



Benefits advice

This is a list of agencies that provide advice on benefits and/or debt management for patients and carers.

What is the Equality Act 2010?

If you are a patient with cancer, your illness can be classified as a disability under the Equality Act 2010. This act aims to end the discrimination and prejudice which many disabled people and people with long term health conditions face in their everyday lives.

Agency	Contact Details	Notes
Macmillan Cancer Support	Helpline: 0808 808 0000 www.macmillan.org.uk	Find out what benefits are available to you. Mon - Fri: 09.00 - 20.00 See Macmillan's booklet Help with the Cost of Cancer .
Government services and information on welfare benefits	www.gov.uk/browse/benefits Jobseeker's Allowance (JSA) and Employment and Support Allowance (ESA) Tel: 0800 055 6688 Disability Living Allowance (DLA) Tel: 0345 712 3456 Attendance Allowance (AA) Tel: 0345 605 6055 Personal Independence Payment (PIP) Tel: 0800 917 2222 Carer's benefits: call the Carer's Allowance Unit: Tel: 0345 608 4321 Universal Credit (UC) For people over 18 and under state pension age on a low income or out of work. Only applies to some postcodes. www.gov.uk/universal-credit Helpline: 0345 600 0723	Government guide to all public services including benefits, disability rights, support for carers. NB: UC must be claimed online. For those who are not online go to Citizens Advice or Job Centre.
Citizens Advice	www.citizensadvice.org.uk For local bureaux, contact number and opening times	Type your postcode in the search facility on the home page. Advice must be sought in the area in which council tax is paid.
Turn2Us	www.turn2us.org.uk	An online benefit calculator that helps you check what benefits and grants you might be entitled to.
AGE UK	www.ageuk.org.uk Tel: 0800 169 2081	Advice on benefits, debt, pensions and other financial matters. Use the online tool to find local contact details.

Agency	Contact Details	Notes
Step Change	www.stepchange.org Tel: 0800 138 1111	Debt advice and management plans.
Shelter	www.shelter.org.uk Tel: 0808 800 4444	Housing advice helpline.
ACAS: Advisory, Conciliation and Arbitration Service	Helpline: 0300 123 1100 www.acas.org.uk	Mon - Fri: 08.00 - 20.00, Sat: 09.00 - 13.00 Clear, confidential, independent and impartial advice to assist the caller in resolving issues in the workplace.

Help with travel costs

Mount Vernon Hospital	<p>You will need to show:</p> <ul style="list-style-type: none"> ● proof that you are receiving benefits such as income support or tax credits ● proof of your travel costs such as a receipt or ticket <p>You will need to take this paperwork to Patient Affairs in the Main Building of the hospital. It is open Monday–Friday, 8.30am–12 noon and 1–4pm.</p> <p>For more information on Patient Transport Services, see our Helpful Hint sheet - Patient Transport Services (HHC265).</p> <p>Patient Transport Services at Mount Vernon Cancer Centre, tel: 020 3826 2423</p>
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