

## **Broxbourne Cost of Living Directory**

**Version 25 – March 2025**

### **Herts Help**

For those in crisis, please contact Herts Help who are a network of community organisations in Hertfordshire working together and funded by Hertfordshire County Council.

Website: <https://www.hertshelp.net/hertshelp.aspx>

Phone number: **0300 123 4044**

Email: [info@hertshelp.net](mailto:info@hertshelp.net)

Opening times: Monday to Friday, 10am to 4pm. Saturday and Sunday 10am to 2pm

### **Broxbourne Council Cost of Living webpage -**

<https://www.broxbourne.gov.uk/costofliving>

### **Families First**

Families First is the term used in Hertfordshire for services that work together to support families who need extra help. These are also known as early help services. The Families First website has links to many support services for families in Hertfordshire along with a professionals area. You can also request additional support for your family or find out about a Families First Assessment.

<https://www.hertfordshire.gov.uk/microsites/families-first/families-first.aspx#Ask>

<b>Page</b>	<b>Local Source of Support</b>
1	Food Aid
3	Energy Bills
4	Warm Spaces
5	Warm Welcome
6	Digital Inclusion
6	Domestic Abuse
7	Employment support
8	Financial Inclusion / Debt support / benefits advice
11	Isolation and Loneliness
12	Housebound residents
13	Mental Health / Learning Disabilities
15	Carers
16	Broxbourne Frontline – Referrals and Signposting

### **Food Aid**

#### **Broxbourne Foodbank**

Warehouse 18 Fairways, New River Trading Estate, Cheshunt, EN8 0NJ. 10am-3pm. Donation drop off, Agency staff collection.

Wormley Free Church, Slipe Lane, Wormley EN10 6AA. Monday to Friday 4pm-5pm

St Joseph's Church Hall, Waltham Cross EN8 7DP. Wednesday 1.30pm-2.30pm  
St Catherine's Parish Church, Hoddesdon EN11 8TR. Thursday mornings.

Telephone: 07943 986261

Email: [infobroxbourne.foodbank@gmail.com](mailto:infobroxbourne.foodbank@gmail.com)

Website: [www.broxbournefoodbank.org.uk](http://www.broxbournefoodbank.org.uk)

Broxbourne Foodbank works on a referral system. Referrals can be made by any agency that is supporting individuals and families in food poverty.

Agencies need to phone the foodbank with the referral, and we then make up the food parcels for the service user to collect.

### **Big Local Breakfast Club**

Wormley Community Centre, Fairfield Drive, Wormley EN10 6DX

Telephone: 01992 217077

Email: [info@broxbournebiglocal.org.uk](mailto:info@broxbournebiglocal.org.uk)

Monday-Friday, 7:45am-8:30am

Free breakfast for anyone in the community.

### **HAPpy (Holiday Activity Programme) Camps.**

Hertfordshire County Council (HCC), the Herts Sports Partnership and the Hertfordshire Community Foundation deliver the Holiday Activity Programme (HAPpy) every Easter, Summer and Christmas holiday until 2025, aimed at countering the triple inequalities facing Hertfordshire's most disadvantaged young people – holiday hunger, physical inactivity and social isolation.

This holiday provision is for school aged children from Reception to year 11 (inclusive) who receive benefits-related free school meals. A booking code can be obtained from the child's school.

Professionals that know of a family who would benefit from attending the HAPpy camps but do not receive free school meals, can contact the Herts Sports Partnership on [haf@herts.ac.uk](mailto:haf@herts.ac.uk) to make a referral and request a code.

There are various sites across the Borough delivering HAPpy camps in the Easter holidays. These can be found at: <https://sportinherts.org.uk/happy/booking/>  
Some of these include:

- Isabella House, Waltham Cross (Broxbourne Council) from Monday 7 April to Thursday 17 April, 9am-1pm.
- The John Warner Sports Centre, Hoddesdon (Broxbourne Council) from Monday 7 April to Thursday 17 April, 9am-1pm. [Fully booked]
- Waltham Cross Young People's Centre (HCC Services for Young People) from Monday 7 April to Thursday 10 April, 2pm-6pm

### **The OK Foundation: Food Pantry**

Goffs Oak Methodist Church, Newgatestreet Road, Goffs Oak EN7 5SS

Telephone: 07483 172781

Email: [info@okfoundation.org](mailto:info@okfoundation.org)

Website: [www.okfoundation.org](http://www.okfoundation.org)

Wednesdays 12 to 3 pm (coffee morning run by the Methodist Church 9.30 to 11.30)  
Fresh and ambient foods, toiletries, household essentials and free Vodafone SIM cards to help with the rising costs of living. We also provide light lunches, health and wellbeing activities and advice.

