

Citizens Advice Hertfordshire is a consortium of the 10 local Citizens Advice charities:

Broxbourne

Dacorum

East Herts

Hertsmere

North Herts

**St. Albans
and District**

Stevenage

Three Rivers

Watford

**Welwyn
Hatfield**

Each local Citizens Advice is an independent charity with its own strategy and priorities, focused on the needs of its local residents.

Welcome to Citizens Advice Hertfordshire's April newsletter.

This month we include details of our extended Adviceline hours, and a new Ukraine Support Service.

We also focus on our Welwyn-Hatfield services and take a look at how Citizens Advice works in the county.

We've extended Adviceline opening hours to cover evenings and Saturdays - meaning that you can call us when it suits you

Call free on 0800 144 88 48
Monday to Wednesday 10am to 9pm
Thursday & Friday 10am to 8pm
Saturdays 10am to 4pm

Citizens Advice Hertfordshire works to maximise the voice of the 10 local offices and facilitate the county-wide delivery of services where working together is better for our communities.

**citizens
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Hertfordshire

Citizens Advice Hertfordshire Ukraine Support Service

This new service is a six month pilot to support Ukrainians who are currently staying with a host under the Homes For Ukraine Scheme.

It aims to help settle people independently and, if needed, to access the new HCC Homes for Ukraine Rent Deposit Scheme.

To access this service you will need to complete an online form by scanning the QR code on the right or visiting our website.

You will receive a phone call back within four working days and then either receive simple signposting OR a longer, detailed meeting.

This is a specialist funded service for Ukrainians. It aims to support as many people as possible to become independent and move on from their host, if that is what they want.

Citizens Advice is here to support Ukrainian guests and their hosts in Hertfordshire. Our free Ukraine Support Service can help when a hosting arrangement is coming to an end and guests are preparing to move into their own accommodation.

Impartial, independent and totally confidential advice for when you are getting ready to move on from your hosting arrangement.

This can include support with budget planning, benefits advice, and getting into private rental accommodation

Interpreters will always available.



hertscitizensadvice.org.uk/citizens-advice-ukraine-support-service/

Six Things You May Not Know About Citizens Advice in Hertfordshire

1 Each District has its own Citizens Advice organisation, so there are 10 of us in Hertfordshire.

We all run a general advice service but you will find that our opening hours, specialist and casework services vary as we ensure that our services are tailored for the needs of our local communities.

The ten offices come together to deliver county-wide services where that is better for local residents.

2 We are all independent local charities.

We are not part of the government or the local council and must apply for money and fundraise just like other local charities in order to keep going.

This also ensures our advice is independent and impartial and you can trust that what we tell you is the right answer for you, not for anyone else.

3 The majority of our teams are highly trained, dedicated and caring volunteers.

Our volunteers work as advisers, receptionists, administrators, marketeers, fundraisers, campaigners and more.

Some volunteers come to us looking for something meaningful to do with their time and to give their lives structure, some come to us to give something back to their community.

Others want work experience and to learn new skills. Volunteering for us isn't always easy, but it's a very rewarding way to spend your time.

4 There are many ways to get help from us.

Our advice is available face to face in one of our offices or outreach locations and via telephone, email, and webchat alongside our in-person service.

Six Things You May Not Know About Citizens Advice in Hertfordshire

Some video appointments are available and our website has lots of useful information if you want to sort things out yourself.

For opening hours and locations please see our websites as they do vary across the county.

5 We provide free and confidential advice on almost everything.

We're well known for being able to give specialist debt and benefits advice, but we can also advise on a wide range of issues in the areas of :

