



## Middlesbrough Community Support Pack



## Introduction

"Welcome to Middlesbrough, a city with a rich and dynamic history and culture, built on migration. Middlesbrough is home to friendly people and offers a lot of opportunities in terms of employment, education, and leisure. This makes it a great place to live and work, and to raise a family.

The information you will find on these pages will tell you about the services and support we offer to our community. We also invite you to explore the rest of this pack and our website to learn more about the council's services and departments, and find out how our town's government operates.

Finally, we hope that the following pages will also be an opportunity for you to become involved in our town. We have a variety of volunteer opportunities available, and we always encourage community participation in any issues that matter to all of us."

- Chris Cooke, Elected Mayor of Middlesbrough

## How this pack works

This pack aims to provide you with information about Middlesbrough and where you can get what kind of support. It is a live document and will be updated regularly. If you feel that any of the information is incorrect, or if you are/know of a service that should be included, please email us at [scm@middlesbrough.gov.uk](mailto:scm@middlesbrough.gov.uk)

The information contained within is very much geared towards helping you recognise the different community and council services that can provide you with assistance – or that you can get involved with yourself to help others. Much of this information is also available online through the Making Every Contact Count website - [Making Every Contact Count Website](https://www.makingeverycontactcount.co.uk/) . Making Every Contact Count (MECC) is an approach to behaviour change that utilises the millions of day to day interactions that organisations and people have with other people to encourage changes in behaviour that have a positive effect on the health and wellbeing of individuals, communities and populations. On this website, you will be able to find information on various matters, including affordable warmth, alcohol, carers, Covid-19, crime and community safety, dementia, domestic abuse, employment, falls & frailty, finances & cost of living, fire safety, green & blue spaces, and much more. The website is designed in such a way that you can find information both for adults and for young people.



We strongly recommend that you visit the Middlesbrough Matters Directory, which contains a wealth of information on issues such as health & wellbeing, information for carers, your rights, money advice & life events, Covid 19, education, work and training, leisure & community, help to live at home, and housing, supported accommodation & care homes. You can view the directory

here: Home - Middlesbrough Care Matters Directory ([middlesbroughmatters.co.uk](http://middlesbroughmatters.co.uk)). This directory also includes a wealth of information in relation to reducing your home energy payments and support for money management.

You may notice that the pack follows the name of our team: Stronger Communities Middlesbrough, or SCM. So it will first look at **S**ervices that are available in the community to provide you with assistance on a variety of topics. It will then look at some of the **C**ouncil services that you may need some support from. Lastly, it will look at how you can **M**ake a difference yourself, by participating in volunteering opportunities or providing help for some of our projects.

Most of all, we hope that this pack is of benefit to you.

Thanks from the Stronger Communities Middlesbrough team and a special thanks to Gopal Singh for pulling all this information together!



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## Services to Help You in the Community

### Community groups and events Weekly Calendar

#### Middlesbrough (Whole Town) Weekly Planner

Day	Time	Service	Address
Monday	9am-12pm	Welfare benefit advice service	Newport Community Hub, Union Street
	10am-12.30pm	Digital Inclusion BAMNE Older Communities	International Centre, Abingdon Road
	10am-3.30pm	Information, Advice, and Support	Ubuntu Multicultural Centre, Clifton Street
	10am – 2pm	SAFI walk in	Streets Ahead for Information, Parliament Road
	11am-12.30pm	Singing Group	Methodist Asylum Project, Borough Road
	12pm-3.30pm	ECO Shop - £2 for 10 items	Ubuntu Multicultural Centre, Clifton Street
	1pm-3pm	Craft Afternoon	Hope Foundation, Grange Road
	1pm-4pm	Welfare benefit advice service	Hemlington Community Hub, Crosscliff



Tuesday	10am-12.30pm	Digital Inclusion 121	International Centre, Abingdon Road
	10am-12pm	Coffee morning	Hope Café, Grange Road

Day	Time	Service	Address
	10am-4pm	BY APPOINTMENT ONLY – Outreach service	Ubuntu Multicultural Centre, Clifton Street
	10.30am-11.30am	WOMEN ONLY – Physical Activities	International Centre, Abingdon Road
	11.30am-2pm	Sewing, Arts, and Crafts	International Centre, Abingdon Road
	1pm-4pm	Welfare benefit advice service	Thorntree Family Hub, Birkhall Road
	2pm-4pm	Gardening/Allotment	Ubuntu Multicultural Centre, Clifton Street
Wednesday	10am-12pm	Drop in	Avenue Church, The Avenbue
	10am-2pm	Community Gardening	Albert Park, Linthorpe Road
	10am – 2pm	SAFI walk in	Streets Ahead for Information, Parliament Road
	10am-3.30pm	Information, Advice, and Support	Ubuntu Multicultural Centre, Clifton Street
	11am-2pm	ECO Shop	Streets Ahead for Information, Parliament Road
	11.30am-1.30pm	Football Training Session	MFC Foundation, Avenue Church, The Avenue
	12pm-3.30pm	ECO Shop - £2 for 10 items	Ubuntu Multicultural Centre, Clifton Street
	1pm-3pm	Bingo	Hope Foundation, Grange Road
	1pm-3pm	Middlesbrough Youth Hub Job Club	Multimedia Exchange, Corporation Road
	1pm-4pm	Welfare benefit advice service	Grove Hill Community Hub, Bishopton Road
	3pm-5pm	Clothes and toiletries collection	International Centre, Abingdon Road
	5pm-6.30pm	Homework club/Maths club all levels, secondary school	Ubuntu Multicultural Centre, Clifton Street

Day	Time	Service	Address
	5.45pm-7pm	Skate Park for 10–13-year-olds	Park End Skate Park, Overdale Road
	7.15pm- 8.30pm	Skate Park for 14-18-year-olds	Park End Skate Park, Overdale Road



Thursday	9am-12pm	Welfare benefit advice service	Easterside Community Hub, Broughton Avenue
	9.30am- 12.30pm	Welcome drop in	Methodist Asylum Project, Borough Road
	10am-11am	Meditation	Methodist Asylum Project, Borough Road
	10am- 11.30am	Tea and Technology	Hope Foundation, Grange Road
	10am- 12.30pm	BY APPOINTMENT ONLY – Digital inclusion 121	International Centre, Abingdon Road
	10am – 2pm	SAFI walk in	Streets Ahead for Information, Parliament Road
	10am- 3.30pm	BY APPOINTMENT ONLY – Meeting and outreach service	Ubuntu Multicultural Centre, Clifton Street
	11am- 12.30pm	Music Café	Methodist Asylum Project, Borough Road
	11am-1pm	Free market stalls	NiteLite CiC – Bus Station (near Burger King)

Day	Time	Service	Address
	12.30pm-2.30pm	IELTS preparation class	Methodist Asylum Project, Borough Road
	5pm-6pm	Music Sessions by Musinc	Ubuntu Multicultural Centre, Clifton Street
	6pm-8pm	Linx Youth Project 10-18-year-olds	Newport Community Hub, Union Street



Friday	9am-12pm	Welfare benefit advice service	Thorntree Community Hub, Birkhall Road
	10am-12pm	(Themed) Coffee morning	Ubuntu Multicultural Centre, Clifton Street
	10am-12pm	Come and Chat	Methodist Asylum Project, Borough Road
	10am-3pm	Digital inclusion drop in/Home booking	Ubuntu Multicultural Centre, Clifton Street
	11am-12pm	Walk and talk group	Red Balloons, Stewart Park car park
	12pm-2pm	Community museum club	Dorman Museum, Linthorpe Road
	12pm-3.30pm	ECO Shop - £2 for 10 items	Ubuntu Multicultural Centre, Clifton Street
	12pm-3.30pm	Information, advice, and support	Ubuntu Multicultural Centre, Clifton Street
	1pm-2pm	Feel Good Friday	Dundas Shopping Arcade
	1pm-3pm	Lunch quiz and chat	Hope Foundation, Grange Road

Day	Time	Service	Address
	5pm-6.30pm	Homework Club/Maths club all levels, Primary School	Ubuntu Multicultural Centre, Clifton Street
Saturday	9am onwards	Park run	Albert Park, Linthorpe road
	2pm-4pm	Saturday Games	Avenue Church, The Avenue
Sunday	9am-10am	Park run for juniors (4-14-years-old)	Hemlington Lake, Cass House Road



### Newport Ward Weekly Planner

Day	Time	Service	Address
Wednesday	12-2pm	Cuppa & Chat	Newport Hub
	(The last Wednesday of the Month)	Residents can ask the Council and other services questions	St Pauls Road Newport
	1pm – 4pm	Rough Sleeper Team	DePaul Centre, Broadcasting House,

Day	Time	Service	Address
	1pm-4pm (The First & Last Wednesday or the Month)  Wednesday's	Middlesbrough Safer Streets VAWG Drop in  Support offered to vulnerable women and men 18+ at risk of sexual exploitation or sex work.  Premier League Kicks 5pm – 6pm (Aged 8-13)  Premier League Kicks 6pm – 7pm (Aged 14-18)	Newport Road, Middlesbrough TS1 5JA  Newport Hub  St Pauls Road,    Newport Community Hub Newport Community Hub
Friday	9am-12:30	Housing Solutions -Housing support & Rough Sleeper Team	Streets Ahead Safety Hub 109-111 Parliament Road
	6pm-9pm	The Junction Outreach Youth Service	Ayresome Gardens

## Community Services and Organisation

### ACTES

#### Actes charity and social enterprise in North East England

Working across the North-East of England and beyond, Actes is a charity that embraces a client-led approach to delivering a wide portfolio of services.

