

**Helpful contacts for Benefits Advice and Debt
Management for Patients in Middlesex
and the London Boroughs of Barnet, Brent, Enfield, Harrow, Hillingdon and
Hounslow**

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: Middlesex

AGENCY	CONTACT DETAILS	NOTES																		
BARNET Law Service	9 Bell Lane, London NW4 2BP Tel: 020 8203 4141 Fax: 020 8203 8042 Email: info@barnetlaw.org.uk	An independent specialist legal advice, assistance and representation service on a range of matters including advice on benefits appeals.																		
BRENT Community Law Centre	389 High Road Willesden, London NW10 2JR Legal Advice Line: 020 8451 1122 Fax: 020 8208 5734 Email: brentlaw@brentlaw.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Advice Line</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>10.00-18.00</td> </tr> <tr> <td>Tue</td> <td>10.00-18.00</td> </tr> <tr> <td>Wed</td> <td>10.00-14.00</td> </tr> <tr> <td>Thu</td> <td>10.00-18.00</td> </tr> <tr> <td>Fri</td> <td>10.00-18.00</td> </tr> </tbody> </table>		Advice Line	Mon	10.00-18.00	Tue	10.00-18.00	Wed	10.00-14.00	Thu	10.00-18.00	Fri	10.00-18.00						
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ENFIELD TOWN Citizens Advice Bureau	Unit 3, Vincent House, 2E Nags Head Road, Ponders End, Enfield EN3 7FN Tel: 0844 826 9712 (Advice) 020 8375 4170 (Appts) www.enfieldcab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>Appts only</td> <td>10.00-15.00</td> </tr> <tr> <td>Tue</td> <td>Appts only</td> <td>10.00-15.00</td> </tr> <tr> <td>Wed</td> <td>Appts only</td> <td>10.00-15.00</td> </tr> <tr> <td>Thu</td> <td>Appts only</td> <td>-</td> </tr> <tr> <td>Fri</td> <td>-</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	Appts only	10.00-15.00	Tue	Appts only	10.00-15.00	Wed	Appts only	10.00-15.00	Thu	Appts only	-	Fri	-	-
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ENFIELD Age Concern	Vincent House, 2E Nags Head Road, Enfield, Middlesex EN3 7FN Tel: 020 8375 4120 020 8375 4124 (Advice) info@ageconcernenfield.org.uk www.ageconcernenfield.org.uk																			
FELTHAM Citizens Advice Bureau	2 nd Floor, The Centre, High Street, Feltham, Middlesex TW13 4GU Tel: 0844 499 4113 Fax: 020 8831 9521	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>Appts: 10.00-13.00</td> <td>14.00-15.00</td> </tr> <tr> <td>Tue</td> <td>10.00-13.00</td> <td>14.00-15.00</td> </tr> <tr> <td>Wed</td> <td>-</td> <td>-</td> </tr> <tr> <td>Thu</td> <td>10.00-13.00</td> <td>14.00-15.00</td> </tr> <tr> <td>Fri</td> <td>10.00-13.00</td> <td>14.00-15.00</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	Appts: 10.00-13.00	14.00-15.00	Tue	10.00-13.00	14.00-15.00	Wed	-	-	Thu	10.00-13.00	14.00-15.00	Fri	10.00-13.00	14.00-15.00
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HARROW Age Concern	Age Concern Harrow 3rd Floor, Premier House, 1 Canning Road, Wealdstone, HA3 7TS Benefits Advice: 020 8861 7980 www.acharrow.org.uk enquiries@acharrow.org.uk	Drop-in and Phone times: Mon-Fri: 10.00-13.00																		
HARROW Citizens Advice Bureau	Adjacent to Civic Centre, Civic 6, Station Road, Harrow, Middlesex HA1 2XH Tel: 0844 826 9711	<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>-</td> </tr> <tr> <td>Tue</td> <td>10.00-13.00</td> <td>-</td> </tr> <tr> <td>Wed</td> <td>-</td> <td>-</td> </tr> <tr> <td>Thu</td> <td>-</td> <td>10.00-12.00 13.00-15.00</td> </tr> <tr> <td>Fri</td> <td>10.00-13.00</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	10.00-13.00	-	Tue	10.00-13.00	-	Wed	-	-	Thu	-	10.00-12.00 13.00-15.00	Fri	10.00-13.00	-
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HARROW Harrow Joint Team (A partnership of Harrow Council, The Pension Service, Age Concern, Harrow Carers, CAB, Association of Disabled People & Jobcentre Plus)	Tel: 020 8424 7636 jt-harrow@thepensionsservice.gsi.gov.uk	This service provides a full benefits check in your own home including completion of forms.																		
HAYES Citizens Advice Bureau	Hayes One-Stop, 49-51 Station Road, Hayes, Middlesex UB3 4BE Tel: 0844 848 7903 www.hillingdoncab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>-</td> <td>-</td> </tr> <tr> <td>Tue</td> <td>09.30-11.30</td> <td>09.30-12.30 13.00-15.00</td> </tr> <tr> <td>Wed</td> <td>09.30-11.30</td> <td>09.30-12.30 13.00-15.00</td> </tr> <tr> <td>Thu</td> <td>09.30-11.30</td> <td>09.30-12.30 13.00-15.00</td> </tr> <tr> <td>Fri</td> <td>-</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	-	-	Tue	09.30-11.30	09.30-12.30 13.00-15.00	Wed	09.30-11.30	09.30-12.30 13.00-15.00	Thu	09.30-11.30	09.30-12.30 13.00-15.00	Fri	-	-
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HAYES Age Concern	Townfield Community Centre, Townfield Square, Hayes UB3 2EX Tel: 020 8756 3040	Open: Mon-Fri 10.00-13.00																		

