



# WELFARE RIGHTS SERVICE

O U R C O M M I T M E N T T O Y O U



**BARNSLEY**  
Metropolitan Borough Council

## WHAT WE DO...

The job of the Welfare Rights Service is to help you to claim all the social security benefits or tax credits you are entitled to taking into account all your circumstances.

When you contact the service we will assess your current circumstances and give you the information you need to make an informed decision about the options open to you. We will then offer any help you require to make the appropriate claims.



Most of the information you need can be given over the telephone, but where necessary, we will offer you an appointment, or a home visit.

At all times you can be sure that the service is free and any information you give to the service will be treated with the strictest confidence.

We work in partnership with local agencies such as Macmillan Cancer Support, GP surgeries; Alzheimer's Society; Citizens Advice and many others to target specific groups of people who need help

The service also helps statutory and voluntary agencies to address social issues such as child poverty, financial inclusion and pensioner poverty.

## HOW TO CONTACT US...

You can contact us by:

**Telephone on 01226 772360**

**Minicom (text telephone)**

**on 01226 772772**

We will aim to answer calls wherever possible within 20 seconds.

**Email on**

**[welfareightsteam@barnsley.gov.uk](mailto:welfareightsteam@barnsley.gov.uk)**

Once you have been allocated an advisor to help with a problem you will have direct access to their telephone number and E-mail address

**Internet on**

**[www.barnsley.gov.uk](http://www.barnsley.gov.uk)**

**Fax on 01226 772450**

and

**Letter to The Welfare Rights Service**

**PO Box 634**

**Barnsley MBC S70 9GG**

We aim to acknowledge all letters within 5 working days and to provide a full reply within 10.



**In person**

You can call into any Barnsley Connects office to make enquiries about the Welfare Rights Service or telephone us and we will book you an appointment if needed.

## OUR COMMITMENT TO YOU...

### When you contact us we will:

- Respond to your enquiry promptly and effectively.
- Treat you fairly, politely and with respect.
- Tell you who we are and how we can help you.
- Make the service we provide easy to use and understand by taking into account your needs.
- Listen to what you have to say.
- To treat all information you give us as strictly confidential and not to disclose this to any other party without your permission.

### In return, we ask that you:

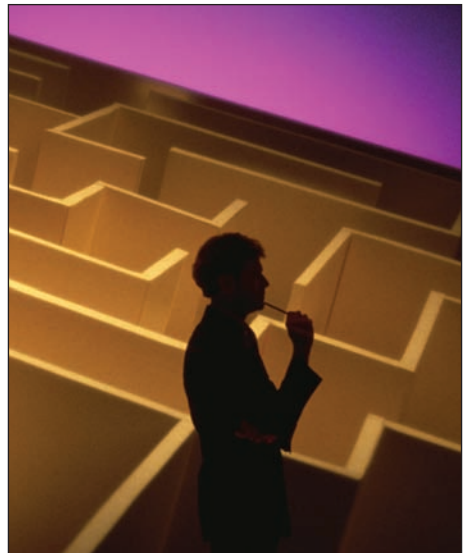
- Treat our staff fairly, politely and with respect
- If we are helping you , tell us if your circumstances change, for example a change of address
- Be considerate to our other customers
- Help us to improve the service by telling us what you think of it.

### We aim to:

Make it as easy as possible for you to identify and claim the benefits and tax credits appropriate for your circumstances.

Offer a service appropriate for your needs.

Provide you with a named advisor for any enquiry that requires repeat contact with the service.



## HOW YOU CAN HELP US...

To make sure that you get the best out of the service we ask that you try to have all relevant information to hand when you contact us. It would also be useful to have a pen and paper to make notes. Because we are offering information and advice on all social security benefits and tax credits we will need to ask questions about your income and savings. Remember to have this information with you and please remember that all information is treated as strictly confidential.

If you are unsure about anything we say, or do not understand the information or advice being given, please let us know straight away so we can go through it again.



Please ensure that you follow any instructions we give you. Some benefits and appeals have very strict time limits and rules and a delay can mean that a claim is lost.

Please attend appointments on time to make sure that the advisor has the time to see you. A late arrival may result in the appointment needing to be re-booked.

If you are happy with the service you receive, or have a suggestion, please let us know and your comments will be passed to the appropriate person.

Unfortunately, sometimes things can go wrong. If you have a complaint we need to know so that we can take steps to put things right.

If you want further information on the complaints procedure please ask for a leaflet

You can complain in any of the ways listed in the "how to contact us" section.

## OTHER USEFUL CONTACT NUMBERS

Benefit Claims	
Housing / Council Tax Benefit	(01226) 774 773
Job Centre Plus	0800 055 66 88
Barnsley Benefit Delivery Centre	0845 60 88 560
Child Benefit Helpline	0845 30 21 444
Pension Credits	0800 99 12 34
Social Fund Crisis Loan	0800 03 27 950
Social Fund - Other	0845 60 88 638
Disability Living Allowance and Attendance Allowance - Blackpool	08457 123456
Disability Living Allowance and Attendance Allowance - Leeds	(0113) 230 9000
Tax Credit Helpline	0845 30 03 900
Winter Fuel Payment Helpline	0845 915 15 15
Industrial Injuries Disablement Benefit	0845 75 85 433

Local/Voluntary Agencies	
Citizens Advice	(01226) 206492
Age Concern	(01226) 776820
Alzheimer's Society	(01226) 293301
Credit Union	(01226) 734945
DIAL (Disabled information advice line)	(01226) 240273
Dial A Ride	(01226) 730073
Macmillan Benefits Helpline	0800 500 800
Parkinson's Society	(01226) 779608



If you need help understanding this document  
please contact us on 01226 775656

Nëse j'u nevojitet ndihmë për të kuptuar këtë dokument, j'u lutemi n'a kontaktoni.

若您需要幫助來理解本檔，請與我們聯繫。

यदि आप को इस दस्तावेज़ को समझने के लिए सहायता की  
आवश्यकता है तो कृपया हम से संपर्क करें

Jeżeli potrzebujesz pomocy w zrozumieniu tego dokumentu  
skontaktuj się z nami

ਜੇਕਰ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਲਈ ਤੁਹਾਨੂੰ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ  
ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ

Обратитесь к нам, если для того, чтобы понять этот  
документ, вам нужна помощь

اگر آپ کو اس دستاویز کو سمجھنے کیلئے مدد کی ضرورت ہے تو براہ کرم ہم سے  
رابطہ کریں



**BARNSELY**  
Metropolitan Borough Council