



# ADULT SERVICES

## REFRIGERATOR SHEET

## FOOD & FINANCIAL SUPPORT

## UTILITIES AND HOME EMERGENCIES

### ANGLIAN WATER

BILLING AND ACCOUNT QUERIES -  
03457 919 155 (MONDAY-FRIDAY OPEN  
8AM-5PM, SATURDAY OPEN 9AM - 1PM)

WATER & SEWERAGE QUERIES -  
03457 145 145 (OPEN 24 HOURS A DAY  
MONDAY- SUNDAY)

REPORTING A LEAK -  
0800 771 881 (OPEN 24 HOURS A DAY  
MONDAY-SUNDAY)

HAVING PROBLEMS PAYING YOUR BILL -  
0800 169 3630 (MONDAY-FRIDAY OPEN  
8AM-5PM, SATURDAY OPEN 9AM - 1PM,  
CLOSED SUNDAYS)

### PLUMBING/HEATING

JJM PROFESSIONAL PLUMBING & HEATING,  
RATED 9.75 ON CHECKATRADE.COM  
CALL 07458 193622

SMART GAS SERVICES  
RATED 9.98 ON CHECKATRADE.COM  
CALL 07458 193764

### ELECTRICIANS

CAJ ELECTRICAL, BASED IN HARTLEPOOL,  
RATED 9.92 ON CHECKATRADE.COM  
CALL 07458 193568

JDM EARTH LTS, BASED IN HARTLEPOOL,  
RATED 9.96 ON CHECKATRADE.COM  
CALL 07458 193178

FOR ANY HOUSEHOLD EMERGENCIES CHECK  
[HTTPS://WWW.CHECKATRADE.COM/](https://www.checkatrade.com/)

BURBANK COMMUNITY CENTRE  
TEL: 07472 358708 (MON-FRI 10AM - 2PM)

Delivering hot meals and emergency groceries to those who are self-isolating.

WELFARE HELPLINE  
TEL: 01249 284284

Access to food vouchers, gas/electric top ups, microwaves, slow cookers and kettles etc. For those in financial hardship, on low/no income, those applying for benefits and waiting for payments.

SUPPORT HUB HELPLINE  
TEL: 01429 272905 (MON - FRI 10AM-4PM AND SAT 10AM-2PM)  
EMAIL: [HELPING@HARTLEPOOL.GOV.UK](mailto:HELPING@HARTLEPOOL.GOV.UK)

Information and advice, delivery of food and prescriptions, emotional support and signposting for those self-isolating or unable to leave home.

HARTLEPOOL FOODBANK  
28 CHURCH STREET, TS24 7DH  
TEL: 01429 598404 (TUE 11.30AM-1.30PM & FRI 11.30AM - 1.30PM)  
EMAIL: [INFO@HARTLEPOOL.FOODBANK.ORG.UK](mailto:INFO@HARTLEPOOL.FOODBANK.ORG.UK)

Must have a voucher to access. Contact Hartlepool Foodbank to be directed to the most appropriate agency to issue a voucher.

HARTLEPOOL FOOD NETWORK  
TEL: 07976 753656

Collect unwanted fresh food and share with those in need.

## DEBT

CITIZENS ADVICE HARTLEPOOL  
TEL: 01429 408401 (GENERAL INFO) OR 01429 408402  
(UNIVERSAL CREDIT INFO)

Advisors can support with debt, employment law, housing, benefits, mental health advice, and hate crime

# DOMESTIC ABUSE

---

IF IN IMMEDIATE DANGER  
CALL 999

## HARBOUR

TEL: 03000 202525 (24 HOURS)

Contact to find support and advice in your area including refuges, outreach support and support for children and young people.

# SEXUAL ABUSE

---

## ARCH NORTH EAST

TEL: 01642 822335

Teeside based service offering free and confidential counselling and practical help and support to anyone affected by rape or sexual abuse regardless of how long ago the experience may have been. Whether the case has been reported to the police or not

# DRUG AND ALCOHOL SUPPORT

---

## ADDACTION

TEL: 01429 285000

WEBSITE:

[WWW.ADDACTION.ORG.UK/SERVICES/HARTLEPOOL](http://WWW.ADDACTION.ORG.UK/SERVICES/HARTLEPOOL)

Working in partnership with HART to help to manage, reduce or stop your alcohol or drug (including prescription drugs) use

IF IN IMMEDIATE DANGER  
TO SELF OR OTHERS -  
CALL 999

## CHANGING FUTURES NORTH EAST

TEL: 01429 891444

Telephone support for parents with concerns regarding their child's mental health and wellbeing.

# ADULT AND FAMILY SERVICES

---

## ADULT SOCIAL CARE

TEL: 01429 266522

Adult Social Care offer a range of support for people aged 18+ who are vulnerable or at risk including, older adults (65+), adults with physical disabilities, adults with learning disabilities and adults with mental health needs.

## CARE WATCH LUNCH CLUBS

TEL: 01429 857206

EMAIL: [ENQUIRIES@CAREWATCHHARTLEPOOL.CO.UK](mailto:ENQUIRIES@CAREWATCHHARTLEPOOL.CO.UK)

A daily luncheon club where people attend to remain socially included and get out and about in their community. Still operating through COVID-19.

## CHANGING FUTURES NORTH EAST

TEL: 01429 891444

Telephone support for relationship and separation issues, accessing legally aided mediation, arranging child contact arrangements for separated parents and parents with concerns about their children's emotional wellbeing.

## CHILDREN'S HUB

TEL: 01429 284284

Contact for advice on family issues and concerns, help finding and paying for childcare, family financing and budgeting and signposting to specialist services etc.

# MENTAL HEALTH SUPPORT

---

## SAMARITANS

TEL: 116 123 (24 HOUR SERVICE)

A free, safe and supportive listening service. Contact any time to talk to through thoughts, feelings, concerns, worries or troubles.

## HOPELINE

TEL: 0800 068 4141

TEXT: 07786209697

EMAIL: [PAT@PAPYRUS-UK.ORG](mailto:PAT@PAPYRUS-UK.ORG)

(10AM-10PM MON-FRI & 2PM-10PM WEEKENDS AND BANK HOLS)

For under 35's only.

A safe space to talk. Advisors are trained to help younger people focus on staying safe from suicide.

## MIND - HARTLEPOOL AND EAST DURHAM

TEL: 01429 269303

Call for mental health information, support and advice.

## ALLIANCE

TEL: 0800 2300 688

Contact for information and referrals regarding support and therapies available for adults.