

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

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: Berkshire

AGENCY	CONTACT DETAILS	NOTES																					
BERKSHIRE Berkshire Joint Team (A partnership of Berkshire County Council, The Pension Service, Age Concern, CAB & Jobcentre Plus)	Tel: 0800 917 9149 bracknell.localservice@ thepensionservice.gsi.gov.uk	This service provides a full benefits check in your own home including completion of forms. If phoning please state that the Tel number has been supplied by the hospital or a nurse.																					
BERKSHIRE Macmillan Benefits Advice Service	Royal Berkshire Hospital NHS Foundation Trust, London Road, Reading Contact Names: Elaine Erskine & Linda Bowman Tel: 0118 952 3027	A full welfare rights service. Service times: Wexham Park Hospital: Mon: 09.00–17.00 Royal Berkshire Hospital: Tue-Fri: 09.00-17.00 (pm only on Wed)																					
BRACKNELL Citizens Advice Bureau	42 The Broadway, Bracknell, Berks RG12 1AG Tel: 0844 499 4107 www.bracknell.cab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>10.00-16.00</td> <td>10.00-16.00</td> </tr> <tr> <td>Tue</td> <td>10.00-16.00</td> <td>10.00-16.00</td> </tr> <tr> <td>Wed</td> <td>10.00-12.30</td> <td>10.00-12.30</td> </tr> <tr> <td>Thu</td> <td>10.00-16.00</td> <td>10.00-16.00</td> </tr> <tr> <td>Fri</td> <td>10.00-12.00</td> <td>-</td> </tr> <tr> <td>Sat</td> <td>10.00-12.00</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	10.00-16.00	10.00-16.00	Tue	10.00-16.00	10.00-16.00	Wed	10.00-12.30	10.00-12.30	Thu	10.00-16.00	10.00-16.00	Fri	10.00-12.00	-	Sat	10.00-12.00	-
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BRACKNELL Age Concern	Age Concern Bracknell Forest, 27 Worlds End Hill, Bracknell, Berks RG12 0XH Tel: 01344 428074 Fax: 01344 487890 info@ageconcernbracknell.org.uk www.ageconcernbracknell.org.uk	Mon-Thurs: 09.00-1300 Fri: 09.00-12.00																					
MAIDENHEAD Citizens Advice Bureau	4 Marlow Road, Maidenhead, Berks SL6 7YR Tel: 01628 621006; 01628 674842 (appts) Fax: 01628 778052 www.maidenheadcab.org.uk 01628 676819 (home visits)	<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</td> <td>10.00-16.00</td> </tr> <tr> <td>Tue</td> <td>10.00-12.30</td> <td>10.00-16.00</td> </tr> <tr> <td>Wed</td> <td>10.00-12.30</td> <td>10.00-16.00</td> </tr> <tr> <td>Thu</td> <td>-</td> <td>-</td> </tr> <tr> <td>Fri</td> <td>10.00-12.30</td> <td>10.00-16.00</td> </tr> <tr> <td>Sat</td> <td>10.00-12.00</td> <td>10.00-12.00</td> </tr> </tbody> </table> <p>Appointments: Mon-Wed & Fri: 13.00-16.00</p>		Drop-in	Phone	Mon	10.00-12.30	10.00-16.00	Tue	10.00-12.30	10.00-16.00	Wed	10.00-12.30	10.00-16.00	Thu	-	-	Fri	10.00-12.30	10.00-16.00	Sat	10.00-12.00	10.00-12.00
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SLOUGH Citizens Advice Bureau	27 Church Street, Slough, Berks SL1 1PL Tel: 0845 1203712 www.citizensadvice.org.uk/sloughcab.htm	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>10.00-13.00</td> <td>14.00-16.00</td> </tr> <tr> <td>Tue</td> <td>10.00-13.00 (appts only)</td> <td>-</td> </tr> <tr> <td>Wed</td> <td>10.00-13.00</td> <td>10.00-13.00</td> </tr> <tr> <td>Thu</td> <td>-</td> <td>-</td> </tr> <tr> <td>Fri</td> <td>10.00-13.00</td> <td>14.00-16.00</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	10.00-13.00	14.00-16.00	Tue	10.00-13.00 (appts only)	-	Wed	10.00-13.00	10.00-13.00	Thu	-	-	Fri	10.00-13.00	14.00-16.00			
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WOKINGHAM & DISTRICT Citizens Advice Bureau	Suite 2, 26-28 Market Place, Wokingham, Berks RG40 1AP Tel: 0844 499 4126 Fax: 0118 979 6194 Email: public@wokingham-cab.org.uk www.wokingham-cab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>09.00-15.00</td> <td>09.00-16.00</td> </tr> <tr> <td>Tue</td> <td>09.00-15.00</td> <td>09.00-16.00</td> </tr> <tr> <td>Wed</td> <td>09.00-15.00</td> <td>09.00-15.00</td> </tr> <tr> <td>Thu</td> <td>09.00-15.00</td> <td>09.00-15.00</td> </tr> <tr> <td>Fri</td> <td>09.00-13.00</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	09.00-15.00	09.00-16.00	Tue	09.00-15.00	09.00-16.00	Wed	09.00-15.00	09.00-15.00	Thu	09.00-15.00	09.00-15.00	Fri	09.00-13.00	-			
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Help with Travel Costs

MOUNT VERNON HOSPITAL Help with travel costs	<p>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.</p> <p>Hospital transport must be authorised by your doctor with at least 48 hours notice.</p>
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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