Formed in 2001, Actes has a successful track record of developing and delivering both accredited and non-accredited programmes and training courses using a unique peer-led approach. They work with a variety of partners, including other charities, local authorities, education providers and statutory services, to support their delivery and ensure a tailored approach for all of their clients.

Since 2001 their award winning, nationally recognised projects have helped over 20,000 people achieve their goals in the Tees Valley area to improve their quality of life and future prospects.





## Middlesbrough's Warm Spaces and Warm Welcome

People know that this winter is going to be difficult, so they are opening up our own buildings for anyone who needs to keep warm.

There's no limit on how long people can stay. The opening times are available further down this page. In most venues, people will also be able to get a hot drink if you need one.

At certain times, you'll be able to get advice on affordable warmth, including energy saving tips, changing your supplier, smart meters, and understanding your bills. You can also get support on a range of other subjects, including housing, benefits, mental health, and addiction.

They are asking other organisations to get involved too. If you could offer a warm space to Middlesbrough residents, you can find out more on the warm spaces business signup page - [List of Warm Spaces](#)



### *List of warm spaces in Middlesbrough*

#### Acklam Community Hub and Library

Address: Acklam Road, Middlesbrough, TS5 7AB

Opening times: Monday, Tuesday, Thursday, and Friday, 9:30am to 12pm and 1pm to 5pm

Saturday, 9:30am to 12:30pm

Hot drinks available: yes

#### Breckon Hill Community Centre (families and elderly people)

Address: Breckon Hill Road, Middlesbrough, TS4 2DS

Opening times: Monday to Thursday, 8am to 4pm, and Friday, 8am to 1pm

Hot drinks available: yes

#### Central Library

Address: Centre Square, Middlesbrough, TS1 2AY

Opening times: Monday to Saturday, 9:30am to 12pm and 1pm to 5pm

Hot drinks available: no

#### Community Information and Media House (BME Network CIC)

Address: 169 Victoria Road, Middlesbrough, TS1 3HR

Opening times: Monday, Wednesday, and Friday, 11am to 3pm

Hot drinks available: yes

### Community Ventures

Address: The Greenway, Thorntree, Middlesbrough, TS3 9PA

Opening times: Monday to Friday, 2pm

Hot drinks available: yes

### Easterside Community Hub and Library

Address: Broughton Avenue, Middlesbrough, TS4 3PZ

Opening times: Tuesday, Thursday, and Friday, 9am to 5pm

Hot drinks available: yes

### East Middlesbrough Events Centre

Address: Homerton Road, Pallister Park, TS3 8QD

Opening times: Tuesday, 10am to 1pm

Hot drinks available: yes

### Fork in the Road

Address: 131-133 Linthorpe Road, Middlesbrough, TS1 5DE

Opening times: Tuesday and Thursday, 2pm to 4pm

Hot drinks available: yes

### Grove Hill Community Hub and Library

Address: Bishopton Rd, Middlesbrough TS4 2RP

Opening times: Monday, Wednesday, and Friday, 9am to 5pm

Hot drinks available: yes

### Hemlington Community Hub and Library

Address: Crosscliff, Hemlington, Middlesbrough, TS8 9JJ

Opening times: Monday, Tuesday, Thursday, 9:30am to 12pm and 1pm to 5pm

Saturday, 9:30am to 12:30pm

Hot drinks available: yes

### The Live Well Centre

Address: Dundas Shopping Centre, Dundas Street, Middlesbrough, TS1 1HR

Opening times: Friday, 10am to 2pm

Hot drinks available: yes

### Marton Community Hub and Library

Address: The Willows, Marton-in-Cleveland, Middlesbrough, TS7 8BL

Opening times: Monday, Thursday, Friday, 9:30am to 12pm and 1pm to 5pm

Saturday, 9:30am to 12:30pm

Hot drinks available: yes

Middlesbrough Baptist Church

Address: Cambridge Road, Linthorpe, Middlesbrough, TS5 5NN

Opening times: Wednesday, 9:30am to 12:30pm

Hot drinks available: yes

Middlesbrough Football Club

Address: Media Suite, Riverside Stadium, Middlesbrough, TS3 6RS

Opening times: to be confirmed

Hot drinks available: to be confirmed

MyPlace

Address: North Street, Middlesbrough, TS2 1JP

Opening times: Monday to Thursday, 9am to 2:30pm

Hot drinks available: yes (a charge may apply)

Newport Community Hub

Address: St. Paul's Road, Middlesbrough, TS1 5NQ

Opening times: Monday to Thursday, 9am to 4:30pm

Hot drinks available: yes

North Ormesby Community Hub and Library

Address: Derwent Street, North Ormesby, Middlesbrough, TS3 6JB

Opening times: Tuesday, Thursday, Friday, 9am to 5pm

Saturday, 9am to 12:30pm

Hot drinks available: yes

Pallister Park Centre

Address: Ormesby Road, Middlesbrough, TS3 7AR

Opening times: Tuesday and Wednesday, 12pm to 2pm

Hot drinks available: yes

Recovery Connections (people in recovery from addiction)

Address: Bedford House, Bedford Street, Middlesbrough, TS1 2JR

Opening times: Monday to Friday, 10am to 4pm

Hot drinks available: yes

Teesside University Library (students and staff only)

Address: Southfield Road, Middlesbrough, TS1 3BX

Opening times: 7 days a week, 24 hours

Hot drinks available: yes (a charge may apply)

Teesside University Students Union (students and staff only)

Address: Campus Heart, Southfield Road, TS1 3BA

Opening times: Monday to Sunday, usual opening hours

Hot drinks available: yes (charges may apply)

Thorntree Community Hub and Library

Address: Birkhall Road, Middlesbrough, TS3 9JW

Opening times: Monday to Friday, 9am to 5pm

Hot drinks available: yes

Ubuntu Multicultural Centre

Address: 49 Clifton Street, Middlesbrough, TS1 4BX

Opening times: to be confirmed

Hot drinks available: yes



## Thirteen Group

### [Thirteen Group](#)

Thirteen offers a number of services that everyone can use, including:

- Supported living - Sheltered accommodation, extra care, aids and adaptations.
- Employment support - Jobs and training for people; support for businesses.
- Anti-social behaviour - Report and find help about anti-social behaviour.
- Care and support - Young people, families, ex-offenders, tenants and domestic abuse.
- Homelessness prevention - Help and advice.
- Support for ex-offenders - Custodial and community support.

At Thirteen, they are a caring landlord and housing developer, providing homes for rent and sale. They own and manage 35,000 properties from North Tyneside to Yorkshire, with the majority of homes for rent and sale in Teesside.

Thirteen Group provides their customers with homes, support and opportunities to grow. Their 1,500 colleagues provides services for more than 72,000 customers across Teesside and other areas of the North East and Yorkshire.



## Middlesbrough Community Learning

### [Middlesbrough Community Learning](#)

Middlesbrough Community Learning is Middlesbrough Councils learning, skills, apprenticeships and employability service. They are based in Middlesbrough Town Centre and have an alternative education provision, Lingfield which operates from a site in Coulby Newham.

What can they offer?

- English, Maths and ICT qualification
- Apprenticeships
- Job and career support from Middlesbrough Employment Hub
- Valuable work placements
- Study Programmes and Supported Internships for 16-25 year olds
- Signposting to external support services
- Training for life and work

### Location:

Middlesbrough Community Learning

Multimedia Exchange

72-80 Corporation Road

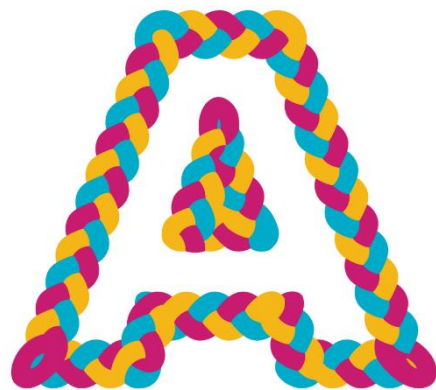
Middlesbrough

TS1 2RF



#### ACT

If you require support for drug and alcohol use, please call the ACT team on 01642 726800.



