Information NOW
Information for people in Newcastle upon Tyne

Universal Credit digital support at Newcastle Libraries

Newcastle Libraries can help you apply for or manage your existing Universal Credit claim online. To use this service you need: to live in Newcastle and have your Universal Credit account login details if you have an existing account.

Book a face-to-face appointment and you can also get help with other online forms such as:

- Housing Benefit, Discretionary Housing Payments and Council Tax,
- New Style Job Seekers Allowance (JSA) and New Style Employment Support Allowance (ESA) but not the paper assessment forms for ESA or UC Work Capability
- State Pension
- Social Housing Applications
- Blue Badge applications (for automatic qualifiers only)

When appointments are available	Where
Monday: 10am to 12:00pm or 1pm to 3pm	**East End Library & Community Hub,** 83 Shields Road, NE6 1DL
Tuesday: 10am to 12pm or 1pm to 3pm	**Outer West Library & Community Hub** West Denton Way NE5 2QZ
Wednesday: 10am to 12pm or 1pm to 3pm	**City Library,** City Centre. NE1 8AX

Thursday: 10am to 12pm or 1pm to 3pm	**Kenton Library & Community Hub** Kenton Centre Hillsview Ave, NE3 3J
Friday: 10am to 12pm or 1pm to 3pm	**West End Library & Community Hub,** Condercum Road, NE4 9JH

Please note this is not a benefits advice service.

Last updated: September 10, 2026

Telephone: 07970632851 / 07484096495

Telephone note: Ring for support Monday to Friday, from 8.30am to 4.30pm

Opening Hours: Amendments in red for the Thursday slot.

Address:
Newcastle City Library
Charles Avison Building
33 New Bridge Street West
Newcastle upon Tyne
NE1 8AX

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Universal Credit

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