

Where to find help with Universal Credit (UC)

Universal Credit Full Service will be available from 26 September 2018 for people living in Portsmouth. *But that does not mean everyone should make a claim.*

Many people will be better off staying on their current benefits until their situation changes, or until they are contacted and told that they need to make a claim (this is expected to happen sometime between July 2019 and 2023).

But people can start to prepare for UC, by finding out whether they will be better off on UC, improving their computer skills to manage a UC claim online, keeping the documents they will need to make a UC claim, and planning a monthly budget.

If people have any questions about how UC will affect them, or what action they need to take, the list below shows which services can help, and how people can contact them.

On pages 6-16, all of these services are listed alphabetically, with details of how they can be contacted.

Should I make a claim for UC? (either now, or if my situation changes)

- Online - visit www.portsmouth.gov.uk and search for 'universal credit'
- Citizens Advice Help To Claim
- Advice Portsmouth
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)

Where can I get a benefit calculation, to tell me what benefits I'm entitled to now or if my situation changes?

- Online - visit www.gov.uk and search for 'benefits calculators'
- Advice Portsmouth
- Citizens Advice Info Point
- Age UK Portsmouth (for over 50s)
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)

Who can help me to apply for UC online?

- Citizens Advice Help To Claim
- Advice Portsmouth
- Citizens Advice Info Point
- Landport Community Centre Computer Group
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)

Where can I get help if I have no money for essential living costs? (e.g. access to a foodbank)

- Advice Portsmouth
- Citizens Advice Info Point
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)
- Online - visit www.portsmouth.gov.uk and search for 'money advice'

How can I prepare for UC?

- Online - visit www.portsmouth.gov.uk and search for 'universal credit'
- Advice Portsmouth
- Citizens Advice Info Point
- Budget Buddies
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)

What information will I need, to be able to claim UC?

- Online - visit www.understandinguniversalcredit.gov.uk, click on 'Making a claim'
- Advice Portsmouth
- Citizens Advice Help To Claim
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)

Where can I learn computer skills for beginners?

- Adult learning and skills:
 - Community Learning Service
 - WEA Omega Centre
 - Highbury Flexi Centre
 - Landport Community Centre Computer Group
- Age UK Portsmouth (for over 50s)
- VIVID (for tenants of VIVID)
- Southern Housing Group (for tenants of Southern) - We Are Digital service

Who can help me to set up an email address?

- Adult learning and skills:
 - Community Learning Service
 - WEA Omega Centre
 - Landport Community Centre Computer Group
- Citizens Advice Info Point
- Age UK Portsmouth (for over 50s)
- Jobcentres - Portsmouth and Cosham (for jobcentre customers)
- VIVID (for tenants of VIVID)
- Southern Housing Group (for tenants of Southern) - We Are Digital service

I don't know how to access my UC online account

- Jobcentres - Portsmouth and Cosham
- Advice Portsmouth
- Citizens Advice Info Point
- Landport Community Centre Computer Group
- Age UK Portsmouth (for over 50s)
- Southern Housing Group (for tenants of Southern) - We Are Digital service
- VIVID (for tenants of VIVID)

Where can I use a computer?

- Jobcentres - Portsmouth and Cosham
- Libraries
- Community Centres
 - Buckland
 - Hillside and Wymering
 - John Pounds
 - Landport
 - Somerstown Central
- Family Hubs
- Advice Portsmouth

Where can I use free WiFi to connect my smartphone, tablet or laptop, without needing to log in?

- Jobcentres - Portsmouth and Cosham
- Community Centres
- Libraries
- Family Hubs
- Advice Portsmouth
- Age UK Portsmouth (for over 50s)
- Visit www.portsmouth.gov.uk and search for 'My City WiFi' to find your nearest community venue offering free WiFi internet connection

Who can help me to plan my budget?

- Online - visit www.moneyadvice.service.org.uk and click 'Budgeting & Saving'
- Advice Portsmouth
- Budget Buddies
- Citizens Advice Info Point
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)

Who can help me to open a bank account?

