

Middlesbrough - Universal Credit - Directory of Services

JOB CENTRE

James Cook House, 79 Corporation Rd, Cleveland, Middlesbrough TS1 2BA

Phone: 0800 169 0190

Thorntree Job Centre, Beresford Buildings, The Greenway

Phone: 0800 169 0190

COUNCIL

Middlesbrough Council

Phone: 01642 245432 (Monday to Thursday, 8.30am to 5pm, and Friday, 8.30am to 4.30pm)

Online: [@mbrocouncil](#)

In person: The Customer Centre at Middlesbrough House is open 8.30am to 4.30pm (Monday to Thursday), and 8.30am to 4pm (Friday). For sat-nav use TS1 2RH

Post: Middlesbrough Council, PO Box 500, Middlesbrough, TS1 9FT

FOODBANKS

Middlesbrough Foodbank (Depot)

Unit 5 Wear Court

Wallis Road

Skippers Lane Industrial Estate

Southbank

Middlesbrough

TS6 6DU

List of all locations

<https://middlesbrough.foodbank.org.uk/locations/>

IT ACCESS

Central Library, Centre Square, Middlesbrough, TS1 2AY, Lending library: 01642 729002

Monday, Tuesday, and Thursday

9.30am to 7pm

Wednesday, Friday and Saturday

9.30am to 5pm

Acklam Community Hub and Library, Acklam Road, Middlesbrough, TS5 7AB 01642

817810

Monday and Friday

9.30am to 12.30pm

1.30pm to 5pm

Tuesday and Thursday

9.30am to 12.30pm

1.30pm to 7pm

Saturday

9.30am to 12.30pm

Berwick Hills Community Hub and Library, Crossfell Road, Berwick Hills, Middlesbrough, TS3 7RP, 01642 246947

Monday and Friday

9.30am to 12.30pm

1.30pm to 7pm

Wednesday and Thursday

9.30am to 12.30pm

1.30pm to 7pm

Saturday

9.30am to 12.30pm

More libraries for Middlesbrough follow this link

<https://www.middlesbrough.gov.uk/benefits-and-council-tax/universal-credit/computers-public-access-universal-credit>

MANAGING MONEY

Citizens Advice

9 Linthorpe Road, Middlesbrough TS1 1RE, UKAdmin Line: 01642 802282 (Please note: This line does not provide advice)

Advice Line: 0344 499 4110 (Monday - Thurs 10am - 1pm)

Email: advicembro@gmail.com

Webchat: Log onto <https://www.citizensadvice.org.uk>

Know your money project The KYM team worked with young people on a one-to-one basis, helping them with their **debts, benefits and budgeting** and equipping them with the knowledge to make the best financial choices. KYM also offered **accredited training programmes** focused on tenancy management and employability.

Contact Name - Nathan James

Contact Position Project Manager **Telephone**

01642 240336

E-mail nathan.james@thirteengroup.co.uk

Website www.kymproject.com

Age Ranges

16 - 24 years

Referral Details

Self referral or referral from housing association or other partner agency.

Illegal Money Lending Team - 0300 555 2222

Tees Credit Union

38-40 Dovecot Street

Stockton On Tees
TS18 1LN
01642 941911
info@teescreditunion.co.uk

Tees Credit Union is a financial co-operative that offers local people safe savings and affordable loans. Cover North East

ADVICE

Welfare rights – Middlesbrough Council
Telephone 01642 729242 or 01642 729985
E-mail
welfarerights@middlesbrough.gov.uk
Civic Centre, Middlesbrough

Cleveland Housing Advice Centre,
All Range Of Welfare And Housing. All Types Of Debt And Arrears
Telephone: 01642 254544
Fax: 01642 801933
Email: advice@chac92.co.uk
16 Borough Road, Middlesbrough, TS1 5DW
Monday to Friday 09:00-17:00

Affordable Warmth Schemes Middlesbrough Affordable Warmth Partnership

If you're a resident of Middlesbrough and are interested in the scheme, you can get more information and make an application via Middlesbrough's Affordable Warmth Partnership.

Phone: 0800 304 7084 (freephone)
Email: warmhomes@mencity.org.uk

GRANTS /CRISIS SUPPORT

Job Centre Plus (employment and benefits support) - 0345 604 3719

Welfare rights - 01642 729242

Housing Benefit and Discretionary Housing Payments - 01642 726006

Community Support Scheme (Crisis Awards and Community Support Awards) - 08081 789278

Homelessness

Middlesbrough Council

If you're able to use a phone, call the Homeless and Housing Advice team on **0300 111 1000**, and someone will give you advice and information over the phone.

If you can't use a phone and you think you need to speak to someone immediately, you can visit the Homeless and Housing Advice team office at Rivers House, 63 North Ormesby Road, Middlesbrough, TS4 2AF. The office is open between 1pm and 4pm, Monday to Friday.

National helpline/support

Winter Fuel Payments Helpline

The Winter Fuel Payment is a tax free payment to help older people keep warm during winter. It is provided by the government to those who are eligible. If you were born on or before 5 January 1953 you may qualify. It's not means tested and you can get it if you're still working or claiming a benefit.

Telephone 08459 151515

Textphone: 0845 601 5613

Website <https://www.gov.uk/.../overview>

Winter Fuel Payment Team

PO BOX 10142,

Annesley,

Nottingham,

NG15 5WY

Turn2us - Online Financial Help

Turn2us exists to help people access the money available to them – through benefits, grants and other financial help. Their free, accessible website – www.turn2us.org.uk – has been designed to help people find appropriate sources of financial support, quickly and easily, based on their particular needs and circumstances.

The site includes a Benefits Checker that helps people ensure that they are receiving all the welfare benefits they are entitled to, a Grants Search section containing the details of hundreds of grant-giving charities (national, regional and local) that may be able to provide financial support and other services, a confidential 'My Turn2us' account that can be used to make online enquiries and applications to grant-giving charities Information and interactive tools covering a wide range of subjects on welfare benefits, grants and managing money.

Telephone

0808 802 2000

info@turn2us.org.uk

<https://www.turn2us.org.uk/>

Money Advice Service

Free and impartial money advice, set up by government

- Advice and guides to help improve your finances
- Tools and calculators to help keep track and plan ahead
- Support over the phone and online <https://www.moneyadviceservice.org.uk/en>