**Dear colleagues,**

I am writing to provide an update on the upcoming plans for Stratford Jobcentre.

Stratford Jobcentre will be temporarily closed from Friday, 24th January 2025 for approximately two months to undergo refurbishments. This closure reflects our commitment to enhancing our facilities and providing a modern, improved environment for both our residents and colleagues.

**Digital Support for our Residents:**

Residents will be notified of this change via a message in their journal from their work coach. The message will include alternative contact arrangements, allowing them to reach out via a telephone number or UC journal. There is no change to the current process for notifying their work coach of any changes in circumstances.

**Face-to-Face Support for Residents:**

For residents requiring face to face support, services will be delivered from an alternative location at Canning Town Jobcentre.

Canning Town Jobcentre, located at **Kilner House, 197 Freemasons Rd, London E16 3PD**, is accessible via a 20-minute bus ride please find these below:

* Bus 241 from Stratford Broadway (Stop L) to Canning Town Recreation Ground.
* Bus 262 and 473 from Stratford Broadway (Stop L) to Newham Leisure Centre.
* Alternatively, the DLR service from Stratford High Street Station to Custom House Station with a short 10-minute walk to the job centre.

**Support for Stakeholders:**

On page 2 you will find our Stratford escalation routeway document. Please refer to this document for any case-specific enquires.

For broader partnership enquiries, please contact: Moz on [mozghan.shaban@dwp.gov.uk](mailto:mozghan.shaban@dwp.gov.uk)

Stratford Jobcentre: 0300 091 7340

UC Helpline: 0800 328 3844

JSA/ESA/IS enquiries: 0800 328 5644

Move to UC migration notice helpline: 0800 169 0328

Sincerely,

DWP Stratford Jobcentre Team.