- Jobcentre (for people claiming JSA, ESA, Income Support or Universal Credit)
- Advice Portsmouth
- Citizens Advice Info Point
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)
- Wessex Community Bank

Who can help me to get proof of my identity?

- Advice Portsmouth
- Citizens Advice Info Point
- Jobcentre (for people claiming JSA, ESA, Income Support or Universal Credit)
- Age UK Portsmouth (for over 50s)
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)

Who can help me to manage my rent payments?

- Advice Portsmouth
- Citizens Advice Info Point
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)

Who can help me appeal, if I disagree with a decision about my UC?

- Advice Portsmouth
- Citizens Advice Help To Claim
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)

Who can help me if there is a problem with my UC claim or payment?

- Advice Portsmouth
- Citizens Advice Info Point
- Jobcentre
- Area Housing Office (for city council tenants)
- VIVID (for tenants of VIVID)
- Radian (for tenants of Radian)
- Southern Housing Group (for tenants of Southern)

Alphabetical list of services that offer help on UC, as described on pages 1-5. With details of how to contact them:

Advice Portsmouth

Who is it for?	Anyone living or working in Portsmouth (PO1 - PO6)
How do I access?	Drop-in any time without an appointment - it's best to arrive at least an hour before closing time
Location	116 Kingston Crescent, North End, PO2 8AL On the corner of Kingston Crescent and Kingston Road, at the T junction traffic lights
Opening times	Monday: 9.00am - 5.00pm Tuesday: 9.00am - 5.00pm Wednesday: 9.00am - 5.00pm Thursday: 1.00pm - 7.30pm Friday: 9.00am - 4.30pm Saturday, Sunday: Closed

Age UK Portsmouth

Who is it for?	Anyone aged 50 or over
How do I access?	The Information & Advice service is open daily - it's best to make an appointment by ringing 023 9286 2121 Free computer classes run on Mondays and Tuesdays, 1.00-3.00pm - ring 023 9286 2121 to book a place
Location	Bradbury Centre, 16-18 Kingston Road, Fratton, PO1 5RZ
Opening times	Monday: 8.45am - 5.00pm Tuesday: 8.45am - 5.00pm Wednesday: 8.45am - 5.00pm Thursday: 8.45am - 5.00pm Friday: 8.45am - 4.30pm Saturday, Sunday: Closed

Area Housing Offices

Who is it for?	Portsmouth City Council tenants and leaseholders
How do I access?	Tenants can drop in or telephone their local Area Housing Office during opening hours Leaseholders can contact their leasehold officer
Location	<p>Housing Office - Buckland Address: 57-61 Kingston Road, Portsmouth, PO2 7DP Phone: <u>023 9260 6500</u> Email: <u>cro.buckland@portsmouthcc.gov.uk</u></p> <p>Housing Office - Landport Address: 24 Commercial Place, Portsmouth, PO1 4DP Phone: <u>023 9260 6400</u> Email: <u>cro.landport@portsmouthcc.gov.uk</u></p> <p>Housing Office - Leigh Park Address: 56 Stockheath Road, Havant, PO9 5HQ Phone: <u>023 9230 6900</u> Email: <u>cro.leighpark@portsmouthcc.gov.uk</u></p> <p>Housing Office - Paulsgrove Address: 195a Allaway Avenue, Paulsgrove, PO6 4HG Phone: <u>023 9260 6030</u> Email: <u>cro.paulsgrove@portsmouthcc.gov.uk</u></p> <p>Housing Office - Portsea Address: John Pounds Centre, 23 Queen Street, PO1 3HN Phone: <u>023 9260 6200</u> Email: <u>cro.portsea@portsmouthcc.gov.uk</u></p> <p>Housing Office - Somerstown Address: Somerstown Central, Tyseley Road, PO5 4EZ Phone: <u>023 9260 6300</u> Email: <u>cro.somerstown@portsmouthcc.gov.uk</u></p> <p>Housing Office - Wecock Farm Address: 5 The Kestrels, 76 Eagle Avenue, PO8 9UB Phone: <u>023 9260 6100</u> Email: <u>cro.wecockfarm@portsmouthcc.gov.uk</u></p>
Opening times	Monday to Thursday: 8.30am - 5.00pm Friday: 8.30am - 4.00pm Saturday, Sunday: Closed

