

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

Thursday: 10am to 12pm or 1pm to 3pm	Kenton Library & Community Hub Kenton Centre Hillsvie 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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[Christmas and New Year holiday opening times for support services](#)