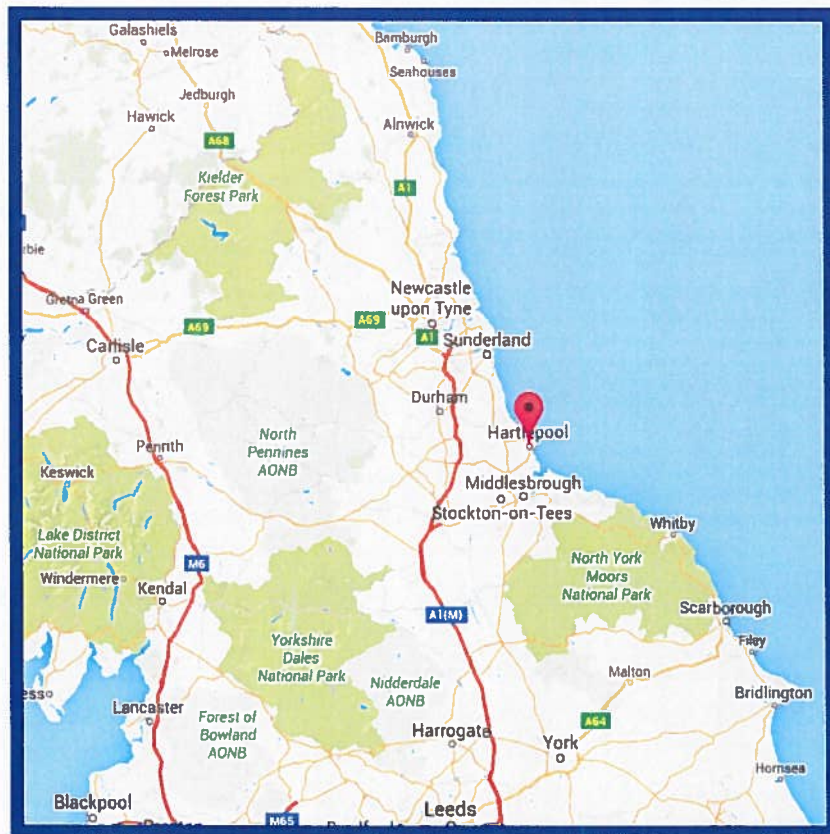




The Children's Hub

Hartlepool and Stockton-on-Tees

Information to help you access services and to find your way around Hartlepool



Hartlepool Borough Council

This is the Civic Centre where Hartlepool Borough Council is based on Victoria Road, TS24 8AY.



There are a range of services based at the Civic Centre that can help you with a number of enquiries including:

- Housing
- Children's Hub
- Contact Centre for reporting issues i.e. flytipping, streetlighting, potholes etc – telephone 01429 523333
- Paying bills i.e. water, council tax etc
- Computers are available for public use
- Refuse & Recycling
- Planning applications

Compass, your One Stop Shop for Housing

Looking to rent a home in Darlington, Hartlepool, Middlesbrough, Redcar or Stockton? We have a selection of Houses, Flats and Bungalows available to rent immediately.

We will help you find an affordable home and give you choice in deciding where you would like to live.

We offer a wide range of properties for rent with no bond required, affordable rent, low cost home ownership, home swaps and accredited private rented homes throughout the Tees Valley.

Call into the Civic Centre and speak to the housing team for help and advice.



TV Licence

In the UK if you have a television you must hold a TV licence. As of 1 April 2019 the yearly cost for this is £154.50 and can be paid for in a number of ways:

Monthly £12.87

Quarterly £39.87

Yearly £154.50 – all by direct debit

Visit www.tvlicensing.co.uk for more information.

Getting Around Hartlepool

There are buses that travel around Hartlepool.

There is a railway station with links to other parts of the country.

Taxis are frequently available. The yellow coloured taxis can be hailed from the street and private hire taxis can be booked by telephone.



