Claim it! It's YOURS!

Other Specialist Advice Providers:

9 Job Centre Plus

304 Broadway, Bexleyheath Kent DA6 7BX
Tel: **020 8218 4700**
Email: bexleyheath.jobcentre@jobcentreplus.gov.uk

Job Centre Plus deal with claims for Jobseeker's Allowance.

10 Pension Service

Drop-in at Central Library Bexleyheath
on the 1st and 3rd Thursday of each month
between 09.30-12.00

Drop-in at Erith CAB 1st and 3rd Tuesday of
every month between 10.00 – 11.00

For other locations and appointment based
surgeries see the website
www.thepensionservice.gov.uk.
Tel: **0800 991234**
Face-to-face advice at convenient locations.

Telephone Enquiry and Teleclaims Lines:

Benefit Enquiry line for people with disabilities
Tel: **0800 882200**
Textphone: 0800 243355

Pension Credit Application Line
Tel: **0800 991234**
Textphone: 0800 1690133

Winter Fuel Payments Helpline
Tel: **0845 9151515**

Child Benefit Enquiry Line
Tel: **0845 3021444**

Child Support Agency Enquiry Line
Tel: **0845 7133133**
Textphone: **0845 7138924**
New Deal for Lone Parents Advisors

New Deal for Lone Parents Advisors
Tel: **0800 7839870**

Connexions Bexleyheath
020 8301 3900

Tax Credits - Helpline
0845 3003900

USEFUL WEBSITES:

www.bexley.gov.uk
www.bvsc.co.uk
www.dwp.gov.uk
www.inlandrevenue.gov.uk/taxcredits
www.thepensionservice.gov.uk
www.clsdirect.org.uk
www.adviceguide.org.uk

PRODUCED BY BEXLEY'S COMMUNITY LEGAL SERVICE PARTNERSHIP

The information contained in this leaflet is correct at the time of going to press. The Community Legal Service Partnership cannot accept responsibility for any subsequent changes. Organisations, lead signposting agencies or statutory bodies who do not currently appear in this leaflet, but who would like to in future editions, should contact London Borough of Bexley on: ?????? The agencies listed all offer advice about a range of issues including benefits, disputes, employment, money problems and family matters – the Community Legal Service Partnership does not take any responsibility for advice given.

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I am a single mother. I didn't know that I was entitled to tax credits until I visited my local welfare rights officer and now I am £50 a month better off!

If you would like to know more about the services the Council provides, or would like either a translation of this document or the information in a different format, please call our Customer Contact Centre on 020 8303 7777 and press 0, quoting reference: 600459/03.09

LONDON BOROUGH OF BEXLEY

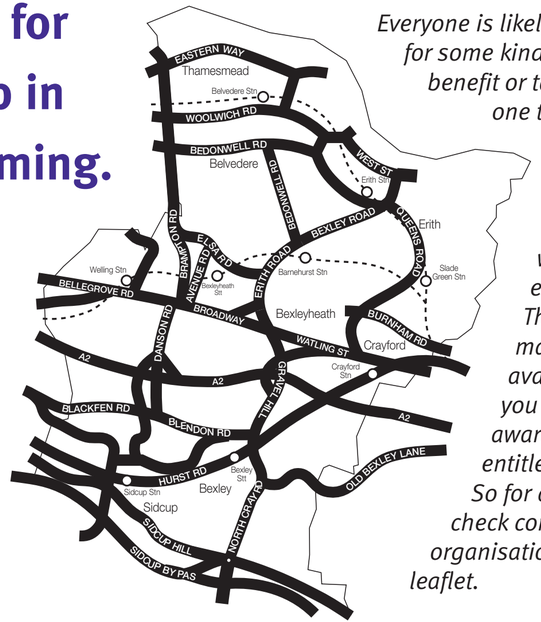
Claim it! It's YOURS!

How to get help if you are eligible to claim additional benefits allowances and tax credits

LONDON BOROUGH OF BEXLEY

Listening to you, working for you www.bexley.gov.uk

Where to go in Bexley for a free check of your benefit allowances and/or tax credit entitlements, and for help in claiming.



Everyone is likely to qualify for some kind of welfare benefit or tax credit at one time or another, yet thousands of people don't claim what they are entitled to. There are many benefits available that you may not be aware that you are entitled to claim. So for a FREE benefit check contact any organisations in this leaflet.