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HILLINGDON Hillingdon Joint Team (A partnership of Hillingdon Council, The Pension Service, Age Concern, Hillingdon Carers, CAB, Hillingdon Mind & Jobcentre Plus)	Tel numbers: 020 8811 8304 020 8872 5502 020 8872 5504	This service provides a full benefits check in your own home including completion of forms.																		
HILLINGDON Law Centre	12 Harold Avenue, Hayes, Middlesex UB3 4QW Tel: 020 8561 9400 Fax: 020 8756 0837 Email: info@hillingdonlawcentre.co.uk Website: www.hillingdonlaw.org.uk	Law Centres provide an independent specialist legal advice, assistance and representation service on a range of matters including obtaining the correct benefits. Appointments only.																		
HOUNSLOW Citizens Advice Bureau	45 Treaty Centre, Hounslow, TW3 1ES Tel: 0844 499 4113 Fax: 020 8577 8624	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>09.00-13.00</td> <td>13.00-14.00</td> </tr> <tr> <td>Tue</td> <td>Appts only</td> <td>-</td> </tr> <tr> <td>Wed</td> <td>10.00-13.00</td> <td>13.00-14.00</td> </tr> <tr> <td>Thu</td> <td>10.00-13.00</td> <td>13.00-14.00</td> </tr> <tr> <td>Fri</td> <td>Appts only</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	09.00-13.00	13.00-14.00	Tue	Appts only	-	Wed	10.00-13.00	13.00-14.00	Thu	10.00-13.00	13.00-14.00	Fri	Appts only	-
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HOUNSLOW Law Centre	51 Lampton Road, Hounslow, Middlesex TW3 1LY Tel: 020 8570 9505 Fax: 020 8570 0730 Email: hounslowlc@dial.pipex.com Website: www.hounslowlawcentre.org.uk	Law Centres provide an independent specialist legal advice, assistance and representation service on a range of matters including obtaining the correct benefits.																		
RUISLIP Citizens Advice Bureau	9 Eastcote Road, Ruislip HA4 8BD Tel: 0844 848 7903 www.hillingdoncab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>09.30-11.00</td> <td>-</td> </tr> <tr> <td>Tue</td> <td>09.30-11.00</td> <td>09.30-12.30 13.00-15.00</td> </tr> <tr> <td>Wed</td> <td>-</td> <td>09.30-12.30 13.00-15.00</td> </tr> <tr> <td>Thu</td> <td>09.30-11.30</td> <td>09.30-12.30 13.00-15.00</td> </tr> <tr> <td>Fri</td> <td>-</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	09.30-11.00	-	Tue	09.30-11.00	09.30-12.30 13.00-15.00	Wed	-	09.30-12.30 13.00-15.00	Thu	09.30-11.30	09.30-12.30 13.00-15.00	Fri	-	-
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UXBRIDGE Citizens Advice Bureau	Colonnade, Civic Centre, Uxbridge UB8 1UW Tel: 0844 848 7903 www.hillingdoncab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>09.30-16.00</td> <td>-</td> </tr> <tr> <td>Tue</td> <td>09.30-16.00</td> <td>09.30-12.30 13.00-15.00</td> </tr> <tr> <td>Wed</td> <td>09.30-16.00</td> <td>09.30-12.30 13.00-15.00</td> </tr> <tr> <td>Thu</td> <td>09.30-16.00</td> <td>09.30-12.30 13.00-15.00</td> </tr> <tr> <td>Fri</td> <td>-</td> <td>-</td> </tr> </tbody> </table> Appointments throughout the week		Drop-in	Phone	Mon	09.30-16.00	-	Tue	09.30-16.00	09.30-12.30 13.00-15.00	Wed	09.30-16.00	09.30-12.30 13.00-15.00	Thu	09.30-16.00	09.30-12.30 13.00-15.00	Fri	-	-
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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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