



MEARS

HARTLEPOOL

LOCAL INFORMATION HANDBOOK

SCAN THE QR CODE TO SEE THIS HANDBOOK DIGITALLY



DISPERSAL ACCOMMODATION (DA) SURVEY

On behalf of the Home Office, we are interested to hear your views on the dispersal accommodation service that Mears provide and would like to invite you to fill in a survey form.

Dispersal accommodation will be self-catered and usually be a house or flat/apartment within the community.

You are currently residing in Hartlepool.

THE SURVEY WILL:

- Ask you to rate how happy you are with our staff and the service that they deliver
- Ask you to rate how happy you are with the property where you currently stay

The survey is anonymous, and your comments will be treated with respect.

The completion of the survey will not affect your asylum claim. The survey is available in the following languages: English, Amharic, Dari, Espanol, Shqip, Pashto, Somali, Tigrinya, Urdu, Arabic, Persian and Kurdish Sorani. Scan the QR code below from your smart phone to access and complete the survey.



CONTENTS

Welcome to Hartlepool.....	3
Subsistence.....	5
Understanding British currency (the pound £).....	6
Shopping and groceries.....	8
Getting around in Hartlepool.....	9
Education and parenting.....	11
Looking after your health.....	14
Staying safe in your community.....	18
Your local council.....	21
Things to do in Hartlepool.....	23
Places of worship.....	26
Support networks.....	27



WELCOME TO HARTLEPOOL

Welcome to your new area. We hope that you will feel safe and secure here while you wait for a decision on your application for asylum.

Your Local Information Handbook gives you information about your new area. Some of the information is very important, and we advise you to read it carefully and not be afraid to ask questions.

On page 27 and 28 you will find some details of your local support networks. They will provide you with practical support and advice. They may also provide a place to meet people who speak your language. Some places might offer English classes and the opportunity to volunteer.

You will also find information about Migrant Help through your local support services. Your Housing Support Officer will discuss the role of Migrant Help in more detail with you, or you can find more information in the Home Office Guide to Living in Asylum accommodation at:

WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/LIVING-IN-ASYLUM-ACCOMMODATION

There are services near you that will tell you more about living in the UK and will help you to get to know your local community.

Your nearest support service is:

You can get more information about living in the UK from the North East Migration Partnership (NEMP) website, including access to translated leaflets and e-learning courses about life in the UK. NEMP also have a directory of services that are available in your area.

WWW.NEMP.ORG.UK

Within the first day of arriving, your Housing Support Officer will show you around your property, make sure that the house is free from hazards and that all furnishings have been provided.

They will also go through the Occupancy Agreement with you and ask you to sign it. You should also receive:

- Your Service User Handbook
- Your Local Information Handbook
- The Home Office Guide to Living in Asylum accommodation
- The Home Office Guide to Rights and Expectations in the UK

If you have any difficulty understanding anything in this pack, please ask your Housing Support Officer to help you and provide any further information you need.

Your Housing Support Officer is:

Their contact details are:



SUBSISTENCE

You should now have your own Aspen card. Your allowance from the Home Office will be put onto this card each week.

You can use your Aspen card to withdraw cash from an ATM cashpoint machine, or use it to buy things in shops if they accept VISA debit payment.

Your Aspen card will look like this.



Please note that if you are in receipt of Section 4 asylum support, you will not be able to withdraw cash from an ATM.

If you have any problems accessing money or using your Aspen card, you should discuss this with your Housing Support Officer as soon as possible.

Further information on Aspen cards can be found in Section Five of the Home Office Guide to Living in Asylum Accommodation.

WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/LIVING-IN-ASYLUM-ACCOMMODATION



UNDERSTANDING BRITISH CURRENCY (THE POUND £)

Your Housing Support Officer will support you with understanding the British currency, provide advice on methods of payment and can help you to create a budget plan.

The British currency is called 'sterling', but is more commonly referred to as 'the pound', or 'the pound sterling'.

British money works in pounds and pence. There are 100 pennies (pence) in one pound.

The guide on the next page will help you understand the different coins and notes and their names.

Below will give you an idea of some basic food prices: These are example prices, not set prices, and are true for June 2024.

