

Broxbourne

Local Information: Broxbourne CA	
Client referrals	Must be a Borough of Broxbourne resident (work or live in the area).
Work queue	Provide a 5 slot work queue Monday - Friday for client referrals. Please follow the agreed Broxbourne Adviceline Workqueue.
Cancel or rearrange appointments	Admin number for generalist clients needing to cancel or rearrange an appointment – 01992 780214 (for public use) . Admin/Supervisor line - 01992 780222 (not for public) Supervisor email - supervisor@broxbournecab.cabnet.org.uk Specialist number for casework clients needing to speak to someone in the specialist team – 01992 780215 .
Admin / Adviceline Referral Contact	Admin/Supervisor line - 01992 780222 Last update 02.10.2017 Teresa Huckle (ASM) 01992 780326 (number not for clients – internal use only)
External referral process (Money Advice Trust)	Debt clients to contact the specialist telephone number – 01992 780215
Client Services/Local Welfare Benefit information	
Crisis or Emergency	General Supervisor (see below) number – 01992 780222 (not to be given to client) Mon: Gillie White Wed: Stephanie Seyde Fri: Christine Dean
- food banks	General Supervisor (see below) number – 01992 780222 (not to be given to client) Mon: Gillie White Wed: Stephanie Seyde Fri: Christine Dean. On closed day place on workq

- homelessness	Borough of Broxbourne – Housing Needs (01992 785570 or 01992 785567)
Debt	We have a Debt specialist, process for client would be via Gateway first.
Benefit checks	Send out Herts wide benefit checklist. We can offer limited Benefit Checks, by a Supervisor on the day of drop in (via Gateway Assessor).
- appeals	Service available (No)
Form filling	Depending on what form it is, possibly by a Gateway Assessor, but more than likely an appointment with a generalist adviser.
Immigration	Only level 1 offered.
Health & Social care	Herts County Council Adult & Child Services (0300 123 4040) Herts County Council Adult Services Out of Hours (0300 123 4042) Herts County Council Children Services Out of Hours (0300 123 4043)
Housing	Borough of Broxbourne – Housing Needs (01992 785570 or 01992 785567)
Employment	Able to use CA Stevenage's fixed fee service. ACAS 0300 123 1100
Family	No local services
Consumer	No local services Citizens Advice Consumer Helpline 03454 04 05 06
Pension Wise	Pension Wise appointments: Stevenage 01438 721760 . Or use Casebook work queue 'Pension Wise Stevenage Work Queue'
Misc	<i>How to Volunteer: email ASM – servicemanager@broxbournecab.cabnet.org.uk</i>