

# BROXBOURNE **GUIDE FOR OLDER RESIDENTS**

Useful local  
contacts and  
information



**BOROUGH OF  
BROXBOURNE**  
[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

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# Introduction

Welcome to this guide for older residents published by Broxbourne Borough Council. Note that times and details of services do change, so please call the service provider to avoid disappointment.

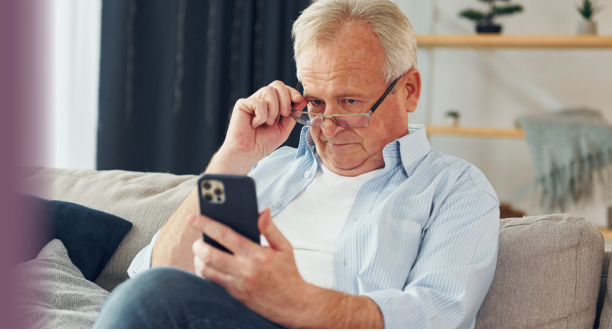
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# Useful contacts



## Emergency Services

In the case of an emergency, phone 999 and ask for the Ambulance, Fire and Rescue, Police or Coastguard.

## Samaritans

Whatever you are going through, a Samaritan will face it with you. Phone 116 123 for free any time.

## NHS: Mental health crisis

In emergencies only, call the Single Point of Access (SPA) service at Hertfordshire Partnership NHS Foundation Trust, who provide mental health care in Hertfordshire.

<b>Telephone</b>	0300 777 0707 operates 24 hours a day
<b>Email</b>	hpft.spa@nhs.net

## Gas Emergency

If you smell gas and suspect a gas leak, evacuate the building immediately. Do not switch any lights on or off, stay calm and phone 0800 111 999 to report it. Don't go back into the property; wait for advice from the emergency services.

## Power Cut

If there is an unexpected power cut, phone 105 or 0800 316 3105 to report it and find out when power will be restored. If you are hard of hearing, text Relay to 18001.

## Water leaks and blocked drains

Any water leak on private property is the responsibility of the property owner, so contact your landlord or hire an emergency plumber. If there is a blocked drain that only serves your property, contact your landlord or hire a drain clearance company, but if the pipe affected is shared with other properties Thames Water is responsible.

To report a burst water main or a blocked sewer shared with other properties:

<b>Telephone</b>	Water leaks: 0800 714 614 freephone, 24 hours a day Sewers: 0800 316 9800 freephone, 24 hours a day
<b>Report online</b>	<a href="http://www.thameswater.co.uk/help/emergencies">www.thameswater.co.uk/help/emergencies</a>

## Police non-emergency

Phone 101. You can also ask for an appointment with one of the officers on the local police Safer Neighbourhood Team, who work to prevent crime and anti-social behaviour in your neighbourhood.

## Broxbourne Borough Council

The Council's services include: waste collection, street cleansing, parks and playgrounds, leisure centres, car parks and on-street parking enforcement, cemeteries, determining planning applications, housing help for the homeless, administration of housing benefit, environmental nuisance such as persistent dog barking or bonfires, food safety and enforcement of housing standards in private rented properties, economic development, community safety and Council Tax collection.

Information about services is available on the Council's website and payments and bookings can all be made securely online. If you need more help, please call the Council.

<b>Website</b>	<a href="http://www.broxbourne.gov.uk">www.broxbourne.gov.uk</a>
<b>Telephone</b>	01992 785555
<b>Email</b>	<a href="mailto:enquiry@broxbourne.gov.uk">enquiry@broxbourne.gov.uk</a>

## Hertfordshire County Council

The County Council's services include: adult social services, including care advice, child protection, street lighting, road and pavement maintenance, public transport and bus passes, school admissions, libraries, waste disposal, the Register Office, public health and trading standards.

<b>Website</b>	<a href="http://www.hertfordshire.gov.uk">www.hertfordshire.gov.uk</a>
<b>Telephone</b>	0300 123 4040 for general enquiries 0300 123 4044 for HertsHelp advice service 0300 123 4047 to report a road, pavement or street lighting fault
<b>Textphone for hard of hearing</b>	01992 555506 or you can text 07507 306 911

## Member of Parliament

Sir Charles Walker is the local MP and represents the interests of residents in Parliament.

<b>Website</b>	House of Commons, London, SW1A 0AA
<b>Telephone</b>	0207 219 0338
<b>Email</b>	<a href="mailto:charles.walker.mp@parliament.uk">charles.walker.mp@parliament.uk</a>





# Advice and information



## HertsHelp

Free and confidential advice on dealing with the cost of living, living healthily, transport, bus passes and blue badges, sheltered accommodation, help for carers, equipment to help you manage at home etc.

<b>Telephone</b>	0300 123 4044 Mondays to Fridays 8am-6pm Saturday to Sunday 10am-4pm
<b>Email</b>	info@hertshelp.net
<b>Text</b>	hertshelp to 81025
<b>Website</b>	www.hertshelp.net

## Citizens Advice Broxbourne

Free, confidential advice on many subjects including welfare benefits, housing, legal advice, debt issues and personal relationships, and help to complete benefit application forms. Trained advisers provide information and options or signpost the client to another organisation that may be able to help. Face-to-face advice is provided by appointment only, after an assessment over the telephone.

<b>Telephone</b>	0808 278 7915 - free phone number, Mondays to Fridays 9am-5pm. Hertfordshire Adviceline 0800 144 8848, Mondays to Wednesdays 10am-9pm, Thursdays, Fridays 10am-8pm, Saturdays 10am-4pm Emergency number 0800 144 8848.
<b>Drop in to ask for a call back</b>	Broxbourne Council Offices, Bishops' College, Churchgate, Cheshunt, Tuesdays 9.30am-1pm. If the Citizens Advice adviser is not available when you call, please leave your details with the receptionist.
<b>Email</b>	Fill in email form on the website (see web address below)
<b>Website</b>	www.citizensadvicebroxbourne.org.uk

## Age UK in Hertfordshire

Information and advice on welfare benefits and claiming them, equipment and aids for the home, community care, housing options including care homes, local leisure and social activities, and getting online. Help with making Lasting Powers of Attorney applications.

<b>Opening times</b>	Mondays to Fridays 9am-4.30pm
<b>Telephone</b>	General enquiries - 0300 345 3446 Information and Advice (Help with benefits, housing, IT training and more) 0300 123 4044
<b>Email</b>	communications@ageukherts.org.uk
<b>Website</b>	www.ageuk.org.uk/hertfordshire/

## HertsHelp

Free and confidential advice on dealing with the cost of living, living healthily, transport, bus passes and blue badges, sheltered accommodation, help for carers, equipment to help you manage at home etc.

<b>Telephone</b>	0300 123 4044 Mondays to Fridays, 8am-6pm Saturday to Sunday 10am-4pm
<b>Email</b>	info@hertshelp.net
<b>Text</b>	hertshelp to 81025
<b>Website</b>	www.hertshelp.net

## Carers in Herts: Information and advice

Free information and advice for unpaid family and friends who look after someone, courses in care skills, the chance to meet other carers.

<b>Telephone</b>	01992 586969 Mondays to Thursdays 9.30am-5pm, Friday 9am-4pm
<b>Email</b>	Carer.support@carersinherts.org.uk
<b>Website</b>	www.carersinherts.org.uk

## Hertfordshire County Council: Older people's services

Hertfordshire County Council provides many services for older people, including day centres, home care such as help with getting up, washed and dressed, respite care and carers' breaks, residential services and supported housing.

<b>Opening times</b>	Mondays to Fridays, 8.30am-5.30pm
<b>Telephone</b>	0300 123 4040
<b>Textphone/Minicom</b>	01992 555506
<b>Text</b>	075 0730 6911
<b>Website</b>	www.hertfordshire.gov.uk - select Adult Social Services

## University of Hertfordshire: Law clinic

Free, one-off legal advice provided by student advisers at the University of Hertfordshire under the supervision of qualified lawyers. The service is not regulated by the Solicitors Regulation Authority and is not a solicitors' practice.

Advice sessions are held by video appointment with student advisers under supervision of a qualified lawyer. Advice is provided after the appointment in writing with wording approved by the lawyer.

