

## Talking to us

[www.hartlepool.gov.uk](http://www.hartlepool.gov.uk)

February 2012

If you would like help or advice from Children's Social Care you should contact our **First Contact and Support Hub** first of all. One of our First Contact and Support Hub 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 First Contact and Support Hub by letter, telephone or email. If you want to speak to someone in person, visit reception at Civic Centre and ask to see a social worker. If English is not your first language we can provide a translation service.

### Our opening times

We open at 8:30am every weekday we close at 5:00pm from Monday to Thursday. On Fridays we close at 4:30pm.



Telephone: 01429 284284



Textphone: 01429 284130



Email: [fcsh@hartlepool.gov.uk](mailto:fcsh@hartlepool.gov.uk)



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

## 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:



08702 402994



01642 602346

## About this factsheet

This factsheet tells you how to contact Children's Social Care. We issued this factsheet in February 2012 and updated it in November 2014. We will check the information is up to date in November 2016.



You can download all of our factsheets and booklets from our website,

[www.hartlepool.gov.uk/childrensfactsheets](http://www.hartlepool.gov.uk/childrensfactsheets)