

# Dacorum

Local Information: <b>CA Dacorum</b>	
Client referrals	We can help Dacorum residents <u>or</u> people who work in the Dacorum area.
Work queue	There is only one Adviceline Work Queue for Dacorum which covers both Hemel Hempstead and Berkhamsted.(Please take care not to add to the FCA-PPI work queue in error)
Cancel or rearrange appointments	To cancel or rearrange an appointment <b>ONLY</b> please leave a message on our answerphone 01442 250635 we will call the client back. (Not for advice please) We operate an <b>Initial Check DROP-IN service</b> at the following times: <b>Hemel Hempstead Drop-in times for Initial Check</b> Mon 0930-1200 and 1715-1830 Tues 0930-1200 Wed: (No Drop-in service in Hemel Hempstead) Thursday 0930-1200 Friday 0930-1200 <b>Berkhamsted Drop-in times for Initial Check</b> Wednesday 0930-1200
Admin / Adviceline Referral Contact	Last update 11/10/17 Please call 01442 252174. Please ask for the duty ASS. Please note, this number should not be given out to members of the public. Jill Wood and Valerie Jones are responsible for updating information on referral tool
External referral process (Money Advice Trust)	We do not refer to the Money Advice Trust, as we have our own Debt Advisers in Bureau who are licenced to handle Debt Relief and Bankruptcy cases. Please place in the Work Queue only if client cannot self-help with information & templates from the PS
Client Services/Local Welfare Benefit information	

Crisis or Emergency	<p>Telephone number for assessor to call (not to be given to client)  For emergency referrals ONLY please call the below number. Please do not send referrals via email.  Please call <b>01442 252174</b> and ask for the Supervisor there is no facility to leave a voicemail message.</p>
- <i>food banks</i>	<p>Food Vouchers for the Dacorum Food Bank are issued at the bureau during opening hours, clients may attend Initial Check Drop in for help and issuing of FV.  Direct referrals can be made via Herts Help on 0300 123 4044 who are able to deliver Food Parcels to client's homes if they are unable to get out.</p>
- <i>domestic abuse</i>	<p>Hertfordshire Independent Domestic Violence (IDVA) service.  Tel 0300 790 6772. Monday-Friday 9-5pm  Out of hours referrals will be responded to the next working day  Email: <a href="mailto:hertsidva@refuge.org.uk">hertsidva@refuge.org.uk</a>  National Domestic Violence Helpline 0808 2000 247</p>
- <i>homelessness</i>	<p>Dens run the local day centre providing a hot meal and a place to wash, there is also a separate night shelter for homeless people accessible via Dacorum Borough Council's homelessness team. Tel <b>01442 262274</b>  <b>Or email <a href="mailto:office@dens.org.uk">office@dens.org.uk</a></b>  Citizens Advice Dacorum can refer via our Synergy Partnership to Dens, clients should attend Initial Check drop in as above.</p>
Debt	<p>Citizens Advice Dacorum has our own Debt Advisers in Bureau who are licenced to handle Debt Relief and Bankruptcy cases. To start the debt advice process, please ask the client to come to one of our drop-in sessions detailed above to collect a Money Pack for completion. If client unable to attend drop-in then please add to work queue and we will post them a Money Pack.</p>
Benefit checks	<p>Yes, we provide a Benefit Check Service either via work queue or drop in. Quickest service is for you to send out the Hertfordshire Benefit Check form for client to complete and bring to one of our drop-in sessions.  <b>Universal Credit full service roll out date in Dacorum is September 2018</b></p>

<p>- <i>appeals</i></p>	<p>No specialist service. Our general advisers can help clients with Mandatory Reconsiderations, SSCS1-6 form completion and general advice with appeals, but we are not able to offer representation. For eligible clients, we can refer to the Hertfordshire Benefit Appeals Team, Bar Pro Bono Service (London) or Free Representation Service as appropriate.</p>
<p>Form filling</p>	<p>Our generalist advisers can help with general form filling and we have some who can help with ESA50, PIP, Attendance Allowance Forms, although these longer appointments are generally booked some weeks ahead. Clients can be referred via the work queue, or attend Initial check drop-in. We do not complete Children's DLA forms and refer clients to the Hertfordshire County Council - Children with Disabilities Team who offer DLA form filling and appeals help on 01438 843456 - public number so clients can self-refer.</p> <p>We do not complete Court Forms for clients with the exception of N244/N245 completed by our debt specialists.</p>
<p>Immigration</p>	<p>We have <u>no</u> specialist Immigration Advice at Citizens Advice Dacorum (OISC Level 1 only). Clients can be directed to Waltham Forest CA for a Free 30 minute consultation followed by competitive fees. Email : <a href="mailto:immigrationservices@walthamforestcab.org.uk">immigrationservices@walthamforestcab.org.uk</a> Alternatively, Luton Law Centre operates an Immigration Helpline on a Friday morning from 10.00-13.00 Tel 01582 481000.</p>
<p>Health &amp; Social care</p>	<p>For Adult Social Care and Childrens' Services Teams including safeguarding issues refer to Hertfordshire County Council at <a href="http://www.hertfordshire.gov.uk">www.hertfordshire.gov.uk</a></p>
<p>Housing</p>	<p>Dacorum Borough Council <b>Main switchboard:</b> 01442 228000 (open 8am to 6pm, Monday to Friday) <b>Housing repairs only:</b> 0800 018 6050</p>

Employment	<p>General Employment Advice is offered by general Advisers. Can refer to local solicitor who offers free initial assessment at their own offices. Also can signpost to Citizens Advice Stevenage Specialist Employment Help, (who offer a free assessment followed by competitive rates to take cases to tribunal). Tel: 07909 224 172</p>
Family	<p>We cannot complete divorce papers but can refer to CourtNav if client wishes.</p> <p>We also have local <b>family solicitor</b> from Sumner &amp; Tabor (Machins) attends the Hemel Hempstead office only on alternate weeks by appointment only. A free 15 minute assessment is offered on family matters including divorce and child contact, followed by paid for service if wished. We are obliged to carry out a Conflict of Interest Check in advance of the appointment. Clients can be referred via the work queue or come to an initial check drop-in session.</p>
Consumer	<p>Consumer Service telephone number <b>03454 04 05 06</b></p>
Pensionwise	<p>Pension Wise appointments: Stevenage 01438 721760. Or use Petra work queue 'Pension Wise Stevenage Work Queue'</p>
Additional local information	
Misc	<ul style="list-style-type: none"> <li>• <b>Charitable Support:</b> We can refer to various local charities for interim support including Dacorum Community Trust.</li> <li>• <b>How to Volunteer for Citizens Advice Dacorum?</b> Visit <a href="http://www.dacorumcab.org.uk">http://www.dacorumcab.org.uk</a> select 'Volunteer with us' click on 'Our volunteer opportunities'.</li> </ul> <p><b>Fundraising Support for Citizens Advice Dacorum:</b> Make a donation via <a href="http://www.dacorumcab.org.uk">www.dacorumcab.org.uk</a>  Sign up to the cashback site  <a href="http://www.easyfundraising.org.uk/causes/dacorumcab">www.easyfundraising.org.uk/causes/dacorumcab</a></p>