



Benefits Advice Agencies - Hertfordshire

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 Hertfordshire 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
GENERAL ADVICE 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
DIRECTGOV	www.direct.gov.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 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) 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
BENEFIT CHECKER 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
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: Hertfordshire

Agency	Contact Details	Notes
ABBOTS LANGLEY Citizens Advice Bureau	The Old Stables, St Lawrence's Vicarage, High Street, Abbots Langley, Herts WD5 0AS. Tel: 08444 111444 Home visit appointment line: 01923 267949 www.threeriverscab.org.uk	
BERKHAMSTED Citizens Advice Bureau	Berkhamsted Civic Centre, 161 High Street, Berkhamsted Herts HP4 3HD Tel: 0844 873 1303 www.dacorumcab.org.uk	
BISHOPS STORTFORD Citizens Advice Bureau	74 South Street, Bishops Stortford, Herts CM23 3AZ Tel: 08444 111444 Fax: 01992 587436 www.ehcas.org.uk	
BROXBOURNE (CHESHUNT) Citizens Advice Bureau	Old Bishops' College, Churchgate, Cheshunt, Herts EN8 9XP Tel: 08444 111444 Fax: 01992 629722 www.broxbourncab.org.uk	
BUSHEY Citizens Advice Bureau	8 Rudolph Road, Bushey, Watford WD23 3DU Advice Line: 08444 111444 www.hertsmerecab.org.uk	
ELSTREE & BOREHAMWOOD Citizens Advice Bureau	Community Centre, The Vanstone Suite, 2 Allum Lane, Elstree, Borehamwood, WD6 3PJ Advice line: 08444 111444 www.hertsmerecab.org.uk	
HARPENDEN Citizens Advice Bureau	Park Hall, Leyton Road, Harpenden AL5 2LX Tel: 08444 111 444 www.stalbans-cab.org.uk	
HATFIELD Citizens Advice Bureau	1st Floor, Queensway House, Queensway, Hatfield AL10 0LW Tel: 08444 111444 www.welwynhatfieldcab.org.uk	
HEMEL HEMPSTEAD Citizens Advice Bureau	19 Hillfield Road, Hemel Hempstead, HP2 4AA Tel: 0844 873 1303 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	
HERTFORDSHIRE Age UK	Silver Court, Watchmead, Welwyn Garden City, Herts AL7 1TS Tel: 01707 323272 Information Line: 0845 601 3446 info@acherts.org.uk www.ageuk.org.uk/hertfordshire/	A range of services for older people is offered in locations throughout Hertfordshire.

Agency	Contact Details	Notes
HERTFORDSHIRE The Pension Service Local service	Job Centre Plus, 38-44 The Forum, Stevenage SG1 1EZ Please ask in the Lynda Jackson Macmillan Centre for a referral.	Advice on benefits provided. An appointment can be made for a visit to your own home. This applies to any cancer patient in Hertfordshire.
HITCHIN Citizens Advice Bureau	Thomas Bellamy House, Bedford Road, Hitchin SG5 1HL Tel: 08444 111444 www.northhertscab.org.uk	
HODDESDON Citizens Advice Bureau	Hoddesdon One-Stop Shop, Tower Centre, Hoddesdon Advice Line: 01992 635858 Fax: 01992 629722 www.broxbournecab.org.uk	
LETCHEWORTH Citizens Advice Bureau	66-68 Leys Avenue, Letchworth Garden City, Hertfordshire SG6 3EG Tel: 08444 111444 www.northhertscab.org.uk	
NEW BARNET Citizens Advice Bureau	30 Station Road, New Barnet, Herts EN5 1PL Helpline: 0844 826 9336 www.barnetcab.org.uk	
OXHEY & DISTRICT Citizens Advice Bureau	4 Bridlington Road, South Oxhey, Watford, Herts WD19 7AF Tel: 08444 111444 Fax: 020 8421 5266 www.threeriverscab.org.uk	
POTTERS BAR Citizens Advice Bureau	Wyllyotts Centre, 1 Wyllyotts Place, Darkes Lane, Potters Bar, Hertfordshire EN6 2HN Advice Line: 08444 111444 www.hertsmerecab.org.uk	
RICKMANSWORTH Citizens Advice Bureau	Northway House, High Street, Rickmansworth WD3 1EH Tel: 01923 720424 www.threeriverscab.org.uk	
ST ALBANS Citizens Advice Bureau	64 London Road, St Albans, Herts AL1 1NG Tel: 08444 111444 Debt advice: 01727 833855 (Wed am) www.stalbans-cab.org.uk	
STEVENAGE Age UK	Information Centre, Southgate, Stevenage, Herts SG1 1HB Tel: 01438 314164 www.ageuk.org.uk/hertfordshire/	
STEVENAGE Citizens Advice Bureau	Swingate House, Danestrete, Stevenage, Herts SG1 1AF Tel: 08444 111444 www.stevenagecab.org.uk emailadvice@stevenagecab.org.uk	

Agency	Contact Details	Notes
WATFORD Citizens Advice Bureau	St Mary's Churchyard High Street Watford WD17 2BE Tel: 08444 111444 Fax: 01923 231889 www.watfordcab.org.uk	

Help with Travel Costs

MOUNT VERNON HOSPITAL Help with travel costs	<p>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.</p> <p>Hospital transport must be authorised by your consultant. For more information please see our Helpful Hint no. 265 - Hospital Transport Services.</p>
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