MILK (SEMI-SKIMMED, 4 PINTS)	£1.45
LOAF OF BREAD (800G)	£1.40
BASMATI RICE (1KG)	£1.85
POTATOES (2KG)	£1.35
ONIONS (1KG)	£1
EGGS (12 MEDIUM)	£2.65
VEGETABLE OIL (1L)	£2
CHEESE (400G)	£3
WHOLE CHICKEN	£5
BEEF MINCE (750G)	£5
APPLES (5)	£1.70
BANANAS (5)	80P
ORANGES (5)	£1.50
TOMATOES (6)	£1
WHOLE LETTUCE	85P

CURRENCY GUIDE

£2 COIN



£1 COIN



50P COIN



20P COIN



10P COIN



5P COIN



2P COIN



1P COIN



There are four bank notes in the UK: they are worth £5, £10, £20 and £50. The £5 note is blue, £10 is orange, £20 is purple and £50 is red. £50 notes are not commonly used. Every note has a picture of the King on the front, though you may see older ones with a picture of the Queen.

SHOPPING AND GROCERIES

There are many supermarkets, local shops and markets in Hartlepool. The main ones include Asda, Tesco, Aldi, Lidl, Iceland, Sainsbury's and Morrisons.

Your Housing Support Officer will tell you where the nearest supermarkets are. The two supermarkets nearest to you are:

There are also some international stores and culturally diverse food shops in Hartlepool. It may be easier to find halal food in these shops.

Some of these shops include:

SPICE BAZAAR
1 MURRAY STREET, HARTLEPOOL, TS26 8RG

RODZYNEK POLISH FOOD STORE
31-33 MURRAY STREET, TS26 8PQ

IBOKSI AFRICAN SHOP
113 RABY RD, TS24 8DT

RABY ROAD MINI MARKET HALAL SHOP
115 RABY RD, TS24 8DT

There is also an open market in Hartlepool where you will be able to buy fresh food. It takes place at West Side Car Park in the town centre every Thursday. There is also a monthly farmer's market that takes place on the second Saturday of every month at The National Museum of the Royal Navy.

If you find that you need to use a foodbank, please visit this website for information on foodbanks in Hartlepool.

GETTING AROUND

There are a number of ways to get around in Hartlepool. It is a well connected town with many transport links, including a central train station.

When travelling on foot, make sure to:

- **STAY ON THE PAVEMENT AND AVOID WALKING ON MAIN ROADS**
- **LOOK BOTH WAYS WHEN CROSSING THE ROAD**
- **USE ROAD CROSSINGS WHERE YOU CAN**
- **KEEP OFF CYCLE PATHS FOR THE SAFETY OF YOURSELF AND CYCLISTS**

Travelling using a bicycle is a great way to exercise and discover new places. You may be able to access a bike through a support service in your area. See page 27 and 28 and for more information on support services near you.

If you choose to travel by bicycle, there are a few safety tips to note:

THE LAW REQUIRES CYCLISTS TO HAVE LIGHTS OR REFLECTORS WHEN CYCLING IN THE DARK.

ALTHOUGH CYCLISTS ARE NOT COMPELLED TO WEAR A HELMET BY LAW, IT IS DANGEROUS TO CYCLE WITHOUT ONE.

IT IS ADVISABLE TO HAVE A BICYCLE LOCK TO PREVENT YOUR BICYCLE FROM BEING STOLEN.

WHEN NOT IN USE, YOUR BICYCLE SHOULD BE LOCKED AND STORED IN A SAFE PLACE.

YOU SHOULD TRY TO KEEP YOUR BICYCLE MAINTAINED AND IN GOOD WORKING ORDER.

There are many bus networks that serve Hartlepool. They can also take you to other towns such as Durham, Stockton and Middlesbrough.

You can catch a bus at one of the many bus stops in Hartlepool. To let the bus driver you would like to use the bus, put your arm out as the bus is approaching the bus stop.

You will need to pay to use the bus by buying a ticket from the bus driver. When you get on the bus, tell the driver where you would like to go and they will tell you how much it will cost.

There are different types of bus tickets, so make sure to ask the bus driver which is the best value for money for your journey. For information on bus services and tickets, visit the link below.

WWW.CONNECTTEESVALLEY.COM/BUS/DEFAULT.ASP

Your nearest bus stop is:

Hartlepool Train Station is located in the town centre. It has trains running to lots of destinations in the North East including Middlesbrough, Sunderland and Newcastle.