<b>Opening times</b>	Mondays to Fridays, 9.30am-5pm
<b>Telephone</b>	01707 284115, for callback
<b>Email</b>	probono@herts.ac.uk



## Community Alliance BEH: Digital access and online training

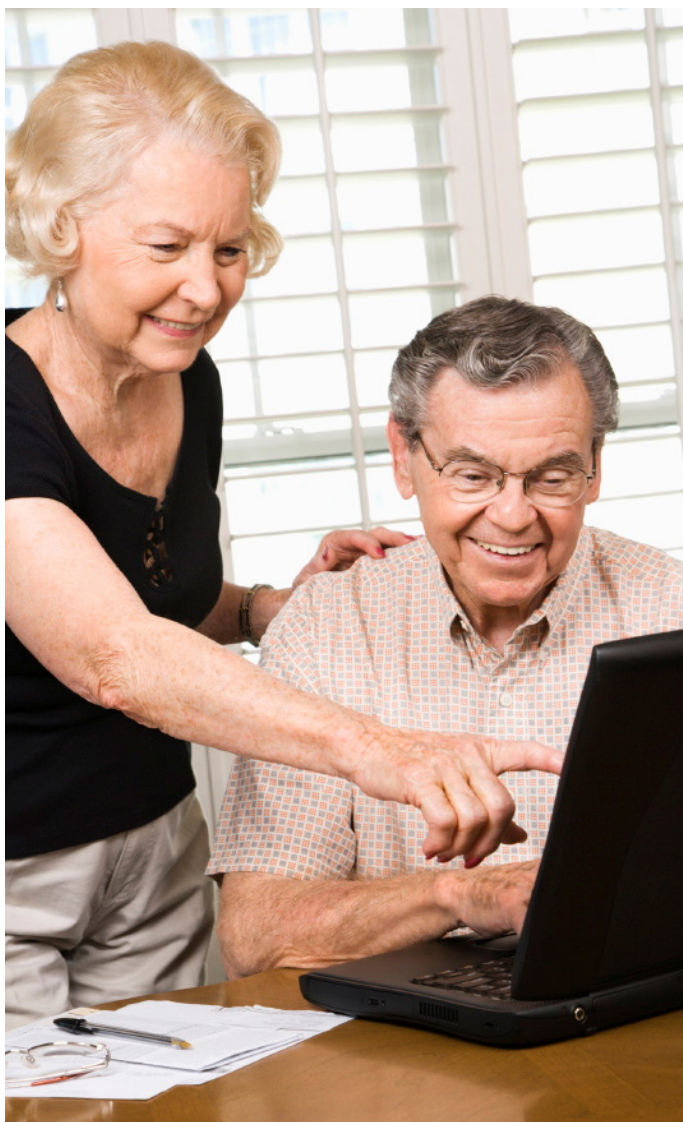
Book or drop in for free access to computers and organised digital skills training. One-to-one support to access benefits, housing, bills, job searching or other services for those who do not have a computer or who have limited IT skills.

<b>Opening times and location</b>	Community Hub, Waltham Cross High Street next to Pavilions Tuesdays and Thursdays 9.30am-4.30pm
<b>Telephone</b>	0300 123 1034
<b>Email</b>	admin@communityalliancebeh.org.uk

## Age UK: Digital support in the home

Free home visits to help people use a tablet and get online.

<b>Opening times</b>	Mondays to Fridays
<b>Telephone</b>	0300 345 3446
<b>Email</b>	info@ageukherts.org.uk
<b>Website</b>	<a href="http://www.ageuk.org.uk/hertfordshire">www.ageuk.org.uk/hertfordshire</a>



# Money matters



## Benefits advice

You can identify any benefits you may be able to claim by using the online benefits calculator at [www.entitledto.co.uk](http://www.entitledto.co.uk).

Age UK Herts and Citizens Advice (see the Advice and information section) can also help with advice and completing a benefits application.

## CAP: Debt help

Free debt help service run by churches in Ware, offering both practical help and a supportive community for every step of the way. Usually in-person, video call if preferred.

<b>Location</b>	Christ Church, New Road, Ware
<b>Opening times</b>	Thursdays 11.30am-1pm
<b>Telephone</b>	0800 328 0006 for callback
<b>Email</b>	ware@capuk.org
<b>Website</b>	www.capuk.org

## Home energy efficiency upgrades

Broxbourne Borough Council is working with energy company E.ON to help eligible households insulate their homes. The ECO4 Home Upgrade scheme will improve home energy efficiency and save money on energy bills.

<b>Telephone</b>	0333 202 4422 (free phone line to E.ON)
<b>Opening hours</b>	Mondays to Fridays 9am-5pm
<b>Website</b>	www.broxbourne.gov.uk/ECO4

## Better Housing, Better Health: help to stay warm at home

A free service for anyone having difficulty affording to heat their home. Phone or email for tips on how to stay warm at home. The service can provide free home energy visits and small emergency items, and help with funding energy efficiency measures such as insulation and new heating systems.

<b>Telephone Hours</b>	Telephone 0800 107 0044 Mondays to Fridays 9am-5pm
<b>Email</b>	bhbh@nef.org.uk

## HertSaver Credit Union

HertSavers Credit Union is owned and controlled by its members and regulated by the Government. The Credit Union provides a safe, convenient way to save with a good rate of return, easy-to-access loans at a fair interest rate with no early repayment charges, and pre-paid debit cards.

<b>Telephone</b>	0208 756 3868
<b>Email</b>	office@hertsavers.co.uk
<b>Website</b>	www.hertsavers.co.uk/



## Disabled Facilities Grants

Grants to help people who are disabled adapt their home so they can continue to live there. Grants can help to fund a stair lift, ramps, bathroom or kitchen adaptations etc. Grants are means-tested.

Apply through Hertfordshire Home Improvement Agency, working on behalf of Broxbourne Borough Council. The Agency will advise on eligibility and send someone to your house to assess your needs. The Agency then oversees all projects from design to delivery.

Search online for Hertfordshire Home Improvement Agency to find out more.

<b>Telephone</b>	0300 123 4042 (Hertfordshire County Council Adult Care Services)
<b>Email</b>	contact@hertfordshire.gov.uk
<b>Text/ Textphone (Minicom):</b>	07507 306911/ 01992 555506
<b>Website</b>	<a href="http://www.hertfordshire.gov.uk/microsites/Herts-Home-Improvement-Agency">www.hertfordshire.gov.uk/microsites/Herts-Home-Improvement-Agency</a>

## The Broxbourne Foodbank

Supplies emergency food for those in crisis. To obtain a voucher to use the Foodbank, ask CAB or Hertshelp or another local charity helping people deal with crises. It may be possible to deliver to your home if you are unwell or have a mobility problem.

<b>Opening times and locations</b>	St. Joseph's Church Hall, 204 High St, Waltham Cross: Wednesdays, 1.30-2.30pm Wormley Free Church, Slipe Lane, Wormley: Mondays to Fridays 4-5pm.
<b>Telephone</b>	07943 986261, operates 24 hours a day
<b>Email</b>	infobroxbourne.foodbank@gmail.com (for non-urgent queries)
<b>Website</b>	<a href="http://www.broxbourne.foodbank.org.uk">www.broxbourne.foodbank.org.uk</a>

## Christ Church, Waltham Cross: Porch Pantry

A free resource of basic foods and toiletries kept in the church porch. No booking necessary, just take what is needed, but be considerate of others who also need the pantry. The pantry is restocked during the day but if it is empty, please contact for help.

<b>Opening times and locations</b>	Christ Church, Trinity Lane, Waltham Cross Mondays to Thursdays 8.30am-5.30pm, Sundays 8.30am-11am
<b>Telephone or text</b>	07545 462189
<b>Email</b>	vicarccwc@gmail.com

## Herts Helping Herts: The Food Pantry

Food for Broxbourne residents in need, and a free sandwich and a cuppa for those who would like to stay and socialise.

<b>Opening times and locations</b>	Rosedale Community Church, Andrews Lane, Cheshunt The last Tuesday of every month from 1.30-3.30pm
<b>Telephone or text</b>	07961 088788
<b>Email</b>	info@hertshelpingherts.org
<b>Text</b>	www.heartshelpingherts.com

## The OK Foundation: Food pantry, Goffs Oak

Fresh and packaged food, toiletries and household essentials to help with the cost of living. Open to everyone in need. Collection only, no deliveries. The church is also open as a warm welcome space.

