A Guide to Services for Older People in Broxbourne

2018 - 2020
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This guide has been produced by Broxbourne Borough Council in partnership with Hertfordshire County Council, the NHS and other statutory and voluntary organisations. It is designed for older people, their families and carers, to provide comprehensive information about the services that are available and how to access them. A wide variety of information is provided including:

- What services are available
- Which agency or department is responsible for providing each service and who to contact.

The Council has consulted with local older people on topics such as transport, housing, leisure opportunities, society’s attitudes towards ageing, and on the question: at what age is a person considered ‘older’?

If you would like to contribute to these ongoing discussions, please contact the Council’s Corporate Policy team on 01992 785654.
A range of advice and support services is available throughout the Borough of Broxbourne. These services give the opportunity for older people to talk to trained staff who can help with questions or problems on personal, legal or financial matters.

**HertsHelp**

HertsHelp is a free and confidential information service offering help to anyone living in Hertfordshire who doesn’t know where to turn. It provides a single route into the wide range of expertise, support and resources offered by a network of organisations across the County.

Open 8am to 6pm Monday to Friday.
Telephone: HertsHelp on 0300 123 4044
Email: info@hertshelp.net
Text: hertshelp to 81025
Website: www.hertshelp.net

**Age UK Hertfordshire**

We provide information and advice on a wide range of issues for older people, their families and their carers. We will provide you with the facts so that you can make decisions based on reliable information.

We can offer information and advice on:

- Welfare benefits
- Housing options including care homes
- Equipment and aids
• Community care
• Health services
• Leisure and social activities

Our team can also provide help with claiming benefits and filling in forms, IT training and help with making Lasting Powers of Attorney applications.

Telephone: 0300 345 3446
email: info@ageukherts.org.uk or Skype us at ageukhertfordshire.
Visit the website: www.ageukherts.org.uk.

**Visiting Scheme and Telephone Club**
The Visiting Scheme is a free service which provides friendship and support to older people who feel lonely or isolated. Our Visiting Scheme volunteers visit older people in their home once a week, usually for an hour or so. They provide much needed companionship and support. When matching a volunteer with an older person, we take care that they have similar interests and are compatible. As with all our schemes, volunteers are Police and reference checked.

The Telephone Club is a free service providing friendship and support to older people who feel lonely or isolated. Our Telephone Club volunteers call older people on a weekly basis for social support and to help with any concerns they may have. All volunteers provide references and are Police checked.

If you would like to be referred to the Visiting Scheme or Telephone Club (or would like more information) please call your nearest coordinator:

**East Hertfordshire and Borough of Broxbourne**
Telephone: 01992 631989.
Home Matters
Our Home Matters service enables older people to organise and manage their personal finances and household administration. The service is free to all users and aims to enable people to remain independent for as long as possible. A member of our Home Matters team will visit an older person at home and listen to their concerns.

Our friendly Home Matters team can help with:
• Contacting utility companies
• Organising the payment of bills
• Setting up a bank account
• Form filling, for example, blue badge applications
• Looking at household budgets
• Organising a move

If we are unable to help we will signpost you to an appropriate agency who will be able to assist.

For a free and confidential service, contact your local coordinator:
East Hertfordshire and Broxbourne
Telephone: 01992 747957.
**Italian outreach**
Age UK Hertfordshire has Italian speaking outreach workers supporting older people from the Italian communities in Hitchin, Letchworth and the Borough of Broxbourne.

The nature of the support is varied and includes:
- Provision of information on a wide variety of issues
- Advocacy services
- Translation
- Help with getting health and social care
- Help with completing forms and applying for benefits
- Supporting local social clubs and activities

Contact your local coordinator:
Telephone: 01992 636508.

**InTouch**
InTouch is an in depth telephone support service operating countywide to support anyone over the age of 50 facing challenging or life changing circumstances that affect confidence, health and wellbeing. The way we listen provides understanding and reassurance and if applicable we will signpost you to other organisations for additional help and information. All calls are confidential and non-judgemental.

We can help by:
- Listening to concerns
- Providing support
- Empowering people to make the right choices
- Signposting people to other suitable organisations

Please telephone: 01992 629358/01992 634964
Email: intouch@ageukherts.org.uk.
Care Quality Commission

A list of registered private home care agencies in the area can be obtained by contacting the Care Quality Commission at the following address:

CQC National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA.
Telephone: 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk.