To travel by train, you have to book a ticket at the train station or online. If you need help booking a train ticket, you can ask your Housing Support Officer to show you what to do.

For more information on train services and tickets, visit the link below.

WWW.NATIONALRAIL.CO.UK

Hartlepool has a range of taxi firms. Private taxis can be booked in advance over the phone or using an app. 'Hackney cabs' can be flagged down by raising your arm or queueing at a taxi rank. Taxis are convenient, but can be expensive.

Here is an example of a taxi firm in Hartlepool you could use, though there are many others.

HARTLEPOOL TAXIS

TELEPHONE: 01429 600 600

WEBSITE: WWW.HARTLEPOOL-TAXIS.COM



EDUCATION AND PARENTING

Attending school is very important for your child's development. They must attend on time, and if they are unable to attend due to illness, you must inform the school on the morning of their absence.

You can read more about parenting in the UK and the UK education system on the NEMP website.

WWW.NEMP.ORG.UK

To register your children for education in Hartlepool, you can either:

- Ask your Housing Support Officer to contact the appropriate people on your behalf – they will be able to ask for a school application to be sent to your address.
- Apply online – you can apply to register your for their education online. You will be able to view and change your application, as well as be kept up to date with the progress of your application. You can find information online, or contact Hartlepool school admissions using the details below.

**WWW.HARTLEPOOL.GOV.UK/INFO/20074/SCHOOLS/314/
SCHOOL_ADMISSIONS_AND_TRANSFERS**

TELEPHONE: 01429 523469

EMAIL: ADMISSIONSTEAM@HARTLEPOOL.GOV.UK

Your nearest primary school is:

Your nearest secondary school is:

Further information on education in the UK can be found in Section Two of the Home Office Guide to Rights and Expectations in the UK.

SCHOOL TRANSPORT

Children are expected to walk to school, however if your child's school is over two miles from your home, you may be able to access free transport.

Hartlepool Borough Council provides free transport, or assistance with transport costs, to the nearest suitable school. You must meet the eligibility criteria to be able to access this service.

You can find out more by telephoning the number below or visiting the link.

WWW.HARTLEPOOL.GOV.UK/INFO/20105/SUPPORT_FOR_PUPILS/26/HOME_TO_SCHOOL_TRANSPORT

TELEPHONE: 01429 523855

FREE SCHOOL MEALS

All children in reception and years one and two automatically get free school meals.

For children in nursery, years three to six and secondary school, you can apply for free school meals by contacting your child's school.

For more information you can telephone the below number. You can also ask your Housing Support Officer to help you.

TELEPHONE: 01429 284188

SCHOOL UNIFORM

Every school has their own uniform, so you must make sure that your child has the correct uniform for the school they attend. You will usually be informed of the school's uniform policy ahead of your child starting at school.

You can buy school uniform from school uniform shops and some supermarkets. If you are finding it difficult to afford the school uniform, the school's head teacher may be able to help you. Some charities may also provide free school uniforms. Please see page 27 for services in your area.

If you are struggling to afford school uniforms, you can speak to your school's headmaster or headmistress about where to get help with this.

You can also ask your Housing Support Officer for further information.

CHILDCARE

The Children's Hub runs free services and activities at the Children's Centres in the town. You can find their details below.

TELEPHONE: 01429 284284

EMAIL: CHILDRENSHUB@HARTLEPOOL.GOV.UK

All three and four-year-old children are entitled to 570 hours of free childcare or early education each year. This must be taken over at least 38 weeks, for example 15 hours per week for 38 weeks of the year. Two-year-old children are entitled to a free place if their parent/s receive Home Office asylum support. You can ask your Housing Support Officer for more information about this.

IF YOU ARE STRUGGLING WITH ANY ASPECT OF PARENTING AND NEED ADVICE OR SUPPORT, CONTACT THE CHILDREN'S HUB.



LOOKING AFTER YOUR HEALTH

THE NATIONAL HEALTH SERVICE (NHS)

In the UK there is a publicly funded healthcare system called the National Health Service, known as the NHS. This means that healthcare is free of cost at the point of access.