Open to anyone who needs help. Emergency provision is available outside our normal opening hours.

### **Porch Pantry (Christ Church Waltham Cross)**

Christ Church, Trinity Lane, Waltham Cross, EN8 7ED

Telephone: 07939384814

Email: [sylvia\\_parker20@ntlworld.com](mailto:sylvia_parker20@ntlworld.com)

Website: [www.christchurchwx.com](http://www.christchurchwx.com)

Monday - Thursday 8:30am-5:30pm. Sunday 8:30am-11am.

The Porch Pantry provides free food and hygiene essentials for anyone who needs it, it is completely anonymous and available throughout the day for people to come and take. If the porch is empty it is restocked at intervals throughout the day, you can also phone the number and we can assist you.

All welcome, just take as required but be considerate of others.

### **Wasimi Breakfast Club**

Christ Church, Waltham Cross, EN8 7ED

Telephone: 07414 468418

Email: [thebreakfastclubwxc@outlook.com](mailto:thebreakfastclubwxc@outlook.com)

Mondays, Wednesdays, Fridays 7:30am-10:30am (Term Time Only)

Free cold or cooked breakfast.

Please also see BCW, CHEXS and HABS in the Financial Inclusion section as they can assist with Food Bank referrals and supermarket vouchers.

### **Energy Bills / Energy Efficiency**

#### **GATE Herts**

Suite G5 Cuffley Place, Cuffley EN6 4SG

Telephone: 01707 247088

Email: [manager@gateherts.org.uk](mailto:manager@gateherts.org.uk)

Website: <https://gateherts.org.uk>

Mondays to Thursdays, 9.30am–5pm

GATE (Gypsy and Traveller Empowerment) Herts is a charity based in Hertfordshire

which is set up to advocate, represent and support Gypsy Roma and Traveller people across Hertfordshire. The charity has secured a pot of funding for energy expenses for Gypsies and Travellers living on roadsides and those in insecure accommodation.

### **National Energy Foundation – Better Housing Better Health**

Covering all of Hertfordshire

Telephone: 0800 1070044

Email: [bhbh@nef.org.uk](mailto:bhbh@nef.org.uk)

Website: <https://www.bhbh.org.uk/>

Phoneline open Monday - Friday 9am – 5pm

Better Housing Better Health is an initiative providing residents with a single point of contact to get impartial expert advice to help improve the energy efficiency of their home, save money and improve comfort.

### **Warm Spaces**

#### **GATE Herts**

Suite G5 Cuffley Place, Cuffley EN6 4SG

Telephone: 01707 247088

Email: [manager@gateherts.org.uk](mailto:manager@gateherts.org.uk)

Website: <https://gateherts.org.uk>

Mondays to Thursdays, 9.30am–5pm

#### **Hertfordshire Family Centre Service**

High Trees Family Centre, HRC Broxbourne Campus, Turnford, Broxbourne, EN10 6AE

Hertfordshire Family Centre Service is made of the Public Health Nursing service (Health Visitors and school nurses) and the Family Support service. Their purpose is to support children and families to have the best start in life, develop well and thrive.

Telephone: 0300 123 7572

Website: [Family Centre Service \(hertsfamilycentres.org\)](http://Family Centre Service (hertsfamilycentres.org))

#### **Knit and Natter and Lunch (Warm Space) (Community Alliance for Broxbourne and East Herts)**

Nigel Copping Community Building, Sanville Gardens, Stanstead Abbots, Herts, SG12 8GA

Telephone: 0300 123 1034

Email: [sarah@communityalliancebeh.org.uk](mailto:sarah@communityalliancebeh.org.uk)

Website: [www.communityalliancebeh.org.uk](http://www.communityalliancebeh.org.uk)

Fridays 10am-1pm

A free group open to anyone, from beginners to skilled. Come along to meet new people, be in a warm space and enjoy a hot drink.