Driving – if you decide to drive, please follow the legal requirements. You must be in possession of a valid driver's licence, road tax, MOT certificate and motor insurance.

Shopping

Hartlepool has an outdoor market once a week on a Thursday and an indoor market, open Monday to Saturday. You can buy fresh fruit and vegetables, clothing and other useful items.

Hartlepool has a Farmers Market held at the National Museum of the Royal Navy (opposite ASDA) on the second Saturday of every month. You can buy bread, fresh fruit and vegetables, jams and cakes. The produce is all locally sourced.

Middleton Grange Shopping Centre has a wide range of shops.

A number of supermarkets are accessible across the town including: ASDA, Morrisons, Tesco, Aldi and Lidl.



Education

Education is free in the UK and by law children between five and 18 years must attend school or college.

Education for children under the age of five is not compulsory. Information about local nurseries and playgroups can be found at The Children's Hub or online.

Some two year old children are entitled to 15 hours free Nursery Entitlement, for more information speak to a member of staff at the Children's Hub, Civic Centre.

Primary school – your child should be able to start school in the September following their fourth birthday.

Secondary Schools are for children aged 11 to 16.

Colleges provide free education for children aged 16-18 years. The school year starts in September and ends in July of the following year.

Adult Education – adults can have access to further education. A fee may apply

Claiming Benefits

A new claim for Universal Credit can be made online by using the following link:

<https://www.gov.uk/apply-universal-credit>

Help to make your new claim is available over the telephone – 0800 328 5644

Citizen Advice Bureau can help you to complete your Universal Credit application. For an appointment call 0300 330 9005 or call into 87 Park Road, Hartlepool, TS26 9HP

To work or claim benefits you will need a National Insurance Number, arranged at your local Job Centre or by telephoning the National Insurance number helpline on 0845 6060 234.

Looking for Work

If you are allowed to work it is important to apply for a National Insurance number. Contact your local Job Centre for more information.

If you are looking for a job you will see adverts in local newspapers, you can search online or with an employment agency.

The local Job Centre is:
Ward Jackson House
Wesley Square
Swainson Street
Hartlepool
TS24 8EZ



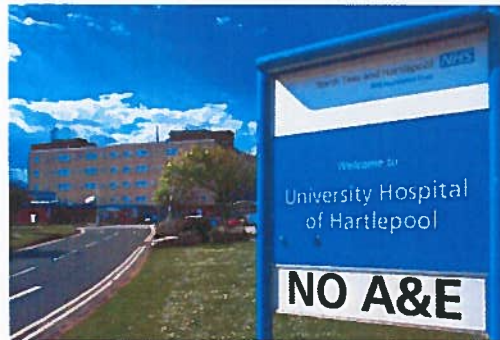
NHS Health Care Services

You will have free access to Healthcare and Dentists. With an exemption certificate (HC2) you can receive NHS medical treatment. This includes medicines, dental treatment and eye tests. If you do not have this certificate you must complete an application form available at a benefits office, doctor's surgery, pharmacies or refugee support agency.

You will be able to register at a local doctor's and dental surgery.

There is an Urgent Care Centre at University Hospital of Hartlepool, Holdforth Road, Hartlepool, TS24 9AH. If you are unwell and need to use the service we advise that you book an appointment first by phoning 111. If you have a minor injury you should walk into the service.

There is no Accident and Emergency service in Hartlepool. The nearest is in Stockton and is at North Tees Hospital, Hardwick, Stockton-on-Tees, Cleveland TS19 8PE.



Basic medical advice can be found at a local pharmacy.



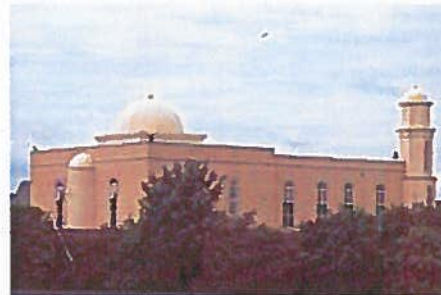
Worship

The established church in the UK is Anglican, but freedom to worship according to your own beliefs is a fundamental right.

