

A nighttime photograph of a fountain with several illuminated water jets. The water is lit with a bright green light, creating a vibrant, glowing effect. The fountain is set on a paved area with square tiles. In the background, there are some buildings and streetlights, suggesting an urban setting.

# Universal Credit Supplement

September 2017 • Issue 1

Supplement to Wolverhampton  
Information & Advice Directory

[wolverhampton.gov.uk](http://wolverhampton.gov.uk)

CITY OF  
WOLVERHAMPTON  
COUNCIL

# Introduction

**This Universal Credit supplement to the Wolverhampton Information & Advice Directory has been produced by the City of Wolverhampton Council's Welfare Rights Service. The aim is to provide a guide to the network of groups and organisations in Wolverhampton that provide information, advice and/or support surrounding Universal Credit.**

It is recognised that some of the groups and organisations contained within this supplement provide other services. Please see the full Directory for details.

## Local Groups and Organisations - Thank You

The groups and organisations listed in this directory are all based or work within Wolverhampton. We would like to thank all contributors for their input.

If your organisation provides information, advice and/or support surrounding Universal Credit and you would like to see information about your local group or organisation included in the Universal Credit supplement, please contact the Welfare Rights Service by emailing [rosemary.pointon@wolverhampton.gov.uk](mailto:rosemary.pointon@wolverhampton.gov.uk). Please also get in touch if you notice an error in any of the information contained in the supplement or if any update is needed.

## Alphabetical Index of Local Groups and Organisations

Access to Business  
African Caribbean Community Initiative  
Base 25  
Bilston Resource Centre  
Citizens Advice – Wolverhampton  
Jobchange  
Libraries  
Money Smart Team, Wolverhampton Homes  
The NET @ St Martin's – Work Club  
One Voice  
P3  
Service User Involvement Team (SUIT)  
St George's HUB  
TLC College

Local groups and organisations are listed alphabetically. You can scroll down to find the local group or organisation you are looking for, or you can 'click' on the name of the local group or organisation in the alphabetical list to go straight to the entry.

## Disclaimer

City of Wolverhampton Council Welfare Rights Service has made every effort to make sure that the information contained within this supplement is accurate and up to date. However, we cannot give a complete guarantee as it is acknowledged that with the passage of time information about some local groups and organisations may change. Further, by inclusion within this supplement, City of Wolverhampton Council provides no expressed or implied endorsement of any particular, local group or organisation or the facilities or services it may provide.

By using this supplement, you assume full responsibility for use of the information provided. City of Wolverhampton Council is not responsible or liable for any claim, loss, damage or inconvenience caused as a result of reliance on such information.

### Access to Business

The Curve  
81 Tempest Street  
Wolverhampton  
WV2 1AA [view location here](#)

Tel: 01902 572397  
Email: [enquiries@access2business.co.uk](mailto:enquiries@access2business.co.uk)  
Web: [www.access2business.co.uk](http://www.access2business.co.uk)

#### Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Help to set up bank/credit union account
- ◆ Teaching of IT skills
- ◆ Computer access
- ◆ Assistance with online claims
- ◆ Assistance with applying for Short-term Benefit Advances
- ◆ Personal budgeting support and advice

Additional information: Services are provided on a 1-1 basis by staff and volunteers and with the use of workshops and group sessions.

### Better Off in Wolverhampton

William Leigh House  
15 Walsall Street  
Bilston  
WV14 0AT [view location here](#)

Tel: 01902 572027 or 07850 209531  
Email: [bow.moneyteam@gmail.com](mailto:bow.moneyteam@gmail.com)  
Web: [www.bow-online.co.uk](http://www.bow-online.co.uk)

#### Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Advice and assistance with disputing decisions
- ◆ Help to set up bank/credit union account
- ◆ Computer access for making online claims
- ◆ Assistance with online claims
- ◆ Assistance with applying for Short-term Benefit Advances
- ◆ Personal budgeting support and advice

