

# North Herts

Local Information: <b>CA North Herts</b>	
Client referrals	Advice to all working, living or visiting within the North Herts or South Cambs local authority. Information to all Herts residents.
Work queue	One adviceline workqueue for North Herts covering Letchworth, Hitchin & Royston offices.
Cancel or rearrange appointments	01462 688000 (Adminline)
Admin / Adviceline Referral Contact	Last update 8/5/17 Roanne Mangham manghamr@nhdcab.org.uk 01462 688000
External referral process (Money Advice Trust)	We don't refer debt clients externally. We would signpost to Stepchange. Returning debt clients can be placed in the workqueue.
Client Services/Local Welfare Benefit information	
Crisis or Emergency	Telephone number for assessor to call (not to be given to client) For emergency referrals ONLY please call 01462 688000 and ask to speak to the duty supervisor
- <i>food banks</i>	Clients need to drop in to one of the offices for a food bank voucher. They can be redeemed at: Letchworth & Hitchin food banks Tuesdays & Fridays 10am – 12noon Royston foodbank Wednesdays 9.30am – 12.30pm & Saturdays 3pm -5pm

<p>- <i>domestic abuse</i></p>	<p>Herts Women's Centre 01438 742742  Herts Sunflower 08088 088 088  Refuge-Hertfordshire Independent Domestic Violence Advocacy service  Telephone: 0300 790 6772 Monday-Friday 9am-5pm</p> <p>Out of hours referrals will be responded to the next working day</p> <p>Email: <a href="mailto:hertsidva@refuge.org.uk">hertsidva@refuge.org.uk</a> <u>or</u> <a href="mailto:herts.idva@refuge.cjsm.net">herts.idva@refuge.cjsm.net</a></p> <p>Freephone 24 hr National Domestic Violence Helpline 0808 2000 247</p>
<p>- <i>homelessness</i></p>	<ul style="list-style-type: none"> <li>• Clients should be put on the workqueue so we can establish which local organisation is best suited to help them</li> </ul> <p>Herts Young Homeless. For 16-24 year olds 03333 202 384  <a href="mailto:advice@hyh.org.uk">advice@hyh.org.uk</a> Client can self refer.</p>
<p>Debt</p>	<ul style="list-style-type: none"> <li>• Debt specialist casework if client is a North Herts homes tenant.</li> <li>• Crisis Team can also take debt casework, and may be able to do DRO's depending on funding.</li> <li>• "Money Matters" team for help with budgeting, debt options, getting the best deals etc.</li> </ul> <p>Refer all via workqueue</p>
<p>Benefit checks</p>	<p>Benefit checklist can be downloaded on the <a href="#">HCAS</a> website by client or assessor.</p> <p>Benefit checks are offered. Client can be sent a benefit check list to complete, then bring to a drop-in advice session at any of North Herts offices. Alternatively client to return via email to <a href="mailto:enquiries@nhdcab.org.uk">enquiries@nhdcab.org.uk</a> or by post to 49 Station Road, Letchworth SG6 3BQ. Client will then be contacted with the results.</p>
<p>- <i>appeals</i></p>	<p>Yes in some circumstances. Add to workqueue</p>
<p>Form filling</p>	<p>Form filling is only offered if client is vulnerable. Refer via work queue.</p>
<p>Immigration</p>	<p>No local services</p>

Health & Social care	<p>Herts County Council. Visit <a href="http://hertfordshire.gov.uk">hertfordshire.gov.uk</a> for up-to-date contact info on adult and children's health &amp; social care</p> <p>Herts Mind Network have an office in Letchworth &amp; direct referrals can be made. <a href="mailto:info@hertfordshiremind.org">info@hertfordshiremind.org</a></p> <p>HertsHelp: 8am – 6pm Mon – Fri call 0300 123 4044</p> <p><a href="mailto:info@hertshelp.net">info@hertshelp.net</a></p>
Housing	<p>The Court desk worker provides representation for clients due to attend possession hearing. This is operated every other Friday. Client should be put on the work queue for a referral. If necessary clients can present themselves for support on the day at the Stevenage court.</p> <p>Herts Young Homeless. For 16-24 year olds 03333 202 384</p> <p><a href="mailto:advice@hyh.org.uk">advice@hyh.org.uk</a> Client can self refer.</p>
Employment	<p>Referral to an employment specialist for tribunal cases <u>may</u> be possible via Stevenage. Stevenage offers countywide employment representation for clients wishing to challenge an employment decision. This is a paid for service. Clients are offered an initial free consultation by email to review the merits of the case.</p> <p>Drafting an ET1 £300.00</p> <p>Managing a claim £300.00</p> <p>Representation £300.00</p> <p>Please contact</p> <p><a href="mailto:employmentlaw@stevenagecab.co.uk">employmentlaw@stevenagecab.co.uk</a> or call on 07909224172.</p>
Family	<p>Local solicitors list available. Put on work queue and it can be sent to client.</p>
Consumer	<p>Citizens Advice Consumer Service 03454 040506</p>

Crisis intervention team– can take clients who are in crisis and have benefit, debts, housing issues. Refer via Work Queue.

If someone presents with an energy issue please tell them about the Energy Drop- Ins on Wednesdays at Letchworth 1 – 3pm or add client to North Herts Work Q. Clients can self-refer by emailing [energy@nhdcab.org.uk](mailto:energy@nhdcab.org.uk)

Energy appointments – drop-in clinic

Letchworth office Wednesdays 1-3

Assistance given to clients regarding energy efficiency, energy debt, tariff comparison and switching providers.

Money Matters Team. Help with budgeting, debt options, getting the best deals etc. Refer via work queue or email [woods@nhdcab.org.uk](mailto:woods@nhdcab.org.uk)

Herts Healthy Homes. We now offer home visits for the:- vulnerable, elderly, disabled, single parents and those on a low income help with any advice issue email

[woods@nhdcab.org.uk](mailto:woods@nhdcab.org.uk)

Pension Wise

Pension Wise appointments: via Stevenage 01438 721760. Or use Petra work queue

'Pension Wise Stevenage Work Queue'

South Cambs outreaches at Melbourn community Hub and Bassingbourn's Lime community centre. Check our website for up-to-date dates & times.

We have 2 self service touch screen information kiosks available for use. One is located in North Herts College Hitchin (student services) and one is in Baldock Community Centre.

Misc

For up-to-date information on donating, volunteering or on campaigning work please visit our website [northhertscab.org.uk](http://northhertscab.org.uk)

[Return to top](#)