

East Herts

Local Information: CA East Herts	
Client referrals	Must be an East Herts or Uttlesford resident or work in East Herts or Uttlesford area. Home visits might be arranged in exceptional circumstances
Work queue	Provide a work queue Monday - Friday for client referrals. NB: work queue referrals placed on a Friday cannot be dealt with until Monday as we are closed on Fridays
Cancel or rearrange appointments	Public lines for this are: Bishops Stortford 01279 306698 Ware 01920 487632 Drop-in Opening Times Ware: Mon 10-2 Tues 10-2 Thurs 10-2 Bishops Stortford Mon 10-2 Tues 10-2 Weds 10-2 Thurs 10-2 Buntingford Mon 10-4 Tues 10-1 Weds 10-1
Admin / Adviceline Referral Contact	Last update 27/09/2017 Janet Chambers (chambersj@citizensadviceeastherts.org.uk)
External referral process (Money Advice Trust)	N/A
Client Services/Local Welfare Benefit information	

Crisis or Emergency	For emergency referrals ONLY please call the number below. Do not send referrals via email. Please call: 01279 755557 (Bishops Stortford) 01920 459931 (Ware) And ask to speak to Supervisor
<i>food banks</i>	Vouchers can be supplied for the Hertford Food Bank via the Ware office. Bishops Stortford Food Bank via the Bishops Stortford office. Buntingford has a food bank and vouchers are available via the Buntingford office. Clients need to drop-in. Assessors should phone private numbers in an emergency
<i>domestic abuse</i>	Herts Sunflower: 08088 088088 (10am-10pm Mon-Fri) www.hertssunflower.org
<i>homelessness</i>	East Herts Council 01279 655261 http://www.eastherts.gov.uk/homelessness
Debt	Vulnerable and/or priority debt can be added to the work queue.
Benefit checks	Yes, if client cannot access online calculators or has some other problem. In this case, send a benefit checklist with client's Petra number on it and ask client to return it to either Bishops Stortford or Ware.
<i>appeals</i>	We can take on some appeals for disability benefits, but resources are limited. Please refer via workqueue.
<i>Form filling</i>	We do complete PIP, AA and ESA forms but, again, our resources are limited. Please refer via workqueue.

Immigration	No local services Luton Law Centre 01582 481000 Fri 10.00 – 1.00
Health & Social care	None
Housing	Housing Options (East Herts Council) 01279 655261
Employment	No specialist service
Family	½ hour Solicitor appointments available in Ware and Bishops Stortford for relationship breakdown. Clients need initial appointment with adviser to assess suitability
Consumer	03454 04 05 06
Pension Wise	Pension Wise appointments: via Stevenage 01438 721760. Or use Petra work queue 'Pension Wise Stevenage Work Queue'
Misc	See website: www.ehcas.org.uk