**ACT**Middlesbrough

#### A Way Out

Outreach in the Newport Ward for Vulnerable Females Two nights per week 7.30pm-10pm



## Barefoot Kitchen

### [Barefoot Kitchen - Badur Foundation](#)

Barefoot Kitchen is a social enterprise that works at a grassroots level to create regenerative and resilient communities in the Tees Valley through food growing, cooking and sharing initiatives – from plot to plate. It seeks to build on this work by creating a new community growing site for local people in Middlesbrough.

Barefoot Kitchen provides support and expertise on a range of projects, from redistributing surplus food or turning an unloved garden into a productive space for food growing, to leading wild food walks and working with local communities to improve their surroundings. All of its work aims to help Middlesbrough's communities become resilient to food access, affordability, and quality challenges arising from climate change, health crises, poverty and discrimination – to be food resilient.

Key aims of the project include:

- Providing fresh fruit and vegetables to local households to improve food resilience;
- Providing opportunities for local people to learn about and engage with food, including growing, cooking and sharing, whilst demonstrating ideas they can replicate at home;
- Supporting the physical and mental wellbeing of people visiting the Fig Alleys and creating a community network.



## Cleveland Fire Brigade

### [Cleveland Fire Brigade](#)

Cleveland Fire Brigade is in the business of keeping people safe and believe that their long term success is founded on their ability to manage their risks. The way they do this is simple: they adopt a balanced approach of prevention, protection and emergency response.

One of the biggest factors in the number of incidents that Cleveland Fire Brigade attends is how people behave. This includes people at home, at work, the elderly and the young. They believe that by influencing and changing behaviours the number of incidents can be reduced, along with the number of injuries and fatalities. That's why they provide a range of activities to educate and advise communities and help prevent incidents.

Their protection services are at the heart of improving business safety across Cleveland, and focus on delivering the Authority's duty to enforce the Regulatory Reform (Fire Safety) Order 2005. Through enforcement, risk management and arson reduction.

No-one can predict when an emergency will happen and what type of incident will occur. That's why they are ready to respond to every situation and ensure the right number of trained firefighters, with the right equipment, is sent to effectively tackle the incident. Making sure there is the lowest

possible risk to lives, businesses and property. They deal with a wide range of emergencies e.g. Fires, road traffic collisions, water rescue and rescues at height.

When emergency incidents do occur, Cleveland Fire Brigade responds to them with well trained staff, using modern methods and equipment. They provide a truly professional and integrated service for all our communities across Cleveland.



### [Creative Minds](#)

[Creative Minds – Active, confident, healthy women \(wordpress.com\)](#)

They learn new skills and encourage their members to live a healthier lifestyle, running a women-only gym and healthy cooking sessions.

As well as a warm welcome, Creative Minds offers:

- Cooking Classes
- Exercise Classes
- Healthy Living Advice
- Craft Workshops
- Skills Exchange
- Peer Counselling
- Signposting
- Public presentations on women's issues, including FGM



### [Furbdit](#)

[FurbdIT](#)

FurbdIT is a partnership working to reduce digital poverty. They collect unwanted devices and IT equipment, refurbish it and breathe new life into it for community benefit.

They make a real difference to individual lives by increasing access to ICT.

The FurbdIT partnership includes business, statutory agencies, housing, academic institutions, charities and voluntary and community groups.

Distributors will ensure that the refurbished devices get to those people most in need.

They provide:

- a positive, environmentally-friendly redistribution of resources
- a free and efficient service for equipment that's no longer needed
- devices and connectivity for individuals
- free pick up from corporate donors or drop-off points; compliant with IT asset disposal legislation, GDPR and the WEEE directive
- peace of mind that IT assets are collected, data is erased and assets are redistributed or destroyed safely
- a full management report tracking the assets you donated



### [Greenshots](#)

#### GREEN SHOOTS - Actes - achieving change through enterprising solutions

Green Shoots is a partnership of locally based organisations, led by Middlesbrough Environment City, and has been successful in receiving support through the Green Recovery Challenge Fund. The fourteen-month project will engage local people in practical action to improve our green environment, through volunteering and training opportunities.

The partnership includes Actes, The Linx Project and The Other Perspective, and they work particularly with young people, BAME communities and refugees and asylum seekers. Focussing on Middlesbrough's local wildlife sites, the volunteering and training opportunities will help improve and manage habitats, making them even better for wildlife. Through involvement, participants will also develop practical nature conservation skills and employability skills, as well as having a positive impact on their local area.

What they do?

- Life coaching
- Financial confidence
- Education, training and employability
- Environmental inclusion

## Middlesbrough 0-19 Healthier Together Service



### Contact details:

Tel: 0300 303 1603 (Duty Practitioner available 9am to 5pm Mon to Fri)

Email: [hdf.t.mborohealthychildservice@nhs.net](mailto:hdf.t.mborohealthychildservice@nhs.net)

Middlesbrough 0-19 Service Facebook page

[https://www.facebook.com/HealthierTogetherMiddlesbrough/?locale=en\\_GB](https://www.facebook.com/HealthierTogetherMiddlesbrough/?locale=en_GB)

Web site

<https://hdf.t.childrenshealthservice.co.uk/>

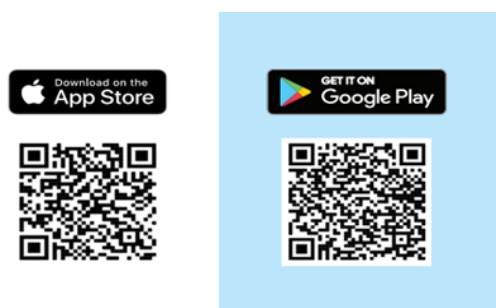
VLOG

<https://youtu.be/9OrX2MiDr-c>

Middlesbrough 0-19 Healthy Child Service App and further information (follow link) or use scan code

<https://www.hdf.t.nhs.uk/services/childrens-services/healthier-together-middlesbrough/>

Children's Health Service – HDFT APP



They accept referrals from: Self-referral (parent/carers/young people), midwifery service, GPs and other professionals, schools, other statutory and voluntary agencies

The Healthy Child Programme is an evidence based universal programme offered to all children and young people to ensure they lead safe, healthy lives and grow into healthy adults. The Middlesbrough 0-19 Healthier Together Service work closely with your family and other services to

promote and support your child's health and wellbeing. Evidence-based interventions are tailored to meet individual, and family needs and are provided by a range of staff, delivered in a variety of settings. They work in partnership with parent/carers/young people to determine the level of service required and the need for targeted interventions or the need for more specialist interventions that require onward referrals or signposting to who can help.

**Health Visiting Team (0-5 Team)** [see their social media, App and VLOG for more information.](#)

**Core Contacts:** Health promoting antenatal visit, new baby review, 6-8-week contact, 12-week contact, 1 year review, 2-to-2.5-year review.

Where need is identified, they offer an enhanced visiting programme 'Best Start Pathway' which is delivered in partnership with the Family Hub Team

Pregnancy birth and beyond antenatal courses are offered to all parents to be.

Breastfeeding support groups are held in venues across the town, specialist breastfeeding support is available.

Introducing Solids sessions are available face- to- face, and there is an introducing solids video within our App.

HENRY courses are offered on a targeted basis.

The health visiting team can book appointments in healthy child clinics where there is an identified health or development need.

They work closely with the Family Hub Team following the 2-to-2.5-year review when additional support is required around speech, language, and communication needs.

Tees Valley Sleep Service is delivered in partnership with Daisy Chain (targeted for children aged 2.5 years and above, where sleep is an issue and there is an additional health or development need.

### **Targeted work 0-5**

The Health Visiting (0-5) Team offer targeted support to children and families including those who are safeguarded. They accept referrals for a range of issues including advice around immunisations, safety, support around toileting, behaviour, sleep, fussy eating, parental emotional wellbeing support, targeted support around health and development needs for children with SEND needs with a graduated response regarding any required onward referrals. They provide health information to inform Education, Health Care Plans (EHCPs). They also carry out statutory child in care health assessments.

**School Nursing (5 to 19 Team)** [see their social media, App and VLOG for more information.](#)

**Universal offer in Reception** Vision and hearing screening, growth screening (National Childhood Measurement Programme).

