

Helpful contacts for Benefits Advice and Debt Management for Patients in Bedfordshire

This listing aims to provide details of a selected range of agencies that are able to provide advice on benefits and/or debt management for patients and carers. Listed first are some national services and this is followed by details of agencies operating in those parts of Berkshire covered by the Mount Vernon Cancer Network. Details particularly of local services can change and, therefore, it is advisable to phone or check the web before paying one of them a visit. At the end is a note on help with travel costs.

Please note that if you are a patient with cancer, your illness can be classified as a disability under the Disability Discrimination Act (DDA). The DDA aims to end the discrimination and prejudice which many disabled people and people with long term health conditions face in their everyday lives.

National Services

Agency	Contact Details	Notes
GENERAL ADVICE Citizens Advice	www.adviceguide.org.uk	Online independent advice See area lists for details of local CAB offices
DIRECTGOV	www.directgov.uk	Government guide to all public services including benefits, disability rights, support for carers.
DEBT ADVICE	Payplan Ltd Kempton House Dysart Road Grantham, Lincs NG31 7LE 0800 280 2816 www.payplan.com	Immediate debt advice Mon-Fri: 08.30-21.00 Sat: 09.00-15.00
BENEFIT ENQUIRY LINE	2nd Floor, Red Rose House Lancaster Road, Preston Lancashire, PR1 1HB Benefit enquiry line: Freephone: 0800 882 200 Textphone: 0800 243 355 BEL-Customer-Services@dwp.gsi.gov.uk www.direct.gov.uk/disability-money	Advice and information for ill and disabled people and carers on the range of benefits available. Mon-Fri: 08.30-18.30 Sat: 09.00-13.00
ONLINE BENEFIT CALCULATOR	www.entitledto.co.uk	Anonymous online calculator enabling you to work out what benefits and tax credits you may be entitled to.
JOBCENTRE PLUS	Benefits Tel: 0800 055 6688 www.jobcentreplus.gov.uk	Information about benefits for people of working age. Contact centre to claim: <ul style="list-style-type: none"> • Income Support • Employment & Support Allowance • Bereavement Benefits • Industrial Injuries Disablement Benefit • Jobseekers Allowance Mon- Fri: 08.00-18.00
MACMILLAN CANCER SUPPORT	89 Albert Embankment London SE1 7UQ Tel: 020 7840 7840 Fax: 020 7840 7841 Helpline: 0808 808 0000 www.macmillan.org.uk	Find out what benefits are available to you. Mon-Fri: 09.00-20.00
EMPLOYMENT ADVICE ACAS: Advisory, Conciliation and Arbitration Service	Acas National (Head Office) Euston Tower 286 Euston Road London NW1 3JJ Helpline: 0845 747 4747 www.acas.org.uk	Clear, confidential, independent and impartial advice to assist the caller in resolving issues in the workplace. Mon-Fri: 08.00-20.00 Sat: 09.00-13.00