#### **Waltham Cross Library**

123 High Street, Waltham Cross EN8 7AN

Telephone: 0300 123 4049

Website: <https://www.hertfordshire.gov.uk/>

Monday-Wednesday, Friday: 9am-5.30pm, Saturday: 9am-1pm

A warm welcome awaits at Waltham Cross Library. You can enjoy our regular Baby Rhyme Time sessions (Wednesdays, 10am and 11am) and Storytime (Fridays, 11-11.30am), and our Board Games Club just for adults (every other Friday, 2-3.30pm). No need to book, just pop in. Or simply come in to use the PCs, peruse a book, do a jigsaw or even have a chat.

Hot drinks available weekdays, 10am-12 noon.

### **Warm Welcome**

#### **Goffs Oak Methodist Church**

Newgatestreet Road, Goffs Oak EN7 5SS

Telephone: 07515 006040

Email: [info@goffsoakmethodistchurch.org.uk](mailto:info@goffsoakmethodistchurch.org.uk)

Website: [www.goffsoakmethodistchurch.org.uk/Welcome.html](http://www.goffsoakmethodistchurch.org.uk/Welcome.html)

Wednesdays

9.30am–12.00: A Coffee and a Chat - A warm welcome with a hot (or cold) drink and a biscuit

12.00 – 15.00: Food Pantry - Ambient, chilled and frozen food available to all  
Our doors are open to everyone. No hymns, no prayers, no preaching, all free!

#### **Rosedale Community Church**

Andrew's Lane, Cheshunt EN7 6LB

Telephone: 01992 623835

Email: [admin@rosedalechurch.org](mailto:admin@rosedalechurch.org)

Website: <https://rosedalechurch.org>

Wednesdays, 10am–1.30pm.

Free hot drinks and a hot lunch, or visitors are welcome to bring their own food in. Open to all. There is table tennis, board games and a knitting group.

#### **St Augustine's Roman Catholic Church**

Esdaile Lane, Hoddesdon EN11 8DS

Email: [marybriggs61@yahoo.co.uk](mailto:marybriggs61@yahoo.co.uk)

Tuesdays, 2.30pm–5pm

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

#### **St Clements, Cheshunt Wash**

Cheshunt Wash, Turnford, EN8 0LU

Telephone: 01992 479882/ 07838 377357

Email: [vicaratstclements@gmail.com](mailto:vicaratstclements@gmail.com)

Tuesdays 10:30am-1pm

A warm space, you are invited to drop in for warm drinks, soup and a roll.

### **St Cuthberts, Rye Park**

Whitley Road, Rye Park, Hoddesdon EN11 0PU

Telephone: 01992 466690

Email: [vicar@ryepark.com](mailto:vicar@ryepark.com)

Website: [www.ryepark.com](http://www.ryepark.com)

Thursdays, 11am–2pm

Warm space, free, welcoming, safe. Lunch, drinks, games and chat. Open to all.

### **St Joseph's**

St Joseph's Parish Centre, Eleanor Road, Waltham Cross, EN8 7DW

Telephone: 01992 623156

Email: [walthamcross@rcdow.org.uk](mailto:walthamcross@rcdow.org.uk)

Website: <https://parish.rcdow.org.uk/walthamcross/>

Mondays, 2pm-3pm

Wednesdays, 1:30pm-3pm

Warm space, free, welcoming and safe. Open to all.

### **Digital inclusion**

**Access to Digital Equipment/One to One Training** (Community Alliance Broxbourne and East Herts)

Community Hub, Unit 59 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: [sarah@communityalliancebeh.org.uk](mailto:sarah@communityalliancebeh.org.uk)

Website: [www.communityalliancebeh.org.uk](http://www.communityalliancebeh.org.uk)

Tuesdays 9:30am-4:30pm, Thursdays 9:30am-4:30pm

Access to Laptops and support with IT through Digital Inclusion.

