

Welwyn Hatfield

Local Information: Welwyn Hatfield CA	
Client referrals	We can only advise people who either live or work in the Welwyn Hatfield area. Please be aware that: Until further notice, as a last resort (because resource for handling call backs is very limited), we will call client back. But <i>if at all possible</i> , please encourage client to attend a convenient drop in service.
Work queue	We will call client back within 3 days. Resource for this activity is limited so we would ask that if at all possible to encourage client to use our drop in service instead.
To cancel or rearrange appointments	To cancel or re-arrange appointments client may call 01707 260934. New extra drop-in service available Wednesdays 5-7pm
Admin / Adviceline Referral Contact	Last update 7/5/17 Colleagues may call the main admin number: 01707 260934.
External referral process (Money Advice Trust)	Existing debt clients of this HPP project should call 01707 268058 for contact with their HPP adviser. All other debt matters can be dealt with via our drop in services. Please consider posting client a budget sheet and QBC sheet in preparation.
<p>Client Services/Local Welfare Benefit information: If client is in need of urgent help such as food voucher, and it is outside of drop in hours, please ask client to call: Hertshelp: 0300 123 4044 – who may arrange emergency assistance</p>	

Crisis or Emergency	For emergency referrals ONLY please call 01707 260934. Please do not send referrals via email. Clients may use our drop in services. For admin assistance, we are open from Monday to Thursday between 9am and 5pm. Tel 01707 260934.
- <i>food banks</i>	Drop in service or Hertshelp only please as there may be a 3 day waiting time for work Q: Hertshelp Tel: 0300 123 4044
- <i>domestic abuse</i>	Sunflower Trust. The Sunflower drop-in is open every Tuesday morning from 9am – 11am at Gracemead House, Woods Avenue, Hatfield, AL10 8HX. No appointment necessary. This service provides advice, information and support for anyone affected by domestic abuse in Welwyn Hatfield. For emergencies, please call: 08088 088 088
- <i>homelessness</i>	Welwyn Hatfield Housing Office, rough sleepers telephone: 01707 357000.
Debt	Please see above referral options for existing debt clients, alternatively visit a convenient drop in session.
Benefit checks	Client must drop in with their completed benefit check forms to gateway for checking before the check is carried out. Alternatively visit: turn2us.co.uk .
- <i>appeals</i>	Until further notice we do not have a specialist service. Generalist guidance only via our drop in services. However, Hertshelp can visit people in their own homes to help with benefit applications forms. Details below:
Form filling	Hertshelp 0300 123 4044 Drop in services (see above for details) Age UK Herts: 01707 323272 info@ageukherts.org.uk Information and advice line 0300 345 3446
Immigration	Luton Law Centre telephone helpline service on Fridays only: 01582 481000 Welwyn Hatfield can only give assisted information to OISC level 1 that is available on the Public Site.
Health & Social care	Hertshelp - details as above. 0300 123 4044

Housing	Welwyn Hatfield Housing Office 01707 357000 for general enquiries and applications. Welwyn Hatfield can access legal assistance with complex housing situations, but clients must be eligible to receive legal aid and access through drop in services, so please give client details of opening times.
Employment	Welwyn Hatfield have two employment specialists, appointments must be organised by discussing the enquiry by visiting the drop in service. Telephone assistance will be limited so drop in is encouraged and client should be advised to attend with all paperwork relating to the issue.
Family	Welwyn Hatfield can only help with family law for clients eligible for legal aid. For clients unable to apply for legal aid please use the search facility at: http://solicitors.lawsociety.org.uk/
Consumer	Consumer Service telephone number: 03454 04 05 06. Drop in services as an alternative. Please advise clients to bring all paperwork relating to their purchase.
Additional local information	
	Healthy Homes: Welwyn Hatfield can arrange help with energy efficiency, adaptations and switching energy providers. Please put clients in our work Q clearly headed; Healthy Homes Appointment Request. www.whcab.org.uk