

Welfare Rights

About the Service

The welfare rights team provide free independent impartial advice and support on welfare benefits accessible for all residents of Sandwell.

We are committed to:

Explaining what benefits you may be entitled to and how you can apply for them

Ensuring you are receiving the maximum benefits you are entitled to

Assisting you with temporary support if you are waiting for a decision to be made on a new benefit claim

Acknowledging your enquiry within 10 working days

To meet our commitments, we will:

Provide an advice line that is sufficiently staffed to answer your enquiries

Have an online form for you to request support

Offer you appointments when needed to discuss your benefits issues

Provide an appointment that is suitable for you, including telephone, home visits and office appointments

Represent you at appeal tribunals when needed

Support you with benefits appeals when your application is refused if we believe there is a good chance of the decision being changed

Support with claiming local welfare provision

Keep you informed of the progress of your case

Provide a named officer to work with you on your claim

Keep up to date with benefit laws and rules

Work with other agencies and departments within the council such as the rents team, council tax department and housing solutions team

We ask you to:

Provide as much information as possible to help us assess your benefits entitlement

Have income and expenditure details available

To measure and improve our service we will:

Send you a satisfaction survey when your case is closed

Set targets for advice satisfaction – current target is 80%

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