


Universal Credit - Support in Making a Claim





































This factsheet provides information on where you can access support for making a claim for Universal Credit including the type of support you can receive, whether this is to set up an email account, general help with using a computer or full support in making a UC application.





















Key to Support Available

- Computer Access
- Support to open email account
- ▲ General support to use computer/internet
- ★ Specific Universal Credit support to make UC application

Location	Days and Times	Support				Restrictions	Wi-Fi
		●	■	▲	★		
Stockton on Tees							
Job Centre Plus Daryl House, Bridge Road, Stockton on Tees, TS18 3BW 0800 169 0190 25 Computers	Monday, Tuesday, Thursday and Friday 9:00am – 5:00pm Wednesday 10:00am – 5:00pm	✓	✓	✓	✓	None	Yes
Stockton Central Library , Church Road, Stockton on Tees, TS18 1TU 01642 526522 stockton.library@stockton.gov.uk 48 Computers	Monday, Wednesday and Friday 8:30am – 6:00pm Tuesday and Thursday 8:30am – 8:00pm Saturday 9:30am – 4:00pm	✓	✓	✓	✗	Sessions last for 90 minutes. Library membership required; proof of name and address required upon registration.	Yes
Stockton Customer Service Centre , Church Road, Stockton on Tees, TS18 1TU 01642 393939 benefits.section@stockton.gov.uk 3 Computers	Monday – Thursday 8:30am – 5:00pm Friday 8:30am – 4:30pm Saturday 9:30am – 12:30pm	✓	✓	✓	✓	None	Yes
Stockton and District Advice and Information Service , Wellington Square, Stockton on Tees, TS18 1RH 01642 633877 support@stockton-cab.co.uk 3 Computers	Monday – Friday 9:00am – 12:30pm Afternoon sessions by appointment	✓	✓	✓	✓	Afternoon sessions by appointment	No
Lighthouse Centre , 34 Yarm Road, Stockton on Tees, TS18 3NG 01642 647086 alex@thelighthousecentre.co.uk 6 Computers	Monday and Friday 1:00pm – 5:00pm Tuesday and Thursday 1:00pm – 7:00pm Wednesday 1:00pm – 6:00pm	✓	✓	✓	✓	Sessions restricted to one hour	Yes

Location	Days and Times	Support				Restrictions	Wi-Fi
							
Thirteen Group , Main Offices, North Shore Road, TS18 2BN 0300 111 1000 Universal.credit@thirteengroup.co.uk Money.advice@thirteengroup.co.uk Multiple Computers	Monday – Friday 8:00am – 5:00pm					New and existing Thirteen residents only.	Yes
Sanctuary Supported Living , St James House, Portrack Lane, TS18 2HR, 01642 674342 or 155 Norton Road, TS20 2AH, 01642 611322 heather.davies@sanctuary-housing.co.uk 8 Computers	Support services by appointment					Service restricted to Sanctuary residents. Approximately 50 in total.	No
Newtown Community Resource Centre , Durham Road, Stockton on Tees, TS19 0DE, 01642 868331 karen@cornerhouseyouthproject.co.uk 14 Computers	Computer Suite: Mondays Only 8:30am – 4:30pm Reception Area: Monday – Friday 8:30am – 4:30pm					Computer suite is only open Mondays and only two computers available Monday to Friday. 14 computers available Mondays only.	Yes
Fairfield Library , Fairfield Road, Stockton on Tees, TS19 7AJ 01642 527962 fairfield.library@stockton.gov.uk 2 Computers	Monday – Friday 10:00am – 5:00pm NB closed daily from 1:00pm – 2:00pm					Sessions last for 90 minutes. Library membership required; proof of name and address required upon registration.	Yes
Hardwick in Partnership Limited , Enterprise & Initiative Centre, High Newham Road, Hardwick, TS19 8RH, 01642 808700 hardwickpartnership@hotmail.com Number of Computers varies	Monday 10:30am – 1:00pm Tuesday 11:00am – 1:00pm Wednesday 10:00am – 1:00pm					Must be registered with Job Club or Digital Skills course to access computers. Laptops provided.	Yes
Roseworth Library , Redhill Children's Centre, Redhill Road, Roseworth, TS19 9BX 01642 528098 roseworth.library@stockton.gov.uk 6 Computers	Monday – Thursday 9:00am – 4:30pm Friday 9:00am – 4:00pm NB closed 12:30pm – 1:30pm					Sessions last for 90 minutes. Library membership required; proof of name and address required upon registration.	Yes
Elmtree Community Centre , Elm Tree Avenue, TS19 0UW 01642 611333 marilyn.surtees@stockton.gov.uk 6 Computers	Monday, Thursday and Friday 9:00am – 4:00pm					None	Yes
Norton Library , 87 High Street, Norton, Stockton on Tees, TS20 1AE, 01642 528019 norton.library@stockton.gov.uk 6 Computers	Monday, Tuesday and Thursday 9:30am – 5:00pm Wednesday and Friday 9:30am – 7:00pm Saturday 9:30am – 1:00pm					Sessions last for 90 minutes. Library membership required; proof of name and address required upon registration.	Yes