### **GATE Herts**

Suite G5 Cuffley Place, Cuffley EN6 4SG

Telephone: 01707 247088

Email: [manager@gateherts.org.uk](mailto:manager@gateherts.org.uk)

Website: <https://gateherts.org.uk>

Mondays to Thursdays, 9.30am–5pm

GATE Herts have an IT Suite where members of the Gypsy, Traveller and Roma community can be supported to apply for benefits, job seeking and upskilling.

### **Domestic Abuse**

#### **Safer Places - Domestic Abuse Charity**

Supporting victims/survivors of Domestic Abuse with Safe accommodation or support within the community. Safe Accommodation spaces within Essex and Hertfordshire. Outreach service cover East Herts, Broxbourne, Welwyn and Hatfield

24 hour number and service - 03301025811

Email: [info@saferplaces.co.uk](mailto:info@saferplaces.co.uk)

Website: <https://www.saferplaces.co.uk/>

### **Employment support**

#### **Job Centre – Universal Credit, employment and wellbeing support**

Waltham Cross Job Centre, 235 High Street, Waltham Cross EN8 7BA

Employment support for anyone on Universal Credit or any other benefit. Focus on promoting community provision, including support around the cost of living crisis.

#### **Job Smart, CV Writing and a pop up Job Club** (Community Alliance Broxbourne and East Herts)

Community Hub, Unit 59 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: [sarah@communityalliancebeh.org.uk](mailto:sarah@communityalliancebeh.org.uk)

Website: [www.communityalliancebeh.org.uk](http://www.communityalliancebeh.org.uk)

Tuesdays 9:30am-4:30pm, Thursdays 9:30am-4:30pm

Help and advice around updating your CV, looking at your transferable skills and applying for employment. Free access to IT equipment helping you to gain future employment.

#### **Hertfordshire County Council Services for Young People (SfYP) – Youth work projects / Careers Education Information, Advice and Guidance for young people.**

Cheshunt Young People's Centre, The Drill Hall, 178 Crossbrook Street, Cheshunt, Waltham Cross EN8 8JY

Telephone: 01992 588220

Email: [sfyp.broxbourne@hertfordshire.gov.uk](mailto:sfyp.broxbourne@hertfordshire.gov.uk)

Website: <https://servicesforyoungpeople.org/>

SfYP provides youth work projects, information, advice, guidance, work-related learning and wider support for young people in Hertfordshire.

They deliver a wide range of [youth work projects in Broxbourne](#), The Cheshunt Young People's Centre is open to young people from 11am Monday, Wednesday and Friday and each evening for project delivery. Through the projects young people meet new people, learn new skills and take part in challenging opportunities. They are encouraged to develop their personal and social skills by taking part in activities including sports, drama, dance, music, workshops, outdoor education, DofE, forums, residentials and volunteering. They help young people with the issues which are important to them such as [jobs, careers and education](#), relationships, [sexual health](#), confidence, self-esteem, substance misuse, staying safe, housing and independent living skills.

## **Step2Skills**

As part of Hertfordshire County Council, Step2Skills adult learning and employment support service provides opportunities for adults who live in Hertfordshire.

Who is the service aimed at:

- Adults age 19+ for education.
- Adults age 18+ for employment support.
- Hertfordshire residents – further information on eligibility available on our website or by contacting our main phone number.

**Tel:** 01992 556194

**Email:** [step2skills@hertfordshire.gov.uk](mailto:step2skills@hertfordshire.gov.uk)

**Website:** [www.step2skills.org.uk](http://www.step2skills.org.uk)

## **Financial inclusion / Debt advice / Benefits advice**

### **BCW Schools Partnership**

Offered to families of children attending one of the Partnership schools - Dewhurst St Mary CE, Fairfields, Holy Trinity, St Mary's CE High School and St Paul's Catholic.

Telephone: 01992 412647

Email: [Alison.royce@st-maryshigh.herts.sch.uk](mailto:Alison.royce@st-maryshigh.herts.sch.uk)

Website: <https://st-maryshigh.herts.sch.uk/family-support/>

BCW School Partnership offer home visits, one to one meetings and opportunities for parents to off load and find solutions to normal issues faced by families. Our trained staff assess needs and offer support, recognising that no two families are the same.

