



0800 652 3900

## 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, we can signpost you in the right direction. In some cases, make a referral on your behalf.

For advice on what other services are available and how to access these, speak to your Housing Officer or call the Helpdesk on 0800 652 3900.

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](http://www.boroughofpoole.com)

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## **Borough of Poole Housing Benefit Team**

If you are in receipt of benefits or are on a low income, you may be entitled to help with your rent.

The Housing Benefit Team at Borough of Poole Council can give you advice and help on how to claim *Housing Benefit*.

As a tenant, you may already be in receipt of *Housing Benefit*, in which case, you will need to contact the Housing Benefit Team if there is a change in your circumstances.



**01202 633114**

8:30am – 5:15pm Monday to Thursday

8:30am – 4:45pm Friday



**[financialservices@poole.gov.uk](mailto:financialservices@poole.gov.uk)**



**[www.boroughofpoole.com](http://www.boroughofpoole.com)**



Financial Services

Civic Centre

Poole

BH15 2RU

Your Housing Officer or a member of the Income Team can also provide advice on *Housing Benefit* and can help you make a claim.



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## **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.



0800 652 3900



**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](http://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.

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## 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

0800 652 3900

## 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](http://www.coastalcreditunion.co.uk)**



The Co-op  
346 Ashley Road  
Poole  
BH14 9DF



0800 652 3900

## 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](http://www.nationaldebtline.co.uk)**

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