Citizens Advice Bureau

The Citizens Advice Bureau (CAB) provides free, confidential advice on many subjects including welfare benefits, legal advice, debt issues and personal relationships. The advisers are fully trained and will provide information and options for a particular enquiry or point a resident in the direction of an organisation that may be able to help. No appointments are necessary. A large part of the work that the CAB undertakes involves debt advice, housing and benefit issues including calculating entitlements and completing benefit application forms.

The CAB has surgeries at the Waltham Cross One Stop Shop on:
• Tuesday 10am–1pm – Drop-in assessment
• Wednesday 10am–1pm – Drop-in assessment
The Hoddesdon Library/One Stop Shop has the following sessions, where people can see either an assessor or a specialist housing advisor to discuss their issues:

- **Tuesday** 10am–12.30pm
  Drop-in assessment
- **Wednesday** 4.45pm–6.30pm
  Drop-in assessment
  (last client seen 6.10pm)
- **Thursday** 10am–12.30pm
  Drop-in assessment

**Housing advice:**
- **Thursday** 1pm – 3.30pm
  Housing advice

These surgeries are in addition to our core service at Old Bishops’ College for drop-in assessment:

- **Monday, Wednesday** and **Friday**, 9.30am – 2pm
  Drop-in assessment
- **Tuesdays** 9.30am – 3pm – Drop-in assessment

Please note that the last client(s) seen must be registered 45 minutes prior to closure of session.

Citizens Advice Bureau Broxbourne, Old Bishops’ College, Churchgate, Cheshunt EN8 9XP.
CAB advice line 03444 111444.
Cruse offers free information and advice to anyone who has been affected by death. Volunteers provide support on a one-to-one basis across all age ranges. Anyone can contact Cruse if they want to talk about themselves or someone they know who has been affected by a death.

Our volunteers talk to bereaved people on the phone or in their own homes and listen to their unique stories. We don’t want to tell clients how they should feel or what they should do. Instead, we offer emotional and psychological support – sometimes with a little practical help – enabling them to regain some control over their lives. This is a free and confidential service.

Adult helpline: 01707 278389
Children and young people’s helpline: 01707 264293

Cruse also offers education, support, information and publications to anyone supporting bereaved people.

For more information, please call: 01707 269497, email: office@cruse-hertfordshire.org.uk or visit: www.cruse-hertfordshire.org.uk.
Sometimes events in our life lead to anxiety and distress. Counselling is a talking therapy within 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. Counselling is delivered by a non-judgemental, trained practitioner to help bring about positive change and enhanced well-being.

We are a self-referral service and, as a charity, charge clients only what they feel they can reasonably afford. To apply for counselling, please call 01992 637285 to speak to our administrator or leave a message on the confidential answering machine. You will be invited to an initial session where an experienced counsellor will explore your concerns with you and then decide how best we could help you.

For further information or to make an appointment contact:
The Counselling Foundation – Broxbourne Centre
Telephone: 01992 637285
Email: broxbourne@counsellingfoundation.org
Website: www.counsellingfoundation.org
Hertfordshire County Council’s health and community services department provides a range of services, including:

- Help with adaptations to the home and equipment to make life easier for older people and disabled people
- Day services based around one of their day centres
- Homecare – this can range from regular weekly and daily visits to help with essential personal care such as getting up, washed and dressed, to a more frequent and complex programme of care
- Breaks and support for carers
- Flexicare – sheltered housing accommodation (which includes home care and other support services)
- Respite care – short term breaks for the person concerned and their carer
- Residential services and supported housing.

A directory of residential and homecare services is available on the HertsDirect website, www.hertsdirect.org. For more information contact Hertfordshire County Council Health and Community Services:

Telephone: 0300 123 4040
Minicom: 01438 737599,
Email: hertsdirect@hertsc.gov.uk
Website: www.hertsdirect.org
Meals service

Borough residents can order hot meals, delivered 365 days a year from Hertfordshire Independent Living Service (HILS, formerly known as Hertfordshire Community Meals). Nutritionally balanced, the hot food is delivered alongside a welfare check to ensure clients are safe and well. The menu has a wide variety of choice and all dietary and cultural requirements can be accommodated. Alongside hot food for lunch, we can also deliver tea and breakfast packs to be eaten later.

A delivered hot meal and dessert costs £4.25.

Hertfordshire Independent Living Service
Telephone: 01920 333030
Website: www.hertsindependentliving.org.
Shoots and Roots

Shoots and Roots is an established social enterprise garden maintenance team having graduated from Groundwork’s nationally-recognised voluntary training scheme for unemployed young people aged 16-23 years with few or no qualifications. The team is developing its skills in outdoor environmental work such as landscaping, planting, tree maintenance, coppicing, path building and pond clearance. Shoots and Roots is keen to expand its portfolio, through private work as well as by working with local councils, housing associations, and local businesses.