A list of churches and mosques in Hartlepool are listed in the email links below.

<https://www.yell.com/s/places+of+worship-hartlepool.html>

<http://www.muslimsinbritain.org/index.php>



Community Safety

The Police in the UK prevent and investigate crime and seek to protect life and property. They also work closely with communities to ensure everyone is safe.



If you require their help, do go to your local police station or telephone them for an appointment.

If there is **not** an emergency but you need to speak to the police or report an incident dial 101.

In an **emergency only**, you need to dial 999 for the emergency services.

Harassment / Hate Crime

Racial harassment means that someone is threatening you or treating you unfairly because of your race, religious belief, language, colour or ethnicity. It is against the law for anyone to harass, insult, or threaten you for any of these reasons. It can happen to you, your family, children, friends or community. If you are a victim of racial harassment, tell the police.

If it happens to your child at school, encourage them to tell the teacher.

Sexual harassment / assault is illegal against both men and women in the UK. Sexual harassment means unwelcome attention such as sexual remarks, looks and advances. Sexual assault is any physical sexual action against someone's will and should be reported immediately to the police.

Sexual Assault Referral Centre (SARC) Teesside provide a 24/7 service for anyone who has experienced rape, sexual assault or other sexual abuse. The service is free, and you do not have to report to the police to receive advice and support. You can contact SARC Teesside on 03333 448283

HALO Project

Forced Marriage, Honour Based Violence and Female Genital Mutilation are all against the law in the UK. If you are suffering from any of these you can get free support from the HALO Project by ringing 01642 683 045.

Domestic violence and abuse means violence against you by family or friends in the home. It can be physical but it can also include emotional and psychological abuse.

There are organisations to help people who suffer from domestic abuse.

Harbour provide free support for victims of domestic abuse. You can contact Harbour on 03000 20 25 25 / 01429 270110 or by emailing info@myharbour.org.uk or visit Harbour Client Services at Whitburn House, 15 Whitburn Street, Hartlepool TS24 7QR

Victim Support

Even if you do not want to report a crime to the Police, you can still get free support from the Victim Care and Advice Service (VCAS) to help you cope with the impact of the crime on you and your family. VCAS can arrange interpreters for you. You can contact them directly by ringing 0303 040 1099 or emailing info@vcas.uk

Here's what's on at your local Library

Central Library, York Road – 272905

Opening times Monday – Friday 10.00 am – 6.00 pm and Saturday – 10.00 – 2.00 pm

Weekly groups

Family History drop in sessions – Wednesday morning 10.00 am – 12 noon

Craft Group – bring your own materials and ideas – Thursday 1.30 pm – 3.30 pm

Scrabble Club – Tuesday 2.00 pm – 4.00 pm

Stories and Rhymes – Monday 10.30 am

Stories and Rhymes – Tuesday 1.30 pm

Baby Babble – Wednesday 1.30 pm (under 2 years)

Stories and Rhymes – Thursday 10.30 am

4 weekly groups (ask staff for details)

Teenage reading group – Friday 4.45 pm – 5.45 pm

Adult writing group – Wednesdays 6.30 pm – 8.30 pm

CHAT group – various activities, talks and information sessions – Thursdays 2.00 pm – 3.00 pm

Owton Manor Library (South Hub Community Centre), Wynyard Road - 272835

Opening times Monday – Thursday 10.00 am – 1.00 pm & 2.00 pm – 5.00 pm

Friday 10.00 am – 2.00 pm

Saturday 10.00 am – 12 noon

Stories and Rhymes – Monday 2.00 pm

South Hub Community Centre

Community Café every Thursday from 11.30 am – 1.30 pm (lunch £1)

