



Press Release

Immediate release

A new specialist financial support service for people living with cancer is launching in Harlow and across the county of Essex.

Citizens Advice Essex, the consortium of local Citizens Advice offices serving the whole of Essex, Southend, and Thurrock, has entered into a new, long-term partnership with Macmillan Cancer Support to establish the Essex Citizens Advice Macmillan Welfare Benefits Service.

Ayub Khan, CEO at Harlow Citizens Advice said **“Harlow will benefit by having 1.5 posts delivering specialist casework support for people living with cancer to help them better address the costs arising from their diagnoses, such as giving up work, the need for care or increased energy costs.**”

They will help by:

- Helping their clients understand and apply for welfare benefits
- Identifying and accessing other forms of financial relief, e.g., Blue Badges and travel discounts
- Challenging unfair or incorrect benefits decisions
- Applying for one-off Macmillan Grant to cover the cost of essentials
- Providing an onward referral to complementary Macmillan services or other Citizens Advice Harlow specialist services, such as energy advice or debt advice.

Notes to editors:

- 1) Macmillan Services are an experienced, well established UK leading cancer care charity. [Macmillan Cancer Support | The UK's leading cancer care charity](#)
- 2) The service is expected to start by the Autumn once recruitment has been concluded.
- 3) Citizens Advice Essex is the regional commissioning arm for all Citizens Advice Services in Essex, Southend & Thurrock
- 4) Citizens Advice Harlow services are free, independent, confidential, and impartial, and available to all regardless of race, gender, disability, sexual orientation, religion, age, or nationality.
- 5) To get advice online visit: www.harlowcitizensadvice.org.uk
- 6) We helped 2,819 people in Harlow through face to face, by phone, email, and webchat in 2021. For service statistics see our annual report