

What we do

» About us

Adult Social Care is part of the Adult and Community Based Services Department at Hartlepool Borough Council. We used to be called Social Services.

» What we do

We support people aged 18 years or over who are vulnerable or at risk. We can help:

- older people (people who are aged 65 or over)
- people with learning disabilities
- people with mental health problems
- people with physical disabilities
- people who are having difficulty with their hearing or sight
- young people or adults who care for their relatives or friends

» Some of the things we can do to help

We can:

- work with you to agree a support plan which gives you choice and control over the help you need to live independently.
- give advice on welfare benefits and help people who can not manage their own money due to a mental health problem or learning disability.
- provide equipment, adaptations and advice to help you move around your home safely, prepare meals and keep clean.
- give information about support and services available to you.

Before we can develop a support plan we must carry out an **assessment** of your needs. Assessments are carried out by social workers, social care officers, occupational therapists or other professionals.

» Contact us

You can contact the Early Intervention Team by letter, telephone, text, or email. 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 523390



Text Service: 60006 (start your text with HBC)



E-mail: dutyteam@hartlepool.gcsx.gov.uk



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Hartlepool Borough Council
Civic Centre
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» About this factsheet

This factsheet tells you about Hartlepool Adult Social Care and the work we do. We issued this factsheet in September 2012 and updated it in April 2018. We will check the information is up to date in April 2020.



You can download all of our factsheets from
www.hartlepool.gov.uk/factsheetsandpublications