Contacts for Benefits Advice in the Mount Vernon Areas: Bedfordshire

AGENCY	CONTACT DETAILS	NOTES																		
BEDFORD and district Citizens Advice Bureau	7a St Paul's Square, Bedford, Bedfordshire, MK40 1SQ Tel: 01234 354384 Fax: 01234 210065 www.bedfordcab.org.uk	Drop-in times: Mon-Fri: 09.30-15.00 Sat: 10.00-12.00 Phone times: Mon-Fri: 09.30-15.00																		
BEDFORDSHIRE Age Concern	19 Grove Place, Bedford MK40 3JJ Tel: 01234 360510 www.ageconcernbeds.com	Appts: Mon-Thurs 10.00-12.30 Essential home visits can also be arranged.																		
BEDFORDSHIRE Macmillan Welfare Rights Service	County Hall, Cauldwell Street, Bedford, Bedfordshire MK42 9AP Tel: 01234 276 948 Fax: 01234 228 622 macmillanwrs@bedscc.gov.uk	Free, confidential benefits advice to people living with cancer, their families and carers. Administrator receives & processes all referrals, & arranges home visits and outreach clinic appointments with clients. Service times: Mon-Fri 09.00-17.00																		
DUNSTABLE Citizens Advice Bureau	Grove House, 76 High Street North Dunstable, Bedfordshire, LU6 1NF Tel: 01582 661384 www.dunstablecab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>10.00-12.30 13.00-15.30</td> <td>10.00-12.30 13.00-15.30</td> </tr> <tr> <td>Tue</td> <td>13.00-15.30</td> <td>10.00-12.30 13.00-15.30</td> </tr> <tr> <td>Wed</td> <td>10.00-12.30 13.00-15.30</td> <td>10.00-12.30 13.00-15.30</td> </tr> <tr> <td>Thu</td> <td>10.00-12.30</td> <td>10.00-12.30</td> </tr> <tr> <td>Fri</td> <td>10.00-12.30</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	10.00-12.30 13.00-15.30	10.00-12.30 13.00-15.30	Tue	13.00-15.30	10.00-12.30 13.00-15.30	Wed	10.00-12.30 13.00-15.30	10.00-12.30 13.00-15.30	Thu	10.00-12.30	10.00-12.30	Fri	10.00-12.30	-
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LEIGHTON-LINSLADE Citizens Advice Bureau	Bossard House, West Street Leighton Buzzard, Bedfordshire LU7 1DA Tel: 01525 373878 Fax: 01525 371161 www.leightonlinladedcab.org.uk	Advice and phone times: Mon-Fri: 10.00-13.00 Mon only: 16.00-18.30																		
LUTON Citizens Advice Bureau	24-26 King Street, Luton, Bedfordshire, LU1 2DP Tel: 01582 731 616 Fax: 01582 487705 www.lutoncab.org.uk	Advice times: Mon-Fri: 09.00-16.00 (appts and emergency drop-in only) Phone times: Mon-Fri: 09.30-12.00																		
LUTON Law Centre	6 th Floor, Cresta House, Alma Street, Luton LU1 2PL Tel: 01582 481 000 Fax: 01582 482 581 Email: admin@lutonlawcentre.org.uk	Law Centres provide an independent specialist legal advice, assistance and representation service on a range of matters including obtaining the correct benefits.																		
LUTON RIGHTS	15 New Bedford Road, Luton, Bedfordshire LU1 1SA Tel: 01582 453372 Fax: 01582 451344 email: admin@lutonrights.org	Free and confidential advice on welfare benefits. This is an appointments only service. A home visit may be possible if you are unable to get to the Centre.																		
MID-BEDFORDSHIRE (AMPTHILL) Citizens Advice Bureau	The Court House, Woburn Street Ampt Hill, Bedfordshire, MK45 2HX Tel: 0844 477 1600 Appts: 01525 402742 Fax: 01525 402742 www.midbedscab.org.uk	Advice times: Mon-Fri: 10.30-14.30 (appts only) Phone times: Mon-Fri: 10.30-14.30																		
MID-BEDFORDSHIRE (BIGGLESWADE) Citizens Advice Bureau	Century House, Market Square Biggleswade, Bedfordshire SG18 8UU Tel: 0844 477 1600 Appts: 01767 601368 Fax: 01767 601368 www.midbedscab.org.uk	Advice times: Mon-Fri: 10.30-14.30 (appts only) Phone times: Mon-Fri: 10.30-14.30																		

Help with Travel Costs

MOUNT VERNON HOSPITAL Help with travel costs	If you are on a low income, you may be entitled to reclaim your travel expenses. You will need to show proof that you are receiving benefits, such as income support or tax credits, and proof of your travel costs such as a receipt or ticket. You will need to take this paperwork to Patient Affairs in the Main Building of the hospital. Hospital transport must be authorised by your doctor with at least 48 hours notice.
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Produced by the Lynda Jackson Macmillan Centre for cancer support and information

All information is correct at the time of compilation and may change.

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helpline: 01923 844014 (Mon - Fri - answerphone out of hours) website: www.ljmc.org www.mvcn.nhs.uk