



**Benefits Advice Agencies - Middlesex**  
and the London Boroughs of Barnet, Brent, Enfield, Harrow, Hillingdon and Hounslow

This list provides details of a selected range of agencies that provide advice on benefits and/or debt management for patients and carers. It includes some national services followed by details of agencies in the part of Middlesex covered by the Mount Vernon Cancer Network. As details can change it is advisable to telephone or check the website before visiting. 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 Equality Act 2010. The Equality Act 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
<b>GENERAL ADVICE</b> Citizens Advice	www.adviceguide.org.uk Tel: 08444 111444 Mon-Fri: 10.00-16.00	Online independent advice See area lists for details of local CAB offices
<b>DIRECTGOV</b>	www.direct.gov.uk	Government guide to all public services including benefits, disability rights, support for carers.
<b>DEBT ADVICE</b>	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
<b>BENEFIT ENQUIRY LINE</b>	2nd Floor, Red Rose House Lancaster Road, Preston Lancashire, PR1 1HB Benefit enquiry lines: 0800 882 200 (for advice on benefits for disabled people, Carers Allowance, bereavement benefits and Industrial Injuries Benefit) 0800 055 6688 (to claim Employment and Support Allowance, Jobseekers Allowance and Income Support) Textphone: 0800 243 355 BEL-Customer-Services@dwp.gsi.gov.uk www.direct.gov.uk	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  Mon-Fri: 08.00-18.00
<b>BENEFIT CHECKER</b> For Disability Benefits seek advice from a Benefits Advisor	Helpline: 0808 802 2000 www.entitledto.co.uk	A service which helps people access the money available to them. Helpline hours: Mon-Fri 08.00-20.00
<b>MACMILLAN CANCER SUPPORT</b>	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
<b>EMPLOYMENT ADVICE</b> 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
<b>BARNET</b>  Law Service	9 Bell Lane, London NW4 2BP Tel: 020 8203 4141 Fax: 020 8203 8042 www.barnetlaw.org.uk Email: info@barnetlaw.org.uk	An independent specialist legal advice, assistance and representation service on a range of matters including advice on benefits appeals.
<b>BRENT</b>  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	An independent legal advice and representation service in the area of social welfare law.
<b>ENFIELD TOWN</b>  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	
<b>ENFIELD</b>  Age UK	Vincent House, 2E Nags Head Road, Enfield, Middlesex EN3 7FN Tel: 020 8375 4120 020 8375 4124 (Advice) info@ageconcernenfield.org.uk www.ageuk.org.uk/enfield/	
<b>FELTHAM</b>  Citizens Advice Bureau	2nd Floor, The Centre, High Street, Feltham, Middlesex TW13 4GU Tel: 0844 499 4113 www.hounslowcabs.org.uk	
<b>HARROW</b> Age UK	Age UK Harrow 3rd Floor, Premier House, 1 Canning Road, Wealdstone HA3 7TS Advice: 020 8861 7980 www.ageukharrow.org.uk enquiries@acharrow.org.uk	
<b>HARROW</b>  Citizens Advice Bureau	Adjacent to Civic Centre, Civic 5, Station Road, Harrow, Middlesex HA1 2XH Tel: 020 8427 9477 www.harrowcab.org.uk	
<b>HARROW</b>  Harrow Joint Team	Please ask in the Lynda Jackson Macmillan Centre for a referral.	This service is a partnership of Harrow Council, The Pension Service, Age Concern, Harrow Carers, CAB, Harrow Mind & Jobcentre Plus. It provides a full benefits check in your own home including completion of forms.
<b>HAYES</b>  Citizens Advice Bureau	Hayes One-Stop, 49-51 Station Road, Hayes, Middlesex UB3 4BE Tel: 0844 848 7903 www.hillingdoncab.org.uk	

Agency	Contact Details	Notes
<b>HILLINGDON</b>  Age UK	2 Chapel Court, 126 Church Road, Hayes UB3 2LW Tel: 020 8756 3040 www.ageuk.org.uk/hillingdon Email: enquiries@ageukhillingdon.org.uk	
<b>HILLINGDON</b>  Hillingdon Joint Team	Please ask in the Lynda Jackson Macmillan Centre for a referral.	This service is a partnership of Hillingdon Council, The Pension Service, Age Concern, Hillingdon Carers, CAB, Hillingdon Mind & Jobcentre Plus. It provides a full benefits check in your own home including completion of forms.
<b>HILLINGDON</b>  Law Centre	12 Harold Avenue, Hayes, Middlesex UB3 4QW Tel: 020 8561 9400 Fax: 020 8756 0837 Email: info@hillingdonlawcentre.co.uk 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.
<b>HOUNSLOW</b>  Citizens Advice Bureau	45 Treaty Centre, Hounslow Middlesex TW3 1ES Tel: 0844 499 4113 www.hounslowcabs.org.uk	
<b>HOUNSLOW</b>  Law Centre	51 Lampton Road, Hounslow, Middlesex TW3 1LY Tel: 020 8570 9505 Fax: 020 8570 0730 Email: hounslowlc@dial.pipex.com 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. Appointments only.
<b>RUISLIP</b>  Citizens Advice Bureau	9 Eastcote Road, Ruislip HA4 8BD Tel: 0844 848 7903 www.hillingdoncab.org.uk	
<b>UXBRIDGE</b>  Citizens Advice Bureau	Colonnade, Civic Centre, Uxbridge Middlesex UB8 1UW Tel: 0844 848 7903 www.hillingdoncab.org.uk	

## Help with Travel Costs

<b>MOUNT VERNON HOSPITAL</b>  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 consultant. For more information please see our Helpful Hint no. 265 - Hospital Transport Services.
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