

# St Albans

Local Information: <b>St Albans CA</b>	
Client referrals	Must be working, living or visiting St Albans. For drop in clients, will see anyone with an emergency. For appointments priority given to clients with strong local connection.
Work queue	St Albans work queue – call answered in St Albans, St Albans resident Herts Adviceline work queue – call answered in Herts, St Albans resident
Cancel or rearrange appointments	If appointment not that day, please add client to work queue if client wishes to rearrange appointment. We will call client back. If appt that day, clients can phone reception line – 01727 811118 to leave a message. Please note that if we need to rearrange appts, we will need to look up notes and call client back, we will not be able to give instant answer. We operate a gateway only service for drop-ins, therefore please do not direct clients to drop into our offices to change appointments if they have phoned Adviceline.
Admin / Adviceline Referral Contact	Last update 7/5/17 Teresa Walshe or John Jacobs Teresa.walshe@castad.org.uk
External referral process (Money Advice Trust)	Returning debt clients please add to Work Queue. CI will be contacted to arrange generalist appointment for benefit check and then either specialist appointment with money adviser if priority debts, or appointment with money support worker if non priority debts or to re-do financial statement. <b>Adviceline clients should never be directed to drop into our offices.</b> <b>We operate a gateway only service for drop-ins.</b>
Client Services/Local Welfare Benefit information	
Crisis or Emergency	For emergency referrals ONLY please call ex directory supervisors phone number – 01727 814630

- food banks

If food voucher needed please phone bureau on ex-directory number as above.

If food parcel delivery needed due to disability or emergency please phone Herts Help – 0300 123 4044

Open Door – 8 Bricket Road, St Albans – homeless hostel – offers free lunch at 2pm Mon-Fri subject to short interview to establish genuine need, can assess 2-3.30pm for self referral, cl then goes on waiting list for bed for the night. More vulnerable the client the higher up the waiting list.

Vineyard Church – anytime Mon-Fri 9-5pm - see Mon – can do one off emergency food parcel. Cl should take ID. They may have other items eg children's clothing and baby equipment.

**MON** - Vineyard Church – Unit 7, Brick Knoll Park, Ashley Road, St Albans AL1 5UG – can collect food 0am-12noon. Take Bus S7 from stop 1 on St Peter's Street to Ashley Road stop.

**TUES** – St Albans Foodbank – Cunningham Hub, Cell Barnes Lane AL1 5PX 3.30-5.30pm

**WED** – Christadelphian Church Hall, 4-6 Abbots Avenue off Cottonmill Lane AL1 2HX 12.30-2.30pm

**WED** – Unity Works, Lyon Way AL4 0LB 12-2pm Need benefit letters.

**TUES/WED** – St Albans Salvation Army – 16-18 Victoria Street AL1 3JB. Ring 01727 855395

**THURS** – Hilldyke Community Centre, 17 Hilldyke Road, Wheathampsted AL4 8TU 12.30-2.30pm

**FRI** – Harpenden Children's Centre, Holcroft Road, Batford, Harpenden. AL5 5BQ 1-3pm.

2 buses from St Albans – 321, Stop 10 St Peter's Street to Harpenden High Street (The George Stop C). Then cross over road to Stop D for Centrebus 366 or Uno 636 to Batford stop on Lower Luton Road, then short walk.

**HARPENDEN POSTCODE ONLY:**

Harpenden Trust 90 Southdown Road, Harpenden AL5 1PS – drop in or ring 01582 460457. Pre paid food vouchers subject to an interview which will take place within 2 days of contacting Trust.

Mon-Thurs 10-12. Fri 10.30-12.30.

Centre 33 – 2a Spicer Street, St Albans AL3 4PQ – hot meals and drinks Sat 12.30-2pm, Sun 18.30-8pm, Mon-Thurs evenings 8pm-9.30pm, last meals at 8.45pm. Also provides showers with complimentary towels and toiletries, second hand clothes when available, and blankets and sleeping bags for those who are sleeping rough.