<b>Opening times and locations</b>	Goffs Oak Methodist Church, Newgatestreet Road Wednesdays 1-3pm
<b>Telephone</b>	07483 172781
<b>Email</b>	info@okfoundation.org
<b>Text</b>	07483 172781

## St. Paul's Catholic School: Foodbank

Food bank for the local community. Please call first so a parcel can be prepared.

<b>Opening times and locations</b>	St. Paul's Catholic School, Park Lane, Cheshunt, by appointment Mondays to Fridays during term-time only, 8.30am-3.30pm
<b>Telephone</b>	01992 635060
<b>Email</b>	admin@stpauls373.herts.sch.uk

## The Big Local Breakfast Club

Free breakfast for anyone in the Wormley community. No need to book.

<b>Opening times and locations</b>	Wormley Community Centre, Fairfield Drive, Wormley Mondays to Fridays 7.45-8.30am
<b>Telephone</b>	01992 217077
<b>Email</b>	info@wtbiglocal.org.uk
<b>Website</b>	ww.wtbiglocal.org.uk

## The Cross Breakfast Club

Free breakfast for anyone who needs it.

<b>Opening times and locations</b>	Christ Church, Trinity Lane, Waltham Cross Mondays, Wednesdays and Fridays 7am-10am
<b>Email</b>	yinkasonubi@hotmail.co.uk



# Help in the home



## Age UK: Help in the home

Carefully screened and trained home helpers provide support in the home. They can assist with cleaning, laundry, ironing, shopping, picking up prescriptions and preparing a light meal. The current charge is £30 for an initial assessment, then £21.80 an hour. The minimum commitment is 1.5 hours a week or two hours a fortnight.

<b>Postal address</b>	First Floor, Beane Bridge House, 34 Chambers Court, Hertford SG14 1PL
<b>Telephone</b>	01707 386066 Mondays to Fridays 9am-4pm
<b>Email</b>	info@ageukherts.org.uk
<b>Website</b>	www.ageuk.org.uk/hertfordshire/

## Age UK: Handy person service

Help with works in the home for people aged 50 and over. The handy person can assist with tasks such as replacing lightbulbs, installing smoke detectors, moving and assembling small items of furniture, unblocking sinks, replacing toilet seats, fitting draught proofing, and putting up curtains. Fitting security equipment such as door chains, locks and spyholes will make the home more secure.

There is a charge for this service.

<b>Telephone</b>	07951 105370
<b>Email</b>	handypersons@ageukherts.org.uk

## Age UK: Gardening service

Weekly, fortnightly or one-off visits to help maintain the garden for people aged 50 and over. The gardener is vetted and insured and has a lawnmower, hedge trimmer and strimmer, but is not equipped to work above 8ft.

There is a charge for this service.

NB. There is a waiting list for this service at present.

<b>Telephone</b>	07951 105370
<b>Email</b>	gardening@ageukherts.org.uk

## Communities 1st: help for housebound people

Help with shopping or collecting prescriptions. Telephone or email to arrange for shopping to be done or a prescription to be collected and delivered to the door by Communities 1st's staff or trusted volunteers.

Telephone befriending: For those feeling lonely or isolated, contact Communities 1st to arrange for a phone call chat.

<b>Telephone</b>	01727 649930
<b>Email</b>	help@communities1st.org.uk
<b>Website</b>	www.communities1st.org.uk/community-connectors

## HILS: Meals on wheels

Reasonably priced meals are delivered 365 days a year by Health and Independent Living Support. Residents can order from a choice of hot meals for lunch including choices to suit cultural or dietary requirements, and can also order tea and breakfast packs to be eaten later.

<b>Telephone</b>	0330 200 0103, Mondays to Fridays 8am-6pm
<b>Apply online</b>	<a href="https://hils-uk.org/support-at-home/meals/">https://hils-uk.org/support-at-home/meals/</a>
<b>Email</b>	<a href="mailto:info@hertsindependentliving.org">info@hertsindependentliving.org</a>
<b>Post</b>	Health and Independent Living Support, Unit 16, Green Lane One, Blackhorse Road, Letchworth, SG6 1HB

## HILS: Pop-in visits

A five-minute visit at lunchtime to check on your wellbeing. Depending on your needs the visit might also include making a drink, prompting you to take your medicine, or contacting someone if you're not feeling yourself. There is a charge for this service, which is provided by HILS, a not-for-profit enterprise helping older people.

<b>Telephone</b>	0330 200 0103
<b>Email</b>	<a href="mailto:info@hils-uk.org">info@hils-uk.org</a>
<b>Website</b>	<a href="http://www.hils-uk.org">www.hils-uk.org</a>
<b>Post</b>	HILS, Unit 16, Green Lane One, Blackhorse Rd, Letchworth SG6 1HB

## Crossroads Caring for Life: Helping you care service

Offers regular breaks for unpaid family carers. A trained volunteer support worker steps into the shoes of the carer for a few hours.

<b>Telephone</b>	01462 455578
<b>Email</b>	<a href="mailto:info@crossroadshn.org.uk">info@crossroadshn.org.uk</a>
<b>Website</b>	<a href="http://www.crossroadscaring.org.uk">www.crossroadscaring.org.uk</a>

## Turning Point: Carers' support service

Free practical and emotional support for unpaid carers, including benefit applications, health appointments, carers' breaks, sit in service and signposting to other sources of support.

<b>Opening times</b>	Mondays to Fridays 9am-5pm
<b>Telephone</b>	01438 211185
<b>Email</b>	<a href="mailto:hcssinfo@turning-point.co.uk">hcssinfo@turning-point.co.uk</a>

# Staying safe at home



## Herts Careline

A Careline alarm enables people of all ages to continue to live in their own homes. Clients wear a pendant alarm. Help is quickly available at the press of a button, 24 hours a day, 7 days a week from the Hertfordshire-based Control Room. There is a monthly charge.

<b>Opening times</b>	Mondays to Fridays 9am-4pm
<b>Telephone</b>	0300 999 2999
<b>Email</b>	carelinesupport@north-herts.gov.uk

## HILS: Keysafe installation

A keysafe is a small, strong, metal box fitted to the outside of the home that stores a spare door key so a trusted friend or relative can enter your home. The key can only be accessed using a personal code number. There is a charge for this service.

<b>Telephone</b>	0330 200 0103
<b>Email</b>	info@hils-uk.org
<b>Website</b>	www.hils-uk.org
<b>Post</b>	HILS, Unit 16, Green Lane One, Blackhorse Rd, Letchworth SG6 1HB

## Herts Domestic Abuse Helpline

Support through a free, confidential helpline, providing the information needed to take control and take the next step.

<b>Telephone</b>	0808 808 8088 freephone Mondays to Fridays 9am-9pm, weekends 9am-4pm
<b>Email</b>	kim@mailpurple.org
<b>Website</b>	www.hertssunflower.org

## Safer Places: Rosie Women's Centre

A women-only safe place offering help to women who have experienced sexual or domestic abuse. Provides counselling, mental health support, legal and money advice, and help with housing, education and employment, life coaching etc. Based in Harlow but also offers services in Broxbourne and eastern Hertfordshire. Offers safe accommodation.

<b>Helpline</b>	0330 102 5811 operates 24 hours, 7 days a week. If you are in danger, call 999.
<b>Email</b>	info@saferplaces.co.uk for queries referrals@saferplaces.co.uk to refer yourself for help
<b>Website</b>	www.saferplaces.co.uk



## Elder Abuse

Elder abuse is the mistreatment of an older person. This includes neglecting their care, taking or misusing their money, assaulting, tormenting, gaslighting or discriminating against them.

If you or someone you know is in immediate danger, call 999 for help. Otherwise call Hertfordshire County Council Adult Social Services for help, or report it online:

<b>Telephone</b>	0300 123 4042 at any time, 24 hours, seven days a week If in immediate danger, call 999
<b>Website</b>	<a href="http://www.hertfordshire.gov.uk/services/Adult-social-services">www.hertfordshire.gov.uk/services/Adult-social-services</a>

## Hourglass - Elder Abuse Helpline

<b>Telephone</b>	0808 808 8141, 24 hours a day
<b>Text</b>	07860 052906 free of charge
<b>Email</b>	<a href="mailto:enquiries@wearehourglass.org">enquiries@wearehourglass.org</a>
<b>Website</b>	<a href="http://www.wearehourglass.org/">www.wearehourglass.org/</a>

## Beacon: Victim care service Catch-22

Confidential, emotional and practical support to victims and witnesses of crimes in Hertfordshire. Support workers help the victim or witness assess physical, emotional or financial harm caused by the crime and identify a package of support for them. The service is free and can be delivered by telephone, online or face-to-face in the local area.