**Universal offer in Year 6** National Childhood Measurement Programme

<https://youtu.be/pA7l2SZhTx0>

**Targeted Transition support Nursery to Reception and Year 6**

**Targeted work 5-19 (25 SEND)**

The school nursing team accept referrals for a range of issues including children that are safeguarded, support around behaviour, young carers, healthy lifestyle, emotional health (and not working with another service), continence (and not being seen by the continence service), health needs assessment for those educated at home. They can support children with SEND with a health need that they can affect, and they provide information to inform Education and Health Care Plans. They ensure a graduated response to needs and onward referrals as required. They carry out statutory child in care assessments for children that they are actively working with.

Young person's drop ins are available.

[IPC \(Investing in people and culture\)](#)

[Welcome to IPC | IPC \(i-p-c.org\)](#)

IPC is a charity that promotes the social and economic inclusion of refugees and those seeking asylum, as well as other minority communities in the North East of England. Their aim is to ensure that everyone who comes to Tees Valley and Newcastle/Gateshead as a refugee or seeking asylum feels that this can be their home. They advocate for those whose immigration status has made them vulnerable to social exclusion. They provide links to vital services as well as opportunities for education, training, befriending and rewarding recreational activities. Through greater cross-cultural understanding, our communities can properly thrive. They aim to share and celebrate their differences by working together. Their commitment to helping every individual find a place – and a true home – within our wider community is total. In this respect, IPC is not just a charity – it is a movement.



[Methodist Asylum Project \(MAP\)](#)

[MAP \(mapmiddlesbrough.org.uk\)](http://mapmiddlesbrough.org.uk)

MAP welcomes and supports asylum-seekers and refugees within the Middlesbrough area. They aim to reduce isolation and to meet basic needs, to enable healthy living, meaningful activity, and social opportunities. By so doing they hope to create a sense of community, and to empower those they meet to develop their own lives and to integrate into the local community.

[Methodist Asylum Project \(MAP\)](#)

[MAPMbro@gmail.com](mailto:MAPMbro@gmail.com)

07970 192841

## **Free Activities for MAP Service Users in Middlesbrough**

	Description	Time & Place
<b>MAP, 54 Borough Road, Middlesbrough, TS1 2JH</b>		
<b>Monday</b>	<b>Singing Group</b> A fun music and singing session. Hear songs from all over the world. Build your confidence, make friends and enjoy music.	11am – 12:30pm at MAP (Downstairs)
<b>Tuesday</b>	<b>Drop In Social Gathering</b> Information and informal English conversation classes.	10am – 12 noon at St Andrews Catholic Church Hall, Fabian Road, TS6 9BE
<b>Wednesday</b>	<b>Avenue Drop In</b> Distribution of donated clothing and household goods.	10am – 12 noon at Avenue Church, TS5 6PE
	<b>Football Training</b> session, led by Middlesbrough Football Foundation. (transport provided)	Meet at 11:30am, at Avenue Church, TS5 6PE
	<b>Redcar Social Drop in Gathering</b> Information and informal English conversation class.	1:30pm – 3:00pm at Redcar Baptist Church, Park Avenue, Redcar, TS10 3LJ
<b>Thursday</b>	<b>Welcome Drop In</b> Visit us for information during your first weeks in Middlesbrough, or just call in to meet and make friends.	09:30am – 12:30pm at MAP (Downstairs)
	<b>Meditation Group</b> Learn the ancient wisdom practice of meditation, stillness and silence to help you feel calm.	10am – 11am at MAP (Upstairs)
	<b>Music Café</b> Sing a song from home, or just listen to live music as you drink tea with us.	11am – 12:30pm at MAP (Downstairs)
	<b>IELTS Preparation Class</b> Intermediate/Advanced level English for people preparing for IELTS exams.	12:30pm – 2:30pm at MAP
<b>Friday</b>	<b>Come &amp; Chat</b> A one hour session to practice speaking English with volunteers, with a free community lunch at the end.	10am – 12 noon at MAP
<b>Saturday</b>	<b>Saturday Games</b> Pool and table tennis for the adults.	2pm – 4pm at Avenue Church, TS5 6PE

[MEC – Affordable warmth](#)

[Welcome - Middlesbrough Environment City \(menvcity.org.uk\)](http://menvcity.org.uk)

They are Middlesbrough Environment City (Often abbreviated to MEC or MEnvCity), a charity dedicated to promoting healthy and sustainable living using the ten principles of One Planet Living.

They work extensively in and around the Tees Valley to support healthy lifestyles and create sustainable change through community action and events. They also run numerous events across the calendar year.

Their ultimate goal is to improve the quality of life for our community, through sustainability and the promotion of healthy living, whilst reducing the impact on Earth's resources. After all, there is no other home waiting for us: If they can save the planet while helping the community, they will gladly do so!



[Nacro](#)

[Nacro Middlesbrough Centre](#) | [Education & Skills Training Provider](#) | [Nacro](#)

Every day Nacro helps thousands of people build the independence and resilience to look forward towards what's next.

**Practical help** – They provide services in criminal justice, housing, health and education and help people navigate the systems to access them. They also work collaboratively between services and with other providers to ensure tailored support to meet their service users' specific needs.

**Emotional support and advice** – Their practical provision is successful because our approach is one of personalised, individual support for service users and their families. Nacro staff are allies of the people they help, standing by their side and never giving up.

**Campaigning, policy and research** – They know that our success is often achieved despite the systems they are working within, so they use our front-line experience, combined with sound research, to campaign for policy and systems change.

#### **Their impact:**

Their success comes from their collaborative working style and their holistic, personalised approach.

- Almost three quarters (73%) of Nacro tenants successfully moved on to sustainable accommodation after coming to them.
- After completing one of their courses almost two thirds (72%) of young people go on to work or further education.



[National Debt line](#)

[Debt advice](#) | [Free debt advice](#) | [National Debtline](#) | [National Debtline](#)

#### **How they can help you**

National Debt line is a debt advice charity run by the Money Advice Trust. They are a free and confidential debt advice service for people in England, Wales and Scotland. They have helped millions of people deal with their debts.

Their team of expert debt advisers care about improving your situation and will help you to take control of your debts.

On their site you will find all you need to get started on your debt free journey. There are guides, fact sheets, budgeting tools and sample letters to help you write to your creditors. You can also get debt advice by using their web chat service, emailing them or by calling their helpline.

Their debt advisers come from a variety of different backgrounds. All of them are dedicated to helping you tackle your debts.



#### Needle Exchange

Boots Hemlington
David Jarvis Grove Hill
Crossfell Pharmacy Berwick Hills
Boots Pharmacy
Lloyds Coulby Newham
Allied North Ormesby

#### Recovery Connections

[Vision, Mission & Values - recoveryconnections.org.uk](https://recoveryconnections.org.uk)

Recovery Connections is a peer-led, substance use recovery organisation based in Middlesbrough. Originally Hope North East, they were founded in 2008 by members of the local recovery community. In addition to having a presence in Middlesbrough, they also have teams in Gateshead, Stockton and Sunderland, working in partnership contracts. Their Middlesbrough-based rehab is rated CQC Outstanding.

In 2016, they made the decision to rebrand in recognition of the successful tender for the Abstinence and Recovery Service within Middlesbrough Recovering Together. Following a stakeholder consultation the name Recovery Connections.

In late 2019 they took over Middlesbrough based eatery, The Fork In The Road marking the beginning of their group of companies offering social enterprise opportunities; there are now four businesses within Recovery Connections Enterprises: The Fork in the Road, Bloom Florists, The Fork in the Road – Stage One and 131 The Venue.

They offer a range of opportunities that can help build recovery capital and achieve lasting positive change. They focus on individual strengths and have a 'do with' rather than a 'do for' approach to support. They believe in and support all pathways of recovery.

Raising the profile of recovery and challenging stigma is a key aim of everything they do. They endeavour to network and speak to organisations, groups and communities about recovery wherever possible. In 2019/20 they worked in collaboration with Road to Recovery Trust on a research project around stigma which formed a consultation report that will inform us and lead onto further work in the field.



### Regional Refugee Forum

RRF – The Regional Refugee Forum North East ([refugeevoices.org.uk](http://refugeevoices.org.uk))

**Their organisation** began in 2001 as a project within the North of England Refugee Service (NERS), emerging from a Transnational Project led by NERS and funded by the European Union titled 'A Trans-national Network: Hearing the voices of Refugees in Policy and Practice in the European Union'.

They deliver two strands of work:

1. A programme of influencing, determined by priorities set by their members. They deliver influencing through their issue-based Working Groups, made up of volunteers from across their membership base who work together to produce their authentic, collective, advocate voice and use it to influence policy and practice around those priorities. They come together to share and compare what's happening in their communities, focusing on the distinct challenges they face that are not shared by voluntary migrants or the non-refugee BME and white community. They then identify what works, or would work best in tackling those challenges, and who needs to be involved for this to happen.
2. A programme of empowerment support for asylum seekers and refugees wanting to take action for change and improve the lives of their communities.