<p>- <i>domestic abuse</i></p>	<p>St Albans and Hertsmere Women's Refuge – in THE HUB 10 – 1pm every Monday - St Albans District Council Office, Civic Close, St. Albans AL1 3JE or phone 01727 824425  Women's Refuge Outreach - 01727 827621  <a href="http://stalbandsandhertsmere womensrefuge.org.uk/">http://stalbandsandhertsmere womensrefuge.org.uk/</a>  Herts Sunflower Centre:  hertssunflower.org/ - 08088 088 088  Herts Asian Women's Association – call for enquiries 07401 079970  Luton All Women's Centre -  The Spires, Suite 2, Adelaide St, Luton LU1 5BB  Phone: 01582 416783  <a href="http://www.lutonallwomenscentre.org.uk/whats_on.php">http://www.lutonallwomenscentre.org.uk/whats_on.php</a>  National Domestic Violence Helpline – 0808 2000 247</p>
<p>- <i>homelessness</i></p>	<p>Open Door, Bricket Road, St Albans – homeless hostel (must be eligible for HB) Lunch at 2pm, self referral 2-3.30pm for possible bed that night.  Cold weather shelter is run in below zero temperatures – this is open to all – self referral  Centre 33 – 2a Spicer Street, St Albans AL3 4PQ – hot meals and drinks Sat 12.30-2pm, Sun 18.30-8pm, Mon-Thurs evenings 8pm-9.30pm, last meals at 8.45pm. Also provides showers with complimentary towels and toiletries, second hand clothes when available, and blankets and sleeping bags for those who are sleeping rough  <b>YMCA</b> (accommodation for single homeless people):  <a href="http://oneymca.org/what-we-do/accommodation/charter-house-hostel">oneymca.org/what-we-do/accommodation/charter-house-hostel</a> - 01923 353 600  <b>Herts Young Homeless</b> (homeless charity for young people). Advice &amp; information for u24s. Accommodation for 16-17 year olds &amp; 18-21 year old care leavers):  <a href="http://hyh.org.uk/">hyh.org.uk/</a> - 0844 833 0933  <b>Noah – homeless charity in Luton:</b>  The Day Centre is open 365 days a year from 8.15am-3.45pm weekdays (2.00pm on Tuesdays) and from 10am-3pm at weekends. It is based at 141 Park Street. Please drop in or call 01582 728416 for details.  <b>Luton Soup Kitchen:</b> Our soup kitchen is also based at the Park street address and is open every evening from 7.00pm – 8.30pm.  An outreach service is available to support people in their own homes helping them to live independently and improve their own living environment.  <b>St Albans District Council (statutory housing authority)</b>  Civic Centre, St Peter's Street, St Albans.  You can telephone the Housing Options Team during office hours on 01727 819355 or email us at <a href="mailto:contactus@stalbands.gov.uk">contactus@stalbands.gov.uk</a>. The emergency out of hours number is 01727 811155  Information on finding accommodation -  <a href="http://www.stalbans.gov.uk/housing/findingahome/">http://www.stalbans.gov.uk/housing/findingahome/</a></p>

	<p>Applying as homeless -  <a href="https://www.stalbans.gov.uk/Images/Applying%20as%20homeless.pdf">https://www.stalbans.gov.uk/Images/Applying%20as%20homeless.pdf</a></p>
Debt	<p>Specialist debt adviser appointments available.  Drop in Fri 10am-1pm for St Albans housing debt – very limited availability.  Appointments for non priority debts with money support workers. Priority given to clients with local connection</p>
Benefit checks	<p>YES. If client has internet access and is capable, please signpost them to <a href="http://www.turn2us.org.uk">www.turn2us.org.uk</a>, cl can call Adviceline again if they get stuck.  If cl has internet access, but it is too complicated for turn2us.org.uk please add them to the work queue, and direct cl to look at benefit checklist on St Albans Citizens Advice website - <a href="http://www.castad.org.uk/">http://www.castad.org.uk/</a>  We will then contact cl and do benefit check over the phone or book them an appointment if we need to see paperwork.  If cl does not have internet access and needs a benefit check, please post them benefit check list and add client to the work queue.</p>
- <i>appeals</i>	<p>YES - Standard referral process - via work queue – please record any deadlines in your notes.</p>