Information on the NHS and healthcare services can be found in Section Three of the Home Office Guide to Rights and Expectations in the UK.

You can also find information about looking after your health on the NEMP website.

WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/ASYLUM-SUPPORT-UK-RIGHTS-AND-EXPECTATIONS

WWW.NEMP.ORG.UK

You should have already received a HC2 certificate from the NHS. This means you are entitled to free healthcare, prescriptions, dental and optical care.

**IF YOU DO NOT HAVE A HC2 CERTIFICATE, CONTACT
MIGRANT HELP IMMEDIATELY ON 0808 8010 503.**

REGISTERING WITH A GP

For non-emergency healthcare you will visit your local doctor, known as a 'GP'. A GP provides basic healthcare for non-life-threatening medical problems. To see your GP or nurse, you will need to make an appointment. You can make an appointment over the telephone, in person or online depending on your particular GP surgery (doctor's office). You are entitled to an interpreter at any appointment with a doctor, dentist, optician or pharmacist. You can request an interpreter over the phone by saying 'interpreter' followed by your language. For example: 'interpreter, French'. If you are using an interpreter, it is helpful to book a double appointment as it is likely to take longer. If you need an interpreter when visiting a pharmacy, you can request one the same way when you walk in.

There is also an NHS app that you can use to make appointments, see test results and request prescriptions. This is very useful and we strongly recommend that you download it. You can find it on the Apple or Android app store.

To make an appointment, you will need to be registered with your local GP. You should register with your GP as soon as possible after arriving in your new area, as it can take time to process your application.

Your Housing Support Officer will help you to identify your nearest GP surgery. You can also visit the link below to find GP surgeries in your area.

WWW.NHS.UK/SERVICE-SEARCH/FIND-A-GP

Your nearest GP surgery is:

If you have a health problem and need advice but cannot wait to see a doctor, call **111**. This number is only for non-emergency health issues. If you have an emergency, call **999**.

DENTISTS

In order to receive dental care, you will need to register with a dentist. This process will likely be similar to registering with a GP. There are currently national shortages of NHS dentists in the UK, so you may find that there is a waiting list for you to register.

Your nearest dentist is:



IF YOU OR SOMEONE ELSE HAS A HEALTH EMERGENCY, CALL 999 IMMEDIATELY.

OPTICIANS

You are entitled to free optical care with your HC2 certificate. You will need to make an appointment to see an optician, but you do not need to register with an optician in the same way as a doctor or dentist. It is recommended to have your eyes tested at least every two years. There are a number of opticians in Hartlepool for you to choose from.

SEXUAL HEALTH

Sexual health services are available to provide confidential and non-judgmental support.

They can provide advice on the prevention, testing and treatment of sexually transmitted infections (STIs), contraception and other issues. These services should always be culturally sensitive.

To access routine contraceptive services such as pills and injections, you will need to speak to your GP.

Teesside Sexual Health Service has clinics that can provide long-acting contraceptives such as coils and implants, emergency contraception and free condoms. They can also provide STI testing and treatment (including for HIV). They are based at One Life Centre, Park Road, Hartlepool. You can contact them using the phone number below.

TEESSIDE SEXUAL HEALTH SERVICE: 0300 3301122



MENTAL HEALTH

In the UK, the term 'mental health' is used to describe how somebody feels inside their head. This term might be used to refer to sadness, anxiety or stress. It does not mean someone is 'mad' or 'crazy'.

It is important to understand how the experiences you've been through in your home country and your journey to the UK might be affecting you. Many asylum seekers and refugees have had very frightening experiences.

This might be referred to as 'trauma', and can cause people to lose sleep, be jumpy or easily frightened, feel sad or tearful and struggle to concentrate. While this can feel upsetting and confusing, it is a natural response to these experiences.

It is also normal to feel stressed, anxious or sad during times of uncertainty or change, such as waiting for an asylum decision. You might find that talking about how you feel to a friend or trusted family member may make you feel better.

You can also speak to your Housing Support Officer about how you are feeling. They will be able to direct you to suitable support services for you.

If you would prefer to speak to somebody you do not know, you can access support by speaking to your GP. There are also online resources that you can access, the details of which are below.

