**Assistance with Universal Credit Claims in Tower Hamlets**

1. **Check that you are in a Universal Credit area/need to claim UC**

<https://www.universal-credit.service.gov.uk/postcode-checker>

E14, E3 and E1 postcodes are now full service areas for Universal Credit, E2 isn’t.

Does the client HAVE to claim UC? Check whether client can stay on old benefits and/or whether there is any financial or other reason to stay on the legacy benefits

<http://thcan.org.uk/advice-centres/>

1. **Make an On line claim for Universal Credit**

<https://www.gov.uk/apply-universal-credit>

1. **Assistance to Make On line claims**

**Claimants who don’t need support but want to use computers**

Attend Poplar Job Centre offices Monday to Friday 9am to 5pm

(Note: don’t open until 10am open on Wednesday)

**Claimants who need help with a claim** refer to/attend the Job Centre Plus session

Advisors should to email and refer the client to Dod St Job Centre Plus: [JUHEL.ULLAH@DWP.GSI.GOV.UK](mailto:JUHEL.ULLAH@DWP.GSI.GOV.UK)

* 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**

**Session times:**

**Tuesday 10.00 – 12.00, Thursday 10.00 – 12.00**

Escalation process (complaints): [AKTAR.KHAN1@DWP.GSI.GOV.UK](mailto:AKTAR.KHAN1@DWP.GSI.GOV.UK)

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

Telephone: **0800 328 9344**  
  
Monday to Friday, 8am to 6pm.