If you have something for Shoots and Roots to dig into, please contact Graham Phillips, Landscape Services Manager
Email: graham.phillips@groundwork.org.uk
Telephone: 01707 260129

Wellbeing and loneliness

Loneliness is an important issue for many older people and if you are feeling lonely there are organisations and services that can help. Age UK’s Information Line, freephone 0800 169 6565, can provide advice and support on personal wellbeing. If you would like to get more involved with your local community, or take part in social and leisure activities in Broxbourne, see Sections 5 and 7 of this Guide.
If you are struggling financially, it's important to get help as early as possible. If you need advice on financial matters, contact the benefits service (detailed below), or the Citizens Advice Bureau (details in Section 1). General advice on money matters, particularly benefits, can be found on the UK Government website, www.gov.uk.

Benefits

The Council’s benefits service administers and gives advice about housing and council tax benefit. General enquiries can be dealt with at the Borough offices and the Council’s One Stop Shops. Application forms and information leaflets are available at these locations and on the Council’s website, www.broxbourne.gov.uk.

More detailed discussions with benefits officers can be arranged on an appointments basis. A visiting officer is able to assist vulnerable and/or housebound customers with their applications, in their own homes.

Hertfordshire County Council’s Money Advice Unit (MAU) has a website that provides detailed information and news about welfare benefits and debt. This includes factsheets on extra money for older people, carers, people with disabilities and new benefits such as Universal Credit. Free printed copies are also available. The MAU can’t answer individual benefit queries.
Welfare Reform
The Government has brought in extensive changes to the welfare benefits system, including the introduction of Universal Credit, a cap on the total benefits a household can receive, and the replacement of Disability Living Allowance with Personal Independence Payments. The Money Advice Unit has produced a handy summary of these changes called Welfare Reform Update, available as above.

Take Up Together project
The Take Up Together project is run by Broxbourne Council with the aim of supporting the Borough’s older and/or vulnerable residents in accessing all of the benefits they are entitled to.

The project offers benefit advice and a home visiting service to carry out benefit checks for customers in their own homes. Once eligibility has been identified, assistance is given with completing any application forms for benefits including Pension Credit, Personal Independence Payments, Attendance Allowance and Carer’s Allowance.

Telephone: 01992 785519
Email: benefits@broxbourne.gov.uk.
HertSavers Credit Union

There is various support available for Broxbourne residents to beat the credit crunch. HertSavers Credit Union is owned and controlled by each of its members and provides:

• A safe and convenient way to save
• Easy-to-access loans at fair rates of interest
• A range of other financial services, including pre-paid debit cards

Credit unions are regulated by the Government. HertSavers Credit Union is also being supported by Broxbourne Borough Council and a range of other local agencies to ensure the support of local people, especially during this period of economic uncertainty.

How could joining HertSavers benefit you?
• Low interest rates if you take out a loan
• Free life insurance on your loans (some conditions apply)
• No early repayment charges
• A friendly, professional and local service. Good rates of return on your savings with an annual dividend, subject to making a surplus and regulatory reserve requirements

HertSavers also offers an ethical alternative to the big banks, because it is good for the local community you live or work in. By keeping your money locally in Broxbourne, you’re helping to benefit everyone in the community.

Telephone: 020 8756 3868
Email: office@hertsavers.co.uk
Website: www.hertsavers.co.uk
If you would like to join our team of volunteers, please email board@hertsavers.co.uk.
Pensions

The Pension Service is part of the Department for Work and Pensions. It has been set up to improve the service to people who are already pensioners, or those planning their retirement.

**Telephone: 0800 731 0469**

Pension Credit can be applied for through the Pension Service on a freephone number, where staff can complete an application over the phone.

**Telephone: 0800 99 1234**
**For those with speech or hearing difficulties, please call 0800 169 0133.**
Help in the home - Section 3

A variety of services are available in Broxbourne to assist with gardening, jobs around the home and keeping warm in winter.

Age UK Hertfordshire

What does Help in the Home involve?
Our home helpers can assist with general cleaning, vacuuming, laundry and ironing, collecting shopping or prescriptions and preparing light meals. Clients choose which tasks their home helper carries out each week, helping older people to remain in control of keeping their home the way they like it to be.

How does it work?
Home helpers visit every week for as long as they are required (minimum of 1.5 hours per week), to help with household tasks. Clients pay for the help they need by the hour, plus a one-off pre-service visit and registration fee.

