

Useful Contact Leaflet

hospital patients, etc. including translations

55 Princes Gate
London
SW7 2PN
Tel: 020 7589 8846
Fax: 020 7581 2778
Email: relief.society@btconnect.com

Other Useful Contacts

Cheshunt Police Station

101 Turners Hill
Cheshunt
Hertfordshire
EN8 9BD
Tel: 0845 3300 222
Fax: 01992 533809

Harlow & Broxbourne Women's Aid

Offers support advice and refuge to women and their children who are suffering from domestic violence. Also offers women training on employability, life skills etc.

Harlow & Broxbourne Women's Aid
Central Services
PO Box 2489
Harlow
Essex
Tel: 01279 836611
Fax: 01279 836610
Email: info@womensroom.org
Website: www.womensroom.org
National Women's Aid: Tel: 0808 2000 247

Hoddesdon Police Station

County Police Office
High Street
Hoddesdon
Hertfordshire
EN11 8BJ
Tel: 0845 33 00 222
Website: www.herts.police.uk

Victim Support in Hertfordshire - Eastern Branch

Give free and confidential support to victims or witnesses of crime, whether or not you report the crime to the police

Water Lane House
Castle Street
Hertford
SG14 1HH
Tel: 01992 504 137
Fax: 01992 582 338
Email: east@victimsupportherts.org.uk
Website: www.victimsupport.org.uk

Contact details

Broxbourne Borough Council
Borough Offices, Bishops' College
Churchgate, Cheshunt, Herts EN8 9XD
Tel: 01992 785505
Email: housingneeds@broxbourne.gov.uk
Website: www.broxbourne.gov.uk
Emergency out
of hours number: 01992 639566

Office hours

Monday	8.30am – 5.30pm
Tuesday	8.30am – 7.30pm – late night opening
Wednesday	8.30am – 5.30pm
Thursday	8.30am – 5.30pm
Friday	8.30am – 5.30pm
Saturday	9.00am – 1.00pm

Council One Stop Shops

Cheshunt: Wolsey Hall, Windmill Lane
Hoddesdon: Unit 42, Tower Centre
Waltham Cross: 123 High Street
Monday-Friday 9.00am – 5.30pm*
Saturday 9.00am – 1.00pm
(Waltham Cross 9.00am – 4.00pm)

*All One Stop Shops close at 3.30pm on the last Thursday of each month for staff training.

This publication is available on request in large print or Braille. Questa notizia si può ottenere in Italiano e anche in ingrandimento. İstek üzerine, bu döküman Türkçe olarak da elde edilebilir.

Useful Contact Leaflet

Benefits

Benefit Enquiry Line (BEL)

BEL is a free advice line run by the Department for Work and Pensions for people with disabilities, carers and their representatives.

Tel: 0800 882 200
Textphone: 0800 243 355
(Monday-Friday 8.30-6.30. Saturday 9am-1pm)
Form filling service helpline: 0800 441 144

Child Benefit Helpline

General help and advice with your Child Benefit

Child Benefit Office
PO Box 1
Newcastle Upon Tyne
NE88 1AA
Tel: 0845 302 1444
Textphone: 0845 302 1474
(Seven days a week 8am-8pm)
Email: phishing@hmrc.gsi.gov.uk
Website: www.hmrc.gov.uk/childbenefit

Department for Work and Pensions (DWP)

Watford Correspondence Unit
Watford DDS
Ascot Road
WD99 1AA
Tel: 0845 608 8583
(Monday-Friday 9am-5pm)
Website: www.jobcentreplus.gov.uk

Employment Support Allowance

Employment and Support Allowance replaced Incapacity Benefit and Income Support, paid because of an illness or disability, for new claims from 27 October 2008

To make a claim for Benefit:

Tel: 0800 055 66 88
Textphone: 0800 023 48 88
Monday - Friday (9am - 5pm)
Website: www.jobcentreplus.gov.uk

Jobcentre Plus

Provides help and advice on jobs and training for

people who are actively seeking work and financial help for those who are unable to work.

To make a claim for benefit:

Tel: 0800 055 6688
Textphone: 0800 023 4888
(Monday-Friday 8am-6pm)

All of the Jobcentre Plus services are available online at: www.jobcentreplus.gov.uk

Pension Credit Application Line

Takes applications from people of a pensionable age for pension credits

Tel: 0800 99 1234
Textphone: 0800 169 0133
(Monday-Friday 8am-8pm, Saturday 9am-1pm)
Website: www.direct.gov.uk

Tax Credit Helpline

Help and advice about claiming Tax Credits

Tax Credit Office

Preston
PR1 0SB
Tel: 0845 300 3900
Textphone: 0845 300 3909
(Seven days a week 8am-8pm)
Website: www.hmrc.gov.uk

Advice services

Benefits, money, housing and homelessness

Age Concern

Is a large charity that works with and for older people

Age Concern England
Astral House
1268 London Road
London
SW16 4ER
Tel: 0800 00 99 66
(7 days a week from 8am -7pm)
Website: www.ageconcern.org.uk



Useful Contact Leaflet

Citizens Advice Bureau

Provides free, confidential, independent, impartial advice on benefits, debt, housing, employment and family issues

Broxbourne CAB
Old Bishops
College
Churchgate
Cheshunt
Tel: 01992 635858
Website: www.citizensadvice.org.uk

Community Legal Advice

A free, confidential and impartial advice service paid for by legal aid. Specialist areas are; Housing, employment & education, Debt, welfare benefit and Family law.

