



www.middlesbrough.gov.uk/thehubline

This new and free telephone service allows Middlesbrough residents to take more control of their welfare, well-being and work affairs by providing a direct line to multiple government departments, providers and local support services. The service is accessible within Community Hubs and easy to use as numbers are already stored in the telephone handsets. **Please note that the handsets block all other external calls**



The Hub Line is available in the following Community Hubs:

Easterside

Grove Hill

Thorntree

North Ormesby

Newport Settlement

For Community Hub opening times and directions go to
www.middlesbrough.gov.uk/communityvenues

Your direct line to independent living in Middlesbrough





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The Hub Line is a free and restricted phone service that connects Middlesbrough residents with important public services. Please note that the phone is programmed to only dial the destinations below.

To access the service lift the handset and press **11** followed by:

Number	Destination
01	DWP / Jobcentre Plus (new claims only)
02	DWP / Jobcentre Plus) (existing claims only)
03	Jobcentre Plus (to query an existing appointment only)
04	Child Benefit helpline
05	Tax Credits helpline
06	Council Tax & Housing Benefits (M'bro Council)
07	Carer's Allowance Unit
08	Personal Independence Payment (new claims only)
09	Personal Independence Payment (current claims only)
10	Welfare Rights Service (M'bro Council)
11	Universal Credit (DWP)
12	Homeless Team (M'bro Council)
13	Disability Living Allowance (DLA)
14	Benefit Fraud Hotline (confidential)
15	Middlesbrough Citizen's Advice Line
16	Middlesbrough Foodbank
17	PeoplePlus (Jobcentre Plus Work Programme)
18	Triage (Jobcentre Plus Work Programme)
19	Children's Social Care - First Contact Team
20	Middlesbrough Community Learning

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