Additional information: Wide range of services provided to enable people to understand Universal Credit including assistance with making claims and disputing decisions

### Bilston Resource Centre

St Michael's Mission  
Wolverhampton Street  
Bilston  
WV14 0LT [view location here](#)

Tel: 01902 353705  
Email: [brcinfo@btconnect.com](mailto:brcinfo@btconnect.com)  
Web: [www.bilstonresourcecentre.com](http://www.bilstonresourcecentre.com)

#### Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Teaching of IT skills
- ◆ Computer access
- ◆ Assistance with online claims
- ◆ Personal budgeting support and advice

Additional information: Support provided to enable people to identify entitlements and make claims

### Citizens Advice - Wolverhampton

26 Snow Hill  
Wolverhampton  
WV2 4AD [view location here](#)

Tel: 0344 411 1444 (Advice Line)  
Email: -  
[district@wolverhamptoncitizensadvice.com](mailto:district@wolverhamptoncitizensadvice.com)  
Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

#### Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Advice and assistance with disputing decisions
- ◆ Computer access for making online claims
- ◆ Assistance with applying for Short-term Benefit Advances
- ◆ Personal budgeting support and advice
- ◆ Assistance with making applications for housing cost managed payments direct to landlord
- ◆ Assistance with applications for weekly/fortnightly payments and split payments between both members of a couple

Additional information: Advice line and face to face appointments for advice. Local bureaux:  
- Snow Hill (open Monday -Thursday, 9.30 – 2.00)  
- Bilston, 15 Walsall St (open Fridays, 9.30 – 2.00)

### Jobchange

10 Red Lion Street  
Wolverhampton  
WV1 4HL [view location here](#)

Tel: 01902 714224 or  
0800 122 3510 (Freephone)  
Email: [info@jobchange2007.com](mailto:info@jobchange2007.com)  
Web: [www.jobchange2007.com](http://www.jobchange2007.com)

#### Universal Credit Services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Help to set up bank/credit union account
- ◆ Computer access and assistance for making online claims
- ◆ Advisor support with applying for Short-term Benefit Advances
- ◆ Personal budgeting support and advice
- ◆ Advisor support with making applications for housing cost managed payments direct to landlord
- ◆ Advisor support with applications for weekly/fortnightly payments and split payments between both members of a couple

Additional information: Referrals to other organisations for representation at appeals and for advice and assistance with disputing decisions. Tutor and online support can be provided for making claims.

### Libraries

Wolverhampton Central Library  
Snow Hill  
Wolverhampton  
WV1 3AX [view location here](#)

Tel: 01902 552025  
Email: [libraries@wolverhampton.gov.uk](mailto:libraries@wolverhampton.gov.uk)  
Web: [www.wolverhampton.gov.uk/libraries](http://www.wolverhampton.gov.uk/libraries)

#### Universal Credit services provided:

- ◆ Computer access
- ◆ Assistance when possible with online claims

Additional information: Find the location of your local library with links to details of the services on offer by scrolling down to Page 8 & 9 or go straight to the pages by clicking [here](#)

### Money Smart Team, Wolverhampton Homes

Wednesfield Housing Office  
Alfred Squire Road  
Wednesfield  
WV11 1XU [view location here](#)

Tel: 01902 556789  
Email: -  
[moneysmart@wolverhamptonhomes.org.uk](mailto:moneysmart@wolverhamptonhomes.org.uk)  
Web: [www.wolverhamptonhomes.org.uk](http://www.wolverhamptonhomes.org.uk)

#### Universal Credit Services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Help to set up bank/credit union account
- ◆ Teaching of IT skills
- ◆ Computer access
- ◆ Assistance with online claims
- ◆ Personal budgeting support and advice
- ◆ Assistance with making applications for housing cost managed payments direct to landlord

Additional information: Services provided for Wolverhampton Homes tenants and housing applicants. Teaching of IT skills through Wolverhampton Homes Click Start Project.