### Step Change

Step Change Debt Charity - Free Expert Debt Advice.

#### What they do

Their team of debt experts help hundreds of thousands of people a year to deal with their debt problems. With nearly 30 years' experience, you can be confident that they can provide the advice and support you need to achieve long-term financial control.

They offer free, flexible debt advice that is based on a comprehensive assessment of your situation. They then provide practical help and support for however long it's needed.



Streets Ahead for [Information](#)

Streets Ahead provides a host of valuable local services for residents and for local businesses, aimed at improving our community and environment and making residents lives better. It is the areas one-stop-shop for local residents.



[Ubuntu Multicultural Centre CIC](#)

[Home \(ubuntumc.org.uk\)](http://ubuntumc.org.uk)

### **Community**

Middlesbrough is one of the most diverse areas in the northeast. Many of our Ethnic migrants are yearning for a place they can call home, where they can come to offload and talk to other people who can relate to or have passed through the same situation, while having a cup of tea.

### **Challenge**

Currently there is lack of information flow between the police, social services and the local authorities and migrant communities in the area. Our communities fear the police and are scared of seeking help from the authorities.

The communities now more than ever need someone to act as a link between them and the services. Someone the communities can relate to as a role model to them especially the young ones.

### **Aim**

Having a closer relationship between the communities and the local authorities and the agencies will lead to good communication, knowing what is expected of all of us.

This will result in improved crime reporting and less offending, therefore improving the community's way of life and empowering communities and promoting community cohesion.



## White Feather Project

### [The White Feather Project – Help in the Community](#)

They deliver emergency food care packages to people in crisis and those who are vulnerable, as well as baby packs.

Their two community hubs are open six days a week serving the local area to help low income families. Some of their work includes:

- Supplying meals to school children over the school holidays so that no child goes hungry.
- Working with people with disabilities to help with their needs.
- Giving free sanitary products to women in need.
- Collecting donations in the local area to distribute people in need.
- Helping new parents with everything they need to set up for their new baby.
- Ensuring as many children at Christmas don't miss out this Christmas with our Toy Appeal.
- Getting as many families as we can a Christmas dinner as part of our "White Feather Christmas" project.
- Teaming up with organisations and bringing the community together.

Address: 17 Kings Road, North Ormesby, TS3 6NG, Middlesbrough

Telephone: 07552 830185

Opening Times: Monday/Tuesday 09:30 – 13:30, Thursday/Friday/Saturday 09:30 – 13:30



## Help with Food

### Monday

- |                  |   |
|------------------|---|
| 9.30am – 12:30pm | DePaul UK, Unit 5, Broadcasting House, Middlesbrough, TS1 5JA (tea and toast) |
| 10am – 1pm       | Neighbourhood Welfare, 11 Princess Road, Middlesbrough (Sue's Café)           |
| 12pm – 2pm       | Foodbank (voucher needed) St Barnabas Church, Linthorpe, TS5 6JR              |
| 7pm – 9pm        | Linthorpe Methodist Church, 126-132 Linthorpe Road, Middlesbrough             |

### Tuesday

- |             |   |
|-------------|---|
| 10am – 1pm  | Neighbourhood Welfare, 11 Princess Road, Middlesbrough (Sue's Café)         |
| 10am – 12pm | Salvation Army, Southfield Road, Middlesbrough                              |
| 1pm – 3pm   | Foodbank (voucher needed) Grove Hill Methodist Church, Marton Road, TS4 2PT |

### Wednesday

- |              |  |
|--------------|--|
| 1pm – 4:30pm | De Paul UK, Unit 5, Broadcasting House, Middlesbrough, TS1 5JA (tea and toast)   |
| 10am – 1pm   | Neighbourhood Welfare, 11 Princess Road, Middlesbrough (Sue's Café)              |
| 1pm – 3pm    | Foodbank (voucher needed) Coulby Newham Baptists Church, Coulby Newham, TS18 0TF |

## Monday

9:30am – 12:30pm De Paul UK, Unit 5, Broadcasting House, Middlesbrough, TS1 5JA (tea and toast)

5pm – 7pm Mithai Mahal, 125 Abingdon Road, Middlesbrough, TS1 3JT

7pm – 8pm Travellers- the underpass by St. Columbus Church

## Thursday

10am – 1pm Neighbourhood Welfare, 11 Princess Road, Middlesbrough (Sue's Café)

11am – 1pm Nite Lights outside Burger King, Hillstreet shopping centre, 29 Newport Road, TS1 1LE

11:30am – 1:30pm Foodbank (voucher needed) Middlesbrough Community Church, Clifton Street, TS1 4NA

## Friday

1pm – 3pm Foodbank (voucher needed) Holy Trinity Church, Market Square, North Ormesby

5pm – 6pm Recipe Evening Meal, Middlesbrough Community Church, Clifton Street, Middlesbrough

## Saturday

1pm – 2pm Steel City Gym, 125 Marton Road, Middlesbrough, TS1 2DU

## Sunday

5pm – 6pm Guru Nanak's Free Kitchen (The Sikh Community) The Tunnel near Zetland car park, close to St. Columbus Church

6pm – 7pm St. Alphonsus Church, Westbourne Grove, North Ormesby

## Eco Shops

Middlesbrough has a network of Eco Shops which help the planet and can also help you reduce how much you spend on food. Anyone can use an Eco Shop. You just need to bring along your own shopping bag.

For a donation of between £2 and £3, you can take home 10 items of supermarket-quality food or drink. There are tins, jars, packets, fruit, and vegetables which can be used for healthy meals. Some Eco Shops have fridge items too.

Many of the items available at Eco Shops would otherwise go to landfill.

Eco Shops are supported by Middlesbrough Environment City, Fare Share NE, and the Middlesbrough Food Partnership.



## Community Eco Shops

Amal Project,  
Arlington Park, Stockton TS18 3GT  
Thursday 12 noon – 2pm

Breckon Hill Community Centre  
TS4 2DS  
Mon, Tues, Wed 10am – 1pm

Berwick Hills Primary School,  
9 Westerdale Road, TS3 7QH  
Thursday 3pm – 3:30pm

St Thomas Church @CVL  
The Greenway, TS3 9PA  
Wednesday 2pm – 3pm

Corpus Christi Catholic Primary,  
Cargo Fleet Lane, TS3 8NL  
Tuesday 11:15am – 12:45pm

EMEC (Middlebeck Club),  
Homerton Road, TS3 8QD  
Tuesday 10am – 1pm

Genesis Project,  
St Oswald's Church, TS4 2RG  
Thursday and Friday 9am – 1pm

Marton Community Centre,  
Cypress Road, TS3 8QG  
Friday 1pm – 3pm

Pioneer Credit Union Ltd,  
24 Newport Road, TS1 5AE  
Mon, Tues, Thurs and Fri  
09:30am – 2:30pm

St Johns Church,  
Normanby Road, TS6 6SD  
Tuesday 09:00am – 10:30am  
Thursday 12 noon – 1:30pm

Streets Ahead,  
109 – 111 Parliament Road, TS4 4JE  
Wednesday 11am – 2pm

Sutton Centre,  
24 Collin Avenue, TS4 3HF  
Wednesday 11am – 1pm

Tees Valley Together,  
Hemlington Recreational Centre,  
YS8 9QW

Wed, Thurs and Friday 12pm –  
2:30pm

The Green Hub,  
Middlesbrough Bus Station, TS1 5EA

Wednesday 11am – 2pm

Ubuntu Multicultural Centre,  
49 Clifton Street, TS1 4BX  
Monday, Wednesday and Friday  
12:30pm – 3:30pm

Whale Hill Community Centre,  
Goathland Road, TS6 8AW  
Daily 10am – 12 noon

Barnabas: Community Grocery Middlesbrough  
01642 812622

[office@st-barnabas.net](mailto:office@st-barnabas.net)

1a St Barnabas Road, Linthorpe, Middlesbrough, TS5 6JR

Opening Times: Monday to Friday 09:30 – 16:30

[Community Grocery Middlesbrough >> St. Barnabas Church, Linthorpe \(st-barnabas.net\)](#)

St Barnabas is a Church of England church in Middlesbrough. They have four key values:

1. Bible-based
2. Christ-centred
3. Transformational
4. Servant-hearted

St Barnabas is part of the Church of England, which is part of the worldwide Anglican Communion.

