**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 General support to use computer/internet

Support to open email account 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 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | | check-mark-1292787_960_720 | None | Yes |
| **Stockton Central Library**, Church Road, Stockton on Tees, TS18 1TU  **01642 526522**  [stockton.library@stockton.gov.uk](mailto: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 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | | red-40144_960_720 | 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](mailto:benefits.section@stockton.gov.uk)  **3 Computers** | Monday – Thursday 8:30am – 5:00pm  Friday 8:30am – 4:30pm  Saturday 9:30am – 12:30pm | check-mark-1292787_960_720 |  |  | | check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720 | None | Yes |
| **Stockton and District Advice and Information Service**, Wellington Square, Stockton on Tees, TS18 1RH  **01642 633877**  [support@stockton-cab.co.uk](mailto:support@stockton-cab.co.uk)  **3 Computers** | Monday – Friday  9:00am – 12:30pm  Afternoon sessions by appointment | check-mark-1292787_960_720 |  |  | | check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720 | Afternoon sessions by appointment | No |
| **Lighthouse Centre,**  34 Yarm Road, Stockton on Tees, TS18 3NG  **01642 647086**  [alex@thelighthousecentre.co.uk](mailto: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 | check-mark-1292787_960_720 |  | check-mark-1292787_960_720 | | check-mark-1292787_960_720check-mark-1292787_960_720 | 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](mailto:Universal.credit@thirteengroup.co.uk)  [Money.advice@thirteengroup.co.uk](mailto:Money.advice@thirteengroup.co.uk)  **Multiple Computers** | Monday – Friday  8:00am – 5:00pm |  | check-mark-1292787_960_720 |  | | check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720 | 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](mailto:heather.davies@sanctuary-housing.co.uk)  **8 Computers** | Support services by appointment | check-mark-1292787_960_720 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | | check-mark-1292787_960_720 | 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](mailto:karen@cornerhouseyouthproject.co.uk)  **14 Computers** | Computer Suite: Mondays Only 8:30am – 4:30pm  Reception Area: Monday – Friday 8:30am – 4:30pm | check-mark-1292787_960_720 | red-40144_960_720 | red-40144_960_720 | | red-40144_960_720 | 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](mailto:fairfield.library@stockton.gov.uk)  **2 Computers** | Monday – Friday  10:00am – 5:00pm  NB closed daily from 1:00pm – 2:00pm | check-mark-1292787_960_720 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | | red-40144_960_720 | 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](mailto:hardwickpartnership@hotmail.com)  **Number of Computers varies** | Monday 10:30am – 1:00pm  Tuesday 11:00am – 1:00pm  Wednesday 10:00am – 1:00pm |  | check-mark-1292787_960_720 | check-mark-1292787_960_720check-mark-1292787_960_720 | | red-40144_960_720 | 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](mailto:roseworth.library@stockton.gov.uk)  **6 Computers** | Monday – Thursday 9:00am – 4:30pm  Friday 9:00am – 4:00pm  **NB** closed 12:30pm – 1:30pm | check-mark-1292787_960_720 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | | red-40144_960_720 | 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](mailto:marilyn.surtees@stockton.gov.uk)  **6 Computers** | Monday, Thursday and Friday 9:00am – 4:00pm | check-mark-1292787_960_720red-40144_960_720 | red-40144_960_720 | red-40144_960_720 | |  | None | Yes |
| **Norton Library,** 87 High Street, Norton, Stockton on Tees, TS20 1AE, **01642 528019**  [norton.library@stockton.gov.uk](mailto: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 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | | red-40144_960_720 | 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](mailto:billingham.library@stockton.gov.uk)  **16 Computers** | Monday – Tuesday 8:30am – 7:00pm  Wednesday – Friday 8:30am – 5:00pm  Saturday 9:30am – 4:00pm |  | check-mark-1292787_960_720 | check-mark-1292787_960_720check-mark-1292787_960_720 | | red-40144_960_720 | 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](mailto:benefits.section@stockton.gov.uk)    **6 Computers** | Monday – Thursday 8:30am – 5:00pm  Friday 8:30am – 4:30pm  Saturday 9:30am – 12:30pm |  |  | check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720 | | check-mark-1292787_960_720 | None | Yes |
| **Job Centre Plus,** Theatre House, Kingsway, Billingham TS23 2NA, **0800 169 0190**  [clare.williamson@dwp.gsi.gov.uk](mailto:clare.williamson@dwp.gsi.gov.uk)  **6 Computers** | Monday, Tuesday, Thursday and Friday 9:00am – 5:00pm  Wednesday 10:00am – 5:00pm | check-mark-1292787_960_720 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | | check-mark-1292787_960_720 | None | Yes |
| **Billingham Foodbank,** 4-6 West Precinct, Town Centre, Billingham, TS23 2NL, **07583 575522**  [Info@billinghamstocktonboroughfoodbank.org.uk](mailto:Info@billinghamstocktonboroughfoodbank.org.uk)  **3 Computers** | Monday 11:00am – 2:00pm |  |  | check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720red-40144_960_720 | |  | None | Yes |
| **Billingham Environmental Link Programme (BELP)** Low Grange Community Centre, Low Grange Avenue, Billingham, TS23 3PF  **01642 564077**  [manager@belp-enterprise.co.uk](mailto:manager@belp-enterprise.co.uk)  [workclub@belp-enterprise.co.uk](mailto:workclub@belp-enterprise.co.uk)  **8 Computers** | Thursday 9:00am – 12:00pm and 1:00pm – 4:00pm  **NB** closed 12:00pm – 1:00pm | check-mark-1292787_960_720 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | | check-mark-1292787_960_720 | Computer access is available only to individuals accessing the ‘Moving Foward' 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](mailto:UCenquiries@northstarhg.co.uk)  **Multiple Computers** | Monday – Friday  9:00am – 5:00pm | check-mark-1292787_960_720 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | | check-mark-1292787_960_720 | 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](mailto: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 |  |  | check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720 | | red-40144_960_720 | 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](mailto: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 |  |  | check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720 | | red-40144_960_720 | 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](mailto:benefits.section@stockton.gov.uk)  **2 Computers** | Monday – Thursday 8:30am – 5:00pm  Friday 8:30am – 4:30pm  Saturday 9:30am – 12:30pm | check-mark-1292787_960_720 | check-mark-1292787_960_720 | check-mark-1292787_960_720 | | check-mark-1292787_960_720 | 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 |  |  |  | | check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720 | None | Yes |
| **Ingleby Barwick Library**, Community Campus, Blair Avenue, Ingleby Barwick, TS17 5BL  **01642 528528** [inglebybarwick.library@stockton.gov.uk](mailto:inglebybarwick.library@stockton.gov.uk)  **4 Computers** | Monday – Friday 1:00pm – 8:00pm  Saturday 9:00am – 5:00pm  Sunday 11:00am – 4:00pm |  |  | check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720red-40144_960_720 | |  | 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](mailto: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 |  |  | check-mark-1292787_960_720check-mark-1292787_960_720check-mark-1292787_960_720red-40144_960_720 | |  | 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](mailto:EGordon@stockton-cab.co.uk) or Ian Bartlett on [IBartlett@stockton-cab.co.uk](mailto:IBartlett@stockton-cab.co.uk) or ring **01642 633877**.