### The NET @ St Martin's – Work Club

St Martin's Church Centre  
Slater Street  
Bradley  
Wolverhampton  
WV14 8PF [view location here](#)

Tel: 01902 650101  
Email: [revraphael@live.co.uk](mailto:revraphael@live.co.uk)  
Web: [www.st-martins-bradley.co.uk](http://www.st-martins-bradley.co.uk)

#### Universal Credit services provided:

- ◆ Basic advice on Universal Credit entitlement
- ◆ Teaching of IT skills
- ◆ Computer access
- ◆ Assistance with online claims

Additional information: Signposting to other organisations that can provide more in-depth advice and assistance and financial/budgeting support.

### One Voice

Regent House  
Bath Avenue  
Wolverhampton  
WV1 4EG [view location here](#)

Tel: 01902 810016  
Email: [mail@1voice.org.uk](mailto:mail@1voice.org.uk)  
Web: [www.1voice.org.uk](http://www.1voice.org.uk)

#### Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Representation at appeals
- ◆ Teaching of IT skills
- ◆ Computer access
- ◆ Assistance with online claims
- ◆ Personal budgeting support and advice

Additional information: Service seeks to support people with physical and/or mental health conditions

### P3

43 School Street  
Wolverhampton  
WV1 4LR [view location here](#)

Tel: 01902 427017  
24-hour support for anyone at risk of homelessness or who are rough sleeping on Freephone number 0800 107 6753

Email: [westmids@p3charity.org](mailto:westmids@p3charity.org)  
Web: [www.p3charity.org](http://www.p3charity.org)

#### Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement
- ◆ Help to set up bank/credit union account
- ◆ Computer access
- ◆ Assistance with online claims
- ◆ Assistance with applying for Short-term Benefit Advances
- ◆ Personal budgeting support and advice
- ◆ Assistance with making applications for housing cost managed payments direct to landlord

Additional information: Services provided for people who are at risk of homelessness or currently homeless.

### Service User Involvement Team (SUIT) (MBE)

c/o WVSC  
16 Temple Street  
Wolverhampton  
WV2 4AN [view location here](#)

Tel: 01902 328983  
Email: -  
[sdhadley@wolverhamptonvsc.org.uk](mailto:sdhadley@wolverhamptonvsc.org.uk)  
Web: [www.suiteam.com](http://www.suiteam.com)

#### Universal Credit services provided:

- ◆ Basic advice on Universal Credit entitlement
- ◆ Computer access
- ◆ Assistance with online claims

Additional information: Basic support and internet access only provided for people accessing SUIT for support with recovery from addiction

### St George's HUB (Services for Vulnerable Men)

St Mark's Road  
Chapel Ash  
Wolverhampton  
WV3 0QH [view location here](#)

Tel: 01902 421904  
Email: [info@st-georges-house.org.uk](mailto:info@st-georges-house.org.uk)  
Web: [www.st-georges-house.org.uk](http://www.st-georges-house.org.uk)

#### Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Advice and assistance with disputing decisions
- ◆ Help to set up bank/credit union account
- ◆ Teaching of IT skills
- ◆ Computer access
- ◆ Assistance with online claims
- ◆ Assistance with applying for Short-term Benefit Advances
- ◆ Personal budgeting support and advice
- ◆ Assistance with making applications for housing cost managed payments direct to landlord

Additional information: Services provided for vulnerable and isolated men.

### **TLC College**

Dunstall Heights  
1 Dunstall Road  
Wolverhampton  
WV6 0LZ [view location here](#)

Tel: 01902 714433  
Email: [enquiries@tlccollege.org.uk](mailto:enquiries@tlccollege.org.uk)  
Web: [www.tlccollege.org.uk](http://www.tlccollege.org.uk)

#### Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Help to set up bank/credit union account
- ◆ Teaching of IT skills
- ◆ Computer access
- ◆ Assistance with online claims
- ◆ Assistance with applying for Short-term Benefit Advances
- ◆ Personal budgeting support and advice
- ◆ Assistance with making applications for housing cost managed payments direct to landlord

Additional information: A range of services to enable people to access Universal Credit and cope with the demands of budgeting.