Form filling	<p>Fri 9.30am-11.30am form filling appointments for DLA, PIP, AA, CA. Possible to book general advice appointments for form filling – depending on availability Double appointment needed for - DLA, PIP, AA, CA, ESA 50, Power of attorney, Court of Protection, Single appointment needed for Blue Badge form Priority given to clients with strong local connection, <b>Put client in WQ for form filling appts - may take time to book double apt – please state deadline.</b></p>
Immigration	<p>Luton Law Centre – telephone advice Fri 10am-1pm 01582 481000 Free advice by phone, some fee charging appointments available. Waltham Forest Citizens Advice Specialist Immigration Service – 0208 509 6432 – half an hour free Owens solicitors – free 20 min drop in at Luton Library – some Fridays 1pm-3pm – call library to check dates - 01582 547418 – first come first served</p>
Health & Social care	<p>Community Navigator: Alan Gonzales – refer via Hertshelp info@hertshelp.net 0300 123 4044</p>
Housing	<p>Please put client in work queue and we will contact with appointment details. Priority given to clients with strong local connection. Clients who are eligible for legal aid (low income and in imminent danger of homelessness) can be signposted to Arkwrights – solicitors firm in Watford who do housing legal aid. Contact 0800 634 3325 - 17 Exchange Rd, Watford WD18 0JD We think Arkwrights provide legal advice as the duty solicitor desk at Watford County Court.</p>

Employment	<p>Please put client in work queue and we will contact with appointment details.</p> <p>5-7pm Thurs evening pro bono appointments with employment specialist – every week.</p> <p>Priority given to clients with strong local connection.</p> <p>Stevenage offers countywide employment representation for clients wishing to challenge an employment decision. This is a paid for service.</p> <p><b>Clients are offered an initial free consultation by email to review the merits of the case.</b></p> <p>Please contact  employmentlaw@stevenagecab.co.uk or call on 07909224172.</p> <p>Drafting an ET1 £300.00  Managing a claim £300.00  Representation £300.00  Please signpost cl to ACAS as well.</p>
Family	<p><b>5-7pm Thurs evening pro bono appointments with family law solicitors</b></p> <p>Please put client in work queue and we will contact with appointment details.</p> <p>Priority given to clients with strong local connection.</p> <p><b>OR Signpost client to local solicitors:</b></p> <p><b>Abbey Law</b> – 131 Hatfield Road, St Albans – 01727 839162 – free 20 min appt, call to arrange, further consultations for fixed fee of £40</p> <p><b>Bretherton Law</b> – 27-31 Verulam Road, St Albans – 01727-869293 – 30 min interview £50 plus VAT – call to arrange</p> <p><b>Brethertons - Wills and Probate – not family law</b> – one free 20 min appt – by appt only, Wed, say have been signposted by St Albans Citizens Advice</p> <p><b>Stowe Family Law</b> – 3 Holywell Hill, St Albans 01727 841875 – free 30min appt for general advice only, will not look at paperwork for ongoing issues. Call to arrange.</p>
Consumer	Consumer Service helpline - <b>03454 04 05 06</b>
Pension Wise	Pension Wise appointments: Stevenage 01438 721760. Or use Petra work queue 'Pension Wise Stevenage Work Queue'
Additional local information	

Misc

**5-7pm Thurs evening appts with generalist advisers.**

Priority given to clients with strong local connection.

All via Work Queue

**Outreach: for Outreach dates please check our website under Advice**

**- <http://www.castad.org.uk/>**

London Colney drop in fortnightly - Mon 10-12

Caledon Road Community Centre, Caledon Road,  
London Colney, Hertfordshire, AL2 1PB

Redbourn drop in fortnightly – Mon 10-12

Redbourn Parish Centre, The Park, Redbourn,  
Hertfordshire, AL3 7LR

Wheathampstead drop in every Thurs 10-12

Memorial Hall, Marford Road, Wheathampstead,  
Hertfordshire, AL4 8AY

Wellbeing Project – for clients with low level anxiety, stress or depression –  
Tues 1-4pm drop in. Information given on non-medical forms of support  
available.

Young Person's Project – clients 25 and under – Wed 1-4pm drop in.