Budget Buddies

Who is it for?	Any parent in Portsmouth with children aged 0-19 years, who wants to get advice and ideas on how to make their money go further
How do I access?	Contact your local Family Hub (previously called Children's Centres) to find out what sessions will be run in your area
Location	See 'Family Hubs' below

Citizens Advice Portsmouth Help To Claim

Who is it for?	Anyone who is thinking about making a claim for Universal Credit and needs help or advice, up until they have received their correct first full UC payment
How do I access?	Drop in during the opening times listed below Phone: 0800 144 8 444 (8.00am-6.00pm, Monday-Friday) Email: Admin@caportsmouth.org.uk Webchat: www.citizensadvice.org.uk/benefits/universal-credit/
Location	Ark Royal House, Winston Churchill Avenue, Portsmouth PO1 2GF
Opening times	Monday: 9.00am – 7.00pm Tuesday: 9.00am – 4.00pm Wednesday: 9.00am – 4.00pm Thursday: 9.00am – 4.00pm Friday: 9.00am – 3.00pm

Citizens Advice Portsmouth Info Point

Who is it for?	Anyone who would like information or guidance on a wide range of issues
How do I access?	Drop in during the opening hours below Phone: 02392 855855 Email: Admin@caportsmouth.org.uk Social Media (Facebook & Twitter) @caportsmouth
Location	Ark Royal House, Winston Churchill Avenue, Portsmouth PO1 2GF
Opening times	Monday: 10.00am – 2.00pm Tuesday: 10.00am – 2.00pm Wednesday: 10.00am – 2.00pm

Community Centres

Who is it for?	Anyone living or working in Portsmouth (PO1 - PO6)
How do I access?	Contact your local community centre for details of what is on offer
Location and opening times	Visit www.portsmouth.gov.uk and search for 'community centre' for address, opening times and further information

Community Learning Service

Who is it for?	Anyone living or working in Portsmouth (PO1 - PO6)
How do I access?	Ring us on 023 9262 1860 or visit www.learnportsmouth.ac.uk to find out what courses are available Drop-ins (no need to book!) are available on these days: Tuesdays: 2.00pm - 4.00pm Fridays: 10.00am - 12.00 midday
Location	The Learning Place, 6 Derby Road, North End, PO2 8HH Off the main London Road, situated in a walkway between the North End Post Office and the Poundstretcher
Opening times	Monday to Thursday: 9.00am - 4.30pm Friday: 9.00am - 3.45pm

Family Hubs

Who is it for?	Any parent in Portsmouth with children aged 0-19 years
How do I access?	Drop in to find out what is available at your local centre
Location	<p>Buckland Family Hub Turner Road, Buckland, PO1 4PN T: 023 9273 3440 E: Bucklandcc@portsmouthcc.gov.uk</p> <p>Landport Family Hub 221 Arundel Street, Portsmouth, PO1 1NF T: 023 9281 5005 E: LandportFamilyHub@portsmouthcc.gov.uk</p> <p>Somerstown Family Hub Omega Street, Southsea, PO5 4LP T: 023 9282 1816 E: Somerstowncc@portsmouthcc.gov.uk</p> <p>Milton Park Family Hub Perth Road, Southsea, PO4 8EU T: 023 9282 7392 E: Miltoncc@portsmouthcc.gov.uk</p> <p>Northern Parade Family Hub Doyle Avenue, Hilsea, Portsmouth, PO2 9NE T: 023 9266 0866 E: Northernparadecc@portsmouthcc.gov.uk</p> <p>Paulsgrove Family Hub Cheltenham Road, Paulsgrove, Portsmouth, PO6 3PL T: 023 9238 5995 E: Paulsgrovecc@portsmouthcc.gov.uk</p>

