



HertsHelp  
makes getting  
the right  
support  
easy in  
Hertfordshire.



# HertsHelp

ONE NUMBER

to access help & support

0300 1234 044

*Herts Safe and Well Project*

*HertsHelp in the Hospital*

*Crisis Intervention service*

*HertsHelp Community Navigator*

*Herts Brokerage*

*HertsHelp@Home*

*HertsHelp Advocacy Services*

*&*

*Access to 12000 VS organisations in Hertfordshire*





Alzheimer's Society

Leading the fight against dementia



GUIDEPOSTS



# Single point of access – and easy to access

- ✓ **Web** – Hertshelp.net
- ✓ **Text** – HertsHelp to 81025
- ✓ **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
- ✓ **Advocacy** – via professional referral
- ✓ **Communication Toolkit** - BSL, Makaton, Braille Service





# Herts Safe and Well Project

**Delivered by Hertfordshire Fire Service;** 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, secure; helping people to gain access to services that promote health and wellbeing



# Herts Help in the Hospital

A service that is based in hospitals offering information, advice and practical supports to help people get home safely with appropriate support.



Local advice, information and support to make life easier

## INFORMATION PRESCRIPTION

**Please contact HertsHelp.**  
**Tell them you would like information about:**

- ☐ how to have a **healthy lifestyle** and stay physically fit
- ☐ **emotional support** and someone to talk to
- ☐ advice about **money matters** or benefits
- ☐ groups and **activities** to join if you are isolated
- ☐ help to feel **safe at home**
- ☐ help to **keep warm** or **stay cool** at home
- ☐ help to stay **independent**
- ☐ support for a **carer**
- ☐ support with **children's issues**
- ☐ help to explain a problem or **have your say**
- ☐ **general** information or advice

Other

**For professional use only:**  
Please make an automated referral to HertsHelp through 'choose and book' or fill out this form and hand it to the patient.

# Crisis Intervention Service

**Delivered by HertsHelp and Herts CAB's in conjunction with multiple voluntary sector services.** Offering solutions for people in crisis that include emergency food, heating, white goods, clothing with a focus on developing resilience through developing long-term solutions with people to prevent crisis.



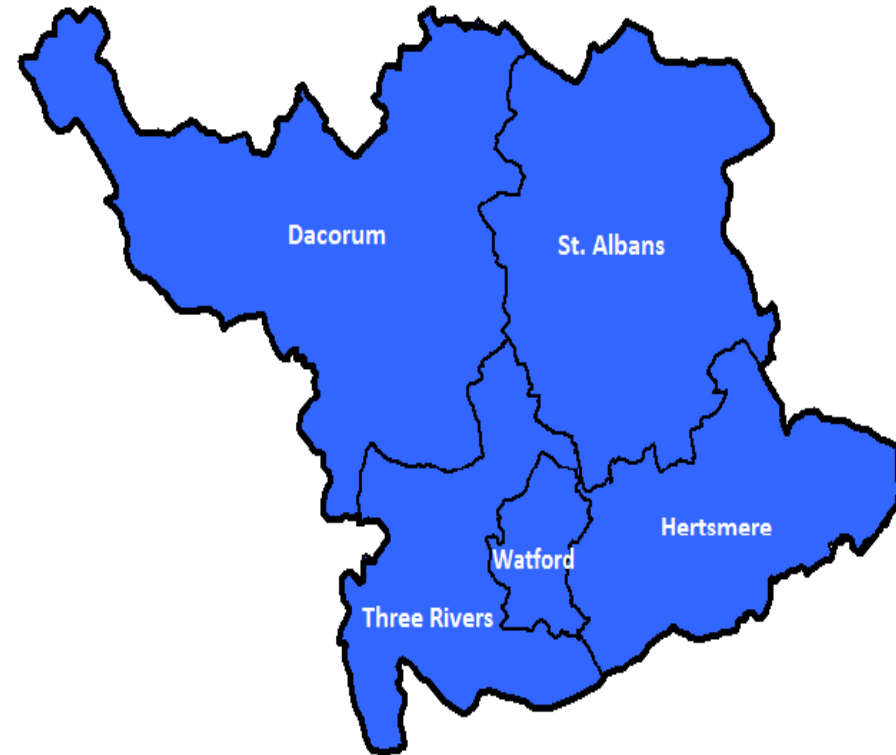


# Herts Help Community Navigator Service in the West

A community based social prescribing service that operates across Watford, Three Rivers, St Albans, Dacorum and Hertsmere.

All triage via **Herts Help**.

Many referrals online via GP systems.



