

Message from Dudley Metropolitan Borough Council

We just wanted to take this opportunity to tell you about a new service which has been launched to try to assist residents of Dudley Borough with benefits advice during this very difficult time.

From Tuesday 7 April, we have a new helpline. This service is open to anyone living in Dudley who has been impacted by Coronavirus (Covid 19). This could be loss of income due to illness, reduction in working hours, loss of a job or any other similar situation where the resident may require advice on welfare benefits. The telephone number can be freely shared with members of the public in our area.

We ask that if you are working with your normal caseload, supporting your service users, that you access our service in the usual way (ie via email to welfareightsservice@dudley.gov.uk on call us on 01384 817423). We do ask that you try to avoid telephone calls on Tuesdays and Thursdays where possible, and use the email facility instead on these days. This is because we are only a small team of 3 and we would like to keep our telephone lines free for use by general public on these days.

For those needing to use our new service, please note that this will be limited to advice as we cannot complete forms (unless they are online forms) and the service is preferably for those seeking advice as a result of the virus.

The phone line is open:

Tuesdays and Thursdays 9.30 a.m to 1.00 p.m and 2.00 p.m. to 4.30 p.m. on 01384 815002

Kind regards

Welfare Rights Team