HertsHelp summary
HertsHelp makes getting the right support easy in Hertfordshire.
HertsHelp is one phone number which gives you access to help & support in Hertfordshire: 0300 1234 044.

**HertsHelp services include:**
- Herts Safe and Well Project
- Herts Warmer Homes
- Crisis Intervention Service
- Hospital and Community Navigation Service
- Herts Brokerage
- HertsHelp Advocacy Service
- A variety of seasonal campaigns
- Access to 12,000 voluntary sector organisations in Hertfordshire
HertsHelp summary

- HertsHelp receives around 35,000 phone calls each year and 10,000 emails.

- The HertsHelp service is open-access which means that people can refer themselves for support or be referred by family, friends or professionals.

  To be referred by someone else a person must give their consent.

- Some of the issues people contact HertsHelp for are housing, benefits, debt and social isolation. Social isolation means feeling lonely and not being able to be a part of your local community.
Who are the HertsHelp Team?

• The HertsHelp Advisors come from different backgrounds with different skills. They have worked in places like housing, Occupational Therapy, the Citizens Advice Bureau, Jobcentre, homecare and youth homelessness.

• The Advisors are not scripted and will talk with people naturally as this helps to find out what each person needs.

• The HertsHelp service has some staff who work full time and some staff who help from time to time.

• Different staff members lead on different projects.
The Hertswise service is for people living with dementia, low level memory loss or mild cognitive impairment and their carers.

The Hertswise service is run by a group of community and voluntary groups who work together to make sure every client can access the support which is right for them.

The service includes group and 1-2-1 support.
Crisis Intervention Service

The Crisis Intervention Service is Delivered by HertsHelp and Herts Citizen’s advice Bureau in with other voluntary sector services.

The Crisis Intervention Service offers help for people in a crisis.

Help includes emergency food, heating, white goods and clothing.

The service aims to develop long-term solutions with people to stop a crisis in the future.
Crisis Intervention Service

Support available via the Crisis Intervention Service (designed to be one-off crisis support):

- Support with food via Herts Independent Living Service
- Citizens Advice Bureau referral - support for free advice and information about money, budgeting, benefits and debt
- Financial Support via a one off grant (Cashout via the Family Fund Trading portal to be collected from a PayPoint outlet)
- Homeware Voucher via Family Fund Trading
- Energy Voucher via Family Fund Trading
Crisis Intervention Service

• Items purchased via Furniture Recycling Scheme

• Clothing voucher via British Heart Foundation

• Access to support to address underlying cause of crisis e.g. with mental health, domestic violence, alcohol and drug abuse.
HertsHelp Advocacy Services

- Advocacy is a service that helps people who need support to make their wishes known and help them to make decisions about matters that affect them.

- The services are delivered by a group of specialist providers who provide support around the Mental Capacity Act, Mental Health act and the Care Act.
HertsHelp Advocacy Services

Types of Advocacy support available:

**Care Act/Community Advocacy** - Clients who need help making decisions about their care and support needs. Clients may also lack capacity. (Non-Instructed Advocacy)

**NHS Complaints Advocacy** - Clients needing support to make a compliant about their experience of an NHS service
Types of Advocacy support available:

**Independent Mental Health Advocacy** – For clients who are detained under the Mental Health Act within Hertfordshire.

**Independent Mental Capacity Advocacy** - For clients who are alone and lack capacity around change of accommodation, serious medical treatment or a related safeguarding or care review.
HertsHelp Hospital and Community Navigation Service

Home and Hospital Support Service
Short term support to help people live at home and look after themselves when they are released from hospital.

Community Navigation
Support to empower people to find help with issues like loneliness, finances, carers support and more.
Herts Brokerage Services

A financial and care planning service for people wanting to know more about how they can fund their social care.

The service will help you to access financial and legal advice that you can trust.
Herts Warmer Homes

• This scheme offers free or discounted household energy improvements to vulnerable and low income households.

• It is a countywide scheme which uses money from energy suppliers to fund loft insulation, boilers and draught-proofing.

• To access this help you need to call HertsHelp
Herts Safe and Well Project

Herts Safe and Well Project is delivered by Hertfordshire Fire Service.

It is a community service that supports people to access information, advice and practical support in the home.

The service helps to ensure homes are Fire Safe, kept warm and secure.
Other Key Resources

For those people who prefer to use online resources, there is information about services that can help on the Hertfordshire Community Directory.

https://directory.hertfordshire.gov.uk

There are also a range of leaflets which can be downloaded from:

https://www.hertfordshire.gov.uk/services/adult-social-services/adult-social-services-factsheets
How to contact HertsHelp

Web – Hertshelp.net

Email – info@hertshelp.net

Skype - HertsHelp

Minicom on 0300 456 2364

Fax 0300 456 2365

Telephone 0300 1234 044 or
Text HertsHelp to 81025

Face to Face advice – arrange on 0300 1234 044
Case Studies and Questions