SAMARITANS: CALL 116 123

CRUSE BEREAVEMENT: CALL 0808 808 1677

SHOUT: TEXT 'SHOUT' TO 85258



**IF YOUR LIFE IS IN DANGER OR YOU ARE
HAVING DANGEROUS THOUGHTS THAT YOU
CANNOT CONTROL, CALL 999 IMMEDIATELY.**

STAYING SAFE IN YOUR COMMUNITY

The police in the UK are there to help all citizens.

If you need to speak to the police but it is not urgent, for example if your property has been damaged, you have information about a crime or any general queries, call **101**.

If you have an emergency, for example if somebody's life is in danger, you are witnessing a crime or somebody is being violent or threatening violence, call **999** and ask for the police. You can ask for an interpreter that speaks your language if you need one.

Information on UK law, including hate crime, can be found in Section One of the Home Office Guide to Rights and Expectations in the UK.

WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/ASYLUM-SUPPORT-UK-RIGHTS-AND-EXPECTATIONS

You can also get more information about UK laws from the NEMP website.

WWW.NEMP.ORG.UK

If you or someone you know experiences any kind of abuse because of your race, religion, disability, sexual orientation or gender identity, this is a hate crime. You can report it to the police directly by telephoning **101**.

You can get support with reporting a hate crime from a reporting centre. They will provide you with confidential advice and support following a hate crime.

You do not have to give your name or details, and you do not need to speak to the police if you do not want to.

If you are experiencing problems with anti-social behaviour or have other community safety concerns, you can contact Hartlepool Borough Council using the details on the next page.

You can also report a crime to True Vision using the below link, or by calling Crimestoppers on **0800 555 111**.

WWW.REPORT-IT.ORG.UK/YOUR_POLICE_FORCE

01429 523100

WWW.HARTLEPOOL.GOV.UK/INFO/20043/COMMUNITY_SAFETY/1094/ANTI-SOCIAL_BEHAVIOUR

DOMESTIC ABUSE

If you or someone you know is experiencing domestic abuse, contact the Domestic Abuse Helpline on **01325 364486**.

Information regarding support for domestic abuse can be found on the Hartlepool Borough Council website.

WWW.HARTLEPOOL.GOV.UK/INFO/20043/COMMUNITY_SAFETY/1254/DOMESTIC_ABUSE/2

Further information domestic abuse can be found in Section 4 of the Home Office Guide to Rights and Expectations in the UK.

WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/ASYLUM-SUPPORT-UK-RIGHTS-AND-EXPECTATIONS

If you are concerned about your own safety and or that of another adult, you can contact the Teeswide Safeguarding Adults Board using the details below.

TELEPHONE: 01429 523390

EMAIL: ISPA@HARTLEPOOL.GOV.UK



**REPORTING A CRIME TO THE POLICE WILL
NOT IMPACT YOUR ASYLUM APPLICATION**

You can get emotional and practical support if you are a victim of a crime from Victim Support. They will provide help whether or not you have reported the crime to the police. They can also support you in reporting a crime to the police should you wish to. Contact them using the details below.

0303 040 1099

WWW.VICTIMSUPPORT.ORG.UK/

LEGAL ADVICE

Migrant Help offer free support and advice with asylum, both before and after you have received your decision. You can contact them using the details below.

TELEPHONE: 0808 8010 503

WEB CHAT: WWW.TIMEFORSTORM.COM/CUSTOMCHAT/MIGRANTHELP/1/

ENQUIRY FORM: WWW.MIGRANTHELP.UK.ORG/CONTACT

There are organisations that provide free support and advice on a range of legal issues. Details of these organisations can be found on page 27 of this handbook. If you are seeking immigration advice, you should contact a solicitor or an Immigration Advice Authority (IAA) registered organisation.

Further information on Legal Advice can be found in Section 2 of the Home Office Guide to Rights and Expectations in the UK.

WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/ASYLUM-SUPPORT-UK-RIGHTS-AND-EXPECTATIONS

MEMBERS OF PARLIAMENT

Hartlepool has elected Members of Parliament (MPs) who hold regular meetings, known as surgeries, where local people can come along and discuss their concerns. You can find your MP's contact details using the link below.

MEMBERS.PARLIAMENT.UK/FINDYOURMP

YOUR LOCAL COUNCIL

In the UK, a council refers to a group of people who come together to make decisions that help manage and maintain the area. The council in Hartlepool is called Hartlepool Borough Council. It is made up of elected councillors that represent each area, known as a ward.