Highbury Flexi Centre

Who is it for?	Anyone aged 18 or over
How do I access?	Drop in to find out what courses are available
Location	49 Arundel Street, Portsmouth, PO1 1ND
Opening times	Monday: 9.00am - 4.00pm Tuesday: 9.00am - 8.00pm Wednesday: 9.00am - 4.00pm Thursday: 9.00am - 8.00pm Friday: 9.00am - 12.00 noon Saturday, Sunday: Closed

Jobcentre Plus - Cosham

Who is it for?	All residents in PO6, PO7, PO8
How do I access?	Drop in to use computers or free WiFi to make a benefit claim online or to help you find work Ask for an appointment if you need help to resolve a problem related to your job search or your claim for benefits
Location	121 High St, Cosham, PO6 3DR
Opening times	Monday, Tuesday: 9.00am - 5.00pm Wednesday: 10.00am - 5.00pm Thursday, Friday: 9.00am - 5.00pm Saturday, Sunday: Closed

Jobcentre Plus - Portsmouth

Who is it for?	All residents in PO1, PO2, PO3, PO4, PO5
How do I access?	Drop in to use computers or free WiFi to make a benefit claim online or to help you find work Ask for an appointment if you need help to resolve a problem related to your job search or your claim for benefits
Location	27 Arundel St, Portsmouth, PO1 1NB
Opening times	Monday, Tuesday: 9.00am - 5.00pm Wednesday: 10.00am - 5.00pm Thursday, Friday: 9.00am - 5.00pm Saturday, Sunday: Closed

Landport Community Centre Computer Group

Who is it for?	Free computer use and training for everyone
How do I access?	Drop in to one of our group sessions to find out how we can help you, either one to one or in a group session (If you are unable to drop in, ring us on 023 9229 6703 or email rachelhannon19@yahoo.co.uk)
Location	Landport Community Centre, Charles Street, PO1 1JD
Computer group opening times	Tuesday: 1.00pm - 3.00pm, 3.00pm - 5.00pm (over 55s) Wednesday: 10.00am - 12.00 midday, 1.00pm - 3.30pm Thursday: 10.00am - 12.00 midday, 1.00pm - 3.30pm, 6.30pm - 8.30pm Friday: 10.00am - 12.00 midday

Library Service

Who is it for?	Anyone living or working in Portsmouth (PO1 - PO6)
How do I access?	Visit your local library for free computer access and for My City WiFi to connect your smartphone, tablet or laptop to the internet for free
Location	<p>Baffins - Alderman Lacey Library</p> <p>Tangier Road, PO3 6HU Email: alderman.library@portsmouthcc.gov.uk Phone: 023 9282 3991</p> <p>Opening hours: Monday, Tuesday: 9.30am - 12.30pm, 1.30pm to 6.00pm Wednesday: Closed Thursday, Friday: 9.30am - 12.30pm, 1.30pm to 5.00pm Saturday: 10am - 3.30pm Sunday: Closed</p> <p>Central Library</p> <p>Guildhall Square, PO1 2DX Email: lending.library@portsmouthcc.gov.uk Phone: 023 9281 9311</p> <p>Opening hours: Monday: 9.30am - 5.00pm Tuesday, Wednesday, Thursday: 9.30am - 6.00pm Friday: 9.30am - 5.00pm Saturday: 10.00am - 3.30pm Sunday: Closed</p>

Cosham Library

Spur Road, PO6 3EB

Email: cosham.library@portsmouthcc.gov.uk

Phone: 023 9237 6023

Opening hours:

Monday, Tuesday: 9.30am - 6.00pm

Wednesday: 9.30am - 5.00pm

Thursday: 9.30am - 6.00pm

Friday: 9.30am - 5.00pm

Saturday: 10.00am - 3.30pm

Sunday: Closed

Fratton - Carnegie Library

Fratton Road, PO1 5EZ

Email: carnegie.library@portsmouthcc.gov.uk

Phone: 023 9282 2581

Opening hours:

