

## 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
<p><b>Monday:</b> 10am to 12pm or 1pm to 3pm</p>	<p><a href="#"><u>East End Library &amp; Community Hub</u></a>, 83 Shields Road, NE6 1DL</p>
<p><b>Tuesday:</b> 10am to 12pm or 1pm to 3pm</p>	<p><a href="#"><u>Outer West Library &amp; Community Hub</u></a> West Denton Way NE5 2QZ</p>
<p><b>Wednesday:</b> 10am to 12pm or 1pm to 3pm</p>	<p><a href="#"><u>City Library</u></a>, City Centre. NE1 8AX</p>

<p><b>Thursday:</b> 10am to 12pm or 1pm to 3pm</p> <p>Alternate weeks please ring before you travel to find out where I am.</p>	<p><a href="#"><u>Kenton Library &amp; Community Hub</u></a> Kenton Centre Hillsview Ave, NE3 3QJ</p> <p><a href="#"><u>Walker Parish Church, Duncan Street, Walker NE6 3BS</u></a></p>
<p><b>Friday:</b> 10am to 12:30pm</p> <p>2pm to 4pm</p>	<p><a href="#"><u>West End Library &amp; Community Hub</u></a>, Condercum Road, NE4 9JH</p> <p><a href="#"><u>Blakelaw Leisure United</u></a>, Cragstone avenue, NE5 3TS</p>

Please note this is not a benefits advice service.

Last updated: September 16, 2025

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**Telephone:** 07970 632 851

**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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## Related Articles

[Universal Credit](#)

[Christmas and New Year holiday opening times for support services](#)