

MONEY ADVICE UNIT

The Money Advice Unit is part of Hertfordshire County Council's Health and Community Services. We work in partnership with Children's Services, Health professionals, housing providers, district and borough councils, voluntary groups and others to deliver advice on benefits and debt.



‘Extra Money’ Services

The MAU runs targeted take-up services to increase benefits received by particular low-income groups or individuals e.g. carers, disabled children, vulnerable disabled people and people experiencing a crisis. All our services provide benefit checks and advice on claiming. This could be through telephone advice and information, home visiting in some circumstances, help with form filling and appeal and tribunal representation. Some services accept referrals from professionals only, e.g. HCS social care workers, health professionals, Carers-in-Herts and HertsHelp – others from members of the public themselves.

Care and Support Benefits Advice (CASBA)

Advice and assistance about benefits for:

- Vulnerable disabled **working age people** and carers who are being assessed by, or receiving services from any HCS team
- carers referred by Carers in Herts
- carers under 65 (who can refer themselves directly to this project)
- people experiencing crisis referred directly from HertsHelp

Macmillan Benefits Advice Service

This service is a partnership between the Money Advice Unit and Macmillan Cancer Support. We provide specialist benefits advice to adults of any age affected by cancer and their carers at key pathway points:

- diagnosis and staging
- treatment (and up to six months post treatment)
- palliative care
- end of life.

The preferred option is for referrals to be made by health and social care professionals, local authority and voluntary sector staff. However, referrals can be accepted directly from patients and carers themselves.

NB Other benefit referrals for people aged 65 and over e.g. from the **Older Persons Service** should be referred to HertsHelp who will triage and refer to an appropriate organisation e.g. AGE UK or CABx. The only exception to this will be **service users affected by cancer who fit the Macmillan criteria - see above.**

Mental ill-Health and Benefits Service

Advice and assistance about benefits and low level debt for:

- people with mental ill-health who use HPFT services – must be referred by HPFT staff or their GP

Children with Disabilities Service

Help to complete DLA or PIP claims forms for:

- parents and carers of children with disabilities or long term health problems

Parents and carers can refer themselves directly to this service.

Building Better Opportunities (known as MILE Project)

This project aims to support a limited number of adults who have general debt issues; people requiring support to transfer to Universal Credit and people looking to return to work.

Referrals from professionals working with the above can be made by contacting the BBO team on 01992 556183 or email BBO@hertfordshire.gov.uk

How to access our services

- HCS staff should make referrals to all projects via ACSIS to money advice intake tray
- Other referrers and self-referrals:
 - For CASBA, CWD services and Mental Health service please email mauadmin@hertfordshire.gov.uk
 - For Macmillan Service please email macmillan.benefitsadvice@hertfordshire.gov.uk
- or telephone 01438 843456 please check criteria above and state which service you are referring to

Alternatives

For all other referrals please refer directly to HertsHelp. **Tel 0300 123 4044 or email info@hertshelp.net.**

Advice Line

Tel: 01438 843444 or email moneyadvice.unit@hertfordshire.gov.uk

For staff only – please do not give to members of the public

- Mon-Fri
- 9.30am-12.30pm

Training and Talks

- Rolling programme of training or customised sessions
- Welfare benefits, debt, financial inclusion
- Talks to user groups, staff and volunteers
- Tel: 01438 843456
- Email: moneyadvice.unit@hertfordshire.gov.uk

Information

A wide range of factsheets on benefits and debt
www.hertfordshire.gov.uk/benefits