Monday: 9.30am - 12.30pm, 1.30 to 6.00pm

Tuesday, Wednesday: 9.30am - 12.30pm, 1.30 - 5.00pm

Thursday: Closed

Friday: 9.30am - 12.30pm, 1.30 - 5.00pm

Saturday: 10.00am - 3.30pm

Sunday: Closed

Milton - Beddow Library

Milton Road, PO4 8PR

Email: beddow.library@portsmouthcc.gov.uk

Phone: 023 9273 1848

Opening hours:

Monday, Tuesday: 9.30am - 5.00pm

Wednesday, Thursday: 9.30am - 6.00pm

Friday: 9.30am - 5.00pm

Saturday: 10.00am - 3.30pm

Sunday: Closed

North End Library

Gladys Avenue, PO2 9AX

Email: northend.library@portsmouthcc.gov.uk

Phone: 023 9266 2651

Opening hours:

Monday, Tuesday, Wednesday: 9.30am - 6.00pm

Thursday, Friday: 9.30am - 5.00pm

Saturday: 10.00am - 3.30pm

Sunday: Closed

Paulsgrove Library

Marsden Road, PO6 4JB

Email: paulsgrove.library@portsmouthcc.gov.uk

Phone: 023 9237 7818

Opening hours:

Monday: 9.30am - 12.30pm, 1.30pm - 5.00pm

Tuesday: Closed

Wednesday - Friday: 9.30am - 12.30pm, 1.30pm - 5.00pm

Saturday: 10.00am - 3.30pm

Sunday: Closed

Portsea - John Pounds Library

John Pounds Community Centre, 23 Queen Street,
PO1 3HN

Email: johnpounds.library@portsmouthcc.gov.uk

Phone: 023 9229 7072

Opening hours:

Monday - Friday: 10.30am - 4.30pm

Saturday - Sunday: Closed

Southsea Library

19-21 Palmerston Road, PO5 3QQ

Email: southsea.library@portsmouthcc.gov.uk

Phone: 023 9268 8999

Opening hours:

Monday - Thursday: 9.30am - 5.30pm

Friday: 9.30am - 5.00pm

Saturday: 10.00am - 5.30pm

Sunday: 10.00am - 4.00pm

Radian Housing Association

Who is it for?	Radian customers only
How do I access?	Telephone 0300 123 1567
Location	No office for customers to visit - the team will visit customers at their home when required
Opening times	Monday - Friday: 8.30am - 5.00pm

Southern Housing Group

Who is it for?	Southern Housing Group Customers only
How do I access?	Telephone 01403 220 434
Location	No office for customers to visit – the team will make arrangements for local staff to visit customers in their home or at a convenient location if required
Opening times	Monday to Friday 9.00am – 5.00pm

VIVID

Who is it for?	VIVID tenants and leaseholders
How do I access?	You can contact us by telephone: 0800 652 0898 Drop us an email at: customer@vividhomes.co.uk and we'll get back to you by the end of the next working day Or fill out an online form at https://www.vividhomes.co.uk/contact-us
Location	No office for customers to visit - the team will visit customers at their home when required
Opening times	Monday to Thursday: 8.30am - 5.00pm Friday: 8.30am - 4.30pm

WEA Omega Centre

Who is it for?	Anyone living or working in Portsmouth (PO1 - PO6)
How do I access?	Ring us on 023 9229 1346
Location	Omega Centre, Omega Street, Southsea, PO5 4LP
Opening times	Monday, Tuesday, Wednesday, Thursday: 9am - 4.30pm Friday: 9am - 4.15pm Saturday, Sunday: Closed

Wessex Community Bank

Who is it for?	Anyone living or working in Portsmouth (PO1 - PO6), even if you have a low credit score
How do I access?	Telephone 023 9282 7980 Email talk@wessexcommunitybank.org
Location	97 Fratton Road, PO1 5AG
Opening times	Branch opening hours: Monday to Friday: 10.00am - 1.00pm Telephone support hours: Monday to Friday: 9.30am - 4.30pm

If you have any questions or comments about the information in this directory, please email mark.sage@portsmouthcc.gov.uk