

## **Broxbourne Cost of Living Directory**

**Version 31 – March 2026**

### **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
7	Domestic Abuse
7	Employment support
9	Financial Inclusion / Debt support / benefits advice
12	Isolation and Loneliness
12	Housebound residents
13	Mental Health / Learning Disabilities
16	Carers
17	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.

### **Easter HAPpy Programme**

Hertfordshire Women's Centre (Formerly known as Isabella House), Longcroft Drive, Waltham Cross EN8 7PA

Dates: Monday 30 March – Thursday 2 April (9am-1pm)

Telephone: 01992 785555 ext.5591

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

John Warner Sports Centre, Stanstead Rd, Hoddesdon EN11 0QF

Dates: Monday 30 March – Thursday 2 April and Tuesday 7 April – Friday 10 April (9am – 1pm)

Telephone: 01992 785555 ext.5591

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

A free activity programme packed with activities including sports, playground games, arts and crafts, and board games. Hot, hearty lunch and drinks included.

This programme is for children who are in receipt of benefit-related free school meals. Booking codes can be obtained from your child's school.

Pre-booking is essential, visit <https://sportinherts.org.uk/> to reserve a place.

### **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.

Gospel choir is now available on Thursday evenings from 7pm to 8.30 pm.

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

### **Parish Foodhub (Christ Church Waltham Cross)**

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

Telephone: 07990148491

Email: FrJakePass@outlook.com

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

Wednesday 9:00am-10:00am, 10:45am-11:30am, Saturday 9:00am-11:30am,  
Sunday 8:30am-9:00am.

Pre-packaged bags of food and toiletries available. No referral required. One visit per family per week.

### **Wasimi Breakfast Club**

Waltham Cross Baptist Church, King Edward Road, Waltham Cross, EN8 7HH

Telephone: 07414 468418

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

Mondays and Fridays, 7:30am-9:45am (commencing 3 November)

Anyone on the way to work or school, drop in for breakfast, tea, coffee, hot chocolate. Everyone is welcome. No booking required.

### **Beezee by Maximus**

Email: [bzbinfo@maximusuk.co.uk](mailto:bzbinfo@maximusuk.co.uk)

Call: 01707 248648

Website: <https://hrt.maximusuk.co.uk/>

Offering FREE, fun, and effective health initiatives for Hertfordshire's families and young people!

Commissioned by Hertfordshire County Council, Beezee offers support programmes in group settings face to face & online and also 1:1 to families and young people across the county.

Furthermore, schools and community groups can request FREE Workshops tackling a variety of subjects, including Healthy Eating on a Budget.

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.

The National Energy Foundation can also help households access the Warm Homes: Local Grant scheme.

### **Warm Spaces**

#### **The Beaumont Centre**

Victoria Close, Turners Hill, Cheshunt, Herts EN8 9EP

Telephone: 01992 633241

We offer a warm welcome from 10am-4pm, Monday to Friday with a freshly cooked **2-course meal for £5** available each day, tea/coffee is 50p.

Activities include:

Monday: Art Club and (free) chair exercise.

Tuesday: Social afternoon and Chex Club.

Wednesday: Bingo and Sewing, Kitting and Crochet Club.

Friday: Afternoon social.

Or just drop in for a chat.

#### **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. The service is to support families with children under 5 years 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))

#### **Hoddesdon Library**

98 High St, Hoddesdon EN11 8HD

Telephone: 0300 123 4049

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

Warm Space hours: Wednesday and Friday, 10am-12noon

As the weather begins to get a bit colder, Hoddesdon Library is offering their warm space again on Wednesdays and Fridays from 10am - 12pm, There will be tea, coffee and biscuits, and you can have a warmup and a chat. On Fridays we will also have the wonderful NHS Social prescribers around to answer your questions.

### **Waltham Cross Library**

123 High Street, Waltham Cross EN8 7AN

Telephone: 0300 123 4049

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

Opening hours: 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. (will be closed during August 2025)

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 Catherine and St Pauls Church**

Pauls Lane, Hoddesdon, EN118TR

Telephone: 01992 462127

Email: [admin@hoddesdonparishchurch.com](mailto:admin@hoddesdonparishchurch.com)

Thursdays, 9am -11am

Warm space, free, welcoming, safe. Free hot drinks and light breakfast. Open to all

**St Clements, Cheshunt Wash**

Cheshunt Wash, Turnford, EN8 0LU

Telephone: 01992 479882/ 07838 377357

Email: [Vicar@StClementsTurnford.co.uk](mailto:Vicar@StClementsTurnford.co.uk)

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.