<b>Telephone</b>	03000 115 555
<b>Email</b>	<a href="mailto:info@hertfordshirebeacon.org">info@hertfordshirebeacon.org</a>
<b>Website</b>	<a href="http://www.hertfordshirebeacon.org">www.hertfordshirebeacon.org</a>

## Broxbourne Borough Council Community Safety Team

If you do not feel safe at home because you are being harassed by neighbours, get help. If you are a social housing tenant, contact your landlord. Otherwise contact the Council's Community Safety Team. You can fill in a form online to request help, or if you prefer, call the Council and a Customer Service Adviser will help you complete the form.

<b>Telephone</b>	01992 785555
<b>Website</b>	<a href="http://www.broxbourne.gov.uk/housing-advice-1">www.broxbourne.gov.uk/housing-advice-1</a>

## Hertfordshire Fire and Rescue: Home fire safety check

Fire safety checks by a trained professional, including a smoke alarm check. Complete the online form (see web address) or email if you cannot complete the form.

<b>Online request form</b>	<a href="http://www.hertfordshire.gov.uk/fire">www.hertfordshire.gov.uk/fire</a>
<b>Email</b>	<a href="mailto:jpsreferrals@hertfordshire.gov.uk">jpsreferrals@hertfordshire.gov.uk</a> . (email is available if you are unable to access the form)

# Health and care



## NHS Services near You:

For details of local NHS GPs, dentists, hospital and other NHS services:

**Website** [www.nhs.uk/nhs-services/services-near-you/](http://www.nhs.uk/nhs-services/services-near-you/)

## Cheshunt Community Hospital

Cheshunt Community Hospital has a Minor Injuries Unit that can treat cuts, sprains, minor fractures, bites, stings and similar minor injuries. No appointment is necessary.

**Opening Hours:** 8am-8pm every day including weekends and Bank Holidays,

**Address:** King Arthur Court, Crossbrook Street, Cheshunt

## Barnet and Chase Farm Hospitals

**Telephone** Main switchboard 0203 758 2000

For any concerns or questions about patient care, contact the Patient Advice and Liaison Service (PALS)

**Telephone** 0208 216 4924 Mondays to Fridays 9am-5pm

**Email** [bcbpals@nhs.net](mailto:bcbpals@nhs.net)

## Lister Hospital, Stevenage

**Telephone** Main switchboard 01438 314333

For any concerns or questions about patient care, contact the Patient Advice and Liaison Service (PALS)

**Telephone** 01438 285811

**Email** [pals.hchs@nhs.net](mailto:pals.hchs@nhs.net)

## North Middlesex Hospital, Edmonton

**Telephone** Main switchboard 0208 887 2000

For any concerns or questions about patient care, contact the Patient Advice and Liaison Service (PALS)

**Telephone** 0208 887 3172 Mondays to Fridays 9am-4pm

**Email** [northmid.pals@nhs.net](mailto:northmid.pals@nhs.net)

## Princess Alexandra Hospital, Harlow

**Telephone** Main switchboard 01279 444455

For any concerns or questions about patient care, contact the Patient Advice and Liaison Service (PALS)

**Telephone** 01279 827211 Mondays to Fridays 9am–5pm

**Email** [paht.pals@nhs.net](mailto:paht.pals@nhs.net)

## NHS: Integrated Community Team

The NHS Integrated Community Team consists of community nurses, community matrons, physiotherapists, occupational therapists and specialist palliative care nurses, who provide healthcare for patients in their own homes. Patients are referred to the service by health and social care professionals.

**Telephone** 0300 123 7571

## Reach Out: Hertfordshire

Practical support and companionship at home for older people who are medically vulnerable and at risk of hospital admission, or who have recently been discharged from hospital. Trained neighbourhood volunteers visit and offer free help to adjust to and recover from illness.

**Telephone** 07435 549130 during working hours

**Email** [reachout@nhscvs.org.uk](mailto:reachout@nhscvs.org.uk)





## Age UK: Hospital and community navigation service

Support for people leaving hospital or who have recently been unwell, to help them settle safely back at home. Provides wellbeing checks, help to develop confidence and resilience, links to support with benefits, debt and finance as well as solutions to loneliness. Can also help people affected by hoarding. Phone first for an assessment; Age UK Herts works with a network of local organisations to provide this service.

<b>Opening times</b>	Mondays to Fridays 10am-4pm
<b>Telephone</b>	0300 123 4044
<b>Email</b>	info@ageukherts.org.uk
<b>Website</b>	www.ageuk.org.uk/hertfordshire

## HILS: Advocacy

Health and Independent Living Support (HILS) is a not-for-profit organisation helping older people. Their free advocacy service is for people needing help understanding health and care matters or getting their voice heard. An advocate can accompany you to meetings, help you ask questions or to write letters or emails, explain things to you etc.

<b>Telephone</b>	0330 200 0103
<b>Email</b>	info@hils-uk.org
<b>Website</b>	www.hils-uk.org
<b>Post</b>	HILS, Unit 16, Green Lane One, Blackhorse Rd, Letchworth SG6 1HB

## Armed Forces Community Local Support Helpline

A single point of contact providing advice on health and care for anyone of any age who has served in the armed forces, their families and carers. Includes advice and support on using the NHS and signposting to local organisations that can help.

<b>Opening times</b>	Mondays to Fridays 9am-5pm
<b>Telephone</b>	07908 209912
<b>Email</b>	hcns.HWE-AFCfamiliesveterans@nhs.net

## HILS: Exercise at home

Help for people over 65 who are physically capable but who cannot attend exercise classes. Free weekly one-to-one exercise sessions in the home for up to eight weeks, with qualified instructors. They help you develop your own exercise programme and show how to do the exercises safely, so you are confident to do them on your own.

<b>Telephone</b>	0330 200 0103
<b>Email</b>	info@hils-uk.org
<b>Website</b>	www.hils-uk.org
<b>Post</b>	HILS, Unit 16, Green Lane One, Blackhorse Rd, Letchworth SG6 1HB

## Broxbourne Borough Council: Active Herts

A free six-week programme to help people get physically active and improve their health. Broxbourne residents aged over 16 who do less than 30 minutes of moderate physical activity a week can join a choice of free physical activity classes held at various locations across the Borough, and receive support and coaching from a friendly Get Active specialist. Join others in a friendly atmosphere in activities such as stretch and relax, walking football, swimming, circuit training etc.

<b>Opening times and locations</b>	Various, across the Borough, held during the mornings, afternoons and evenings. Please visit the website or phone to learn more.
<b>Telephone</b>	07506 503316 (Andrew Rix), Mondays to Fridays 9am–5pm
<b>Email</b>	andrew.rix@broxbourne.gov.uk
<b>Website</b>	www.activeherts.org.uk

## Hertfordshire County Council: Stop Smoking Service

A stop smoking advisor provides phone support for 12 weeks, helps the smoker to create a plan to quit, advises on products to assist and is there to motivate and support the effort to quit smoking. The service is free, apart from the cost of prescriptions.

<b>Stop Smoking phone clinics</b>	At various times Mondays to Fridays 9am–8pm
<b>Telephone</b>	0800 389 3998 (Stop Smoking Customer Service Team) Mondays to Fridays 9am–5pm
<b>Email</b>	HealthImprovementService@hertfordshire.gov.uk

## Broxbourne Borough Council: Healthy Hub

A friendly service offering free information and support to help you stay healthy and well. Provides signposting and referrals to local services for managing your weight, giving up smoking and getting physically active, as well as helping you to find local social groups to join. Phone or email with a query or just drop into the Hub.

<b>Location and opening times</b>	Community Hub, Waltham Cross High Street (close to Pavilions shopping centre main entrance) Mondays to Fridays 9.30am–4.30pm, with the Healthy Hub Adviser available on Tuesdays and Thursdays.
<b>Telephone</b>	0300 123 1034 (callback service)
<b>Email</b>	sarah@communityalliancebeh.org.uk or fill in the online enquiry form at the webpage below.
<b>Website</b>	www.broxbourne.gov.uk/advice/i-like-help-improve-health

## Age UK Hertfordshire: InTouch

Are you facing a life changing or challenging situation? A friendly, understanding member of the InTouch team can listen to your concerns, help you explore your options and make the choices that are right for you.

