**Assistance with Universal Credit Claims**

**In Tower Hamlets**

Claimants who don’t need support but want to use computers can attend the Job Centre offices and use their computers between Monday to Friday 9am to 5pm - (exception Wednesday when open at 10am)

Claimants who need help with a claim can be referred to the Job Centre Plus support sessions

Advisors should to email the Job Centre Plus (below) with

* clients name
* clients telephone number
* national insurance number
* State which day/session they are going to attend

**Poplar Jobcentre Plus:** 13 Dod Street , E14 7EP

* Escalation process : [AKTAR.KHAN1@DWP.GSI.GOV.UK](mailto:AKTAR.KHAN1@DWP.GSI.GOV.UK)
* Referral process: [JUHEL.ULLAH@DWP.GSI.GOV.UK](mailto:JUHEL.ULLAH@DWP.GSI.GOV.UK)

Referral day and times: Tuesday 10.00 – 12.00, Thursday 10.00 – 12.00

**Alternatively claimants can make telephone claims, someone will go through the claim and do it over the phone:**

* Universal Credit full service 0800 328 5644
* Universal Credit Text phone 0800 328 1344

Monday to Friday, 8am to 6pm.