Tel: 0845 345 4345
(Monday-Friday 9-6.30 and Saturday – 9.30am – 12.30pm)
Minicom: 0845 609 6677
Website: www.communitylegaladvice.org.uk

Consumer Credit Counselling Service

Offers free, impartial, confidential advice and support to anyone who is worried about debt

Wade House
Merrion Centre
Leeds
LS2 8NG
Tel: 0800 138 1111
(Mon-Fri 8am -8pm)
Website: www.cccs.co.uk

Disability Alliance

Produces a range of information about all welfare benefits.

Disability Alliance
Universal House
88-94 Wentworth Street
London
E1 7SA
Tel/Textphone: 0207 247 8776
(Monday-Friday 10am - 4pm)
Fax: 0207 247 8765
Email: office@disabilityalliance.org
Website: www.disabilityalliance.org

Disability Alliance's Rights Advice Line

Tel/Textphone: 0207 247 8763
(Monday & Wednesday 2pm-4pm)

National Debtline

Free confidential and independent advice on a self help basis on how to deal with debt problems.

Tricorn House,
51-53 Hagley Road,
Edgbaston,
Birmingham
B16 8TP
Tel: 0808 808 4000
(Monday-Friday 9am-9pm and Sat 9.30am-1pm)
Fax: 0121 410 6230
Website: www.nationaldebtline.co.uk

Shelter

Shelter gives free, confidential, impartial and independent housing advice, assistance and advocacy to anyone who is homeless or has a housing related problem

Shelter

Queensway House
Queensway
Hatfield
Hertfordshire
AL10 0LW
Tel: 0844 515 1944
(Monday-Friday 9am-5pm)
Fax: 01707 263255
National Tel: 0808 800 4444
Email: hertfordshire@shelter.org.uk
Website: www.shelter.org.uk

The Royal British Legion

Gives specialist advice and support for enquiries about War disablement benefits and pensions.

Legionline
The Royal British Legion
Haig House
199 Borough High Street
London



Useful Contact Leaflet

SE1 1AA
Tel: 08457 725 725
Email: info@britishlegion.org.uk

Advice and Support Groups for Ethnic Minorities

African Caribbean groups

Hertfordshire African and Caribbean Network

Aims to improve and aid social integration, health awareness and a healthy lifestyle within the Afro-Caribbean community. Also provides a befriending service

Contact Ruth, Community development officer.
Tel: 07807 164339
Email: eomoboya@hotmail.com
Website: www.hertsnetwork.org.uk

American Groups

American Club of Hertfordshire

Social organization to facilitate the adjustments of newly arrived Americans and to provide support for all members old and new

Contact Mrs Bente Radnofsky
46 Necton Road
Wheathampstead
Herts
AL4 8AU
Tel: 01582 834822

Asian Groups

Age Concern Hertfordshire. Asian Outreach, Day Centre

This service provides outreach workers who speak appropriate languages and who are knowledgeable about the cultural, social and religious needs of their respective communities.

North Herts Contact: Harmesh Bhandal
Manor Court
26b Bancroft
Hitchin
Herts
SG5 1JW
Tel: 01462 420911
Email: asianoutreach.nh@acherts.org.uk

Welwyn Garden City & Hatfield Contact: Farida Rashid

Douglas Tilbe House
Hall Grove
Welwyn Garden City
Herts
AL7 4PH
Tel: 01707 322664
0845 6013446 (Information line)
Email: info@acherts.org.uk
Website: www.acherts.org.uk

Asian Family Counseling Service

Offers confidential and professional help to all Asian people who may have marital, family or other personal problems. Also has projects for dealing with depressed Asians

Contact Ms Kulbir Randhawa
Suite 51
Windmill Place
2-4 Windmill Lane
Southall
Middlesex
UB2 4NJ
Tel: 020 8571 3933
020 8813 9714
Fax: 020 8571 3933
Email: afcs@btconnect.com
Website: www.asianfamilycounselling.org.uk

European Groups

Age Concern Hertfordshire. Italian Outreach (Broxbourne and North Herts)

A service for the elderly Italian community
Contact Assunta Turone
Broxbourne Outreach Worker
Tel: 01992 642356
Website: www.acherts.org.uk

Portuguese Language Project in Herts

Portuguese Language Project in Herts are interested in getting in touch with families that live in Herts and West Essex and that speak Portuguese.

Contact Mr. Paulo Goncalves
Tel: 01992 445391

The Relief Society for Poles Trust

Provides support for Polish residents, visitors,