**Help With Universal Credit Claims**

**Tower Hamlets Residents**

**Resident Support Outreach Sessions**

**Shamim Ahmed (Resident Support Outreach Officer)**

Wednesday – Poplar Job Centre

Friday – Hoxton Job Centre

**Karen Begum (Resident Support Outreach Officer)**

Monday - Poplar Job Centre

Tuesday – Mowlem Children’s Centre

Wednesday - Financial Health Centre (Massingham Street E1)

Friday – Meath Gardens Children’s Centre

**Helal Uddin (Resident Support Outreach Officer)**

Tuesday – Hoxton Job Centre

Thursday– Whitechapel Idea Store

Friday - Poplar Food Bank

Refer by email lbthresidentsupport@towerhamlets.gov.uk

Please click [here](https://forms.towerhamlets.gov.uk/en/AchieveForms/?form_uri=sandbox-publish://AF-Process-7bb0ac56-3813-4f8f-ae78-f7ca07509dec/AF-Stage-888b7c43-eb68-4b2f-8b4d-11027d54f62b/definition.json&redirectlink=%2Fen&cancelRedirectLink=%2Fen&consentMessage=yes) to refer a Tower Hamlets resident to the Resident Support Outreach Team

**Citizens Advice Universal Credit Support Service (pilot)**

Tower Hamlets, Newham, Hackney residents. Claimants/ clients can be referred through the **Helpline 0800 144 8 444** or directed to local Job centres for support .

**PLEASE NOTE – The below information is subject to change during the pilot phase.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Days | Job Centre | Start Time | End Time | Borough |
| Mondays | Hoxton JCP | 9.30am | 5.00pm | Hackney/ Tower Hamlets |
|  | Canning Town JCP | 9.30am | 5.00pm | Newham |
|  | Stratford JCP | 9.30am | 5.00pm | Newham |
|  |  |  |  |  |
| Tuesdays | Hackney JCP | 9.30am | 5.00pm | Hackney |
|  | Poplar JCP | 9.30am | 5.00pm | Tower Hamlets |
|  |  |  |  |  |
| Wednesdays | Hoxton JCP | 9.30am | 5.00pm | Hackney/ Tower Hamlets |
|  | Hackney JCP | 9.30am | 5.00pm | Hackney |
|  | Canning Town JCP | 9.30am | 5.00pm | Newham |
|  |  |  |  |  |
| Thursdays | Hoxton JCP | 9.30am | 5.00pm | Hackney/ Tower Hamlets |
|  | Hackney Office  | 9.30am | 5.00pm | Hackney |
|  | Poplar JCP | 9.30am | 5.00pm | Tower Hamlets |
|  | Stratford JCP | 9.30am | 5.00pm | Newham |
|  | Canning Town JCP | 9.30am | 5.00pm | Newham |
|  |  |  |  |  |
| Fridays | Hackney JCP | 9.30am | 5.00pm | Hackney |
|  | Poplar JCP | 9.30am | 5.00pm | Tower Hamlets |
|  | Stratford JCP | 9.30am | 5.00pm | Newham |