

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

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

AGENCY	CONTACT DETAILS	NOTES
ABBOTS LANGLEY Citizens Advice Bureau	The Old Stables, St Lawrence's Vicarage, High Street, Abbots Langley, Herts WD5 0AS. Tel: 01923 267949 www.threeriverscab.org.uk	
BERKHAMSTED Citizens Advice Bureau	Berkhamsted Civic Centre, 161 High Street, Berkhamsted, Herts HP4 3HD Tel: 01442 866930	
BROXBOURNE (CHESHUNT) Citizens Advice Bureau	Old Bishops' College, Churchgate Cheshunt, Herts EN8 9XP Tel: 01992 635 858 Fax: 01992 629722 www.broxbournecab.org.uk	
BUSHEY Citizens Advice Bureau	8 Rudolph Road, Bushey, Watford WD23 3DU Advice Line: 0844 826 9703 www.hertsmerecab.org.uk	
ELSTREE & BOREHAMWOOD Citizens Advice Bureau	Community Centre, Vine Stone Suite, 2 Allum Lane, Elstree, Borehamwood, WD6 3PJ Advice line: 0844 826 9703 www.hertsmerecab.org.uk	
HARPENDEN Citizens Advice Bureau	Park Hall, Leyton Road, Harpenden AL5 2LX Tel: 01582 769387 www.stalbans-cab.org.uk	Drop-in times: Mon-Fri: 10.00-13.00
HATFIELD Citizens Advice Bureau	1 st Floor, Queensway House, Queensway, Hatfield AL10 0LW Advice Line: 01707 262607 www.welwynhatfieldcab.org.uk	
HEMEL HEMPSTEAD Citizens Advice Bureau	19 Hillfield Road, Hemel Hempstead, HP2 4AA Tel: 01442 263501 www.dacorumcab.org.uk	
HERTFORD & WARE Citizens Advice Bureau	Yeoman's Court, Ware Road, Hertford SG13 7HJ Tel: 0844 848 9700 Fax: 01992 587436 www.ehcas.org.uk	

