



Adult Care Services | Money Advice Unit

# Financial Information Factsheet

Promoting independence, wellbeing and health

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## Money Advice Unit

### What we do



This factsheet was produced in May 2023. The latest version is on the website

Money Advice Unit | [www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits)



## What we do

The MAU runs targeted take-up projects to increase benefits received by particular low-income groups or individuals e.g. carers, disabled children, vulnerable adults, people affected by cancer, people with mental ill health and people experiencing a crisis. Our projects provide benefit checks, advice on claiming, help with form filling, advocacy with the various benefit authorities and, in specific circumstances, representation at appeal tribunals.

We can assist through telephone, email or online advice and information or face to face in some circumstances.

Some of our services accept referrals from professionals only, e.g. Adult Care Services (ACS), social care workers, health professionals, Carers-in-Herts and HertsHelp – others from members of the public.

## Care and Support Benefit Advice (CASBA)

Advice and assistance about benefits for:

- Vulnerable disabled people who are under state pension age (currently 66) and being assessed by, or receiving services from, any ACS team.
- Referrals from the Adult Disability Service (ADS)
- Referrals from hospital teams where an adult is due for discharge from hospital.
- Carers where both carer and cared for are under state pension age and either party is currently being assessed by, or receiving services from, any ACS team.
- Carers referred by Carers in Herts,
- People under state pension age experiencing crisis referred directly from HertsHelp.
- At the discretion of the MAU, people under state pension age experiencing crisis, where the situation is complex, has merit, the client is vulnerable and has experienced significant loss of income.

*CASBA can't accept self-referrals.*

*Benefit referrals for people over pension age 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 Citizens Advice.*

## 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

In partnership with

**MACMILLAN**  
CANCER SUPPORT

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.

## Mental Health and Enhanced Primary Mental Health Project

Advice and assistance about benefits for people with mental ill-health of any age who receive services from a Community Mental Health Team or Enhanced Primary Care Mental Health Team. Clients must be referred by EPCMHT or HPFT staff, their GP+ practitioner or social prescriber.

## Children with Disability Project

Help to complete DLA or PIP claim forms for parents and carers of children and young people up to age 17 with disabilities or long term health problems (where up-to-date evidence can be provided to support the claim).

Representation at tribunal can be provided where MAU have completed the original claim form. Parents and carers can refer themselves directly to this service.

## HERT (Hertfordshire Economic Recovery Team) & HERT Family Finance

HERT is a joint project, between the MAU and Citizens Advice, providing benefits and debt advice for people affected by the coronavirus pandemic. Referrals will be mainly accepted from GP's and Primary Care Networks via their link workers and community navigators.

HERT Family Finance provides benefit advice to families who have suffered the physical and/or financial effects of the pandemic and cost of living crisis. The service is delivered mainly by phone and e-mail and includes casework, advocacy and appeals representation as required.

## B3Living

Benefits advice for tenants of B3Living, referred by the housing association

## Renal Project Benefits Advice

Advice about benefit entitlement and assistance with benefit claim forms and budgeting for renal patients referred by Lister Hospital Renal Unit

## Financial Inclusion Project

Advice and assistance with accessing Cost of Living resources, budgeting and debt advice. Clients can be referred from other MAU projects or by health and social care professionals, local authority, and voluntary sector staff.

## Headway Benefits Advice

Advice about benefit entitlement and assistance with benefit claim forms for Headway clients referred by Headway Hertfordshire

## How to access MAU services

- ACS staff should make referrals to all projects via ACSIS to money advice intake tray
- Other referrers:
  - For CASBA, CWD, Mental Health please email [mauadmin@hertfordshire.gov.uk](mailto:mauadmin@hertfordshire.gov.uk)
  - For Macmillan Service please email [macmillan.benefitsadvice@hertfordshire.gov.uk](mailto:macmillan.benefitsadvice@hertfordshire.gov.uk)
  - or telephone **01438 843456** - please check criteria above and state which service you are referring to
  - For HERT -  
[mauadmin@hertfordshire.gov.uk](mailto:mauadmin@hertfordshire.gov.uk) For assistance with benefits or  
[HERTproject@hertsmerecab.org.uk](mailto:HERTproject@hertsmerecab.org.uk) For assistance with debt

**For referrals outside of our criteria please refer directly to HertsHelp.**

Tel 0300 123 4044 or email [info@hertshelp.net](mailto:info@hertshelp.net)

## Training and Talks


- Rolling programme of training or in-house sessions (online and face to face)
- Free on-line universal credit course: [www.hertfordshire.gov.uk/money](http://www.hertfordshire.gov.uk/money)
- Talks about benefits to user groups, staff and volunteers
- Tel: 01438 843456 or e-mail: [moneyadvice.unit@hertfordshire.gov.uk](mailto:moneyadvice.unit@hertfordshire.gov.uk)

## Information

A wide range of factsheets on benefits and debt is available at: [www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits).

## Benefit calculator

[www.hertfordshire.gov.uk/money](http://www.hertfordshire.gov.uk/money) for a free on-line benefit and budgeting calculator.



Money Advice Unit staff are here to help you if we can. We are united in promoting equality and are committed, individually and collectively, to a proactive Diversity and Inclusion culture embedded in everything we do. In return, please treat us with respect and note that abusive or discriminatory behaviour will not be tolerated.

## Contact us

Our website

Information about adult social care – apply online for meals on wheels or a Blue Badge and make a referral for care services - [www.hertfordshire.gov.uk/adults](http://www.hertfordshire.gov.uk/adults)

### Money Advice Unit

For guidance on benefits

[www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits)

### Hertfordshire Directory

Find national and local community groups, charities, services and activities  
[directory.hertfordshire.gov.uk/](http://directory.hertfordshire.gov.uk/)

For information and advice on how to get care and support

**0300 123 4042**

**Textphone: 0300 123 4041**

[contact@hertfordshire.gov.uk](mailto:contact@hertfordshire.gov.uk)

[www.hertfordshire.gov.uk/adults](http://www.hertfordshire.gov.uk/adults)

### HertsHelp

Independent information and advice on local community services and care funding.

**0300 123 4044 / 0300 456 2364**

[www.hertshelp.net](http://www.hertshelp.net)

**BSL [British Sign Language video interpreting](#) service available**

Calls to 0300 numbers cost no more than a national rate call to a 01 or 02 number.

If you are worried that you or someone you know is at risk of abuse or neglect  
Call us on **0300 123 4042** (24 hours a day)

Call **0300 123 4042** if you would like help to understand this information or need it in a different format. You can also ask to speak to someone in your own language.