Rooted in scripture, the Church of England seeks to share the good news of Jesus by word and deed across England. It has over 16 000 churches and is always seeking fresh ways to live out the gospel. The Church of England is divided into 42 areas (called 'dioceses'). St Barnabas is part of the [Diocese of York](#), led by Archbishop Stephen Cottrell and Bishops Paul Ferguson, Alison White and John Thompson. St Barnabas has strong links with the many other churches on Teesside, particularly through the organisation [Transforming Teesside Together](#)



## Foodbanks

If you're in a crisis and you can't afford food, you might be able to get free food from a foodbank. A crisis might be something like losing your job, becoming homeless, or getting an unexpected bill which leaves you with no money. You'll need a voucher before you can get food from a food bank. Find out where you can get a voucher from [Foodbank vouchers | Middlesbrough Foodbank](#)

### In an emergency

We can provide emergency food/utilities Monday to Friday. If you're in need, call Freephone 0808 1789278.

If you need help with food in an emergency, the White Feather Project offers help 7 days a week, from 9am to 10pm. If you need support, please contact the White Feather Project on 07552 830185.

We also offer emergency help through the Community Support Team (Monday to Friday), who can be contacted on 0808 1789278 (Freephone).

## Free school meals

All children in Reception, Year 1, and Year 2 can get free school meals.

Children in Year 3 or above can get free school meals if you're getting certain benefits.

Apply for free school meals now [Free school meals | Middlesbrough Council](#)

## The Middlesbrough Food Power Alliance

Takes a whole system approach to supporting residents and communities to have greater access to affordable and healthful food and skills, whilst also supporting the wider network that is helping to tackle issues linked with poverty.

The Food Power Alliance is an open network of individuals, groups, charities and public and private sector bodies that convene, share ideas and work collaboratively to achieve the vision and aim of the Alliance, using the Food Power Action Plan as a framework for this work. Currently it has representation from Middlesbrough Council, South Tees Public Health, educational establishments and multiple third sector providers, and welcomes new members at any time.

“Our goal is to transform the way that people in food poverty access support and create long-term, sustainable lives that are free from hunger.”

The Food Power Action Plan also sets out the key actions for the coming years under five themes:

1. Championing Healthful and affordable food
2. Surplus food re-distribution
3. Maximising Incomes
4. Engaging experts by experience
5. Affordable Warmth

## Youth Provision

### The Junction

<https://thejunctionfoundation.com>

The Junction Foundation is a well-respected charity for children, young people and families based in Teesside. They are passionate about making a difference to the lives of children, young people and families. They are a force for good in a world that can be tough.



## Linx

### The Linx Youth Project Middlesbrough

LINX is a well-established and dynamic voluntary sector youth organisation which is creative and able to think outside the box. It is proud of and passionate about its work and strives to provide the best possible service to young people of the Hemlington, Middlesbrough and surrounding areas.

LINX has substantial experience and expertise, our staff, volunteers and Trustees live and working locally, and whilst they understand the complex social and economic challenges that face young people and families, they recognise that they have dreams, aspirations and are brimming full of potential.



## Youth Focus North East

### Youth Focus: North East ([youthfocusne.org.uk](http://youthfocusne.org.uk))

Led by Youth Focus North East, The Regional Impact Network is open to any organisation working with young people in the North East of England that has an interest in developing their impact measurement practice.

The Impact Network is supported by the Centre for Youth Impact (CYI) and is one of seven Regional Impact Networks across the country.

The network exists to support youth organisations to undertake meaningful evaluation and impact measurement. It does this by providing a 'safe space' in which members can share issues or challenges that they are facing in their work, seek advice from peers, and access support that enables them to develop solutions that work for them and that will inform their practice.



# Council Services to Provide You with Support

## Council Contact Numbers

General Enquiries- 01642 245432- [Middlesbrough Council](#)

Neighbourhood Safety: 01642 228500 - They provide a reassuring presence to residents, and help to build confidence within neighbourhoods. They can be often found checking on the welfare of residents who are isolated, making a huge difference to our community spirit. The Neighbourhood Safety Team works with partners and local people to prevent and reduce crime and anti-social behaviour.

After Hours Service All Enquiries- 01642 726050-

Environment Contact Centre- 01642 726001-

Social Services- Children Social Services- 01642 726004, Adult's Services- 01642 065070

Parking Services- 01642 726003-

General Enquiries- 01642 245432 - [Middlesbrough Council](#) |

## Community Hubs and Libraries

### Acklam Community Hub and Library

Opening Times:

Monday: 9am to 5pm

Tuesday: 9am to 5pm

Wednesday: Closed

Thursday: 9am to 5pm

Friday: 9am to 12:30pm

Saturday: 9am to 12:30pm

Sunday: Closed

Address: Acklam Road, Acklam, Middlesbrough, TS5 7AB

### Central Library

Opening Times:

Monday: 9am to 5pm

Tuesday: 9am to 5pm

Wednesday: 9am to 5pm

Thursday: Closed

Friday: 9am to 5pm

Saturday: 9am to 5pm

Sunday: Closed

Address: Centre Square, Middlesbrough, TS1 2AY

[Easterside Community Hub and Library](#)



Opening Times:

Monday: 9am to 5pm

Tuesday: 9am to 5pm

Wednesday: Closed

Thursday: 9am to 5pm

Friday: 9am to 5pm

Saturday: Closed

Sunday: Closed

Address: Broughton Avenue, Easterisde, Middlesbrough, TS4 3PZ

[Grove Hill Community Hub and Library](#)

Opening Times:

Monday: 9am to 5pm

Tuesday: 9am to 5pm

Wednesday: 9am to 5pm

Thursday: Closed

Friday: 9am to 5pm

Saturday: Closed

Sunday: Closed

Address: Bishopton Road, Grove Hill, Middlesbrough, TS4 2RP

### [Hemlington Community Hub and Library](#)

Opening Times:

Monday: 09:30am to 12:30pm

Tuesday: 09:30am to 12pm, then 1pm to 5pm

Wednesday: Closed

Thursday: 09:30am to 12pm, then 1pm to 5pm

Friday: Closed

Saturday: 09:30am to 12:30pm

Sunday: Closed

Address: Crosscliff, Hemlington, Middlesbrough, TS8 9JJ

### [Marton Community Hub and Library](#)

Opening Times:

Monday: 09:30am to 12pm, then 1pm to 5pm

Tuesday: Closed

Wednesday: Closed

Thursday: 09:30am to 12pm, then 1pm to 5pm

Friday: 09:30am to 12:30pm

Saturday: 09:30am to 12:30pm

Sunday: Closed

Address: The Willows, Marton, Middlesbrough, TS7 8BL

### [Myplace](#)

Opening Times:

Monday: Closed

Tuesday: 8am to 5pm

Wednesday: 8am to 5pm

Thursday: 8am to 9pm

Friday: 8am to 5pm

Saturday: Closed

Sunday: Closed

Address: North Street, Middlesbrough, TS2 1JP

### Neptune Community Hub and Library

#### Opening Times:

Monday: 6am to 10pm

Tuesday: 6am to 10pm

Wednesday: 6am to 10pm

Thursday: 6am to 10pm

Friday: 6am to 9pm

Saturday: 8am to 4pm

Sunday: 9am to 6pm

Address: Ormesby Road, Middlesbrough, TS3 7RP

### Newport Community Hub

#### Opening Times:

Monday: 9am to 5pm

Tuesday: 9am to 5pm

Wednesday: 9am to 5pm

Thursday: 9am to 5pm

Friday: Closed

Saturday: Closed

Sunday: Closed

Address: St Pauls Road, Middlesbrough, TS1 5NQ

### North Ormesby Community Hub and Library

#### Opening Times:

Monday: 9am to 5pm

Tuesday: 9am to 5pm

Wednesday: 9am to 5pm

Thursday: 9am to 5pm

Friday: Closed

Saturday: 09:30am to 12:30pm

Sunday: Closed

Address: Derwent Street, North Ormesby, Middlesbrough, TS3 6JB

## Rainbow Community Hub and Library

Opening Times:

Monday: 6am to 10pm

Tuesday: 6am to 10pm

Wednesday: 6am to 10pm

Thursday: 6am to 10pm

Friday: 6am to 9pm

Saturday: 8am to 4pm

Sunday: 8am to 4pm

Address: Rainbow Leisure Centre, Parkway Centre, Coulby Newham, TS8 0TJ

## Thorntree Community Hub and Library

Opening Times:

Monday: Closed

Tuesday: 9am to 5pm

Wednesday: 9am to 5pm

Thursday: 9am to 5pm

Friday: 9am to 5pm

Saturday: Closed

Sunday: Closed

Address: Birkhall Road, Thorntree, Middlesbrough, TS3 9JW

## Early Help

Early Help is what we call the support we give to children and families as soon as problems start. By giving that help quickly, we can stop little problems becoming big problems which are harder to fix. Middlesbrough Council's Early Help service is called Stronger Families. We work with families to help them get the most out of family life, be healthier, achieve, be safe, and enjoy their lives together. Some of the problems we help families with include:

- Drug and alcohol issues
- Domestic abuse
- Mental health issues
- Money and housing problems
- Bereavement (someone dying)
- Relationship problems
- Children's health, development, behaviour, and progress at school.