### **Wolverhampton Advocacy Service**

Regent House  
Bath Avenue  
Wolverhampton  
WV1 4EG [view location here](#)

Tel: 01902 810016  
Email: [kevin@wolvesadvocacy.uk](mailto:kevin@wolvesadvocacy.uk)  
Web: [www.wolvesadvocacy.uk](http://www.wolvesadvocacy.uk)

#### Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Representation at appeals
- ◆ Teaching of IT skills
- ◆ Computer access
- ◆ Assistance with online claims
- ◆ Personal budgeting support and advice

Additional information: Service seeks to support people with physical and/or mental health conditions

## Libraries A - E

### Ashmore Park Library

The Hub  
Griffiths Drive  
Ashmore Park  
Wolverhampton  
WV11 2LH [view location here](#)

Tel: 01902 556296  
Web: [Click here](#)

### Bilston Library

Mount Pleasant  
Bilston  
Wolverhampton  
WV14 7LU [view location here](#)

Tel: 01902 556253  
Web: [Click here](#)

### Blakenhall Library

Blakenhall Community & Health Living Centre  
Bromley Street  
Wolverhampton  
WV2 3AS [view location here](#)

Tel: 01902 555460  
Web: [Click here](#)

### Collingwood Library

Within Broadway Gardens  
Northwood Park Road  
Bushbury  
Wolverhampton  
WV10 8EA [view location here](#)

Tel: 01902 552025  
Web: [Click here](#)

### East Park Library

Hurstbourne Crescent  
Wolverhampton  
WV1 2EE [view location here](#)

Tel: 01902 556257  
Web: [Click here](#)

## Libraries F - P

### Finchfield Library

White Oak Drive  
Finchfield  
Wolverhampton  
WV3 9AF [view location here](#)

Tel: 01902 556260  
Web: [Click here](#)

### Long Knowle Library

Wood End Road  
Wednesfield  
Wolverhampton  
WV11 1YG [view location here](#)

Tel: 01902 556290  
Web: [Click here](#)

### Low Hill Library

Showell Circus  
Low Hill  
Wolverhampton  
WV10 9JL [view location here](#)

Tel: 01902 556293  
Web: [Click here](#)

### Pendeford Library

Whitburn Close  
Pendeford  
Wolverhampton  
WV9 5NJ [view location here](#)

Tel: 01902 556250  
Web: [Click here](#)

### Penn Library

Coalway Avenue  
Penn  
Wolverhampton  
WV3 7LT [view location here](#)

Tel: 01902 556281  
Web: [Click here](#)

Continued on next page ...



## Libraries continued S - W

### Spring Vale Library

Bevan Avenue  
Spring Vale  
Wolverhampton  
WV4 6SG [view location here](#)

Tel: 01902 5556284

Web: [Click here](#)

### Tettenhall Library

St Michael's Parish Centre  
Upper Street  
Tettenhall  
Wolverhampton  
WV6 8QF [view location here](#)

Tel: 01902 556308

Web: [Click here](#)

### Warstones Library

Pinfold Grove  
Penn  
Wolverhampton  
WV4 4PT [view location here](#)

Tel: 01902 556275

Web: [Click here](#)

### Wednesfield Library

2 Well Lane  
Wednesfield  
Wolverhampton  
WV11 1XT [view location here](#)

Tel: 01902 556278

Web: [Click here](#)

### Whitmore Reans Library

Bargate Drive  
Evans Street  
Wolverhampton  
WV6 0QW [view location here](#)

Tel: 01902 556269

Web: [Click here](#)