**Digital inclusion**

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

Access to Laptops and support with IT through Digital Inclusion.

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

**Digital Skills Group** (Community Alliance Broxbourne and East Herts)

Free access to training around navigating your device, online shopping, virtual appointments, and staying connected with friends and family – Booking is essential, and a charged device is required.

Last Wednesday of each month, 10:30am-12pm (\*The October session will take place on 22 October.)

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)

## **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.

### **Communities 1st Volunteer Centre**

Communities 1st is home to the Broxbourne and East Herts Volunteer Centre, providing support and guidance for those who want to become volunteers and those who want to recruit volunteers. Our Volunteer Centre database features volunteering roles from Communities 1st and organisations based across Hertfordshire.

Email: [volunteer@communities1st.org.uk](mailto:volunteer@communities1st.org.uk)

Telephone: 01727 649950.

Website: <https://www.communities1st.org.uk/>

### **Communities 1<sup>st</sup> Able2Enable**

Communities 1st can offer tailored support to help you reach your personal goals, such as managing anxiety, building confidence, improving communication skills or finding a volunteering opportunity. We believe everyone deserves to feel connected to their community and confident in it. Our support can make it easier for you to get involved, especially if you face extra challenges.

Email: [able2enable@communities1st.org.uk](mailto:able2enable@communities1st.org.uk)

Telephone: 01727 649955

Website: <https://www.communities1st.org.uk/able2enable-volunteering>

**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. In addition, there are a range of projects delivered from the Waltham Cross Young Peoples Centre Stanhope Rd, Waltham Cross EN8 7DJ. 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: Supporting Your Journey to Work and Learning**

Whether you're looking for a job or aiming to boost your skills, Step2Skills offers a wide range of short courses, qualifications, and employment support to help you achieve your goals.

We support Hertfordshire residents aged 18+ who are unemployed or at risk of redundancy and face barriers to work and learning —empowering you to take the next step toward a brighter future.

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**

### **CHEXS**

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

Telephone: [07494258155](tel:07494258155)

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

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

At CHEXS, we're passionate about helping children, young people, and families to thrive. We work alongside our local community and partner schools to build strong, resilient families and positive futures for all. Our Family Support Team offers early help for parents and carers who may be experiencing challenges at home such as behaviour, routines, housing, finances, or emotional wellbeing. Through personalised one-to-one support, practical advice and guidance to help families overcome barriers, to reduce stress, strengthen relationships, and access the practical tools they need to move forward with confidence.

Support may include:

- Guidance around parenting strategies and managing children's behaviour
- Help with accessing benefits, grants, and community resources
- Assistance with housing issues and energy or cost-of-living concerns
- Emotional wellbeing support, signposting, and referrals to specialist services
- Foodbank vouchers and crisis support where needed

Alongside family support, our Children & Young People's Programmes build confidence, aspiration, and life skills through mentoring, outdoor challenges, after-school sessions, and school-based projects. We empower young people to discover their strengths, raise their aspirations, and develop a sense of belonging in their community.

CHEXS also delivers parent workshops, holiday activities, and community events, bringing families together to share experiences and celebrate success.

We're here to listen, support, and help every family find a way forward.

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

While CHEXS is not a crisis or emergency service, we aim to respond quickly and offer flexible appointment times to suit the needs of families and working parents.

### **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)

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 Strength in Mind Charity**

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

Telephone: 01992 303331 Opt 5

Email: [admin@habscharity.org.uk](mailto:admin@habscharity.org.uk)

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

Monday - Friday 8.30am - 4.30pm

See website for full details

#### About HABS Strength in Mind

HABS Strength in Mind is a charity dedicated to providing high-quality services for children, young people, adults, and their families across Hertfordshire and the surrounding areas.

We are a local organisation committed to supporting school-age children by addressing the social and health challenges that can become barriers to learning.

Our team offers both practical and emotional support for children and families — from universal to targeted levels of need.

HABS provides counselling, psychotherapy, wellbeing, and family support to help individuals manage a wide range of issues, including trauma, SEND, bereavement, separation and divorce, domestic abuse, housing difficulties, financial hardship, debt, substance misuse, additional educational needs, and challenging behaviour.

