

Service summary

West View Advice & Resource Centre Limited

The main business of WVARC is to offer access to independent confidential advice to Hartlepool residents on welfare benefits, debt, employment and housing, via centre based appointments, outreach work and limited home visits.

The advice centre gives advice on your personal circumstances on the following main areas, however the centre have found that this best discussed face to face so advice will not be given via email.

- General advice
- Calculations
- Personal/Family problems
- Debt/Welfare benefits
- Back to work calculations
- Completion of forms
- Budgeting advice
- Disability advice
- Preparation for tribunals and appeals
- Limited home visit service available for the strictly housebound
- Macmillan Benefits Advice Service for those whose lives are affected by Cancer
- West View Advice & Resource Centre also hold a number of sessions across Hartlepool

Client Groups Served

Adult Working Age Older Person

Costs

- There is no cost to individuals residing in Hartlepool for accessing the advice services, however, photocopying and printing may incur a charge. Room hire charges apply. Individual charges for accessing groups i.e. Keep Fit, Craft etc. need to be negotiated with the individual group leaders.

Warm Hubs

This organisation is a Warm Hub. It has consented to the warm hub promise.

Warm Hub Opening Times

- Monday to Thursday 9.00am - 4.00 pm and Friday 9.00am - 1.00 pm

Free facilities, amenities and activities provided at the Warm Hub

Accessible entrance Wi-Fi Hot drinks Books to read Books to borrow Toilets Disabled toilet Baby changing facilities Car parking

Other free facilities provided at the Warm Hub

- We have warm coats available for those who need them free of charge.

Facilities, amenities and activities that are subject to membership or booking at the Warm Hub

- None

Warm Hub specific facilities, amenities and activities that are subject to charge

- Free tea and coffee facilities

Translation services provided at the Warm Hub

- No

Advice, information or guidance provided at the Warm Hub

- We offer advice appointments on income maximisation, welfare benefits, debt/money advice - please see our website for further information on the services we offer. We also issue food and fuel vouchers

Accessibility

Physical Environment Accessibility

Are your premises accessible?

Yes

Further details about your premises' accessibility

Services on ground floor

<https://www.accessible.co.uk/hartlepool-borough-council/access-guides/west-view-community-centre>

Is there accessible parking on site?

We have one disabled parking space

Do you have accessible/disabled toilets?

Yes

Other Accessibility

Could you provide a BSL interpreter?

No

Do you cater for religious/cultural needs?

No

Is a referral required to access your service?

No

Please give further details

Individuals can self refer either in person or on the telephone, we ask agencies to use the HAPEN referral system to refer for debt service and Macmillan

service. All other referrals can be made by telephone. Waiting list for Debt Advice varies but usually seen within 4 weeks. Welfare benefits, no waiting list generated, usually 2 weeks for appointments. Drop in sessions available four times per week for initial advice only, maximum 20 minute appointment

Organisation Details

Organisation

Address

Contact Details

Images, Files and Documents

File Attachments

- File Attachment (Adobe Portable Document Format, 519 KB)



Enquiries - 01429 271275 Appointments - 01429 271294 reception@wvarc30.org.uk
Visit service website

Address

The Community Centre
Miers Avenue
Hartlepool
TS24 9JQ

Opening times

Appointment line open Monday to Thursday 9.00 am - 4.00 pm & Friday 9.00 am to 1.00 pm

Plan your journey

Get here with Traveline Google Maps

Similar services

[Useful Contacts - Citizens Advice Hartlepool](#)

[Asbestos Support and Campaign Group](#)

[Kilmarnock Road Children & Young People Family Resource Centre](#)

[Hartlepool & Tees Valley Macmillan Benefits Advice Service](#)

[Macmillan Home Energy Service - Home Energy Advice for People Affected by Cancer](#)