

Watford

Local Information: Watford CA	
Client referrals	Tier 1 (gateway): No restrictions Tier 2 (advice): Clients must live or work in the Watford local authority area
Work queue	Watford Adviceline Work Queue
Cancel or rearrange appointments	Admin number: 01923 224 531 Client rearranging or cancelling appointments can be given (or transferred to) our admin number. Other existing clients should be assessed on advice line and booked in the work queue if this is appropriate (see below). Clients should never be directed to drop into our offices. We operate a gateway only service for drop-ins.
Admin / Adviceline Referral Contact	Client related queries should be directed to the Advice Session Supervisor in the first instance: 01923 224 531 Non-urgent operational issues (including queries about this information) may be referred to the Advice Service Manager: watfordsupervision@gmail.com
External referral process (Money Advice Trust)	Clients returning with a new issue will need a new gateway. This should be done on advice line and the client can then be placed in the work queue (if appropriate). Clients returning with the same issue should have details of any developments written up as an enquiry note and can be placed on the work queue as appropriate. These clients should never be directed to drop-in to our offices. We operate a gateway only service for drop-ins. For clients who have missed a recent appointment please see 'cancel or rearrange appointments' above.
Client Services/Local Welfare Benefit information	

Crisis or Emergency	Emergency referrals should always be placed in the work queue in the first instance. We check our work queue frequently throughout the day. Emergencies can be discussed with the Advice Session Supervisor: 01923 224531
- <i>food banks</i>	Emergency (and out of hours) assistance with food can be provided by HertsHelp: 0300 123 4044 Watford Food Bank operates from multiple locations, details here: watford.foodbank.org.uk/locations/ A food voucher is required. Clients need to have a gateway assessment to establish that they are in short-term food need and identify any underlying advice issue. This should be done on advice line and the client should then be placed on the work queue. Please do not direct the client to drop-in without having completed a gateway.
- <i>domestic abuse</i>	Victim Support: victimsupport.org.uk/help-and-support/get-help/support-near-you/east-england/hertfordshire - 0300 3030 165 Herts Sunflower Centre: hertssunflower.org/ - 08088 088 088 Watford Women's Centre: wvcplus.org.uk - 01923 816229.

<p>- homeless ss</p>	<p>There are a number of housing services in Watford as follows: New Hope (primarily aimed at rough sleepers): newhope.org.uk - 0300 0120168 YMCA (accommodation for single homeless people): oneymca.org/what-we-do/accommodation/charter-house-hostel - 01923 353 600 GROW Hostel (accommodation for men over the age of 25 who have a history of homelessness, drug and or alcohol issues): growhostel.org.uk/ - 01923 256189 Housing Register: hertschoicehomes.org.uk/choice/ Herts Young Homeless (homeless charity for young people). Advice & information for u24s. Accommodation for 16-17 year olds & 18-21 year old care leavers): hyh.org.uk/ - 0844 833 0933 Watford Borough Council (statutory housing authority): 01923 226400 Advice & Support: watford.gov.uk/info/20162/housing_advice_and_support/401/housing_advice_and_support</p>
<p>Debt</p>	<p>We offer debt advice. Clients booked in work queue will be a sent a Money Advice Pack to complete & return to us. At which point we will book them an appointment with a Money Adviser. Note. We do not receive MASDAP funding. We do not use the CIA.</p>
<p>Benefit checks</p>	<p>Clients who are in need of a benefit check can be directed to the online benefit calculators available via gov.uk or the turn2us helpline. Clients with capability issues, complex benefit issues and/or interrelated issues should be placed in the work queue. They can be sent the Hertfordshire Benefit Check Form and we will contact them to arrange the most appropriate advice channel.</p>

- <i>appeals</i>	<p>Clients who require advice in respect of a benefits appeal should be placed in the work queue.</p> <p>We will support clients to appeal benefit decisions up the First Tier Tribunal level. We will prepare the client for the hearing but we cannot provide representation.</p> <p>We are able to refer clients who are in need of representation (once they have a hearing date) to the Free Representation Unit (FRU).</p>
Form filling	<p>Appointments are available for assistance in completing ESA50, PIP2 & AA medical forms. Clients requiring this support should be booked into the work queue with the deadline for return of the form clearly identified in the notes.</p> <p>Other forms may be completed depending on the complexity of the form, available expertise and the client's capability. Clients may be placed in the work queue and advised that we will assess whether we are able to support them with completion of the form.</p>
Immigration	<p>Luton Law Centre provide free specialist immigration & asylum advice on Fridays (10am-1pm) via their adviceline 01582 481000. Lines are often busy and clients are advised to keep trying throughout these opening hours.</p>
Health & Social care	<p>Community Navigator (Jane Holding): Referrals via HertsHelp: 0300 123 4044 Healthwatch Hertfordshire: healthwatchhertfordshire.co.uk/ - 01707 275978 Carers in Herts: carersinherts.org.uk/ Parkinson UK (Watford Support Group): parkinsons-westherts.org.uk/watford-support-group/</p>
Housing	<p>See 'homelessness' above.</p>

Employment	<p>We undertake employment casework and appropriate cases can therefore be placed in our workQ. We will assist clients with ET & County Court claims but are unable to provide representation. We are able to refer cases to the Free Representation Unit once the client has a hearing date.</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>Please contact employmentlaw@stevenagecab.co.uk 07909224172.</p>
Family	<p>Local solicitors provide free initial advice appointments in our offices. These can be arranged by placing the client in our work queue. We ask that clients are not promised an appointment with a solicitor as we may take the view that the nature of the issue allows us to deal effectively with issue in the general service.</p>
Consumer	<p>Many consumer issues can be dealt with effectively by transfer or signpost to the Citizens Advice Consumer Service (see below).</p> <p>However, where practical support (such as letter writing or completion of court forms) is required it may be more appropriate to place the client in the workQ.</p> <p>Citizens Advice consumer helpline: 03454 04 05 06 Monday to Friday, 9am to 5pm</p>
Additional local information	
Misc	n/a