Headland Library, Middlegate – 268169

Opening times Tuesday and Friday 10.00 am – 1.00 pm & 2.00 pm – 5.00 pm

Saturday 10.00 am – 12 noon

Stories and Rhymes – Friday 10.30 am

Seaton Carew Library, Station Lane – 269808

Opening times Tuesday, Thursday and Friday 10.00 am - 1.00 pm & 2.00 pm – 5.00 pm

Saturday 10.00 am – 12 noon

Stories and Rhymes – Tuesday 2.00 pm

Throston Library, Glamorgan Grove – 263199

Opening times Monday, Wednesday and Thursday 10.00 am - 1.00 pm & 2.00 pm – 5.00 pm

Saturday 10.00 am – 12 noon

Stories and Rhymes – Monday 10.30 am

Sing and Sign – Wednesday 10.30 am

Community Hub South Wynyard Road

Mondays

Health Walk
10.00 am – 11.00 am

Social Group
11.00 am – 12 noon

Denise Murphy
Community Connector
07748 112784

Community Hub North Miers Avenue Hosted by WVARC

Wednesdays

Health Walk
10.00 am – 11.00 am

Social Group
11.00 am – 12 noon

Steve Gaffney
Community Connector
07747 856700

Community Hub Central York Road

Wednesdays

Social Group
10.00 am – 11.00 am

Fridays

Health Walk
10.00 am – 11.00 am

Social Group
11.00 am – 12 noon

Roz Charlton
Community Connector
07500 999524

Community Facilities

The following Centres and Public Spaces offer a range of services, activities, sports and places of interests for children, adults and families to visit.

If you have a particular interest or hobby, community centres may have a group that you can join or contact directly. Call in for more information.

Children's Centres

Hindpool Centre, Hindpool Close, TS24 0TB – 01429 292555

Rossmere Centre, Rossmere Way, TS25 5EB – 01429 292444

Sport's Centres

Brierton Sports Centre, Brierton Lane, TS25 4AF – 01429 284864

Headland Sports Centre, Union Street, TS24 0NY – 01429 236564

Millhouse Leisure Centre, Raby Road, TS24 8AR – 01429 223791

Community Centres

Belle Vue Centre, Kendal Road, TS25 1QU – 01429 221832

Grange Road Resource Centre, Tankerville St, TS26 8DU – 01429 287782

Lynnfield Centre, Elcho Street off Murray St, TS26 8HP – 01429 275122

Salaam Centre, Murray Street, TS268PD – 01429 284297

Stranton Centre, Westmoreland Street, TS25 1SQ – 01429 231329

Wharton Annexe, Wharton Terrace, TS24 8NS – 01429 866095

West View Advice & Resource Cntr, Miers Ave, TS24 9JQ – 01429 271294

West View Project, Miers Avenue, TS24 9JQ – 01429 272699

Parks

Burn Valley Gardens

Rossmere Park

Ward Jackson Park

Seaton Park

Summerhill

Visitor Attractions

National Museum of the Royal Navy, Marina Way, TS24 0XZ

Hartlepool Football Ground, Clarence Road, TS24 8BZ

Hartlepool Marina

Seaton Carew

Tourist Information Centre and Art Gallery, Church Square – 01429 869706

Volunteer Hartlepool

Is the place to come to if you are passionate about supporting your local community, or would like to gain experience for employment.

Volunteer Hartlepool are on hand to offer support, information and guidance you might need to help you become a volunteer and we will work with you to explore a range of opportunities, to help you find a suitable role based on your interests and skills.

Once you have registered with us we may be able to help out with training, and who knows; volunteering could lead to a life-changing experience for you.

For more information call Volunteer Hartlepool at Hartlepool Working Solutions on 01429 857070.



VOLUNTEERING

Baby Bank at Burbank Community Centre



Every Tuesday from 11.00 am
Burbank Community Centre

Parents are welcome to come
along for a coffee and a chat.
There is help and advice available
along with clothes, toys and equipment for
children under 2 years.

Donations to the project are welcome
and can be dropped off at Burn Road Recycling Centre.