The area you live in will have one or more councillors. They are able to offer advice and guidance. You can find who your ward councillor is and how to contact them using the links below.

WWW.GOV.UK/FIND-YOUR-LOCAL-COUNCILLORS

If you have a query and need to contact the council, you can telephone them on **01429 266522**. They can help you with matters such as:

- Making a noise complaint
- Rubbish disposal
- Information about schools in the area

**FIND OUT MORE ABOUT HARTLEPOOL BOROUGH COUNCIL HERE:
WWW.HARTLEPOOL.GOV.UK**

WASTE AND RECYCLING

Your accommodation will have one bin for household waste that cannot be recycled, and one bin for waste that can be recycled. You are responsible for putting your bin out and bringing it back in on your collection day. This is important as if your bin goes missing, you will have to pay to replace it.

Your bin collection days are:

Housing Support Officer to insert the colour of the bin and the day/s of the week:

For information on waste and recycling, including what goes in each bin, who to contact if you need a new bin, and what to do if your bin doesn't get collected, speak to your Housing Support Officer. You can also find out more at the link below.

WWW.HARTLEPOOL.GOV.UK/RECYCLE

LIBRARIES

Libraries provide free access to books, computers, WiFi and a variety of educational activities. They will also have online resources such as e-books, audiobooks and digital magazines. They can also provide information about the local area.

To access these services, you will need to register with your library. You can register by visiting your local library or online using the link below. It is free to register with a library.

WWW.HARTLEPOOL.GOV.UK/INFO/20012/LIBRARIES

Opening times of libraries vary, but generally they are open Monday to Saturday, 9am-5pm. You should be able to find your local library's opening times online.

You can find a list of libraries in Hartlepool at the link above.

Your nearest library is:



THINGS TO DO IN HARTLEPOOL

There are lots of things to see and do in Hartlepool, many of which are free. For a list of attractions in Hartlepool, visit the link below. You can also ask your Housing Support Officer for more information.

WWW.THISISHARTLEPOOL.CO.UK/ATTRACTIONS

There are a number of parks and beaches in Hartlepool that are free to visit, and a great way to get some exercise by taking a walk. Spending time in nature is also an excellent way to boost your mood. Hartlepool's parks include:

SEATON CAREW BEACH

POSTCODE TS25 1BU

WARD JACKSON PARK

POSTCODE TS26 0EA

ROSSMERE PARK

POSTCODE TS25 5EG

BURN VALLEY GARDENS

POSTCODE YS25 5QS

SEATON PARK

POSTCODE TS25 1BN

SUMMERHILL COUNTRY PARK

POSTCODE TS25 4LL



MUSEUMS

Museums are an excellent way to learn about history and culture. They are a wonderful educational resource for children too. There are several museums in and around Hartlepool that you might like to visit. They include:

THE NATIONAL MUSEUM OF THE ROYAL NAVY HARTLEPOOL

WEBSITE: WWW.NMRN.ORG.UK/VISIT-US/HARTLEPOOL

MUSEUM OF HARTLEPOOL

WEBSITE: WWW.TEESVALLEYMUSEUMS.ORG/VISIT/MUSEUM-OF-HARTLEPOOL

HARTLEPOOL ART GALLERY

WEBSITE: WWW.CULTUREHARTLEPOOL.COM/ART-GALLERY

HEUGH BATTERY

WEBSITE: WWW.HEUGHBATTERY.CO.UK

VOLUNTEERING

While you are awaiting your decision on your asylum claim, you may wish to develop your skills and volunteer in Hartlepool. Volunteering is a great way to get involved in your local community, make friends and learn new skills. Libraries may be able to help you get involved in volunteering, or you can also ask your Housing Support Officer for more information.

To learn more about the volunteering opportunities in Hartlepool, visit the link below.

WWW.VOLUNTEERHARTLEPOOL.ORG.UK



KEEPING FIT

Getting involved with sports and physical activity such as joining a sports club or starting coaching is a great way to keep fit and meet new people. Visit the link below for a list of sports clubs and physical activities you can do in Hartlepool.

