gov.uk

Town Hall Theatre
Hosts a wide range of professional and community shows/performances. Available for hire.

General - (01429) 860663
Box Office - (01429) 890000
townhall.theatre@hartlepool.gov.uk
www.hartlepooltownhalltheatre.com
www.facebook.com/HartlepoolTownHallTheatre
@HpoolTownHall

Trading Standards
For advice, information and enforcement including underage sales, rogue traders, counterfeit goods, scams, weights and measures, consumer credit and consumer safety.

(01429) 523362
trading.standards@hartlepool.gov.uk

Traffic Lights
To report a traffic light not working.

(01429) 523333
customer.service@hartlepool.gov.uk

Translations
For information or advice about getting Council documents translated into languages other than English.

(01429) 523330

Transport
General public transport enquiries including about bus timetables and to report damage to bus shelters.

(01429) 523333
highways@hartlepool.gov.uk

www.hartlepool.gov.uk
### Voting
See Elections/Electoral Registration.

### Weeds
To report problems with weeds in public areas.

- **Phone:** (01429) 523333
- **Email:** customer.service@hartlepool.gov.uk

### Wheelie Bins
See Refuse Collection and Recycling.

### Youth Centres/Services
The Youth Service provides a wide range of activities for teenagers, and for older young people with learning difficulties/disabilities.

- **Phone:** (01429) 523900
- **Website:** www.facebook.com/hartlepoolyouthsupportservice

### Youth Offending Service
Services and support for children and young people aimed at preventing them from offending.

- **Phone:** (01429) 523900
- **Website:** www.saferhartlepool.co.uk

### Young People - Advice and Guidance
The One Stop Shop provides impartial advice and vocational information to young people aged 13-19 and those with special needs aged up to 25.

- **Phone:** (01429) 523900 or 523926

### Community Transport
For information on a range of community transport options including community travel clubs, home to school transport provision and transport to day centres.

- **Phone:** (01429) 523855 or 523522
- **Email:** communitytransport@hartlepool.gov.uk

### Trees
#### On Public land
To report overhanging branches, fallen trees or for general advice.

- **Phone:** (01429) 523333
- **Email:** customer.service@hartlepool.gov.uk

#### On private land
For information about trees in private ownership and in conservation areas, including Tree Preservation Orders.

- **Phone:** (01429) 523414

### Victim Support
Support for victims and their families who have experienced crime, anti-social behaviour or hate crime.

- **Phone:** (01429) 523100 (office hours)
- **Email:** community.safety@hartlepool.gov.uk

### Bus Hire
To hire a bus with a driver for private transport provision.

- **Phone:** (01429) 523855
- **Email:** passengerts@hartlepool.gov.uk

### Bus Passes/Concessionary Fares
To apply for a free bus pass (if you are of pensionable age or have a disability) enabling you to travel in Hartlepool and anywhere in England on local registered bus services.

- **Phone:** (01429) 523331
- **Email:** customer.service@hartlepool.gov.uk

### Bus Hire
To hire a bus with a driver for private transport provision.

- **Phone:** (01429) 523855
- **Email:** passengerts@hartlepool.gov.uk

### Bus Passes/Concessionary Fares
To apply for a free bus pass (if you are of pensionable age or have a disability) enabling you to travel in Hartlepool and anywhere in England on local registered bus services.

- **Phone:** (01429) 523331
- **Email:** customer.service@hartlepool.gov.uk

### Community Transport
For information on a range of community transport options including community travel clubs, home to school transport provision and transport to day centres.

- **Phone:** (01429) 523855 or 523522
- **Email:** communitytransport@hartlepool.gov.uk

### Trees
#### On Public land
To report overhanging branches, fallen trees or for general advice.

- **Phone:** (01429) 523333
- **Email:** customer.service@hartlepool.gov.uk

#### On private land
For information about trees in private ownership and in conservation areas, including Tree Preservation Orders.

- **Phone:** (01429) 523414

### Victim Support
Support for victims and their families who have experienced crime, anti-social behaviour or hate crime.

- **Phone:** (01429) 523100 (office hours)
- **Email:** community.safety@hartlepool.gov.uk

### Voting
See Elections/Electoral Registration.

### Weeds
To report problems with weeds in public areas.

- **Phone:** (01429) 523333
- **Email:** customer.service@hartlepool.gov.uk

### Wheelie Bins
See Refuse Collection and Recycling.

### Youth Centres/Services
The Youth Service provides a wide range of activities for teenagers, and for older young people with learning difficulties/disabilities.

- **Phone:** (01429) 523900
- **Website:** www.facebook.com/hartlepoolyouthsupportservice

### Youth Offending Service
Services and support for children and young people aimed at preventing them from offending.

- **Phone:** (01429) 523900
- **Website:** www.saferhartlepool.co.uk

### Young People - Advice and Guidance
The One Stop Shop provides impartial advice and vocational information to young people aged 13-19 and those with special needs aged up to 25.

- **Phone:** (01429) 523900 or 523926
Following an initial diagnostic interview, appointments can be made for more in-depth advice and assistance where necessary. We operate drop-in sessions when no appointment is needed for a first visit at the following times:

Monday, Wednesday, Thursday and Friday - 9.30am to 3pm.

We also operate a Telephone Advice Service on 01429 408401 and details of current availability are on our website at www.hartlepool-cab.co.uk

You can also contact us by email at: enquiries@hartlepool.cabnet.org.uk

Joe Michna, the Bureau Manager, gives details of the services offered by the local CAB.

An advice, information and advocacy service that offers the following:

- A Housing Advice & Tenancy Support Service
- A Welfare Benefit Advice Service
- An Employment Law Advice Service
- A Community Care Advocacy Service
- A Debt Advice Service
- A Consumer Advice Service

Paying more than you need to?
It is now easier than ever to choose the best energy deal.

Citizens Advice Hartlepool is now offering an Energy and Fuel Advice Service. We can offer advice, information and help with all of your electricity and gas supply related issues. We can also offer information and guidance on energy efficiency measures, getting the best deal for your fuel supply and much more.

Our contact details are shown above and all you need to do to arrange an appointment is have a brief 10 minute interview or telephone consultation and you will then be given an appointment with one of our Energy and Fuel Advice Workers. It’s that easy!
Unlock your potential

Part Time Learning Opportunities across Hartlepool

Are you looking for work? Do you want to brush up on existing skills, or try something new? Hartlepool Adult Education can help you start to make those changes.

All our courses offer a relaxed friendly setting in local venues across Hartlepool. If you have a couple of hours to spare each week, why not give us a call to see what’s on offer?

Please call (01429) 868616 for further information or visit www.haded.org.uk

Hartlepool Adult Education, Victoria Buildings, 6-8 Tower Street, Hartlepool, TS24 7HD  T (01429) 868616  
E adult.education@hartlepool.gov.uk  
www.haded.org.uk  
www.facebook.com/HartlepoolAdultEducation

Services to Business

Hartlepool Adult Education aims to provide you with the training you require to make your employees more effective and your organisation more successful.

Do you want your employees to:

- Be skilled enough to do their job now and in the future?
- Stay with you and value the place in which they work?
- Feel engaged and involved in the workplace?

We can deliver training to fit around the demands of your business.

Please call (01429) 868616 for further information or visit www.haded.org.uk

Hartlepool Adult Education, Victoria Buildings, 6-8 Tower Street, Hartlepool, TS24 7HD  T (01429) 868616  
E adult.education@hartlepool.gov.uk  
www.haded.org.uk  
www.facebook.com/HartlepoolAdultEducation

Delivering Learning and Skills in Hartlepool