<b>Telephone</b>	01992 630623 or 01992 634964 Mondays to Fridays 9am–4.30pm
<b>Email</b>	intouch@ageukherts.org.uk

## Hertfordshire MIND Network: Counselling

An experienced counsellor will provide up to 10 counselling sessions, either face-to-face or by videocall as desired. The counsellor will help you to understand yourself as a person, how you deal with situations in your life and identify your specific ways of thinking. There is an initial charge for assessment and then for each counselling session. Costs are reduced for clients who are on benefits or tax credits.

<b>Location and opening times</b>	Wellbeing Centre, 145a High St, Waltham Cross Mondays to Fridays 9am-5pm, appointments also Wednesdays 5-7.30pm
<b>Telephone</b>	0203 727 3600
<b>Email</b>	info@hertfordshiremind.org
<b>Website</b>	www.hertfordshiremind.org

## The Counselling Foundation

Trained counsellors provide counselling in a safe, supportive and confidential environment. where you can share anything that is troubling you and be listened to in a way that helps you understand yourself better. A charity that only charges clients what they can reasonably afford.

<b>Telephone</b>	0300 303 6690, or leave a message on the confidential answerphone.
<b>Email</b>	foundation@counsellingfoundation.org
<b>Website</b>	www.counsellingfoundation.org/

## Cruse Bereavement Care

Free information, advice, emotional and practical support for anyone who has been affected by death. Volunteers provide emotional and psychological support to bereaved people on a one-to-one basis on the phone or in their own homes and listen to their unique stories.

<b>Helpline:</b>	0808 808 1677 Mondays, Fridays 9.30am-5pm; Tuesdays to Thursdays 9.30am-8pm
<b>Email</b>	helpline@cruse.org.uk
<b>Website</b>	www.cruse.org.uk/

## Isabel Hospice: Compassionate Cafes

Social groups and café sessions for people experiencing loss of a loved one.

<b>Locations</b>	Compassionate Café: St. Joseph's Parish Centre, Eleanor Rd, Waltham Cross, Wednesdays 11am-1pm Social meet-up: The Bull, 74 High Rd, Broxbourne, Mondays from 2pm Social meet-up: The Crocodile, College Rd, Cheshunt, Thursdays from 2pm
<b>Telephone</b>	01707 382500
<b>Email</b>	Family.support@isabelhospice.org.uk
<b>Website</b>	www.isabelhospice.org.uk



## Isabel Hospice and Hear4U: Grief Encounters

A six-week facilitated bereavement peer support group giving people a safe space to tell their story, express their feelings, and find support from others. Courses run several times a year.

<b>Location</b>	St. Paul's and St. Catherine's Church, Pauls Lane, Hoddesdon
<b>Telephone</b>	01707 382563
<b>Email</b>	Family.support@isabelhospice.org.uk

## Hertfordshire MIND Network: Meeting Place

A safe and welcoming social drop-in for people experiencing mental distress. A good way to share experiences, build social networks and meet people in a friendly setting. No need to book, just come on the day.

<b>Location and time</b>	Wellbeing Centre, 145a High Street, Waltham Cross, Thursdays 11am-1pm
<b>Telephone</b>	0203 727 3600
<b>Email</b>	info@hertfordshiremind.org
<b>Website</b>	www.hertfordshiremind.org

## Hertfordshire MIND Network: Peer support

Free one-to-one support for people experiencing mental ill health and those who care for them. Trained advisers who have experienced mental ill health provide emotional and practical support to clients to improve their health and wellbeing, attend appointments, access community activities and resources, reduce episodes of crisis, reduce isolation and more. Support can be provided in person, by phone or videocall.

<b>Location</b>	Wellbeing Centre, 145a High Street, Waltham Cross
<b>Telephone</b>	0203 727 3600
<b>Email</b>	info@hertfordshiremind.org
<b>Website</b>	www.hertfordshiremind.org

## Rethink Mental Illness: Companion Carers

Advice, signposting and training for Hertfordshire residents who care for someone who has ongoing mental health issues. The charity also runs a peer support group for carers.

<b>Telephone</b>	07760 615342 Mondays to Fridays 9am-5pm
<b>Email</b>	rethinkcompanions@rethink.org or jonathan.clack@rethink.org

## Autism Hertfordshire: Support for adults with autism

Autism Hertfordshire provides pre and post diagnosis support, skills courses, carers support and social activities and runs an advice helpline.

<b>Telephone</b>	01727 743246 Mondays to Fridays 9am-5pm
<b>Email</b>	enquiries@autismherts.org

## Herts Vision

For people who are blind or visually impaired, provides advice about specialist equipment, a counselling service, befriending, social clubs and group excursions.

<b>Telephone</b>	01707 324 680, Mondays to Thursdays 9.30am-4pm.
<b>Email</b>	office@hertsvisionloss.org.uk
<b>Website</b>	www.hertsvisionloss.org.uk/

## Stroke Association: Hertfordshire Stroke Recovery Service

Practical guidance, information and support after a stroke. A Support Coordinator will organise a phone call or home visit and work with the person affected to identify their priorities and support them to rebuild their life.

<b>Opening times</b>	Mondays to Fridays
<b>Telephone</b>	01438 717505
<b>Email</b>	herts@stroke.org.uk

## Headway Hertfordshire

Information, advice and support for adults who have an acquired brain injury, and help for their families and carers. The injury may have been caused by a stroke, traffic accident, fall, or serious infection.

<b>Telephone</b>	0300 330 1455 Mondays to Thursdays 9am-5pm
<b>Email</b>	enquiries@headway-herts.org.uk



## Memory problems

If you are concerned that you or a loved one are confused or have a memory problem, please consult your GP. There are various causes for this and treatments are available. The GP may carry out a screening test for dementia and may refer the patient to the Early Memory Diagnosis and Support Service (EMDASS). Local support and advice are available at the Healthy Memory Café and Age UK's Hertswise service; see below, or from HertsHelp (see the Advice and Information chapter).

### NHS: Healthy Memory Café

Offers support and advice from local NHS professionals and practical advice on legal and financial matters for those who have memory problems as well as support for their relatives and carers, all in a friendly, informal environment.

<b>Opening times</b>	Last Friday of every month 10.30am-12noon
<b>Address</b>	Community Room, Tesco, Brookfield Centre, Cheshunt
<b>Email</b>	Enhertscg.info.broxbournealliance@nhs.net
<b>Website</b>	www.broxbournealliancepcn.co.uk

### Alzheimer's Society

Support Workers offer information and practical guidance to help you understand the condition, cope with day-to-day challenges and prepare for the future. Get the information and advice you need to make informed decisions about your well-being and find other local services which can help to improve your life.

<b>Telephone</b>	01707 378365 or 0333 150 3456
<b>Email</b>	central.herts@alzheimers.org.uk
<b>Website</b>	www.alzheimers.org.uk

### Age UK: Hertswise dementia support

Specialist advice, group and one-to-one support for people living with cognitive impairment, memory loss or dementia. Advice and support groups for carers.

<b>Opening times</b>	Mondays to Fridays, 8am-5pm
<b>Telephone</b>	0300 123 4044
<b>Email</b>	info@ageukherts.org.uk
<b>Website</b>	www.ageuk.org.uk/hertfordshire

### Healthwatch Hertfordshire

Hertfordshire's independent health and social care champion, making sure that NHS leaders and other decision-makers hear the voice of patients and use their feedback to improve care. Contact Healthwatch if you have a question about health and social care services, or want to make a complaint or give feedback. Healthwatch is independent and impartial and keeps anything you share confidential.

<b>Telephone</b>	01707 275978, Mondays to Thursdays 9am-4.30pm, Fridays 9am-4pm
<b>Email</b>	info@healthwatchhertfordshire.co.uk
<b>Website</b>	www.healthwatchhertfordshire.co.uk
<b>Postal address:</b>	Kings Court, London Road, Stevenage SG1 2NG



# Housing



## Housing advice

For advice about adapting your home because your mobility has reduced or you have other needs, contact Age UK Herts in the Advice and information section of this guide. For grants to adapt your home, please see Disabled Facilities Grants in the Money Matters section.

