

A nighttime photograph of a city street. In the foreground, a fountain with several vertical jets of water is illuminated with bright blue and purple lights. The water jets are set on a paved plaza with square tiles. In the background, a city street is visible with buildings, streetlights, and a few people walking. The overall scene is dark, with the primary light source being the fountain's illumination and the streetlights.

# Universal Credit Supplement

Supplement to Wolverhampton  
Information & Advice Directory

Issue 5: September 2023

[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 group or organisation provides assistance to people with any aspect of Universal Credit and you would like to see your details featured within this Supplement, then please contact the Welfare Rights Service by emailing [wrs@wolverhampton.gov.uk](mailto:wrs@wolverhampton.gov.uk).

Every effort has been made to ensure that the details provided herein are up to date and accurate. However, should you notice an error in any information contained in the Supplement or if some form of update is required, then do let us know.

## Alphabetical Index of Local Groups and Organisations

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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

The City of Wolverhampton Council's 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 and it is acknowledged that with the passage of time, information about some local groups and organisations may change. Further, by inclusion within this supplement, the City of Wolverhampton Council provides no expressed or implied endorsement of any particular local group or organization or the facilities or services it may provide.

By using this supplement, you assume full responsibility for use of the information provided. The 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](#)

Telephone: 01902 572397  
Email: [josie@access2business.co.uk](mailto:josie@access2business.co.uk)  
Website: [www.access2business.co.uk](http://www.access2business.co.uk)  
[www.a2bos.co.uk](http://www.a2bos.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. Online courses are available to access employment/self-employment.

## Bilston Resource Centre

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

Telephone: 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 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.

## Black Country Click Start

Wellington House  
Wellington Road  
Bilston  
WV14 6AA [view location here](#)

Telephone: 07876 034551 or 07876 034560  
Email: [click.start@greensquareaccord.co.uk](mailto:click.start@greensquareaccord.co.uk)  
Web: <https://greensquareaccord.co.uk>

Universal Credit services provided:

- ◆ Help to set up online bank/credit union accounts
- ◆ Teaching of IT skills
- ◆ Computer access
- ◆ Assistance with online claims

Additional Information: Digital Hubs across the Black Country, helping people to use computers and mobile devices. Help with staying safe online. Focus on those who are most vulnerable to debt or lack the confidence and skills to get online.

## Citizens Advice Dudley & Wolverhampton

**New venues to be confirmed soon.  
Currently only providing assistance  
remotely via telephone.**

Telephone: 0800 144 8848 (Advice Line)  
0800 144 8444 (Help to Claim)  
Textphone: 18001 0800 144 8884

Website: [www.citizensadvisedudleyandwolverhampton.org/](http://www.citizensadvisedudleyandwolverhampton.org/)  
Email: [EmailAdviceCADudleyandWolverhampton@dudleycabx.org](mailto:EmailAdviceCADudleyandWolverhampton@dudleycabx.org)

Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Advice and assistance with disputing decisions
- ◆ 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.

## Jobchange

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

Telephone: 01902 714224 or 0800 122 3510  
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)
- ◆ Computer access and assistance for making online claims
- ◆ Advisor support with applying for short-term benefit advance
- ◆ 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. 1:1 support can be provided for making claims.

## Money Smart Team, Wolverhampton Homes

Wolverhampton Homes  
Market Street  
Wolverhampton  
WV1 3AG

Telephone: 01902 556789  
Email: [moneysmart@wolverhampton.gov.uk](mailto:moneysmart@wolverhampton.gov.uk)  
Web: [www.wolverhamptonhomes.org.uk](http://www.wolverhamptonhomes.org.uk)

Contact can be made via email or Homes direct on 01902 556789

Universal Credit services provided:

- ◆ General advice on Universal Credit entitlement and the claimant commitment (and sanctions)
- ◆ Advice on Basic Bank Accounts and Credit Union savings accounts
- ◆ 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. Referrals made to Click Start for teaching of IT skills and IT support.

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

Telephone: 0118 304 2077  
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](#)

Telephone: 01902 328983  
Email: [mjohnson@wolverhamptonvsc.org.uk](mailto:mjohnson@wolverhamptonvsc.org.uk)  
Web: [www.facebook.com/SUITWolves](http://www.facebook.com/SUITWolves)

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 Georges HUB (Services for Marginalised Men)

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

Telephone: 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  
Dunstall Road  
Wolverhampton  
WV6 0LZ [view location here](#)

Telephone: 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
- ◆ Guidance/support when accessing Universal Credit log

Additional information: a range of services to enable people to access Universal Credit and cope with the demands of budgeting. Assistance with English language translation and classes provided.

## Libraries

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

Telephone: 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: Details and location of local libraries can be found below, with links to the details of the services on offer.

## Libraries A-L

### 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 8EB [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](#)

### 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](#)

## Libraries M-Z

### 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](#)

### 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](#)