

Other useful contacts

Here we have included some contact details for other services that you may find useful.

If you would like any information about how to contact other statutory services, such as Social Work or Health Services, or would like advice on what services are available, please call the HelpDesk on 0800 652 3900.

We can signpost you in the right direction and in some cases, make a referral on your behalf.

These are only some of many services and projects available for Borough of Poole residents that we think you may find useful.

For more information on other services in your area, you can contact the Council on 01202 633633 or visit www.boroughofpoole.com

Borough of Poole Benefit Team

The Benefit Team at Borough of Poole Council can give you advice and help on how to claim benefits, such as *Council Tax Benefit*.



01202 633114

8:30am – 5:15pm Monday to Thursday

8:30am – 4:45pm Friday



financialservices@poole.gov.uk



www.boroughofpoole.com



Financial Services
Civic Centre
Poole
BH15 2RU

Citizens Advice Bureau

The Citizens Advice Bureau (CAB) is an independent and impartial organisation whose purpose is to provide information, guidance and support free of charge.

If for any reason, you are uncomfortable contacting staff at PHP or would like a second opinion about any advice or information given to you by our staff, you can contact the CAB.

CAB can offer advice and assistance on issues such as:

- ★ Benefit entitlement
- ★ Money and debt advice
- ★ Employment
- ★ Housing
- ★ Insurance
- ★ Neighbours
- ★ The courts and your legal rights
- ★ Tax

They also have specialist services, including accountants, surveyors, legal advice and disabled rights advisors.

 **0870 751 0937**

10:00am – 4:00pm Monday and Tuesday

10:00am – 7:00pm Wednesday

10:00am – 1:00pm Thursday and Friday



www.adviceguide.org.uk



54 Lagland Street

Poole

BH15 1QG

CAB also host two dedicated sessions a week at Beech House to provide independent information and advice for PHP residents.

We can refer you or you can make an appointment to speak to a CAB advisor.

For details on when sessions are held or to book an appointment, please call our HelpDesk 0800 652 3900.

Hamworthy Money Advice Project

The Hamworthy Money Advice Project offers free and confidential advice – especially for money and debt matters.

The project can also offer advice on benefit entitlement and is available to all Hamworthy residents. The service is available on a drop-in basis.



01202 668611

09:30am – 12:30pm Tuesday to Thursday

10:00am – 12:00pm Tuesday (at Hamworthy Library)



St Gabriel's Church
Keyworth Road
Hamworthy
Poole
BH16 5BH

Coastal Credit Union

Credit Unions are not-for-profit co-operative organisations that can provide low cost affordable loans and can help people manage money wisely. Coastal Credit Union is run by local people for local people.



01202 718018

11:00am – 1:00pm Tuesday and Saturday

10:00am – 3:00pm Thursday



www.coastalcreditunion.co.uk



The Co-op
346 Ashley Road
Poole
BH14 9DF

National Debtline

The National Debtline is a national telephone helpline for people with debt problems in England, Wales and Scotland.

The service is free, confidential and independent.

They can provide specialist advice backed up with written self-help materials and may be able to assist you set up a Debt Management Plan.



0808 808 4000



www.nationaldebtline.co.uk



National Debtline
Tricorn House
51-53 Hagley Road
Edgbaston
Birmingham
B16 8TP