Available: Monday – Friday, 8.30am – 4.30pm (including school holidays)

They work with a range of partners and agencies to support families to get the best out of family life. All work is free of charge to families and covers:

- A range of parenting support sessions
- Understanding and managing behavior
- Budgeting/finances
- Housing
- Support for your child with issues including managing anger, anxiety and keeping themselves safe
- Healthy lifestyles
- Attendance Issues

### **B3 Living**

Scania House, 17 Amwell Street, Hoddesdon EN11 8TS

Telephone: 01992 453700

Website: [www.b3living.org.uk](http://www.b3living.org.uk), live chat option



Mondays to Fridays, 9 am – 5 pm

For B3 Living customers only. Referrals to Citizens Advice, Step Change, LEAP, Money Advice Service, support around food and fuel poverty. Independent living service (charges apply).

### **CHEXS**

Theobalds Enterprise Centre, Platinum Way, Cheshunt, Hertfordshire EN8 8YD

Telephone: 07792 842587

Email: [lee@chexs.co.uk](mailto:lee@chexs.co.uk)

Website: [www.chexs.co.uk](http://www.chexs.co.uk)

CHEXS supports families in our community, particularly those with children attending our partner schools. We help alleviate home life stresses and address challenging behaviours in children. Parents and carers receive guidance and support through face-to-face meetings, which may include assistance with accessing benefits, obtaining emergency grants, and managing energy bills. This can involve accompanying them to the local Post Office or other facilities to top up energy supplies, helping to reduce expenses, resolving housing issues, and/or securing mental health support.

Additionally, we offer direct support and help parents or carers connect with other agencies for further assistance. We provide Foodbank vouchers and conduct parenting workshops that allow parents and carers to develop and enhance their parenting skills. Our goal is to support the entire family through personalised meetings and activities held at schools, homes, and community venues

Available: Monday – Friday, 8.30am – 4.30pm (including school holidays)

### **Citizens Advice Broxbourne**

c/o: Nigel Copping Community Building, Sanville Gardens, Stanstead Abbots, Hertfordshire, SG12 8GA (Postal Address)

Telephone: 0800 144 8848 for advice (Monday to Friday 9am-5pm)

Website: <https://www.citizensadvice.org.uk/local/broxbourne/>

Hoddesdon Library – Drop-in service (assessment not full advice), from 12pm – 2.30pm (last client seen at 2pm)

Bishops College, Churchgate, Cheshunt EN8 9XG. Tuesdays 9:30am-1pm (drop-in and register for a call back)

**It is advised to check in advance that these opening times are still accurate as this information is more than six months old.**

During Broxbourne Council's opening hours at Bishop's College, if Citizens Advice are not available, please leave your details with the receptionist and Citizens Advice will call you back (for anyone living or working in the Borough of Broxbourne)

Citizens Advice Broxbourne helps people overcome their problems, and campaigns on big issues when their voices need to be heard. We provide independent, free,

confidential and impartial advice to everybody regardless of race, gender, sexuality or disability. We can help with areas including benefits, money, family, health, housing, consumer, immigration, law and rights, and employment. We want to empower people to help themselves to the extent of their ability and seek a future where the residents of Broxbourne are well informed and sufficiently confident to address their own advice needs and without the need for third party advocacy or representation.

The **Citizens Advice Hertfordshire Adviceline** is available on 0800 144 8848 and is open Monday to Wednesday 10am to 9pm, Thursday and Friday 10am to 8pm, Saturdays 10am to 4pm.

### **HABS Family Support**

c/o Wormley Primary School, Cozens Lane East, Broxbourne EN10 6QA

Telephone: 01992 303331 Opt 5

Email: [habsadmin@wormleyprimary.co.uk](mailto:habsadmin@wormleyprimary.co.uk)

Website: [www.habsfamily.co.uk](http://www.habsfamily.co.uk)

Monday - Friday 8.30am - 4.30pm

For families of children attending the HABS partnership schools (see website)

The HABS Family Support Team is a local school partnership who provide high quality services for children, young people and their families in Wormley, Broxbourne and Hoddesdon, Turnford and Watford. We are a local organisation that works with school age children to address social and health issues that are barriers to learning; We provide advice and support for children and families at risk of breakdown and offer practical and emotional support, helping with a range of issues including mental health, bereavement, separation and divorce, domestic abuse, housing, financial support, debt, drug or alcohol use, additional educational needs and challenging behaviour.