If you are at risk of becoming homeless in the next two months, because your family has asked you to leave, or your landlord has served an eviction notice, contact:

## Broxbourne Borough Council: Housing advice

The Council can provide advice, potentially help you avoid eviction, and assist in identifying other places to stay. The Council also helps in housing emergencies if you are homeless already and have nowhere to go.

<b>Telephone</b>	01992 785555, Mondays to Fridays 8.30am–5.30pm
<b>Website</b>	<a href="http://www.broxbourne.gov.uk/homepage/13/housing-advice">www.broxbourne.gov.uk/homepage/13/housing-advice</a>
<b>Address:</b>	Bishops' College, Churchgate, Cheshunt Reception is open from 9am–5pm, Mondays to Fridays.

## Anchor sheltered housing

Anchor, a housing association, runs Queen Elizabeth Court, Turnford, a sheltered housing scheme offering one-bedroom and studio flats for people aged over 55 to rent; these are equipped with 24-hour emergency alarms. Residents share a communal lounge, laundry facilities and a garden with seating area. Social activities such as quiz nights and excursions are organised.

<b>Telephone</b>	0800 731 2020, Mondays to Fridays 8am–6pm, Saturdays 8am–4pm
<b>Online enquiry form</b>	<a href="http://www.anchor.org.uk/contact-us">www.anchor.org.uk/contact-us</a>
<b>Website</b>	<a href="http://www.anchor.org.uk">www.anchor.org.uk</a>

## B3 Living: Independent living housing

Local housing schemes for over-60s offering individual flats with added communal lounge, gardens, laundry facilities etc. Residents live independently in their own flats but organise their own social events. All flats offer a Lifeline alarm to summon help if needed. Help is also available on request from independent living advisers to help with paperwork, organising appointments etc.

<b>Telephone</b>	01992 453786, Mondays to Fridays, 9am–5pm
<b>Email</b>	<a href="mailto:independentliving@b3living.org.uk">independentliving@b3living.org.uk</a>
<b>Website</b>	<a href="http://www.b3living.org.uk/for-customers/new-customers/support-for-older-customers/">www.b3living.org.uk/for-customers/new-customers/support-for-older-customers/</a>

## B3Living: Extra care housing

Extra care housing schemes at Wormley Court, Wormley and at Emmanuel Lodge, Cheshunt provide housing for people aged over 60 and those who are registered disabled and assessed as needing care support. Residents live independently in their own flats, but can come together for optional organised social events, and may eat their evening meal in the communal dining room. There is a dedicated Independent Living Advisor to provide support, for example helping with a Blue Badge application. Carers provide agreed care on site, and there is an overnight carer in case of emergencies.

<b>Telephone</b>	Wormley Court - 01992 468815 Emmanuel Lodge - 01992 620135
<b>Website</b>	<a href="http://www.b3living.org.uk/for-customers/new-customers/support-for-older-customers/extra-care-schemes/">www.b3living.org.uk/for-customers/new-customers/support-for-older-customers/extra-care-schemes/</a>

## Beaumont Charity

The local Beaumont Charity provides accommodation for residents considered to be in need either financially or socially. There are 40 one bedroomed properties, across two sites. To be eligible, the resident must be aged 60 and over and have lived in Cheshunt for at least two years, or have parents who meet this criterion.

<b>Telephone</b>	Linda Russell 079 5214 4899
<b>Email</b>	<a href="mailto:linda.russell28@ntlworld.com">linda.russell28@ntlworld.com</a>



# Travel and transport



## Concessionary bus travel

You qualify for an older person's bus pass at age 66 or 67. Enjoy free bus travel in Hertfordshire at any time, and free off-peak travel from 9.30am to 11pm weekdays, all day at weekends and bank holidays, elsewhere in England.

<b>Telephone</b>	0300 123 4040, Mondays to Fridays 8.30am–5.30pm For damaged, lost or stolen bus passes phone 0300 123 4050
<b>Website</b>	Go online to <a href="http://www.hertfordshire.gov.uk">www.hertfordshire.gov.uk</a> and search for bus passes for older people

## Blue badges

The Blue Badge allows drivers or passengers with a permanent disability to park near to where they need to go. Blue Badges are issued by Hertfordshire County Council.

<b>Telephone</b>	0300 123 4042, Mondays to Fridays 8.30am–5.30pm
<b>Textphone/Minicom</b>	01992 555506
<b>Enquire online</b>	<a href="http://www.hertfordshire.gov.uk/about-the-council/contact-us/contact-blue-badge.aspx">www.hertfordshire.gov.uk/about-the-council/contact-us/contact-blue-badge.aspx</a>

## NHS: Hospital transport

The East of England Ambulance Service provides non-emergency transport to and from hospital for patients who are frail or who need special assistance.

Call to check if you are eligible and to book. You will need your NHS number, usually at the top of your appointment letter, and the name of your GP surgery.

<b>Telephone</b>	0345 605 1208
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## Royal Voluntary Service: Community Transport Service

Royal Voluntary Service volunteers provide Community Transport when mobility issues make it difficult to use public transport. Transport is most often provided for hospital and GP appointments but can also be used to go shopping or for social activities.

<b>Opening Hours:</b>	Mondays to Thursdays 9am–2pm
<b>Telephone</b>	01992 552069
<b>Email</b>	<a href="mailto:hertfordgn@royalvoluntaryservice.org.uk">hertfordgn@royalvoluntaryservice.org.uk</a>

## Broxbourne Organisation for the Disabled: Transport Service

A local transport service for short trips to the supermarket, doctors etc. run by volunteers. Passengers are asked to make a small contribution towards costs.

<b>Telephone</b>	Contact 1: Peter Foster - 07860 91 1343 Contact 2: Tony Smith - 01992 302645
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## Herts Ability: Transport support service

Part of a national charity helping those affected by disability or age to get mobile. Provides driving lessons in adapted cars for anyone who has a mobility impairment. Can advise people seeking to travel at any time of the day for regular or one-off journeys, including at short notice. Also offers driving mobility assessments and wheelchair/scooter assessments at their bases in Welwyn Garden City and Harlow.

<b>Locations</b>	Weltech Business Centre, Ridgeway, Welwyn Garden City AL7 2AA Edinburgh Way, Harlow CM20 2BX
<b>Telephone</b>	01707 324581
<b>Email</b>	info@hertsability.org.uk
<b>Website</b>	<a href="https://hertsability.org.uk/">https://hertsability.org.uk/</a>





# Leisure, learning and socialising



## Beaumont Centre

Social club, offering a chance to chat, enjoy a hot lunch at a reasonable price or just tea or coffee, with a variety of activities from art classes to chair exercise and fixed cycling.

<b>Location</b>	6 Rowlands Fields, Turners Hill
<b>Opening times</b>	Mondays to Fridays 10am-4pm
<b>Telephone</b>	01992 633 241

## CHEXS: Time for you

A friendly free social group meeting at the Beaumont Centre for coffee and tea, to play games and have a chat.

<b>Opening times and locations</b>	Beaumont Hall, Turners Hill, Cheshunt Tuesdays 12.30pm-2.30pm
<b>Telephone/text</b>	07970 49 8966
<b>Email</b>	<a href="mailto:lindaj@chexs.co.uk">lindaj@chexs.co.uk</a>

## Hertford Regional College: courses for adults

Lifelong learning for everyone. Daytime and evening courses.

- Brush up on Maths and English, learn English as a foreign language, study for a GCSE in science, maths or English;
- Train and qualify as a professional in bookkeeping, accountancy, bricklaying, teaching, vehicle maintenance, beauty therapy, etc.
- Enjoy a leisure course: upholstery, drawing and painting, cake decoration and many more.

Phone or go online for a full prospectus and details of fees.

<b>Locations</b>	High Rd, Turnford and London Rd, Ware
<b>Telephone</b>	01992 411400
<b>Email</b>	<a href="mailto:info@hrc.ac.uk">info@hrc.ac.uk</a>
<b>Website</b>	<a href="http://www.hrc.ac.uk">www.hrc.ac.uk</a>



## Lowewood Museum

Free admission. Discover the story of the local area and find out about those who lived and worked here, from prehistoric times to the present day. Memory boxes are also available for groups to borrow free of charge and study day workshops are held on a range of history topics. Step-free access to café and reception area on ground floor.

