

Hertsmere

Local Information: Hertsmere CA	
Client referrals	Initial Check and Gateway Interviews: No geographical restrictions Advice: We can only deal with clients who work or live in the Hertsmere Borough Council area
Work queue	Hertsmere Adviceline Work Queue
Cancel or rearrange appointments	Generalist Advice clients: 020 8953 9961 Money Advice clients: 020 8953 7968
Admin / Adviceline Referral Contact	18/10/2016 Helen Hutchins: helenhutchins@hertsmerecab.org.uk 020 8207 6875
External referral process (Money Advice Trust)	Please refer returning generalist/debt clients either via work queue or clients can drop in to a local office
Client Services/Local Welfare Benefit information	
Crisis or Emergency	For emergency referrals ONLY please call the below number. Do not send referrals via email. Please call 020 8207 6875 Do not leave voicemail message.
- <i>food banks</i>	<ul style="list-style-type: none"> • Clients who live or work in the Elstree and Borehamwood, Radlett or Bushey areas need to be referred to the Borehamwood Foodbank via the Elstree & Borehamwood or Bushey local offices. For Referrals, please call 020 8207 6875. • Clients who live or work in the Potters Bar area need to be referred to the Potters Bar Foodbank via the Potters Bar local office. For Referrals, please call 01707 665727

<p>- <i>domestic abuse</i></p>	<ul style="list-style-type: none"> • If in danger of immediate attack call the police on 999. • Herts Sunflower Partnership - Hertfordshire Domestic Abuse Helpline: 08 088 088 088. Monday to Friday: 9am-9am Saturday and Sunday: 9am-4pm. • Watford Women's Centre Appointment with a centre support worker Services can be accessed by calling 01923 816229 to make an appointment
<p>- <i>homelessness</i></p>	<ul style="list-style-type: none"> • Herts Young Homeless Area covered: Hertfordshire Free, confidential advice service to 16 – 24 year olds who are homeless. Also for Parents who are concerned about their 16-24yr old Referral process: Service can be accessed via telephone on: 03333 202 384 or email: advice@hyh.org.uk • Hertsmere Borough Council: Housing Options Team Please call 020 8207 2277 Monday to Thursday: 9am - 5.15pm Friday: 9am - 5pm
<p>Debt</p>	<p>Specialist Money Advice Service available Debt Relief Order Intermediaries available Please refer either via work queue or clients can drop in to a local office</p>
<p>Benefit checks</p>	<p>Completed Benefit Checklists can be emailed to the local office if Client is resident or working in Hertsmere; Check Client profile on Petra for boundary details. Elstree and Borehamwood, email to elstreeadvice@hertsmerecab.org.uk Bushey, email to busheyadvice@hertsmerecab.org.uk Potters Bar, email to pbaradvice@hertsmerecab.org.uk Clients can take completed Benefit Checklists to their local office on a drop in session, check http://citizensadvicehertsmere.org for opening times. Clients can post completed Benefit Checklists to their local office, check http://citizensadvicehertsmere.org for details.</p>

- <i>appeals</i>	Yes Please refer either via work queue or clients can drop in to a local office
Form filling	Yes Most forms except for Immigration Forms
Immigration	Luton Law Centre: Immigration and Asylum Telephone advice only Fridays: 10am -1pm Please call Luton Law Centre Advice Line: 01582 481000
Health & Social care	<ul style="list-style-type: none"> • Herts Mind Network Area covered: Hertfordshire Please call: 020 37273 600 E mail: info@hertfordshiremind.org Website: www.hertfordshiremind.org • Herts Help Area covered: Hertfordshire Information on care and support local groups and services for older people, people with disabilities and their carers. Please call: 0300 123 4044 • Hertfordshire County Council: Area covered: Hertfordshire Adult Social Care Please Call: 0300 123 4042 Adult's social care emergency, out of hours service - 0300 123 4042 Children's services and schools Report child protection concerns: Please Call: 0300 123 4043 Children's social care emergency, out of hours service: Please call: 0300 123 4043 School admissions, check term dates, review school transport and more. Please call: 0300 123 4043 Apply for free school meals Please call: 0300 123 4048

Housing	<ul style="list-style-type: none"> • Herts Young Homeless Area covered: Hertfordshire Free, Hertfordshire-wide, confidential advice service to 16 – 24 year olds who are experiencing housing difficulties or require general advice on their housing options. Also for Parents who are concerned about their 16-24yr old Referral process: Service can be accessed via telephone on: 03333 202 384 or email: advice@hyh.org.uk • Hertsmere Borough Council: Housing Options Team Please call 020 8207 2277 Monday to Thursday: 9am - 5.15pm Friday: 9am - 5pm Out-of-hours emergency switchboard: call 020 8207 2277
Employment	<ul style="list-style-type: none"> • Citizens Advice Stevenage Specialist Employment Service Assistance provided for each of the three stages of the Employment Tribunal procedure – drafting the claim, management of case through to the Tribunal Hearing, Representation at the Hearing Fees Payable: Drafting ET1 £300 Fixed Fee Managing Claim £300 per day Representing at Tribunal £300 per day Service can be accessed via telephone on: 07909 224 172 or email: employmentlaw@stevenagecab.co.uk
Family	<ul style="list-style-type: none"> • Mediation Hertfordshire Area Covered: Hertfordshire. Mediation in the workplace and in family disputes. Fee charging service Please call: 01442 268044 or 01442 243402 Office open 9am to 4pm, Monday to Friday. Answer machine service out of hours. E-mail: help@mediationherts.org.uk Website: www.mediationherts.org.uk Facebook: https://www.facebook.com/mediation.hertfordshire
Consumer	Citizens Advice consumer Helpline: 03454 04 05 06
Pension Wise	Pension Wise appointments: Stevenage 01438 721760. Or use Petra work queue 'Pension Wise Stevenage Work Queue'

Additional local information

Misc

- How to Volunteer
Please visit the Citizens Advice Hertsmere website to download and return the offline application form.
citizensadvicehertsmere.org>Volunteer> Application Form