

How to access the Macmillan Toynbee Hall Welfare Rights Service:

call us on 020 7392 2958

email us at macmillan.advice@toynbeehall.org.uk

Monday – Thursday, 12.30pm – 3.30pm

Ask at the Macmillan Centres in the hospital you attend to refer you to our service.



At Macmillan, we give people with cancer everything we've got. If you're diagnosed, your worries are our worries. We will move mountains to help you live life as fully as you can.

We'll do whatever it takes. For information, support or just someone to talk to, call 0808 808 00 00 or visit macmillan.org.uk.

Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Also operating in Northern Ireland.

Money worries? We can help



Macmillan Toynbee Hall Welfare Rights Service

In partnership with

Barts Health 
NHS Trust

Homerton University Hospital 
NHS Foundation Trust

MACMILLAN
CANCER SUPPORT

Macmillan Toyndbee Hall Welfare Rights Service

Who we are

Toynbee Hall and Macmillan Cancer Support are working together to provide the Macmillan Toyndbee Hall Welfare Rights Service.

Our specialist advisers can give free, confidential and impartial telephone advice to anyone in the Tower Hamlets, Newham, Hackney and City of London areas who is affected by cancer. Our service is here to help you deal with the financial impact of cancer.

There is a range of financial help available to people affected by cancer, but it can be complex to work out what is available to you and how to apply. We can go through your situation with you, identify your entitlements and help you claim them. If necessary, we can signpost you to other relevant organisations.

If appropriate, face-to-face appointments can be arranged at St Bartholomew's Hospital, The Royal London Hospital, Homerton University Hospital, Newham University Hospital and Whipps Cross University Hospital. These are one-to-one sessions for in and outpatients of these hospitals.

What can we advise on?

- which benefits and tax credits are available and help you to apply for them
- accessing charitable grants
- health costs, such as travel to hospital for treatment
- household and fuel costs
- applying for transport concessions, such as a disabled parking badge
- basic advice on problems such as debt, employment or housing, and signpost you to specialist advisers if required.



“ I might not have applied for the benefit, let alone been awarded it, without the help of my Macmillan adviser ”

Service user

What can we help with?

- starting new benefits claims, and help with completing them where needed
- challenging benefits decisions that you believe to be wrong including helping with appeals and where necessary representation at tribunals
- applying for a grant from Macmillan Cancer Support or other organisations
- accessing financial capability and debt management support
- assessing your needs or entitlements and advising on the best course of action.