In addition, we deliver parenting programmes and workshops designed to strengthen family relationships and promote resilience within the community.

We are proud to be directly supporting 19 schools across Hertfordshire with direct family support, and delivering counselling across over 50 schools in Hertfordshire and Essex. Please visit our website for further details

### **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.

### **Make Peace with Money.**

The Make Peace with Money Programme is designed to help people to improve their relationship with money, how you think, feel, act, and talk about money. It combines learning practical money skills and understanding the impact that negative money habits, limiting money beliefs, and money blocks can have on your everyday life.

Funded through the Broxbourne Strategic Partnership for Skills grant, they will be supporting Broxbourne residents, and business owners by offering 24 fully funded places on her Make Peace with Money programme. This includes 1 month of additional coaching, and a 45-minute reflection session on completion.

Please take a look at the Make Peace with Money Programme introduction [video](#) together with [showcasing case studies](#) from people attending the programme.

Please register your interest in taking part in the programme by contacting Broxbourne Council's Economic Development Team on [economic.development@broxbourne.gov.uk](mailto:economic.development@broxbourne.gov.uk)

### **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**

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

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

Telephone: 01992 479882/ 07838 377357

Email: [Vicar@StClementsTurnford.co.uk](mailto:Vicar@StClementsTurnford.co.uk)

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)

#### **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-12noon

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-12noon

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

### **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 Counselling C.I.C.**

Studio House, Delamare Road, Cheshunt, EN8 9SH

Email: [cheshuntcounselling@hotmail.co.uk](mailto:cheshuntcounselling@hotmail.co.uk)

Phone: 07769 433131

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

Cheshunt Counselling C.I.C. are a not-for-profit therapy agency offering counselling, psychotherapy and CBT since 2012 (established 2008) to those individuals on a low income (on credits, students, retirees, unemployed etc).

Sessions can be either face to face in Cheshunt or online for those unable to physically make sessions. Starting in January 2026 they will also be offering a series of free psycho-educational workshops on various mental health and wellbeing topics.

Clients can self-refer as well as being signposted by other organisations and they are usually able to access help within two weeks of assessment.

The assessment fee is £30, and sessions range from £10 - £30 dependent on what people can afford weekly.

### **Cheshunt Memory Hub**

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

Last Friday of every month (except December), 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 Strength in Mind Charity**

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

Telephone: 01992 303331 Opt 5

Email: [admin@habscharity.org.uk](mailto:admin@habscharity.org.uk)

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

Monday - Friday 8.30am - 4.30pm

See website for full details

### About HABS Strength in Mind

HABS Strength in Mind is a charity dedicated to providing high-quality services for children, young people, adults, and their families across Hertfordshire and the surrounding areas.

We are a local organisation committed to supporting school-age children by addressing the social and health challenges that can become barriers to learning. Our team offers both practical and emotional support for children and families — from universal to targeted levels of need.

HABS provides counselling, psychotherapy, wellbeing, and family support to help individuals manage a wide range of issues, including trauma, SEND, bereavement, separation and divorce, domestic abuse, housing difficulties, financial hardship, debt, substance misuse, additional educational needs, and challenging behaviour.

In addition, we deliver parenting programmes and workshops designed to strengthen family relationships and promote resilience within the community.

We are proud to be directly supporting 19 schools across Hertfordshire with direct family support, and delivering counselling across over 50 schools in Hertfordshire and Essex. Please visit our website for further details

### **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

### **Rethink Mental Illness: Companions Befriending (East Herts)**

Email: [Jonathan.clack@rethink.org](mailto:Jonathan.clack@rethink.org)

Phone: 07760 615342

Our service supports people who are aged 18+ with a diagnosed mental illness, who are socially isolated, who are known to NHS Secondary mental health services, and who live in Hertfordshire in and around the towns of Ware, Hertford, Hoddesdon, Broxbourne, Cheshunt, Cuffley and Waltham Cross. Our befriending service helps people to re-engage with their local community through group befriending, 1-2-1 volunteers, befriending workers and social activities.

Clients must live in East Herts to access this service.

Who can use this service? How are services delivered?

Anyone aged 18+ with a diagnosed mental illness, who are socially isolated, who are known to NHS Secondary mental health services, and live in East Herts. We deliver our services, in person, in the following ways; group befriending, 1-2-1 volunteers, befriending workers and social activities.

### **Carers**

#### **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)