### **Healthy Hub**

Community Hub, Unit 59 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: [sarah@communityalliancebeh.org.uk](mailto:sarah@communityalliancebeh.org.uk)

Website: [www.communityalliancebeh.org.uk](http://www.communityalliancebeh.org.uk)

Tuesdays 9:30am – 4:30pm, Wednesday 9:30am – 4.30pm Thursdays 9:30am-4:30pm

Access to help and signposting around Wellbeing, Physical Health and Financial Advice.

### **Money Wellness**

Telephone: 0800 011 4231

Email: [contactus@moneywellness.com](mailto:contactus@moneywellness.com)

Website: <https://www.moneywellness.com/>

Monday - Friday: 8am – 8pm

Saturday - Sunday: 10am – 4pm

Online Debt Advice available 24/7 - <https://www.moneywellness.com/debt-advice>

Money Wellness are one of the largest providers of debt advice in the UK. They also can help with budgeting guidance, benefits assessments, income maximisation and vulnerability support.

### **Isolation and loneliness**

#### **Baby and Toddler Group**

St Clements Church, Cheshunt Wash, EN8 0LU

Telephone: 07547 667127

Email: [catherine.macgruer@icloud.com](mailto:catherine.macgruer@icloud.com)

Thursdays 9:15am-11:30am

A warm and welcoming space for babies and toddlers to play and for their adults to get to know each other. We provide drinks and snacks for the children. Available on a drop in basis. A donation is welcome but not required.

#### **Coffee, Tea and Toast**

St Clements Church, Cheshunt Wash, Turnford, EN8 0XJ

Telephone: 01992 479882/ 07838 377357

Email: [vicaratstclements@gmail.com](mailto:vicaratstclements@gmail.com)

Thursdays 9-12pm

A warm welcome awaits you. Meet up with friends old and new, enjoy the local papers and book swap. Tea, coffee and Toast available (50p per item)

#### **Coffee and Chat Group (CHEXS)**

The Beaumont Centre, 6 Rowlands Fields, Cheshunt, EN8 9BG

Telephone: 01992 633241

Email: [admin@chexs.co.uk](mailto:admin@chexs.co.uk)

Tuesdays 12.30-2.30

#### **Compassionate Café (Isabel Hospice)**

St Joseph's Parish Centre, Eleanor Road, Waltham Cross EN8 7DP

Telephone: 07703 808640

Email: [compassionatecommunities@isabelhospice.org.uk](mailto:compassionatecommunities@isabelhospice.org.uk)

Wednesdays 11am -1pm

Warm welcome for a cuppa and a chat, friendship and fun

#### **Grief Encounters Bereavement Support (Isabel Hospice and Hear4U)**

6 week facilitated themed bereavement peer support group giving people a safe space to tell their story, express their feelings, and find support from others who may be going through a similar experience.

Courses run for 6 weeks several times a year on a Thursday 10.30am – 12noon at St Pauls and St Catherines Church, Paul's Lane, Hoddesdon, EN11 8TR.  
For more information and date of next course please contact Isabel Hospice Compassionate Communities on 07826 247258 or [compassionatecommunities@isabelhospice.org.uk](mailto:compassionatecommunities@isabelhospice.org.uk)

### **Knit and Natter**

Community Hub, Unit 59 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: [sarah@communityalliancebeh.org.uk](mailto:sarah@communityalliancebeh.org.uk)

Website: [www.communityalliancebeh.org.uk](http://www.communityalliancebeh.org.uk)

Thursdays 10am-1pm

A free group open to anyone, from beginners to skilled. Come along to meet new people, be in a warm space and enjoy a hot drink and snack with us.

### **Craft Group**

Community Hub, Unit 59 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: [sarah@communityalliancebeh.org.uk](mailto:sarah@communityalliancebeh.org.uk)

Website: [www.communityalliancebeh.org.uk](http://www.communityalliancebeh.org.uk)

Tuesdays 10am-1pm

Come along to meet new people, be in a warm space and enjoy a hot drink and snack with us.

