




Adult Social Care

**CONTACT DETAILS
FOR DEPARTMENT
OF WORK AND
PENSION (DWP)**

New Benefit Claims

- **Jobcentre Plus**

 0800 0556688

Existing Benefit Claims

- **Jobseeker's Allowance, Income Support, Incapacity Benefit or Employment and Support Allowance**

 0345 608 8545

Disability Living Allowance (DLA)

- **Disability Living Allowance (DLA)**

 0345 712 3456

-  **Postal Address for DLA Adult (aged 16 and over)**

Disability Living Allowance DLA65+

Mail Handling Site A

Wolverhampton

WV98 2AH

-  **Postal Address for DLA Child (under 16)**

Disability Benefit Centre 4

Post Handling Site B

Wolverhampton

WV99 1B

- **To apply for Disability Living Allowance (DLA) for children**

 <https://www.gov.uk/government/publications/disability-living-allowance-for-children-claim-form>

Personal Independence Payment (PIP)

- **Personal Independence Payment (PIP)**

 0345 850 3322

Useful Websites

 www.gov.uk - useful searches include:

Claim and deal with Child Benefit

Become an appointee for someone claiming benefits

Lasting Power of Attorney: acting as an attorney

Deputies: make decisions for someone who lacks capacity

 www.citizensadvice.org.uk

 www.moneyadvice.service.org.uk

Useful Telephone Numbers in Hartlepool

- **West View Advice and Resource Centre**

 01429 271294

- **Citizens Advice**

 01429 408401

How to apply to become an appointee

Who you phone to apply depends on the benefit:

- **Attendance Allowance**

 www.gov.uk/disability-benefits-helpline

- **Disability Living Allowance**

 www.gov.uk/disability-benefits-helpline

- **State Pension**

 www.gov.uk/contact-pension-service

- **Person Independence Payment (PIP)**

 www.gov.uk/pip/how-to-claim

- **All other benefits - contact Jobcentre Plus**

 www.gov.uk/contact-jobcentre-plus

How to apply to become a deputy

Deputies make decisions for someone who lacks capacity


 www.gov.uk

Telephone numbers are subject to change, please go to website for updates.

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care.](#)

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**