

Chelmsford

Local Information Chelmsford Citizens Advice	
Client referrals	Must live or work in Chelmsford within the City boundary Exceptions made where there is a conflict of interest at a neighbouring centre: Basildon (includes Billericay& Wickford), Braintree Halstead & Witham, Brentwood, Castle Point (includes Canvey Island), Maldon, Rochford & Rayleigh, Southend, Uttlesford (Great Dunmow/Saffron Walden)
Work queue	Chelmsford Adviceline work queue
Cancel or rearrange appointments	Call 01245 205600 or email supervisors@chelmsfordcab.org
Admin / Adviceline Referral Contact	Updated: 18/09/2017 supervisors@chelmsfordcab.org 01245 205600
External referral process (Money Advice Trust)	n/a
Client Services/Local Welfare Benefit information	
Crisis or Emergency	For emergency referrals ONLY please call 01245 205600 out of hours email: supervisors@chelmsfordcab.org
- <i>food banks</i>	Food vouchers via local office – please use work queue Hot meals provided daily by Sanctus, Broomfield Road http://www.sanctus-home.com/

<p>- <i>domestic abuse</i></p>	<p>Chelmsford & Maldon Women's Aid Phone: 01245 493056 (outreach) 01245493774 (Refuge) 24hour helpline – 08082000247 Safer Places 0845 0177 668 Website: www.saferplaces.co.uk Essex Police Dedicated domestic abuse Non-emergency number 0800 358 0351</p>
<p>- <i>homelessness</i></p>	<p>Chelmsford CHESS (Hostel) 01245 252410 23-24 George Street Chelmsford, Essex, CM2 0JU Chelmsford City Council Housing Dept : Office Hours 01245 606640 Emergency / out of hours 01245 606644 Website: www.chelmsford.gov.uk/housing</p>
<p>Debt</p>	<p>Local money advisers and financial capability coach. Please refer via work queue to book an appointment</p>
<p>Benefit checks</p>	<p>Please refer via work queue or advise client of drop in times</p>
<p>- <i>appeals</i></p>	<p>Generalist advice provided regarding process; please refer via work queue to book appointment</p>
<p>Form filling</p>	<p>Assistance with applications for ESA, PIP & AA, please refer via work queue to book appointment. For DLA applications for disabled children, refer to Families in Focus Essex 01245 353575 Website: www.familiesinfocusessex.co.uk Housing benefit and discretionary housing payment applications refer to Chelmsford City council customer service centre, Duke Street, Chelmsford.</p>

Immigration	Complex issues may be referred via work queue for support by specialists at Southend CA; covered by some solicitors on local solicitors list
Health & Social care	
Housing	Chelmsford City Council Housing Dept Office Hours 01245 606640 Emergency / out of hours 01245 606644 Website: www.chelmsford.gov.uk/housing .
Employment	Pro bono solicitor's appointments available – please refer via work queue
Family	Pro bono solicitor's appointments available – please refer via work queue
Consumer	Consumer Service telephone number
Additional local information	
Misc	<i>Volunteering recruitment@chelmsfordcab.org</i> <i>To book training facility training@chelmsfordcab.org</i> <i>Email advice http://www.chelmsfordcab.org/forms/enquiry_form.php</i>