Location	Days and Times	Support				Restrictions	Wi-Fi
							
Billingham							
Billingham Central Library , Kingsway, Billingham, TS23 2LN 01642 528084 billingham.library@stockton.gov.uk 16 Computers	Monday – Tuesday 8:30am – 7:00pm Wednesday – Friday 8:30am – 5:00pm Saturday 9:30am – 4:00pm					Sessions last for 90 minutes. Library membership required; proof of name and address required upon registration.	Yes
Billingham Customer Service Centre , Kingsway, Billingham, TS23 2LN 01642 393939 benefits.section@stockton.gov.uk 6 Computers	Monday – Thursday 8:30am – 5:00pm Friday 8:30am – 4:30pm Saturday 9:30am – 12:30pm					None	Yes
Job Centre Plus , Theatre House, Kingsway, Billingham TS23 2NA, 0800 169 0190 clare.williamson@dpw.gsi.gov.uk 6 Computers	Monday, Tuesday, Thursday and Friday 9:00am – 5:00pm Wednesday 10:00am – 5:00pm					None	Yes
Billingham Foodbank , 4-6 West Precinct, Town Centre, Billingham, TS23 2NL, 07583 575522 Info@billinghamstocktonboroughfoodbank.org.uk 3 Computers	Monday 11:00am – 2:00pm					None	Yes
Billingham Environmental Link Programme (BELP) Low Grange Community Centre, Low Grange Avenue, Billingham, TS23 3PF 01642 564077 manager@belp-enterprise.co.uk workclub@belp-enterprise.co.uk 8 Computers	Thursday 9:00am – 12:00pm and 1:00pm – 4:00pm NB closed 12:00pm – 1:00pm					Computer access is available only to individuals accessing the 'Moving Forward' job club that runs every Thursday	Yes
Thornaby and Ingleby Barwick							
Northstar Housing Group , Endeavour House, St Marks Ct. Thornaby, TS17 6QN 03000 110011 UCenquiries@northstarhg.co.uk Multiple Computers	Monday – Friday 9:00am – 5:00pm					Computer access available to Northstar residents only.	No
Thornaby Riverbank Library , Riverbank Children's Centre, Gilmour Street, Thornaby, TS17 6PF 01642 528150 thornaby.library@stockton.gov.uk 4 Computers	Monday – Thursday 9:00am – 4:15pm Friday 9:00am – 4:00pm NB closed daily from 12:30pm – 1:30pm					Sessions last for 90 minutes. Library membership required; proof of name and address required upon registration.	Yes
Thornaby Central Library , Wrightson House, Pavilion Shopping Centre, Thornaby, TS17 7EW 01642 528117 thornaby.central.library@stockton.gov.uk 13 Computers	Monday, Wednesday and Friday 8:30am – 5:00pm Tuesday and Thursday 8:30am – 7:00pm Saturday 9:30am – 4:00pm					Sessions last for 90 minutes. Library membership required; proof of name and address required upon registration.	Yes

Location	Days and Times	Support				Restrictions	Wi-Fi
							
Thornaby Customer Service Centre , Wrightson House, Pavilion Shopping Centre, Thornaby, TS17 7EW 01642 393939 benefits.section@stockton.gov.uk 2 Computers	Monday – Thursday 8:30am – 5:00pm Friday 8:30am – 4:30pm Saturday 9:30am – 12:30pm					None	Yes
Job Centre Plus , Ingram House, Allensway, Thornaby on Tees, TS17 9HA 0800 169 0190 5 Computers	Monday, Tuesday, Thursday and Friday 9:00am – 5:00pm Wednesday 10:30am – 5:00pm					None	Yes
Ingleby Barwick Library , Community Campus, Blair Avenue, Stockton on Tees, TS17 5BL 01642 528528 inglebybarwick.library@stockton.gov.uk 4 Computers	Monday – Friday 1:00pm – 8:00pm Saturday 9:00am – 5:00pm Sunday 11:00am – 4:00pm					Sessions last for 90 minutes. Library membership required; proof of name and address required upon registration.	Yes
Yarm and Eaglescliffe							
Yarm Library , 41 High Street, Yarm, TS15 9BH, 01642 528152 yarm.library@stockton.gov.uk 4 Computers	Monday, Wednesday and Friday 9:30am – 5:00pm Tuesday and Thursday 9:30am – 7:00pm Saturday 9:30am – 1:00pm					Sessions last for 90 minutes. Library membership required; proof of name and address required upon registration.	Yes

The information provided in this directory has been sourced, collated and presented by Stockton and District Advice and Information Service on behalf of Infinity. If any of this information is incorrect please contact Emma Gordon on EGordon@stockton-cab.co.uk or Ian Bartlett on IBartlett@stockton-cab.co.uk or ring **01642 633877**.