

The Welfare Rights Unit is part of Leeds City Council's Customer Services Team. We offer free, confidential and impartial advice and support on a whole range of welfare benefits.

We can:-

- **Give you advice and information on a variety of Welfare Benefits and appropriate services and schemes**
- **Help you to complete claim forms**
- **Offer guidance and support when making appeals**
- **Provide talks and displays to statutory and voluntary organisations and groups**

If we cannot help, we will try to provide details of other agencies who may be able to help.

If you would like to speak to a Welfare Rights Worker you can:-

- **Call our advice line - see below for details**
- **Make an appointment to see a Welfare Rights Worker at an advice surgery**
- **If you would find it difficult to get to a surgery we may be able to see you at your home - to arrange this please contact us**

Contact Details

By Post - 322 Harehills Lane, LS9 7BG
 By Telephone - Leeds 0113 3760452
 By Email - Welfare.Rights@Leeds.gov.uk

Office Hours

Monday to Wednesday 9.00am – 4.30pm
 Thursday 9.00am – 3.30pm
 Friday 9.00am – 4.00pm

If you wish to ring outside of normal office hours please leave your name and telephone number on our answer machine and we will get back to you.

Advice Surgery Timetable	
MON	Burley Park Medical Centre, 273 Burley Road, Leeds, LS4 9.30 – 12.00 fortnightly Vesper Road Surgery, 43 Vesper Road, Leeds, LS5 * 9.30 – 12.00 fortnightly
TUES	Hyde Park Surgery, Woodsley Road, Leeds, LS6 * 13.30 – 16.00 fortnightly
WED	Craven Road Medical Centre, 60 Craven Road, Leeds, LS6 * 9.30 – 12.00 weekly Holt Park Clinic, Holt Road, Leeds, LS16 (Next to ASDA) 14.00 – 16.30 weekly Hunslet Health Centre, 24 Church Street, Hunslet, LS10 9.30 – 12.00 weekly
THURS	East Park Medical Centre, 5-7 East Park Road, Leeds, LS9 9.30 – 12.00 weekly
FRI	Silver Lane Surgery, Suffolk Court, Yeadon, LS19 13.30 – 16.00 weekly
<p>You will need to make an appointment for these surgeries. You can do this by telephoning 0113 3760452. For those marked with an asterisk * you need to be registered as a patient at that surgery or their sister surgeries to use the service.</p>	

Welfare Rights Team Service Standards

Our service to you - putting you first

We will give accurate and unbiased advice and information on Welfare Benefits

We will aim to visit you, if this is necessary, within 14 days of your request.

We will make appointments for all home visits, at a date which is mutually convenient and give you the name of the worker who will be calling.

We will leave a receipt to say what we have done, what else we need to do and what we have asked you to do.

We will deal with your enquiry on a strictly confidential basis.

We will monitor customer satisfaction by handing out a questionnaire at the end of each interview.

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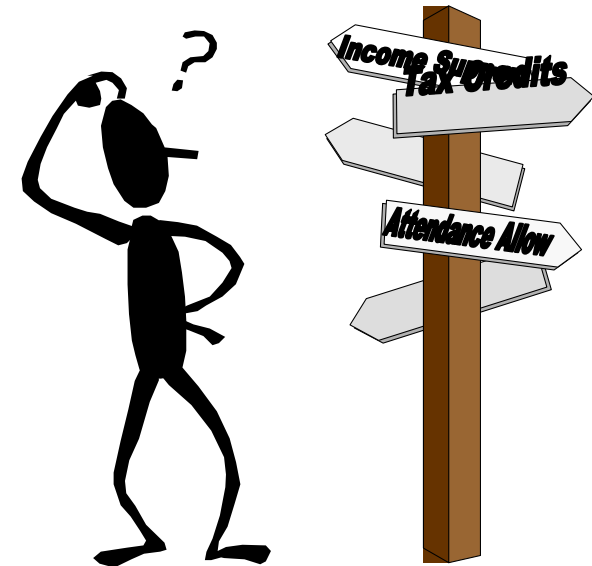


Leeds
CITY COUNCIL

Community
Legal Service



Benefits



Are you unsure of what to claim?

Then contact

The Welfare Rights Unit