<b>Address:</b>	High Street, Hoddesdon
<b>Opening times</b>	Friday and Saturday 10am-4.30pm
<b>Telephone</b>	01992 445596
<b>Email</b>	<a href="mailto:info@lowewoodmuseum.org.uk">info@lowewoodmuseum.org.uk</a>
<b>Website</b>	<a href="http://www.lowewoodmuseum.com">www.lowewoodmuseum.com</a>

## Community Alliance BEH: Knit and Natter

Free groups in Waltham Cross and Stanstead Abbots, open to anyone, from beginners to skilled. All equipment provided. Feel free to join a project or to bring your own. Meet new people in a warm space and enjoy a hot drink.

<b>Opening times and locations</b>	Community Hub, Waltham Cross High Street (near the main entrance to the Pavilions) Thursdays 10am-1pm Nigel Copping Community Building, Sanville Gardens, Stanstead Abbots, Fridays 10am-1pm
<b>Telephone</b>	0300 123 1034
<b>Email</b>	<a href="mailto:emily@communityalliancebeh.org.uk">emily@communityalliancebeh.org.uk</a>



## Broxbourne Borough Council: Leisure Centres

The John Warner Sports Centre in Hoddesdon and the Laura Trott Leisure Centre in Cheshunt are open almost every day of the year and offer swimming, gyms, racquet sports, bowls and organised classes for all ages and abilities. Laura Trott Leisure Centre also has a sauna and steam room.

For those who prefer sessions particularly for seniors, there are Swim and Social sessions, Leisure 50s classes, seniors' gym sessions, badminton and table tennis for seniors, and seniors' bowls. Discount sessions are available for older residents.

### John Warner Sports Centre

<b>Address:</b>	Stanstead Road, Hoddesdon
<b>Opening times</b>	Mondays to Thursdays 6am-10pm Friday 6am-8pm Saturdays and Sundays 7am-6pm Bank Holidays 7am-3pm Closed Christmas Day and New Years Day
<b>Telephone</b>	01992 445375
<b>Email</b>	hello@bebroxbourne.co.uk
<b>Website</b>	www.bebroxbourne.co.uk

### Laura Trott Leisure Centre

<b>Location</b>	Windmill Lane, Cheshunt
<b>Opening times</b>	Mondays to Thursdays 6am-10pm Friday 6am-9pm Saturdays and Sundays 7am-6pm Bank Holidays 7am-3pm Closed Christmas Day and New Years Day
<b>Telephone</b>	01992 623345
<b>Email</b>	hello@bebroxbourne.co.uk
<b>Website</b>	www.bebroxbourne.co.uk

## Broxbourne Borough Council: Cheshunt Park Golf Course

An 18-hole golf course with excellent practice facilities including a driving range, chipping green and short game practice area. Golf buggies are available for hire to use on the 18-hole golf buggy pathway. There is a golf shop, a restaurant and a bar in the clubhouse and the Halfway House for coffees and snacks at the ninth hole.

<b>Location</b>	Park Lane, Cheshunt
<b>Opening times</b>	Varies according to the season
<b>Telephone</b>	01992 623345
<b>Email</b>	hello@bebroxbourne.co.uk
<b>Text</b>	www.bebroxbourne.co.uk



## Broxbourne free guided walks

All the group walks below go at an easy pace and offer the opportunity to spend time outside in the fresh air with good company.

### Cheshunt Wellbeing Walk

<b>Starting time</b>	Wednesdays 10.30-11.30am
<b>Starting point</b>	Pindar Car Park, Windmill Lane, Cheshunt (over the railway line), immediately after Pindar Car Park
<b>Telephone</b>	Carol: 07778 398782
<b>Website</b>	<a href="http://www.broxbourne.gov.uk/community/walking">www.broxbourne.gov.uk/community/walking</a>

### Wormley Guided Walk

<b>Starting time</b>	All abilities walks: Tuesdays and Thursdays, 9.20am Fast walk: Last Friday of the month, 9.20am
<b>Starting point</b>	Wormley Community Centre, Fairfield Drive, Wormley
<b>Telephone</b>	Brenda Higgins: 07508 354998
<b>Website</b>	<a href="http://www.broxbourne.gov.uk/community/walking">www.broxbourne.gov.uk/community/walking</a>

### Rosedale Wellbeing Walk

<b>Starting time</b>	Fortnightly on a Tuesday 10-11am
<b>Starting point</b>	Rosedale Community Church, Andrew's Lane, Cheshunt
<b>Telephone</b>	Bethany: 01992 623835
<b>Email</b>	<a href="mailto:admin@rosedalechurch.org">admin@rosedalechurch.org</a>
<b>Website</b>	<a href="http://www.broxbourne.gov.uk/community/walking">www.broxbourne.gov.uk/community/walking</a>

### Herts Young Mariners Base Wellbeing Walk

<b>Starting time</b>	Fortnightly on a Friday 10-11am
<b>Starting point</b>	Herts Young Mariners Base, Windmill Lane, Cheshunt (free parking)
<b>Telephone</b>	Gill: 07887 507556
<b>Email</b>	<a href="mailto:community@broxbourne.gov.uk">community@broxbourne.gov.uk</a>
<b>Website</b>	<a href="http://www.broxbourne.gov.uk/community/walking">www.broxbourne.gov.uk/community/walking</a>





## Strength and balance classes

Free classes for older adults who haven't exercised before or who have started to experience a decline in their physical ability. Classes last an hour and are taught by a qualified, knowledgeable instructor. Everyone is encouraged to exercise at their own pace, but it is necessary to be able to stand for most of the class and walk around the hall. Bring some water and wear comfortable clothes and shoes suitable for exercise. To take part in exercises on the floor (not compulsory) please bring a mat or towel.

<b>Class times</b>	Thursdays 10.15-11.15 am
<b>Address</b>	Rosedale Community Church, Andrew's Lane, Cheshunt
<b>Telephone</b>	Rachael: 07734 935190 or 01438 222222
<b>Email</b>	leah.casali@stevenagefcf.com
<b>Website</b>	<a href="https://stevenagefcfoundation.com/our-programmes/health-and-well-being/strength-and-balance/">https://stevenagefcfoundation.com/our-programmes/health-and-well-being/strength-and-balance/</a>

## Broxbourne Borough Council: The Spotlight

The Borough's entertainment venue, offering cinema films, live comedy, tribute bands, theatre and pantomime, and a large garden. Discounts for members. There is a bar for evening performances. Free car parking.

<b>Location</b>	High Street, Hoddesdon, access via Cocks Lane
<b>Telephone</b>	01992 441946 Mondays to Fridays 10am-2pm
<b>Email</b>	<a href="mailto:info@thespotlightvenue.com">info@thespotlightvenue.com</a>
<b>Website</b>	<a href="http://www.thespotlightvenue.com">www.thespotlightvenue.com</a> Sign up for a free email newsletter giving details of all performances.

## Communities 1st: Broxbourne Volunteer Centre

Give back to the community, gain new skills and make friends by volunteering. There are many opportunities with local charities and community groups at the Broxbourne Volunteer Centre, from gardening to driving to helping people with their shopping or supporting a charity with their bookkeeping or IT.

<b>Location</b>	The Hub, Manor Court, 275 Holdbrook South, Waltham Cross
<b>Telephone</b>	01727 649950
<b>Email</b>	<a href="mailto:volunteer@communities1st.org.uk">volunteer@communities1st.org.uk</a>
<b>Website</b>	<a href="http://www.communities1st.org.uk/volunteer-centre">www.communities1st.org.uk/volunteer-centre</a>

## Able2Enable

Extra support for people who have barriers to getting into volunteering and need help to find the right role.

<b>Telephone</b>	01727 649950
<b>Email</b>	<a href="mailto:able2enable@communities1st.org.uk">able2enable@communities1st.org.uk</a>
<b>Website</b>	<a href="http://www.communities1st.org.uk/able2enable-volunteering">www.communities1st.org.uk/able2enable-volunteering</a>

## St. Clements Church: Warm welcome, coffee, tea and toast

Drop-in social occasions open to everyone. Free lunch on Tuesdays, donations welcome; no need to book. On Thursday mornings, there is a warm, safe space to enjoy a cup of tea or coffee and some toast, make new friends or read the papers.