All families are entitled to Early Help support. You can ask us for support yourself, or you can ask someone else to put you in touch with us, like:

- A teacher at your child's school
- Your health visitor
- Your GP
- Nursery staff
- Any other services you might already be working with. To ask for Early Help support, you can call 01642 726004, or email [MiddlesbroughMACH@middlesbrough.gov.uk](mailto:MiddlesbroughMACH@middlesbrough.gov.uk)

## Family Information Service

The Family Information Service aims to provide accurate, high quality, accessible and impartial information, advice and guidance on all registered and unregistered childcare facilities and other services currently available in your area.

We can provide information and guidance on:

- [Registered Childcare](#)
- [Nursery Education Grant for 3 and 4 year olds](#)
- [Achieving 2 Year Olds](#)
- [Children's Centres](#)
- [Family Support](#)
- [Parental leave](#)
- [Sport and Leisure activities for young people](#)
- [Fostering and Adoption](#)
- [Childcare Career Development](#)
- [Working Tax Credit / Child Tax Credit](#)
- [Disability Living Allowance](#)
- [Volunteering](#)
- [Support Back Into Employment](#)

## Housing Benefit and Council Tax

Telephone: 01642 726005

The amount of rent eligible when claiming Housing Benefit is different depending on whether a property is rented from a private landlord, or any of the following:

- Renting from a registered social landlord
- Living in a hostel
- Living in board and lodge accommodation
- Living in a 'protected property' (e.g. supported housing)
- Excluded tenancies (pre-1989)
- Exceptional cases (e.g. caravans, houseboats)

Housing Benefit, which is administered by the council, helps people on low incomes to meet the cost of their rent. The council also offers Council Tax Reduction (CTR) under the local Council Tax Support Scheme.

Both of these are means-tested so the amount of help you're entitled to will depend on your savings and weekly income, as well as your household circumstances.

Housing Benefit and/or Council Tax Reduction aren't given automatically; you'll still need to make a claim even if you're getting benefits like Income Support or Jobseeker's Allowance.

You can make a claim whether your landlord is a housing association, or a private individual, or a company. Please note, you can't normally claim if you live with a member of your family and pay them rent.

## Council Tax/Business Rates

01642 726007- Business rates are taxes on non-domestic properties including shops and offices. The amount payable in business rates is set by the government, but we (the council) are responsible for collecting the tax you owe. Currently, we keep half of the money we collect from business rates, and half is passed on to the government.

## Payment by Direct Debit

Direct Debit is the most convenient way to pay. We offer a number of different payment dates or if you find it easier, you can pay the total amount immediately.

If you don't already pay by Direct Debit but would like to, please contact Revenues and Benefits Services on **01642 726006** (10am to 4pm) and your Direct Debit will be set up immediately. Please remember to have your bank details ready and business rates account number when you call.

Direct Debit is the most convenient way to pay. We offer a number of different payment dates or if you find it easier, you can pay the total amount immediately.

## Council Tax Reduction (CTR)

If you're liable to pay Council Tax, you can apply for Council Tax Reduction. This reduces the amount of Council Tax payable by people on low incomes, including those who work but are on a low wage.

For Council Tax payers of pensionable age, a second adult rebate could be claimed. This is based on the circumstances of any other adult who lives with you, irrespective of your own financial circumstances. This can't be a partner or someone who rents to you.

The Council Tax Reduction scheme for people of working age has changed. We've moved to a new 'income banded' Council Tax Reduction scheme. These changes will make it easier for you, and us, to manage your Council Tax Reduction claim. Visit the [new Council Tax Reduction scheme page](#) to find out more about the changes, and how much you're likely to get. The Council Tax Reduction Scheme for pensioners has not changed.

## Housing Solutions Team

### [Help with homelessness \(Housing Solutions team\)](#)

Telephone: 01642 726800

We want to help stop you becoming homeless, or if you're already homeless, help you to find suitable accommodation.

Some of the ways we can help include:

- Giving you advice on how to find alternative accommodation
- Helping you to solve any problems you may have with your landlord, mortgage lender, or family if you've been asked to leave
- Finding you somewhere to live through [Tees Valley Home finder](#), or with a private landlord
- Helping to make your home safer if you're experiencing violence or harassment
- Offering you temporary accommodation if there are no other options

We also offer specialised advice to the following groups of people:

- Care leavers
- Young people
- People currently at risk of domestic abuse
- People leaving hospital
- People leaving prison
- People leaving the Armed Forces
- People suffering from mental health issues

## Planning Policy

Telephone: 01642 729377

The Planning Policy team is responsible for matters relating to planning policy in Middlesbrough. The team prepares the statutory development plan for Middlesbrough which sets out land allocations and policies to guide development proposals against which planning applications are decided.

## School Admissions

### Applying to the right council

You must make your transfer application to the council for the area in which the child's home address is, even if you're applying for schools outside of that area. It's your child's home address which decides which council you must apply to, not the address of the school.

### If your child lives in Middlesbrough

If your child lives in Middlesbrough, you must apply to Middlesbrough Council's School Admissions Team. You can apply for schools within Middlesbrough or any school outside of Middlesbrough.

If you choose to apply for schools outside of Middlesbrough, for instance a school in Stockton, we would then talk to Stockton Council's School Admissions Team about that school's places. You don't need to apply to both councils.

If you make an application to a School Admissions Team for an area where your child doesn't live, it won't be accepted.

### If your child doesn't live in Middlesbrough

If you're moving house into another council area, or if your child already lives in another council area, you should apply to that council for a school transfer.

For example, if your child lives in Stockton, or you're moving to Stockton, you must apply to Stockton Council's School Admissions Team. You can apply for schools within Stockton or any school outside of Stockton.

If you make an application to Middlesbrough Council's School Admissions Team and you don't live in Middlesbrough, it won't be accepted.

## EMAT

### Who they are

The Ethnic Minority Achievement Team (EMAT) is a team of professionals including teachers, teaching assistants, an educational welfare officer, and a family support worker.

They work with schools to support pupils who speak English as an additional language (EAL), and Traveller, fair and circus pupils, to access high-quality education.

They also work with families who speak English as an additional language to help them to apply for school places for children.

They're a small, professional, and approachable team with many years of experience, and believe that providing a holistic approach to supporting their families is the most effective way to ensure that their EAL and Traveller pupils achieve their potential.

### What we do

As a service, they:

- support and promote the educational achievement of BAME students
- welcome International New Arrivals (INA), and support them to access school and educational opportunities
- offer targeted support in-school to promote EAL across the curriculum and support EAL learners to achieve, in partnership with schools
- act as an important link between school and home, attending admissions meetings and providing translation and interpreting services to help with communication between school and home
- provide and promote cultural awareness
- deliver training, including bespoke training packages in school
- assess students' language upon first arrival to accurately identify need, and provide a focus on pupil progression
- attend meetings and network with other professionals working with EAL learners and their families to ensure a co-ordinated approach
- provide in-school support to Traveller, fair and circus students and family liaison to improve attendance and educational opportunities

### How they can help

The Ethnic Minority Achievement Team are located in Newport Community Hub and always welcome enquiries via the contact details below.

### Contact

Lyn Craig- Family Support Worker

Email: [lyn\\_craig@middlesbrough.gov.uk](mailto:lyn_craig@middlesbrough.gov.uk)



## SEND Local Offer

Middlesbrough's Local Offer supports children and young people with special educational needs and/or disabilities aged 0–25 and their families.

It's for:

- children and young people with special educational needs and/or disabilities (SEND), aged from birth to 25 years
- parents, carers and families
- professionals

The Local Offer is a new way of giving children and young people with special educational needs and/or disabilities (SEND) and their parents or carer's information about what activities and support is available in the area where you live.

The Local Offer is for parents and carers of children and young people with SEND, as well as the young people themselves.

It's also a resource that individuals, groups or organisations can draw on in the work that they do in supporting children, young people and their families, by highlighting other resources, services or guidance that may be accessed.

## Selective Landlord Licensing

### Selective Landlord Licensing Scheme | Middlesbrough Council

Telephone: 01642 728100

Selective licensing is a scheme which aims to improve the standards of property management in the private rental sector.

Under the Housing Act 2004, Part 3 (Selective Licensing of other Residential Accommodation), all private landlords operating within the designated area are required to obtain a license from the council for each property which is rented out. The conditions of the license ensure that the property is managed effectively, and license holders will have to demonstrate their compliance.

When applying, proposed license holders and managers will be required to prove that they are 'fit and proper persons' to hold a license, and that they have satisfactory management arrangements in place, including for dealing with anti-social behaviour.