See also Warm Spaces and Warm Welcome.

### **Housebound residents**

**Age UK** are offering winter welfare checks including support from their handyperson service to address energy efficiency issues as well as other practical tasks. This service is free of charge as it is fully funded by Hertfordshire County Council and the ICS.

Call 07951 105370 or email [handyperson@ageukherts.org.uk](mailto:handyperson@ageukherts.org.uk)

### **How our Information & Advice Team can help:**

- Help you explore your rights, entitlements or access to other benefits.
- Support you to arrange lasting Powers of Attorney (Please note that the Information and advice is free, however our assistance to set it up would be a chargeable service).
- Provide training in a range of Computer Skills - from online grocery shopping to skypeing their friends a family, information on staying safe online to scam awareness.
- Provide information on Community Care and Health Services - information and advice on statutory and non-statutory Social Care Services and equipment, payments for care and support at home or residential care.

- Share information on Leisure and Social Activities across the county.
- Provide information on housing - including details on housing options, possible adaptations to help you remain independent in your own home and how to help with heating costs.
- Be aware of Scam Awareness, Elder Abuse and Dementia Support

Opening times: Monday - Friday 9am - 4pm

Email : [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk)

Telephone: 03003 453446

The Hospital & Community Navigation Service are here if you have recently been discharged from hospital, have been unwell or if you need help to manage your health and wellbeing.

We can:

- Provide emergency food and short-term support with shopping
- Provide wellbeing checks and visits in your home
- Collect and deliver prescription medication
- Establish links to local community-based support
- Help you to arrange safety equipment such as pendant alarms and fire safety checks

Contact us:

Monday-Friday 8am-5pm, Saturday-Sunday 10am-6pm

For more information, please contact HertsHelp on:  
Tel: 0300 123 4044

**Please see document below for further services:**



Age UK Herts  
Services Listing 2024.c

## **Mental Health and Learning Disabilities**

### **BCW Schools Partnership**

Offered to families of children attending one of the Partnership schools - Dewhurst St Mary CE, Fairfields, Holy Trinity, St Mary's CE High School and St Pauls Catholic)

Telephone: 01992 412647

Email: [Alison.royce@st-maryshigh.herts.sch.uk](mailto:Alison.royce@st-maryshigh.herts.sch.uk)

Website: <https://st-maryshigh.herts.sch.uk/family-support/>

BCW School Partnership offer home visits, one to one meetings and opportunities for parents to off load and find solutions to normal issues faced by families. Our trained staff assess needs and offer support, recognising that no two families are the same.

They work with a range of partners and agencies to support families to get the best out of family life. All work is free of charge to families and covers:

- A range of parenting support sessions
- Understanding and managing behavior
- Budgeting/finances
- Housing
- Support for your child with issues including managing anger, anxiety and keeping themselves safe
- Healthy lifestyles
- Attendance Issues

### **Cheshunt Memory Hub**

Laura Trott Leisure Centre, Windmill Lane, Cheshunt, EN8 9AJ

Last Friday of every month, 10:30am-12noon

Are you worried about memory loss? Are you living with dementia or caring for someone who is? Drop in for a chat at the Cheshunt Memory Hub for information, assessment (for an onward referral) and support.

The Hub is run by the Broxbourne Alliance Primary Care Network, Lea Valley Health Primary Care Network and Memory Support Hertfordshire.

### **CHEXS**

Theobalds Enterprise Centre, Platinum Way, Cheshunt, Hertfordshire EN8 8YD

Telephone: 07792 842587

Email: [lee@chexs.co.uk](mailto:lee@chexs.co.uk)

Website: [www.chexs.co.uk](http://www.chexs.co.uk)

CHEXS works within the local community, supporting families of children that attend our partnership schools, supporting homelife stresses as well as managing difficult behaviour with their children. Parents/carers are given advice and direction through face-to-face meetings, which can include helping access support with benefits, obtaining emergency grants, help with energy bills, for example accompanying them to local Post Office or amenities to top up energy supplies, reducing outgoings, resolving housing problems, and/or getting mental health support. We will also provide direct support as well as helping parents or carers access support from other agencies. We provide Foodbank vouchers for families and family support through face-to-face parenting workshops giving parents/carers opportunities to learn and strengthen their parenting skills. We support the whole family through face to face meetings and activities within Schools, home and community venues.

