

# Stevenage

Local Information: CA Stevenage	
Client referrals	Clients must either work or reside in Stevenage, Knebworth or Datchworth Where there is a conflict of interest, clients are referred to neighbouring LCA. We currently have an arrangement in place with North Hertfordshire.
Work queue	Stevenage Adviceline workqueue- Monday to Friday for client referrals.
Cancel or rearrange appointments	Please leave a message on answerphone 01438 344238
Adviceline Referral Contact	Last update 16/10/17 Melanie Bel Ha, 01438 722126 or email <a href="mailto:backup@stevenagecab.co.uk">backup@stevenagecab.co.uk</a>
External referral process (Money Advice Trust)	N/A
Client Services/Local Welfare Benefit information	
Crisis or Emergency	Telephone number for assessor to call ( <b>not to be given to client</b> ) For emergency referrals ONLY please call 01438 722126 or email <a href="mailto:backup@castevenage.org.uk">backup@castevenage.org.uk</a>  We have a Crisis Intervention case worker who can give advice and support to clients in crisi. Please place client in the work queue.

<p>- <i>food banks</i></p>	<p>We operate an outreach service for eligible clients at the Stevenage Community Foodbank based in the Stevenage Borough Council office on a Friday evening from 6pm until 7.30pm.  Eligible clients in receipt of a Foodbank voucher are able to present themselves on the night to receive advice.  For clients in food crisis without a food voucher please contact us on 01438 722126 and put the client in the work queue.  Alternatively, in an emergency local residents in food crisis without a voucher can email the Foodbank using the attached link for further assistance  <a href="http://stevenagecommunityfoodbank.org.uk/contact-us/">http://stevenagecommunityfoodbank.org.uk/contact-us/</a>  The outreach service will identify what advice is needed and signpost accordingly, or clients are invited to attend an appointment at our office.  For further information on the foodbank please refer to the website  <a href="http://stevenagecommunityfoodbank.org.uk/">http://stevenagecommunityfoodbank.org.uk/</a></p>
<p>- <i>domestic abuse</i></p>	<p>Stevenage deliver the ASK project, which supports victims that have been or are subject to Domestic Abuse. Trained advisers are able to offer support and identify the level of risk by adopting the MARAAC matrix. We have a direct referral with Victims Support to ensure they have the right support at the first possible opportunity. We work closely with victims to offer practical support and advice.</p> <p>Women's Resource Centre.</p> <p>Please place client in the workqueue.</p>
<p>- <i>homelessness</i></p>	<p><b>Stevenage Borough Council housing team:</b>  Housing Advice and Homelessness  Stevenage Borough Council  Daneshill House  Danestrete  Stevenage  Herts  SG1 1HN  01438 242242  <a href="mailto:homeless@stevenage.gov.uk">homeless@stevenage.gov.uk</a>  <b>Haven Homeless Shelter</b>  01438 354884  OR</p>

	01462 435835
Debt	<p>We are able to help clients, who have at least one priority debt. The Comic Relief Project is a three year programme helping clients 'to get out of debt and stay out of debt' by accessing specialist debt caseworkers and the support of a dedicated 'money buddy' for up to a year.</p> <ul style="list-style-type: none"> <li>Ø Bankruptcy</li> <li>Ø IVA</li> <li>Ø DRO</li> </ul> <p>Clients with <b>priority debts</b> are referred to the project through our generalist service where they are encouraged to complete a debt pack in readiness for their appointments.</p> <p>The first appointment is 2 hours to go through the pack and address any immediate emergencies.</p> <p>Clients who have fuel debts can also be helped through our energy project. Please see additional local information below.</p> <p>Tenants of Stevenage Borough Council properties with rent or council tax arrears or who have had a benefit overpayment can also receive advice. Please see additional local information below.</p>
Benefit checks	<p>Client can email the Benefit Check form to <a href="mailto:emailadvice@castevenage.org.uk">emailadvice@castevenage.org.uk</a></p> <p>They will be telephoned back to discuss any benefit entitlement. Letters are also sent confirming the benefit outcome.</p>
<i>Benefit appeals</i>	<p>We offer a countywide appeals service for certain benefits. Clients should have already requested a Mandatory Reconsideration and received the decision letter before requesting support. Each case will be reviewed on a case by case basis.</p> <p>Clients should contact their Local Citizens Advice and ask for a Referral Form to be sent to Stevenage if appropriate.</p>
Form filling	<p>Assistance is available for some form filling and a checking service can be provided for Personal Independence Payment (PIP) Forms</p> <p>Assistance may also be available with Herts Help <a href="http://www.hertfordshire.gov.uk/your-community/ihertshelp/">http://www.hertfordshire.gov.uk/your-community/ihertshelp/</a></p>

