

# Welfare Rights & Anti-Poverty Unit



## Helping the residents of Sandwell

**Achieving excellence.  
Improving lives.**

 **Sandwell**  
Metropolitan Borough Council

Adult & Community Services

# What we do

Help claim millions of pounds of under-claimed benefits

Complete all the relevant forms on behalf of clients

Represent clients where claims have failed

Operate an Advice Line: 0121 569 3158  
9.30am – 4.00pm Monday to Friday

## Case Study

**One of our officers visited a single parent with two children who had recently moved into a new home but was struggling to furnish it.**

After helping her claim a Community Care Grant for the items of furniture she needed, we also carried out a routine benefit check. We discovered that although she had two children, the Department for Work & Pensions were only giving her benefit for one of the children. The child was almost two and although our client had notified the department when the child was born, they had failed to increase her benefits. Our client was therefore owed almost 2 years of benefits amounting to £3574 as well as being entitled to an extra £45.58 per week.

# Who for

Older people

Families with children

People with health problems

Carers

People with mental health problems

People with learning disabilities

Those in low paid work

## Case Study

**An 81 year old lady who regularly helped other older people was very reluctant to claim benefits she was clearly entitled to. She failed to identify herself as needing assistance despite suffering from arthritis, blood pressure, diabetes, gout and high cholesterol. In her opinion there were others much worse off than herself.**

After discussions with her she agreed that she would at least let us complete the relevant form and let the 'powers that be' decide whether or not she was entitled to any extra money. To her great surprise she was awarded the higher rate of Attendance Allowance which is worth over £60 per week as well as being entitled to an additional amount of Pension Credit amounting to over £45 per week. In spite of all this additional income she still did not have to pay any rent or council tax. She was amazed at the outcome as she had mistakenly thought that because she lived alone and had a private pension it would exclude her from claiming. How wrong she was!

# How

Come and see us or we will visit you.

Our guarantee is that we will **NEVER** make people financially worse off. Often people wrongly assume that they are not entitled to claim additional benefits, or, if they do claim they will then end up paying more money out.

This is not the case and in our experience 8 out of 10 people are not claiming the benefits they are entitled to. In fact, during this last financial year, the Welfare Rights Unit has seen in excess of 9,000 people and gained an additional £21 million of under-claimed benefits.



Adult & Community Services

## Welfare Rights & Anti-Poverty Unit

Central Unit, Lombard Street West,  
West Bromwich B70 8EB

**Advice Line: 0121 569 3158** Fax: 0121 569 5534

Email: [welfarights\\_team@sandwell.gov.uk](mailto:welfarights_team@sandwell.gov.uk)

Website: [www.sandwell.gov.uk/welfarights](http://www.sandwell.gov.uk/welfarights)

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