

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 one at an advice surgeries
- 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	
M O N	<p>St George's Centre St George's Road, LS10 4UZ Pudsey One Stop Centre Robin Lane, Pudsey, LS28 7BL The Reginald Centre 263 Chapeltown Road LS7 3EX</p> <p>Osmondthorpe One Stop Centre 81a Wykebeck Mt, LS9 0JE City Centre One Stop Centre 2 Great George Street, LS2 8BA</p> <p>Wetherby One Stop Centre Westgate, Wetherby, LS22 6NL Armley One Stop Centre Town Street, Armley, LS12 1UQ North Seacroft One Stop Centre Unit 8, Seacroft Green Shopping Centre, Seacroft, LS14 6LU. The Compton Centre 322 Harehills Lane, LS9 7BG</p> <p>Garforth One Stop Centre Lidgett Lane, Garforth, LS25 1EH Rothwell One Stop Centre Marsh Street, Rothwell, LS26 0AD Morley One Stop Centre Queen Street, Morley, LS27 9DY The Compton Centre 322 Harehills Lane, LS9 7BG</p> <p>Armley One Stop Centre Town Street, Armley, LS12 1UQ South Seacroft One Stop Centre 91-95 Moresdale Lane, LS14 6GG Dewsbury Road One Stop Centre 190 Dewsbury Road, LS11 6PF Otley One Stop Centre 8 Boroughgate, Otley, LS21 3AH</p>
T U E S	<p>09.30 – 12.00 weekly 09.30 – 12.00 weekly 1.30 – 4.00 weekly</p> <p>09.30 – 12.00 fortnightly 9.00 - 4.00 weekly</p> <p>09.30 – 12.00 fortnightly 09.30 – 12.00 fortnightly 09.30 – 12.00 fortnightly</p> <p>1.00 – 3.30 fortnightly</p> <p>09.30 – 12.00 fortnightly 09.30 – 12.00 fortnightly 09.30 – 12.00 weekly 09.30 – 12.00 weekly</p> <p>09.30 – 12.00 weekly 09.30 – 12.00 weekly 09.30 – 12.00 weekly 09.30 – 12.00 weekly</p>
W E D	
T H U R S	
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You will need to make an appointment for these surgeries. You can do this by either calling in to a One Stop Centre or by telephoning 0113 3760452.

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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Customer Services

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Community
Legal Service



Benefits



Are you unsure of what to claim?

Then contact

The Welfare Rights Unit