WWW.GETHARTLEPOOLACTIVE.CO.UK

Hartlepool also has leisure centres for swimming, sport and other activities. You can go to the gym or take swimming lessons at a leisure centre. You can find a list of leisure centres using the link above.

Please note that although some events and sports activities must be paid for, some are free. If you are unsure, ask your Housing Support Officer.

PARK RUN

Park runs are free weekly community events. They take place on a Saturday morning in local parks and open spaces. The run is five kilometres (5k). On a Sunday morning there are two kilometre (2k) junior park runs for children aged four to fourteen. For more information visit the link below.

WWW.PARKRUN.ORG.UK/

FOOTBALL

There is a community in Hartlepool of both adult and children's football teams, often called 'grass roots football'. Grassroots football in the North East can be accessed via Facebook using the link below. You can ask about local clubs which you or your child can join.

WWW.FACEBOOK.COM/GRFFOOTBALL/



PLACES OF WORSHIP

There are lots of places of worship in Hartlepool. You can search online to find the nearest one to you. Participating in religious communities in your area is a great way to make friends and find support from people with a similar background to you. Some places of worship in Hartlepool include:

HARTLEPOOL JAMIA MASJID (SUNNI MOSQUE)

8-6 MURRAY ST, HARTLEPOOL TS26 8DP

ST JOSEPH'S CHURCH

ST PAUL'S ROAD, HARTLEPOOL, TS26 9EY

ST AIDAN'S PARISH CHURCH

1 OXFORD STREET, HARTLEPOOL, TS25 1TB

HOLY TRINITY PARISH CHURCH

DAVISON DRIVE, HARTLEPOOL TS24 9BX

WEST VIEW BAPTIST CHURCH

MIERS AVENUE, HARTLEPOOL TS24 9JQ



SUPPORT NETWORKS

Below are the details of some support networks local to you. They will be able to provide you with practical support and advice.

They may also be a good a place to meet people who speak your language, take English classes and give you the opportunity to volunteer.

You can also search for support networks, including those from your own language community, using NEMP's service directory at the link below.

WWW.NEMP.ORG.UK

MIGRANT HELP

Providing independent advice and guidance to assist asylum seekers move through and understand the asylum process. It is important that those seeking asylum in the UK go to Migrant Help to report issues with their asylum accommodation, and any other advice needed during their asylum journey.

Migrant Help also provide support during the post-asylum decision period, whether the decision has been positive or negative. Migrant Help teams can also provide outreach services to vulnerable clients, if you feel you need some extra support.

ASYLUM HELPLINE: 0808 8010 503

EMAIL: INFO@MIGRANTHELPUK.ORG

WEBSITE: WWW.MIGRANTHELPUK.ORG/CONTACT



SALAAM COMMUNITY CENTRE

The Salaam Community Centre is based in central Hartlepool. They specialise in the provision of services for people from minority ethnic backgrounds. The team includes three development workers that are fluent in: English, Polish, Hindi, Urdu, Punjabi, Bengali and Swahili.

EMAIL: RECEPTIONSALAAMCENTRE@GMAIL.COM

TELEPHONE: 01429 284297

ADDRESS: ST PAULS HALL, MURRAY STREET, HARTLEPOOL TS26 8PD

The centre offers an information, advice and guidance drop-in Monday to Friday 10am-5pm, as well as a range of courses. The centre is open to people of all backgrounds and provides a range of activities for both children and adults.

HARTLEPOWER

The British Red Cross can help asylum seekers and refugees with destitution support, orientation, emotional support, asylum support and issues around accommodation.

They can also help you with registering with a doctor or dentist, moving on from NASS support and onto mainstream benefits, Home Office travel document applications and family reunion travel assistance, amongst other things.

Please contact the British Red Cross directly for further information.

BRITISH RED CROSS

The British Red Cross can help asylum seekers and refugees with destitution support, orientation, emotional support, asylum support and issues around accommodation.

They can also help you with registering with a doctor or dentist, moving on from NASS support and onto mainstream benefits, Home Office travel document applications and family reunion travel assistance, amongst other things.

Please contact the British Red Cross directly for further information.

TELEPHONE: 07725205483

EMAIL: REFUGEESUPPORTNORTHEAST@REDCROSS.ORG.UK

WEBSITE: WWW.REDCROSS.ORG.UK/