**Help With Universal Credit Claims**

**Tower Hamlets Residents**

**Resident Support Outreach Sessions**

London Borough Tower Hamlets have an Outreach Team who help who help residents with making new claims for Universal Credit. Appointments are available in a range of places across the borough, helping with making new claims and supporting claimants through the claims process. Various locations in the borough; Job Centres/Children’s Centres/Ideas Stores/etc.

Refer by email; [lbthresidentsupport@towerhamlets.gov.uk](mailto:lbthresidentsupport@towerhamlets.gov.uk)

Or 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) and complete a referral form for the Resident Support Outreach Team

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

Tower Hamlets claimants can be referred through the Helpline 0800 144 8 444 or directed to local Job centres for support. PLEASE NOTE –subject to change

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Days | Job Centre | Start Time |  | End Time |
|  |  |  |  |  |
| Mondays | Hoxton JCP | 9.30am |  | 5.00pm |
|  |  |  |  |  |
| Tuesdays | Poplar JCP | 9.30am |  | 5.00pm |
|  |  |  |  |  |
| Wednesdays | Hoxton JCP | 9.30am |  | 5.00pm |
|  |  |  |  |  |
| Thursdays | Hoxton JCP | 9.30am |  | 5.00pm |
|  | Poplar JCP | 9.30am |  | 5.00pm |
|  |  |  |  |  |
| Fridays | Poplar JCP | 9.30am |  | 5.00pm |

Poplar Jobcentre Plus [Address](https://www.google.co.uk/search?q=job+centrr+plus+address&stick=H4sIAAAAAAAAAOPgE-LVT9c3NEw2qMgytChM0ZLNTrbSz8lPTizJzM-DM6wSU1KKUouLF7GKZ-UnKSSn5pUUFSkU5JQWK0BlALlF1BZKAAAA&ludocid=3651795162393642338&sa=X&ved=2ahUKEwiWq7m0isjgAhXFuHEKHU3wCwcQ6BMwEXoECAwQLQ): 13 Dodd St, Poplar, London E14 7EP

Hoxton Jobcentre Plus [Address](https://www.google.co.uk/search?q=jocentre+address&stick=H4sIAAAAAAAAAOPgE-LVT9c3NExJqUwpsUgr1JLNTrbSz8lPTizJzM-DM6wSU1KKUouLF7EKZOUnp-aVFKUqQIUAWCnmYkMAAAA&ludocid=13989366050301773406&sa=X&ved=2ahUKEwi3oIXNisjgAhUUTBUIHaSUCXgQ6BMwEXoECAwQLQ): 30 Drysdale St, London N1 6LT