When deciding whether a landlord and/or managing agent is 'fit and proper' the council will look at whether they have ever:

- discriminated illegally against anyone
- breached laws relating to renting property
- committed any serious criminal offences (fraud, violence, drugs, or sexual offences)

A license is valid for a maximum of 5 years. Failing to apply for a license could lead to prosecution and an unlimited fine. If prosecuted, this would lead to the license holder no longer being classed as 'fit and proper'.

The cost of a license for Newport is £730 and for North Ormesby is £745. There is also an additional £20 one off charge for the fit and proper person test fee. Applications can be made online.

## Warm Spaces

People know that this winter is going to be difficult, so we're opening up our buildings for anyone who needs to keep warm.

There's no limit on how long you can stay. In most venues, you'll also be able to get a hot drink if you need one.

At certain times, you'll be able to get advice on affordable warmth, including energy saving tips, changing your supplier, smart meters, and understanding your bills. You can also get support on a range of other subjects, including housing, benefits, mental health, and addiction. The opening times are available [Warm spaces | Middlesbrough Council](#)



## Make a Difference

There are also plenty of things on offer that you can get involved in, making a difference to your own community. Some of those options are below:

### Community Champions

[Community Champions Middlesbrough - Home](#) | [Facebook](#)

Formed in June 2019, the Community Champions (Boro Champs) are a local group with hundreds of volunteers who go out of their way to make Middlesbrough greener and cleaner.

Up to 100 people attend their regular litter picks weekly, which do take place across the whole of the town. As well as picking up litter, Boro Champs plant hedges, clean up green spaces, and when they spotted an opportunity to brighten up local landmark Teessaurus Park, they even painted the dinosaurs. The group also regularly go into schools to teach children about the environment using fun activities like building butterfly houses and planting trees.

The Boro Champions genuinely take immense pride in where they live, and they always carry out their duties with good humour and big smiles on their faces. They have over 1000 followers on their Facebook group [their Facebook group](#), where they will advertise all of their upcoming activities and welcome residents to join in when they can.



## Going Green

### Recycle more

Why should I recycle?

There are lots of benefits to recycling, including:

- Reducing landfill

When we recycle things, less rubbish is sent to landfill. There are over 1,500 landfill sites in the UK, and in 2001, these sites produced a quarter of the UK's emissions of methane (a greenhouse gas).

- Protecting our natural resources

When we recycle, used materials are made into new products. Reusing existing materials means we don't need to use extra natural resources to make something new. Recycling helps to save important raw materials, and protects natural habitats for the future.

- Saving energy and protecting the environment

Using recycled materials takes a lot less energy than making new products from raw materials. More energy is needed to extract, refine, transport, and process raw materials for industry, than to use industry-ready materials (from recycling).

- Extracting (mining, quarrying, and logging), refining, and processing raw materials all create a lot of air and water pollution, so recycling also helps to stop that happening.

Because recycling saves energy it also reduces greenhouse gas emissions, which helps to tackle climate change. Current levels of recycling in the UK are estimated to save more than 18 million tonnes of CO<sub>2</sub> a year – equivalent to taking 5 million cars off the road.

### Buy less and buy smarter

We can't stop making waste completely, but we can all do our part to reduce the amount we each make. Next time you're shopping, think about whether:

- You really need to buy that?
- You can buy something with less packaging?
- You can buy it second hand?
- You can buy something that lasts, rather than a disposable item?
- You can buy a 'bag for life' or use your own bags, instead of getting a plastic bag?

## Save energy at home

Being more energy efficient at home is a great way to save money and help the planet. Simple changes can help you to be more eco-friendly, like:

- Turning off lights when you leave a room.
- Unplugging devices when you're done with them.
- Replacing your light bulbs with energy-efficient bulbs.

## Buy local, seasonal, and sustainable food

Changing the way you shop and eat is good for your health, and it also boosts the local economy, reduces waste, and gives you tastier, more nutritious food.

When you buy locally-grown food you're supporting a diverse food economy, keeping more money in the local economy, as well as supporting jobs in farming and food production. Because there's less time and distance between the grower and you, the food is fresher when you eat it, and has a smaller carbon footprint.

Farmers markets, farm shops, food co-ops, and local bakeries and grocers are great places to find food and drink grown or made in your community. Stewart Park hosts a farmers market on the last Sunday of every month, and there are lots of others across North Yorkshire and Teesside too. Visit the [Northern Dales Farmers Markets website](#) for more information.

Locally-produced fruit and vegetables are best, but if the supermarket is your only option, try to plan one big trip rather than going a few times a week. Choose UK-grown seasonal produce, and buy food with as little packaging as possible, or shop at places which let you bring your own bags.

## Health Champions

What is a health champion?

Using this targeted approach, we are focusing in on connecting with Middlesbrough's communities, to impact the 5 key healthcare inequalities identified by the NHS ('Core20Plus5' programme). We are looking for you to help us shape the direction of the programme moving forward, we want to hear your collective community voice.

This event will explain how the Middlesbrough Health Champion approach is tackling local Core20Plus5 Healthcare Inequalities, giving us a chance to explore new opportunities and connections within our community. We will cover the work of our current Health Champions programme; their achievements to date and how we hope to expand further to tackle the 5 priority areas which are:

- Early Cancer Diagnosis
- Maternity for Ethnic Minority Communities
- Severe Mental Illness
- Chronic Respiratory Disease
- Hypertension Case-finding

## Nightlight CIC

[Nite Light CIC](#)

As a community they can reduce begging on the streets but continue to support members of the society who are most in need. You can also help in your local area so have peace of mind that your local community will benefit from your generosity.

Nite Light CIC have come together with established cafes and restaurants throughout the community; not only will this service help to provide free food and drinks to people in need it will also help to support the local businesses.

They try and support people to the best of their abilities.

How it works:

1. Select an item on the website.
  2. Purchase the item through the website.
  3. All funds are split equally to cafes and restaurants.
  4. A person who needs it most will receive free food and drink.
- 
- The more purchases they receive the more they can give.
  - You choose how much or little you want to help- you can purchase a drink, snack or meal and pay for this via the website. The money is split equally between the cafes and restaurants a month in advance who will then give out free food and drink to people who need it.
  - The service will only be provided to genuine people so that you can rest assured your money is helping in the right ways.
  - Everyone that donates will be automatically entered into a competition, there will be one each month to win a meal for 4 people at one of the cafes or restaurants involved in this scheme or a hamper. Giveaways will be announced on their Facebook page.
  - Accessing the service- to collect free food or drink you must hand over a card. These will be given out by the local job centres, the police, citizens' advice, and homeless shelters or from Nite Light CIC directly by sending an email to @nitelighcic.co.uk. If you are struggling you can purchase a hygiene pack for yourself as it works out cheaper than purchasing the individual items.



## DePaul Charity

[DePaul Charity](#)

DePaul UK has worked for more than 30 years to support people facing homelessness. They are a homelessness organisation with specialism in supporting young people.

They work in local communities across the country to prevent and relieve the impact of homelessness on people's lives. They prioritise young people, who are among the most vulnerable in society, and especially those who have previously had traumatic experiences. They are passionate about the difference they make.



## Volunteering for Middlesbrough Council

Middlesbrough Council offers the [50 Futures Work Experience Programme](#)

The 50 Futures programme provides high quality work experience placements, with Middlesbrough Council and our trusted partners, for people in our local community who struggle to find employment. It's open to anyone aged 16 or over who lives in Middlesbrough.

50 Futures placements offer a valuable experience in a real working environment, where you'll:

- meet new people to expand your network
- strengthen your CV to help with future job prospects
- be supported by our training advisors and qualified staff
- have the opportunity to be noticed by employers for future paid roles



## A Final Word

We hope that you have benefited from this pack. It will exist mainly online on the Middlesbrough Council website, where it will be kept up to date as much as possible. As this is a live document, you are welcome to contact us at [scm@middlesbrough.gov.uk](mailto:scm@middlesbrough.gov.uk) if there is any information that is incorrect or needs updating, or if you would like your information to be included in this.

We would like to remind you once more that much of the information contained in this pack can also be found through the [Making Every Contact Counts](#) website, where you are able to filter information based on the topics that matter to you.

A special thanks goes out to all the organisations who have provided us with the information to complete the pack, and to Gopal Singh, Stronger Communities Middlesbrough's Business Administration Apprentice, without whom this would not have been possible.

"A great deal of thanks goes out to all organisations who have taken the time to share information with us to complete this pack. A huge thank you, as well, to Gopal Singh, L3 Business Administration

Apprentice, for completing this pack as his project and ensuring the people of Middlesbrough have a comprehensive list of information to consult for any help they may need” – Jolande Mace, Strategic Cohesion and Migration Manager.