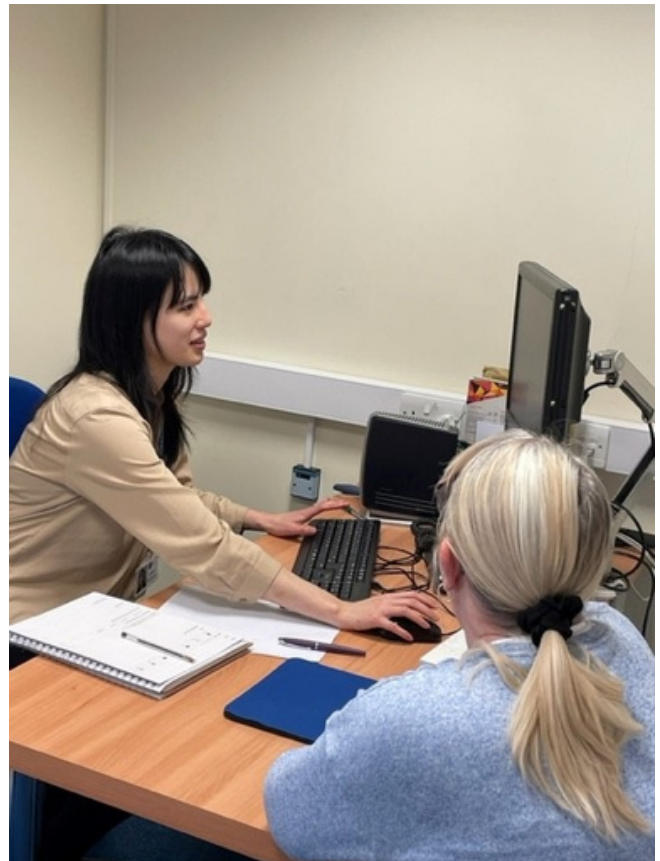
- Housing
- Employment
- Family Matters
- Consumer Problems
- Energy Bills
- And much more....

And if we can't help, we'll make sure we refer or signpost you to someone who can.

6 We don't just give advice - we also campaign for change.

Together with colleagues from other local Citizens Advice offices, we use evidence from our clients to lobby for changes to unfair practices and legislation at a national level.

We also offer awareness raising talks and workshops locally on issues such as scams, energy and financial skills.



**citizens
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**Welwyn
Hatfield**

Focus on Citizens Advice Welwyn-Hatfield



As the impact of the cost of living crisis continues to cause distress for many of the people we help, our advisers are finding that advice needs have become increasingly complex and solutions take longer to find.

More often than in previous times we find that budgets don't balance and options to improve the situation are very limited.

It's thanks to our strong local partnerships that we can help people in dire straits with emergency grants or by directing them to local foodbanks and other emergency sources of help.

For many, this is now a way of life rather than a short-term response to an event that has caused a crisis.

Our service is at the heart of the local response to the problems people are facing.

Our advice team helps approximately 6000 people each year to resolve their problems and we regularly seek to hear the voices of local residents.

This is vital for us in order to understand people's advice needs so that we can shape our services accordingly.

Citizens Advice Welwyn Hatfield has recently been out and about, asking residents of Welwyn Hatfield how they are coping with the cost of living crisis.



In addition to some very useful insight, we also received some very positive feedback including:

"It's been so helpful to be able to ask you for help today."

"It's so good to know that someone will listen to our problems."

Living With a Disability: The Continuing Crisis

Disabled people are vulnerable to price increases.

This is because a higher proportion of their income is spent on essentials like food and energy.

At Citizens Advice, we see millions of people who come to us for support.

This means we have unique data on the challenges people face.

Anne is 68 years old. She has an active social life and enjoys spending time with her friends.

Anne is also a disabled person, and she is more dependent on electricity than most.

For Anne, electricity is essential for powering her oxygen concentrator machine.

Anne also has to fund heating her home to ease her condition, and she's vulnerable to price increases.

Anne worried about how she would afford to power her oxygen machine.

Increases in her state pension and disability payments haven't kept up with increases in food and energy prices.

The cost-of-living crisis is disproportionately affecting different groups of people.

This includes people like Anne, who are disabled. They have found the cost-of-living crisis to be especially challenging.

The cost-of-living payments have had little impact as price increases absorbed any additional income.

These challenges impact the quality of life for disabled people and those caring for disabled family members.

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Hertfordshire

How to Contact Us



**Citizens Advice Hertfordshire
Adviceline number is:**

0800 144 88 48



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their services.**



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up to receive news from us, or because you are a current partner.**

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Cath.Bennett@hertscitizensadvice.org.uk**