# Herts Brokerage Services

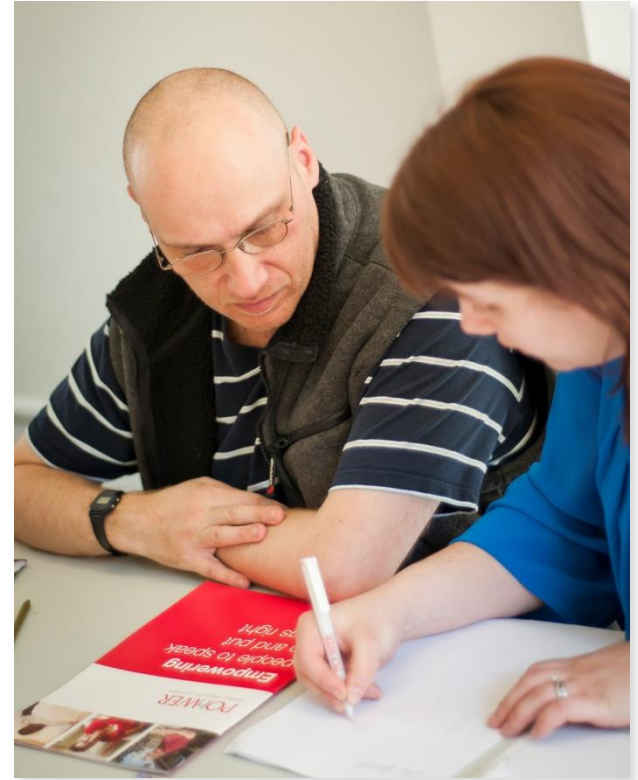
Specialist financial and care planning service for people wanting to know more about how they can fund their social care. The service will help you to access regulated financial and legal advice.



# HertsHelp@Home

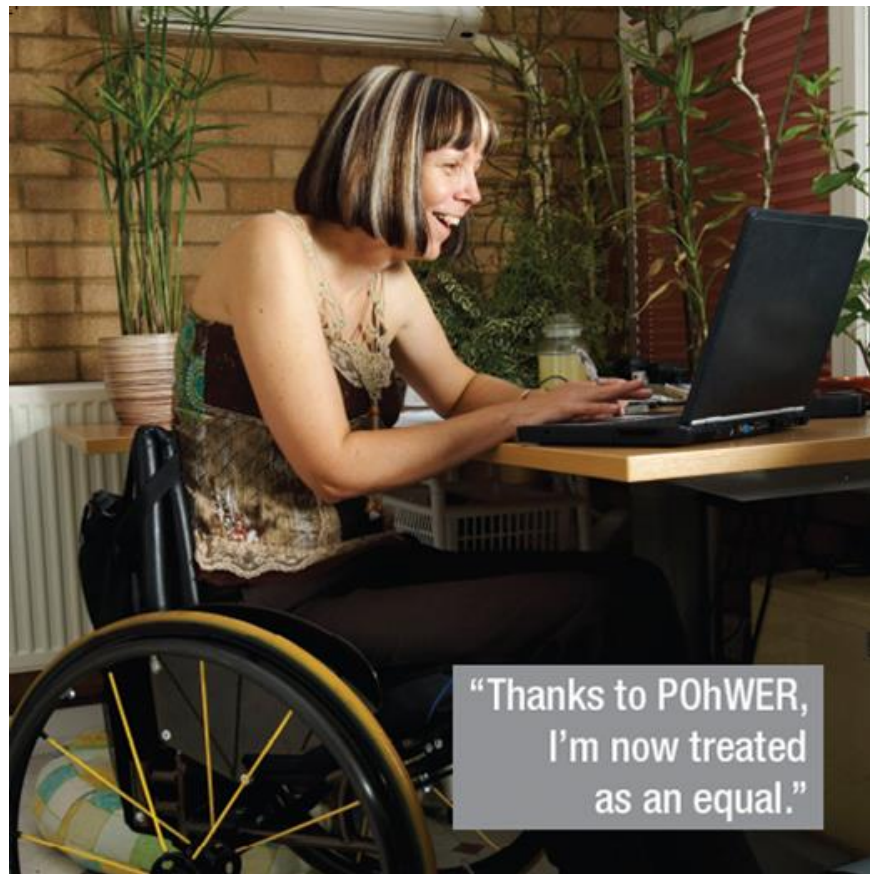
A community based service that will be able to offer:

- Guidance to access local services & supports
- Links to financial advice & benefits guidance.
- Practical supports in the home regarding bills, & domestic paperwork.



# HertsHelp Advocacy Services

**Delivered by POhWER in partnership with HAD, Carers in Herts, Headway, HSB and Viewpoint.** A service that helps people who need support to make their wishes known and help them to make decisions about matters that affect them directly that are usually linked to social and or health matters





# Volumes of traffic to HertsHelp

## December 2016

<b>Calls</b>	<b>2260</b>
Emails	<b>830</b>
Web hits	<b>3700</b>
Onward signposts/referrals	<b>1372</b>

## 2015 - 2016

<b>Calls</b>	<b>28800</b>
Emails	<b>5600</b>
Web hits	<b>36900</b>
Onward signposts/referrals	<b>10930</b>

# HertsHelp Services

HertsHelp offers residents support, information and advice. Developed and delivered through local agencies working in partnership with Community Wellbeing. The services strive to deliver appropriate support for residents when needed, they are free and easy to access.

**For more information go to:**

<https://beta.hertfordshire.gov.uk/microsites/hertshelp/hertshelp.aspx>

**Or email:**

[kristy.thakur@hertfordshire.gov.uk](mailto:kristy.thakur@hertfordshire.gov.uk)

[michael.longfellow@hertfordshire.gov.uk](mailto:michael.longfellow@hertfordshire.gov.uk)

[susan.carter@hertfordshire.gov.uk](mailto:susan.carter@hertfordshire.gov.uk)

[riaz@hertshelp.net](mailto:riaz@hertshelp.net)

