UNIVERSAL CREDIT

USEFUL CONTACTS

**Jobcentre Plus (JCP):** This is where you will meet with your work coach and deliver any paperwork regarding your Universal Credit claim.

**Fulham Jobcentre Address:** Waterford Road, Fulham, SW6 2DL

**Shepherds Bush Jobcentre Address:** 176-180 Uxbridge Road, Shepherds Bush, W12 7JP

**Telephone:** **08003285644** [www.gov.uk](http://www.gov.uk)

**Hammersmith & Fulham Council** **Advice Hub**:

145 King St, W6 9JT. Mon - Fri 9am - 5pm. [www.lbhf.gov.uk](http://www.lbhf.gov.uk)

Turn left as you enter through the main door. There are free computers and council officers who will help you get started with your claim and answer any questions. If you require one to one help e.g. you struggle to read or write or speak English, you can speak to the on-site Jobcentre work coach.

The Drop in Access service also offers personal budgeting support.

**Citizens Advice Hammersmith and Fulham:** Free, confidential, independent and impartial services that can help you find information and get advice about your rights and your options around Universal Credit [www.cahf.org.uk](http://www.cahf.org.uk)

**Telephone:** Monday to Friday 10am to 4pm on **0300 330 1162**

TechTalk project trains people in digital skills [TechTalk@cahf.org.uk](mailto:TechTalk@cahf.org.uk)

**Addresses:**

Avonmore Library and Neighbourhood Centre, 7 North End Crescent, W14 8TG

The Advice Centre, 338 Uxbridge Road, Shepherds Bush, W12 7LL

Open Monday to Friday 10am to 5pm

**The Hammersmith & Fulham Foodbank:**

* **You first must be issued with a Foodbank Voucher – most advice agencies can do this.**
* **There is a Citizens Advice worker at Foodbank to help give advice on the issues you are facing.**

There are three locations to pick up food parcels (Fulham, Shepherds Bush and White City) if you qualify for a voucher. Please be aware that food parcels can be heavy. You may find it helpful to bring a trolley or “wheelie” suitcase to take your food home in.

The voucher will have the address and opening times displayed.

**Council Local Support Payments:**

Call us for more information or help

0300 330 1162

(Monday-Friday 10am-4pm)

Online information at:

[www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

[www.citizensadvice.org.uk/benefits/universal-credit](http://www.citizensadvice.org.uk/benefits/universal-credit)

If your Universal Credit claim has started (even if you are not yet getting paid), and you are waiting for your Advance, or you have used it all, you can apply for a Local Support Payment from the Council.

This is for goods and vouchers for things such as white goods (fridge, cooker, microwave) or could include a Tesco voucher.

Call **020 7745 6464** to apply or ask further details

[www.turn2us.org.uk](http://www.#turn2us.org.uk) an online benefit calculator where you can put in your information and get the results of what you should be entitled to.