<b>Opening times and locations</b>	St. Clements Church, Cheshunt Wash, Turnford Tuesdays 11am-3pm for lunch, Thursdays 9am-12noon for coffee, tea and toast
<b>Telephone</b>	01992 479882
<b>Email</b>	vicaratstclements@gmail.com

## Rosedale Community Church: Young at heart

A social group for seniors with speakers, outings, refreshments and friendship.

<b>Starting time</b>	Rosedale Community Church, Andrews Lane, Cheshunt (behind Andrews Lane Primary School)
<b>Starting point</b>	Wednesdays, 2pm during term time
<b>Telephone</b>	01992 623835
<b>Email</b>	admin@rosedalechurch.org

## Wormley Free Church Drop-in Lunch

Open to anyone in the community on Tuesday afternoons. Enjoy a light lunch, conversation, and maybe a game of dominoes! Small donation requested from those who can afford it. Phone or email in advance for more details and to enable them to provide enough food.

<b>Opening times and locations</b>	Wormley Free Church, Slipe Lane, Wormley EN10 6AA Tuesdays 1-2.30pm
<b>Telephone</b>	01992 410217
<b>Email</b>	ben@wormleyfreechurch.org.uk

## St Augustine's Roman Catholic Church: Warm space

Warm space, free, welcoming, safe and open to all. Free hot drinks and cake. Table tennis and games.

<b>Opening times and location</b>	Esdaile Lane, Hoddesdon, Tuesdays 2.30-5pm
<b>Email</b>	Marybriggs61@yahoo.co.uk

## Reengage: Call companions

Telephone chat for anyone feeling lonely and aged over 55. A trained volunteer call companion calls either weekly or fortnightly at a mutually agreed time for an informal chat.

<b>Telephone</b>	0800 716 543
<b>Email</b>	paula.nelson@reengage.org.uk
<b>Website</b>	www.reengage.org.uk

## Age UK Hertfordshire 10 to 3 clubs

10 to 3 Clubs offer the chance to socialise and enjoy a hot lunch with friends on a weekly basis. The clubs offer arts and craft activities, entertainment, events and quizzes, speakers, seated exercise sessions etc.

**Telephone** 07508 867534

**Address** Lord Street, Hoddesdon

## Broxbourne day service

Located in Cheshunt, this offers a chance to meet others in a friendly setting with activities, excursions and food, while family or carer takes a break.

Social care assessment by Hertfordshire County Council needed to join the day centre.

**Opening times** Mondays to Fridays 9am–4pm

**Address:** King Arthur Court, Manor Way, Turners Hill, Cheshunt

**Telephone** 01992 636169

**Email** broxbourne.dayservice@hertfordshire.gov.uk.

**Text** Text hertshelp to 81025

**Website** [www.hertfordshire.gov.uk/services/adult-social-services/day-services-and-activities/broxbourne-day-service-cheshunt.aspx](http://www.hertfordshire.gov.uk/services/adult-social-services/day-services-and-activities/broxbourne-day-service-cheshunt.aspx)



## University of the Third Age (U3A)

A nationwide network of clubs for retired people to come together and learn for fun. Group activities range from line dancing to exploring London. The three U3A branches hold branch meetings once a month.

### Broxbourne U3A

<b>Branch meeting</b>	Third Thursday of the month from 9.30am onwards at the Spotlight, High St, Hoddesdon (access via Cock Lane)
<b>Website</b>	<a href="http://www.u3asites.org.uk/broxbourne/home">www.u3asites.org.uk/broxbourne/home</a>

### Cheshunt U3A

<b>Branch meeting</b>	Fourth Thursday of the month at 1.30pm, at the Laura Trott Leisure Centre, Windmill Lane, Cheshunt
<b>Website</b>	<a href="http://www.u3asites.org.uk/cheshunt/home">www.u3asites.org.uk/cheshunt/home</a>
<b>Email</b>	<a href="mailto:Cheshuntu3amembership@gmail.com">Cheshuntu3amembership@gmail.com</a>

### Lee Valley U3A

<b>Branch meeting</b>	Second Monday of the month at 1pm, at the Spotlight, High St, Hoddesdon (access via Cock Lane)
<b>Website</b>	<a href="http://www.lvu3a.org.uk/">www.lvu3a.org.uk/</a>
<b>Email</b>	<a href="mailto:lvu3a@live.co.uk">lvu3a@live.co.uk</a>

## Libraries

Run by Hertfordshire County Council, public libraries offer books, including large print and audio books. You can also borrow DVDs, CDs, music scores and magazines, or use information resources for research, including family and local history.

Photocopy, fax and scanning facilities are available. There are free computer and internet facilities for all library members, and one-on-one computer lessons for beginners at Cheshunt and Hoddesdon libraries.

All the libraries have wheelchair access and have a hearing induction loop at the enquiry desk. Cheshunt and Goffs Oak Libraries have disabled parking and Hoddesdon Library has an accessible toilet.

Assistive technology: Cheshunt and Hoddesdon Libraries both have an electronic magnifier with background and text colour options and a computer with Supernova, advanced magnification and screen reading software. These PCs have large screens, wheelchair accessible benching, large print keyboards and rollerball, touch screen and joystick mice.

Hertfordshire Libraries will pay for RNIB Talking Book Service subscriptions for customers who meet the eligibility criteria. Their large print, Braille and Moon catalogue is also free to access if you have a visual impairment

Online services: Use the reference resources, read newspapers and magazines online, learn a language or take a course. Ask a librarian any questions using the online form:

**[www.hertfordshire.gov.uk/askalibrarian](http://www.hertfordshire.gov.uk/askalibrarian)**

### All libraries

<b>Telephone</b>	0300 123 4049
<b>Website</b>	<a href="http://www.hertfordshire.gov.uk/services/libraries-and-archives/library-opening-hours/">www.hertfordshire.gov.uk/services/libraries-and-archives/library-opening-hours/</a>



## Cheshunt Library

<b>Address</b>	Turners Hill, Cheshunt
<b>Opening times</b>	Mondays to Tuesdays 9am-6pm; Thursdays 9am-5.30pm; Fridays 2-5.30pm; Saturdays 9am-4pm. Closed on Wednesday and Sunday

## Goffs Oak

<b>Address</b>	Goffs Lane, Goffs Oak, next to the Village Hall
<b>Opening times</b>	Mondays and Tuesdays 9am-6pm; Thursdays 9am-5.30pm; Fridays 2-5.30pm; Saturdays 9am-4pm. Closed on Wednesdays and Sundays

## Hoddesdon

<b>Address</b>	98A High Street, Hoddesdon
<b>Opening times</b>	Mondays, Tuesdays and Fridays 9am-6pm; Wednesdays 9am-7pm; Thursdays 9am-5.30pm; Saturdays 9am-4pm. Closed on Sundays

## Waltham Cross

<b>Address</b>	123 High Street, Waltham Cross
<b>Opening times</b>	Mondays, Tuesdays, Wednesdays, Fridays: 9am-5.30pm; Saturdays 9am-1pm. Closed on Thursdays and Sundays.

## Home library service

Books and recordings are delivered free of charge to customers who are unable to reach their local library. The service is for residents who are registered blind, or are frail or in poor health, or who have a learning disability or a mental health condition that makes it difficult to leave home alone. Carers who look after someone affected in any of these ways and whose caring responsibilities prevent them from getting to the libraries may also receive the service.

Apply for the service online at: [www.hertfordshire.gov.uk/homelibrary](http://www.hertfordshire.gov.uk/homelibrary)

## Shirley Close Community Garden

A community garden serving the Shirley Close, Cheshunt and wider community. Gardening in a friendly group, growing food responsibly using permaculture.

<b>Gardening times</b>	Wednesdays and Saturdays 10am-2pm
<b>Telephone</b>	07516 477470
<b>Website</b>	<a href="http://www.wyldedges.com/harmonygarden">www.wyldedges.com/harmonygarden</a>
<b>Email</b>	<a href="mailto:wyldedges@posteo.net">wyldedges@posteo.net</a>

## Big Local Community Allotment

Two allotments in Wormley where people come together to grow food sustainably, socialise and improve their well-being. Free, open to people of all ages, abilities and experience levels.

<b>Gardening times</b>	Variable, contact to find out.
<b>Telephone</b>	01992 217077
<b>Website</b>	<a href="mailto:info@wtbiglocal.org.uk">info@wtbiglocal.org.uk</a>
<b>Email</b>	<a href="http://www.wtbiglocal.org.uk">www.wtbiglocal.org.uk</a>