Immigration	<p>Eligible clients have access to Immigration Advice from a solicitor for advice above OISC Level 1. Clients must be eligible for Legal Aid for a referral to be made. Please place client in the work queue.</p> <p>Information and some form filling assistance can be given through the Generalist Service for OISC Level 1 enquiries.</p>
Health & Social care	Not available
Housing	<p>Court Desk caseworker provides representation for clients due to attend a possession hearing. This is operated every other Friday and clients can present themselves for support at court on the day of their hearing. Clients are then invited to attend appointments at our office to provide ongoing support.</p> <ul style="list-style-type: none"> <li>Ø Facing court action</li> <li>Ø Rent arrears with a private landlord or Housing Association</li> <li>Ø Mortgage arrears</li> <li>Ø Sanctuary measure for domestic violence</li> <li>Ø Resolving rent or service charge arrears in Social Housing</li> <li>Ø Crisis intervention with emergency support</li> </ul> <p>Eligible clients can receive 30 minutes of free advice from a solicitor on housing issues. The solicitor can advise mainly on repossession, homelessness, anti social behaviour and disrepair. The solicitor will not advise on anti-social behaviour if it derives from neighbour disputes. A legal aid check will be performed to see if the client can be referred for full legal aid via the firm's legal aid contract.</p> <p>Please place client in the work queue.</p>
Employment	<p>Employment appointments are available for Stevenage residents to provide support with employment concerns.</p> <p>Please place the client in the work queue.</p> <p>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  Managing a claim £300.00  Representation £300.00</p> <p>Please contact:  <a href="mailto:employmentlaw@castevenage.org.uk">employmentlaw@castevenage.org.uk</a> or call on 07909 224172.</p>

Family	<p>Stevenage residents have access to our family caseworker who is able to assist with the following issues;</p> <ul style="list-style-type: none"> <li>Ø Child maintenance</li> <li>Ø Housing rights and options</li> <li>Ø Domestic Violence- support network and safety issues.</li> <li>Ø Divorce petitions</li> </ul> <p>Please place client in the work queue</p>
Consumer	Consumer Service telephone number <b>03454 04 05 06</b>
Pensionwise	Pension Wise appointments: Stevenage 01245 295567, or use Pensionwise Stevenage Work Queue'
Additional local information	

<p>Volunteering and Research and Campaigning Stevenage Borough Council Housing Project Energy Best Deal</p>	<p>For details of how to volunteer please see Citizens Advice Stevenage website <a href="http://www.stevenagecab.org.uk/volunteer-stevenage-citizens-advice">http://www.stevenagecab.org.uk/volunteer-stevenage-citizens-advice</a></p> <p>Details of Research &amp; Campaigning are also available by visiting our website <a href="http://www.stevenagecab.org.uk/research-and-campaigns-at-stevenage-citizens-advice">http://www.stevenagecab.org.uk/research-and-campaigns-at-stevenage-citizens-advice</a></p> <p>Assistance is given to clients who are tenants of Stevenage Borough Council Housing with rent arrears, Council Tax arrears or benefit overpayments. Referral process- please place client in work queue</p> <p>Assistance given to clients regarding energy efficiency, energy debt, tariff comparison and switching providers. Referral process- please place client in work queue.</p>
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