### **HABS Family Support**

c/o Wormley Primary School, Cozens Lane East, Broxbourne EN10 6QA

Telephone: 01992 303331 Opt 5

Email: [habsadmin@wormleyprimary.co.uk](mailto:habsadmin@wormleyprimary.co.uk)

Website: [www.habsfamily.co.uk](http://www.habsfamily.co.uk)

Monday - Friday 8.30am - 4.30pm

For families of children attending the HABS partnership schools (see website)

The HABS Family Support Team is a local school partnership who provide high quality services for children, young people and their families in Wormley, Broxbourne and Hoddesdon, Turnford and Watford. We are a local organisation that works with school age children to address social and health issues that are barriers to learning; We provide advice and support for children and families at risk of breakdown and offer practical and emotional support, helping with a range of issues including mental health, bereavement, separation and divorce, domestic abuse, housing, financial support, debt, drug or alcohol use, additional educational needs and challenging behaviour.

### **Hertfordshire Mind Network**

Waltham Cross Wellbeing Centre, 145a High Street, Waltham Cross EN8 7AP

Phone: 02037 273600

Email: [info@hertfordshiremind.org](mailto:info@hertfordshiremind.org)

Website: [www.hertfordshiremind.org](http://www.hertfordshiremind.org)

Thursdays, 11am – 1pm

Our Meeting Places are a safe and welcoming social drop-in where you can feel supported. Attending these groups is a good way to share experiences, build social networks and meet people in a non-judgemental setting. Our Meeting Places are open access, meaning there is no need to have an initial appointment and you can also attend while waiting for one of our other services. Please visit our website to see what other support is available from our wellbeing centre

## **Carers**

### **Carers in Hertfordshire**

Carers in Hertfordshire is a charity that provides information, advice and support to unpaid family and friend carers - people looking after someone close to them who has a disability, physical or mental illness, is elderly or misuses drugs or alcohol. The charity supports carers of all ages – children and adults – if they live, work or care in Hertfordshire. Bereaved carers can also access support for up to three years after the death of the person they looked after.

Support is provided by phone, online and face to face and is free for carers and bereaved carers. Services include support groups and mentoring, courses and events, and opportunities to share views and experiences to shape and improve health, social care and community services.

The charity has a Carers Support Hub group that meets the last Friday of the month, 10.30am – 12.30pm, at Hoddesdon Baptist Church, Burford Street, Hoddesdon, Herts, EN11 8HX. Contact the charity if you'd like to attend.

Tel: 01992 58 69 69

Email: [contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk)

[www.carersinherts.org.uk](http://www.carersinherts.org.uk)

### **Carers Information Café**

Laura Trott Leisure Centre, Windmill Lane, Cheshunt EN8 9AJ

Tel: 01992 58 69 69

Email: [contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk)

[www.carersinherts.org.uk](http://www.carersinherts.org.uk)

The café meets on the second Wednesday of each month from 10:30am to 12noon. This is a free drop-in event for anyone who is looking after someone close to them who is ill, disabled, elderly or misuses substances. Enjoy a cuppa and find out about services, information and advice to help you with your caring role.

Run by Carers in Herts in conjunction with the Broxbourne Alliance Primary Care Network and the Lea Valley Health Primary Care Network.

### **Referrals and Signposting**

#### **Broxbourne Frontline**

Website: <https://broxbourne.hertsfrontline.org.uk/>

App: 'FRONTLINE REFERRALS'

24/7 access.

FREE one-stop-shop for professionals and the public to find local support and directly refer in - securely and quickly. The library of services is kept up to date and covers a wide spectrum of need, including emergency food support, fuel poverty, debt/benefits advice, low level mental health support and much more.

For further information or to add services to the directory, please contact Broxbourne Council's Community Development Team on [community@broxbourne.gov.uk](mailto:community@broxbourne.gov.uk)