

Welfare Rights

Have you been affected by lockdown?

Are you worried about your income during the current lockdown?
Are you no longer working?
Is your employer putting you on furlough?
Can you claim any benefits if you are sick or shielding?
Are you receiving benefits or tax credits but don't know if you need to let the benefit office know about your current situation?
Having problems with your benefit but don't know what you can do?
What is Universal Credit?

Welfare Rights can offer advice and information to Leeds residents about these and other questions you may have about your income.

The Welfare Rights helpline is staffed by a team of experienced Welfare Rights Advisors and advice is available by telephone or email

The service is **free** and there is no charge for using this service. All advice given is **confidential** and will not be passed on to anyone else without your consent

⇒ **Call the Welfare Rights helpline on 0113 376 0452**
⇒ **Email welfare.rights@leeds.gov.uk**

Monday to Thursday	9.00am – 4.30pm
Wednesday	10.15am – 4.30pm
Friday	9.00am – 4.00pm

A **voicemail service** is available outside of these hours – if you leave your name and telephone number and we will aim to get back to you the next working day

Want help filling out a benefit form? - Although our advice surgeries are closed because of lockdown, if you have been sent a benefit form, or want to make a claim for benefit, we may be able to offer assistance over the phone. We have a stock of online forms we can complete on your behalf and then send to you to check and sign

We help with all sorts of forms including Attendance Allowance, Disability Living Allowance, Personal Independence Payments, Employment and Support Allowance, Carers Allowance and other benefit and tax credit forms

Having problems with your benefit? - Welfare Rights can help check your benefit decision is correct and you are receiving the right money. You may be having problems with the benefit office, been refused benefit or received less than you expected. We can give advice on challenging or appealing a decision

Don't know if you can claim? - We can discuss your situation and undertake a benefit check over the phone. If we think you may be entitled to help, we will tell you how to claim and offer assistance if needed