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HERTFORDSHIRE Age Concern	Silver Court, Watchmead, Welwyn Garden City, Herts AL7 1TS Tel: 01707 323272 Information Line: 0845 601 3446 hq@acherts.org.uk www.acherts.org.uk	A range of services for older people is offered in locations throughout Hertfordshire.																		
HERTFORDSHIRE The Pension Service Local service	Job Centre Plus, 38-44 The Forum, Stevenage SG1 1EZ Tel: 0845 606 0265	Advice on benefits provided. An appointment can be made for a visit to your own home.																		
HITCHIN Citizens Advice Bureau	Thomas Bellamy House, Bedford Road, Hitchin SG5 1HL Tel: 0845 688 9897 www.northhertscab.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>09.30-12.00 13.00-16.00</td> </tr> <tr> <td>Tue</td> <td>9.30-12.00</td> <td>13.00-16.00</td> </tr> <tr> <td>Wed</td> <td>-</td> <td>-</td> </tr> <tr> <td>Thu</td> <td>-</td> <td>09.30-12.00 13.00-16.00</td> </tr> <tr> <td>Fri</td> <td>9.30-12.00</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	-	09.30-12.00 13.00-16.00	Tue	9.30-12.00	13.00-16.00	Wed	-	-	Thu	-	09.30-12.00 13.00-16.00	Fri	9.30-12.00	-
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HODDESDON Citizens Advice Bureau	Hoddesdon One-Stop Shop, Tower Centre, Hoddesdon Advice Line: 01992 635858 Fax: 01992 629722 www.broxbournecab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>10.00-12.30</td> <td>-</td> </tr> <tr> <td>Tue</td> <td>Appts only</td> <td>-</td> </tr> <tr> <td>Wed</td> <td>-</td> <td>-</td> </tr> <tr> <td>Thu</td> <td>10.30 -13.00</td> <td>-</td> </tr> <tr> <td>Fri</td> <td>-</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	10.00-12.30	-	Tue	Appts only	-	Wed	-	-	Thu	10.30 -13.00	-	Fri	-	-
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LETCHWORTH Citizens Advice Bureau	Old Grammar School, Broadway, Letchworth Garden City, Herts SG6 3TD Tel: 08456 88 98 97 www.northhertscab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>09.30-12.00</td> <td>13.00-16.00</td> </tr> <tr> <td>Tue</td> <td>-</td> <td>-</td> </tr> <tr> <td>Wed</td> <td>-</td> <td>09.30-12.00 13.00-16.00</td> </tr> <tr> <td>Thu</td> <td>09.30-12.00</td> <td>-</td> </tr> <tr> <td>Fri</td> <td>-</td> <td>09.30-12.00</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	09.30-12.00	13.00-16.00	Tue	-	-	Wed	-	09.30-12.00 13.00-16.00	Thu	09.30-12.00	-	Fri	-	09.30-12.00
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NEW BARNET Citizens Advice Bureau	30 Station Road, New Barnet, Herts EN5 1PL Helpline: 0844 826 9336 Fax: 020 8441 2384 www.barnetcab.org.uk	<table border="1"> <thead> <tr> <th></th> <th>Drop-in</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>09.45-14.30</td> <td>10.00-14.30</td> </tr> <tr> <td>Tue</td> <td>09.45-14.30</td> <td>10.00-14.30</td> </tr> <tr> <td>Wed</td> <td>09.45-12.30</td> <td>10.00-14.30</td> </tr> <tr> <td>Thu</td> <td>-</td> <td>10.00-14.30</td> </tr> <tr> <td>Fri</td> <td>09.45-12.30</td> <td>10.00-14.30</td> </tr> </tbody> </table> <p>Reception service & 10 minute interviews on Mon & Tue</p>		Drop-in	Phone	Mon	09.45-14.30	10.00-14.30	Tue	09.45-14.30	10.00-14.30	Wed	09.45-12.30	10.00-14.30	Thu	-	10.00-14.30	Fri	09.45-12.30	10.00-14.30
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OXHEY & DISTRICT Citizens Advice Bureau	4 Bridlington Road, South Oxhey, Watford, Herts WD19 7AF Tel: 020 8421 0911 Fax: 020 8421 5266 www.threeriverscab.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 Appts: 16.00-19.00</td> <td>10.00-16.00</td> </tr> <tr> <td>Wed</td> <td>Appts only</td> <td>-</td> </tr> <tr> <td>Thu</td> <td>10.00-16.00</td> <td>10.00-16.00</td> </tr> <tr> <td>Fri</td> <td>10.00-16.00</td> <td>10.00-16.00</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	10.00-16.00	10.00-16.00	Tue	10.00-16.00 Appts: 16.00-19.00	10.00-16.00	Wed	Appts only	-	Thu	10.00-16.00	10.00-16.00	Fri	10.00-16.00	10.00-16.00
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Thu	10.00-16.00	10.00-16.00																		
Fri	10.00-16.00	10.00-16.00																		
POTTERS BAR Citizens Advice Bureau	Wyllyotts Centre, 1 Wyllyotts Place, Darkes Lane, Potters Bar, Herts EN6 2HN Advice Line: 0844 826 9703 www.pottersbar.org/cab/	<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 13.00-15.30</td> <td>10.00-12.30 13.00-15.30</td> </tr> <tr> <td>Tue</td> <td>-</td> <td>10.00-13.00</td> </tr> <tr> <td>Wed</td> <td>Appts only</td> <td>10.00-12.30 13.00-15.30</td> </tr> <tr> <td>Thu</td> <td>10.00-12.30 13.00-15.30</td> <td>10.00-12.30 13.00-15.30</td> </tr> <tr> <td>Fri</td> <td>-</td> <td>-</td> </tr> </tbody> </table>		Drop-in	Phone	Mon	10.00-12.30 13.00-15.30	10.00-12.30 13.00-15.30	Tue	-	10.00-13.00	Wed	Appts only	10.00-12.30 13.00-15.30	Thu	10.00-12.30 13.00-15.30	10.00-12.30 13.00-15.30	Fri	-	-
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RICKMANSWORTH Citizens Advice Bureau	Northway House, High Street, Rickmansworth, WD3 1EH Tel: 01923 720424 www.threeriverscab.org.uk		Drop-in	Phone
		Mon	10.00-15.30	10.00-15.30
		Tue	10.00-15.30	10.00-15.30
		Wed	10.00-12.30	10.00-12.30
		Thu	10.00-15.30	10.00-15.30
		Fri	10.00-12.30	10.00-12.30
		Sat	Appts: 10.00-11.30	-
ST ALBANS Citizens Advice Bureau	64 London Road, St Albans, Herts AL1 1NG Tel: 01727 855269 01727 811118 Debt advice: 01727 833855 (Wed am) Fax: 01727 833855 www.stalbans-cab.org.uk		Drop-in	Phone
		Mon	10.00-16.00	10.00-16.00
		Tue	10.00-16.00	10.00-16.00
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		Thu	10.00-16.00 Appts: 17.00-19.00	10.00-16.00 17.00-19.00
		Fri	10.00-16.00	10.00-16.00
STEVENAGE Age Concern	Information Centre, Southgate, Stevenage, Herts SG1 1HB Tel: 01438 314164 Fax: 01438 368300 info@ageconcernstevenage.org.uk			
STEVENAGE Citizens Advice Bureau	Swingate House, Danestrete, Stevenage, Herts SG1 1AF Tel: 0845 120 3789 Recorded info: 01438 759300 www.stevenagecab.org.uk emailadvice@stevenagecab.org.uk		Drop-in	Phone
		Mon	09.00-12.00 13.00-15.30	13.00-16.00
		Tue	09.00-12.00 13.00-15.30	13.00-16.00
		Wed	09.00-12.00 13.00-15.30	13.00-16.00
		Thu	09.00-12.00 13.00-15.30	13.00-16.00
		Fri	09.00-12.00 13.00-15.30	13.00-16.00
TRING Citizens Advice Bureau	10 High Street, Tring, Herts HP23 5AH Advice Line: 01442 825775		Drop-in	Phone
		Mon	10.00-13.00	10.00-13.00
		Tue	-	-
		Wed	10.00-13.00	10.00-13.00
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		Fri	10.00-13.00	10.00-13.00
WATFORD Citizens Advice Bureau	St Mary's Churchyard, High Street, Watford, WD17 2BE Tel: 08448 269726 Fax: 01923 231889 www.watfordcab.org.uk		Drop-in	Phone
		Mon	10.00-16.00	10.00-16.00
		Tue	-	13.00-16.00
		Wed	10.00-16.00	10.00-16.00
		Thu	10.00-16.00	10.00-16.00
		Fri	-	-

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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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