1 Age Concern (Bexley)

Grassington Road, Sidcup, Kent DA14 6BY
Tel: **020 8300 0883**
Fax: **020 8300 2495**
Email: information@ageconcernbexley.org.uk
Opening Times:
Mon-Fri: 10.00-12.30 13.30-16.00

Provides welfare rights advice, help with form filling and advocacy to older people.

One Stop Shop at Central Library, Bexleyheath
Opening times: Monday, Tuesday, Thursday, Friday 10.00 – 12.30 – no appointment necessary – just ask at the desk in the library.

2 Citizen's Advice Bureaux (CAB)

Bexleyheath and Welling CAB
8 Brampton Road, Bexleyheath, Kent DA7 4EY
Tel: **020 8303 5100**
Fax: **020 8303 9524**

Opening Times:

Call in person:	By telephone:
Mon: 10.00-12.30	13.00-14.30
Tues: 12.00-14.00	10.00-11.30
Wed: 10.00-12.30	13.00-14.30
Thurs: 12.00-14.00	10.00-11.30
Fri: CLOSED	10.00-13.00

Erith CAB
50 Pier Road, Erith, Kent DA8 1TA
Tel: **01322 357933**
Fax: **01322 357934**
Email: advice@erithcab.org.uk

Opening Times:

Call in person:	By telephone:
Mon: 10.00-12.00	13.30-15.30
Tues: 10.00-12.30	13.30-15.30
Wed: 10.00-12.30	13.30-15.30
Thurs: Closed	10.00-13.00
Fri: 10.00-12.00	CLOSED

The CAB provides impartial information, guidance and support on welfare benefits and tax credits to all members of the community.

3 Carers' Support (Bexley)

The Manor House
Grassington Road, Sidcup, Kent DA14 6BY
Tel: **020 8302 8011**
Fax: **020 8300 3002**
Email: info@carerssupport.org
Opening Times: Mon-Fri: 09.30-17.00
(24-hr answerphone)

Welfare rights and tax credit advice to friends and relatives who care for someone else. Home visits can be arranged.

4 Mind in Bexley

283 Broadway, Bexleyheath, Kent DA6 8DG
Tel: **020 8303 5816**
Fax: **020 8301 6815**
www.mindinbexley.org.uk
Opening Times:
Mon-Fri: 09.00-17.00 (24-hr answerphone)

Welfare rights advice to people with mental health problems and their families/carers.

5 Cross Street Law Centre

4 Cross Street, Erith, Kent DA8 1RB
Tel: **020 8311 0555**
(recording of opening times and sessions)
Fax: **01322 331 073**
Opening times: 10am - 12.30pm
Monday - Employment
Tuesday – Housing
Wednesday - Welfare Benefits
Thursday - Welfare Benefits
Friday - CLOSED
Also: Thursday - Housing Advice at Trust Thamesmead, 19A Joyce Dawson Way. 10am - 12.30pm
No appointment is necessary. The Law Centre does not provide telephone advice

Deliver a Borough wide specialist welfare rights service including advocacy/Tribunal representation to all members of the community.

6 Bexley Council for Racial Equality/ Bexley Council for Equality and Diversity

Library Building, Walnut Tree Road,
Erith, Kent DA8 1RA
Tel: **01322 340316**
Email: bexleycre@hotmail.com
Website: www.bexleycre.org.uk
Opening Times:
Mon-Fri: 09.00-13.00 14.00-17.00

Offers advice to people from black and minority ethnic communities.

7 Bexley Women's Aid

Tel: **020 8301 1536** - Helpline
0808 200 0247 – 24 hour domestic violence helpline
Email: info@bexleywomensaid.org.uk

8 Housing and Council Tax Benefits

PO Box 713, Erith DA8 1UN
Benefit Office: Erith Town Hall,
Walnut Tree Road, Erith DA8 1TL
Tel: **03453022317**
Email: benefits@bexley.gov.uk
Opening times:
Personal callers only Monday to Friday
08.45 to 17.30 (no appointment necessary)
Provides advice and guidance in applying for housing and council tax benefits. Claim forms can be downloaded from www.bexley.gov.uk/CHttpHandler.ashx?id=1279&p=0, collected from Bexley Civic Offices, Bexleyheath or Erith Town Hall, or requested over the telephone.