Who will my home helper be?
We have a very thorough recruitment process to ensure we have the best team for the job. All our home helpers are checked through references and police checked, and are covered by our insurance. Our home helpers are trained in health and safety, manual handling, first aid and food hygiene. We have a team of local home helpers, so we always endeavour to fill gaps in your service if a client’s regular home helper is on holiday or unwell.

Borough of Broxbourne and East Hertfordshire District Council Area.
Telephone: 01992 747959
Email: helpinthehome.eh@ageukherts.org.uk
Broxbourne Food Bank

The Broxbourne food bank combats poverty by providing emergency food for those in crisis. It is accessed through agencies who deal with crises or by direct contact through the website www.broxbourne.foodbank.org.uk, by email at infobroxbourne.foodbank@gmail.com or by phone on 07943 986261.

Disabled Facilities Grant

If you or someone living in your property is disabled, you may qualify for a Disabled Facilities Grant towards the cost of providing adaptations and facilities to enable the disabled person to continue to live there.

These grants can assist a person to install a stair lift, provide ramps, widen doors, and adapt the bathroom, kitchen or WC. Before applying for a grant you should contact Hertfordshire County Council to request an Occupational Therapist assessment. After this assessment the Occupational Therapist will make a referral to the Council’s Environmental Health department. Depending on their financial circumstances, the disabled person may be awarded all or part of the grant required to provide the adaptations recommended by the Occupational Therapist.

Hertfordshire County Council’s Health and Community Services department:
Telephone: 0300 123 4040
Minicom: 01438 737599
Email: hertsdirect@hertscc.gov.uk
Website: www.hertsdirect.org.

For further information:
The Borough of Broxbourne, Environmental Health department on 01992 785555, email: envhealth@broxbourne.gov.uk or visit www.broxbourne.gov.uk.
Green Deal

The Green Deal is a Government scheme to support households and businesses to improve the energy efficiency of their properties at no initial upfront cost. The scheme provides loans for improvements including:

- Insulation, such as loft and cavity wall insulation
- Draught proofing
- Double glazing
- Heating
- Renewable energy technologies, such as solar panels or wind turbines

Website: www.eachhomecountsadvice.org.uk.

Keeping warm in winter

Many older people experience problems with keeping warm in the winter months, particularly as fuel prices continue to increase. If you are over 60, you may be able to get financial help to heat your home via the Winter Fuel Allowance.

Telephone: 0800 731 0160. Website: www.gov.uk.

Advice on staying warm in winter, energy efficiency and energy saving tips can be obtained from any of the Council’s One Stop Shops, on the Energy Advice page on the Council’s website: www.broxbourne.gov.uk, or by visiting the Energy Saving Trust website: www.eachhomecountsadvice.org.uk.
Broxbourne is a safe area and the services listed in this section can help residents to keep themselves and their neighbourhoods secure.

**Community alarms**

Community alarm services (also called telecare or assistive technology) provide a personal alarm system that gives peace of mind for those who may be at risk in their own home because of age, disability or isolation.

Community alarm services are provided locally by the following organisations:

- **Hertfordshire Careline**  
  Telephone 0300 999 2999. Website: www.care-line.co.uk

- **Enfield Safe and Connected service**  
  Telephone: 0208 379 1000.  
  Website: www.enfield.gov.uk/safeandconnected

- **Epping Forest Careline**  
  Telephone: 0208 532 1065.  
  Website: www.eppingforestdc.gov.uk

- **Welwyn & Hatfield Lifeline**  
  Telephone: 01707 357000. Website www.welhat.gov.uk

- **Age UK**  
  Telephone: 0800 169 6565. Website: www.ageuk.org.uk.
Listings of community alarm services are provided by:
- The Telecare Services Association
  Telephone: 01625 520320. Website: www.tsa-voice.org.uk
- Elderly Accommodation Counsel
  Website: www.housingcare.org.

Community safety in Broxbourne

Broxbourne is a safe area with low levels of crime and anti-social behaviour. The Council is one of the key partners in the Broxbourne Community Safety Partnership, which uses its resources to improve community safety and tackle crime and anti-social behaviour in the area. Crimes such as theft, assault and criminal damage should be reported to the police:

- Hertfordshire Police Non-Emergency Telephone: 101
- Anti-social behaviour, such as vandalism, excessive noise, fly-tipping and abandoned vehicles can be reported to the Council's Helpline on 01992 785577, or on the Council's website www.broxbourne.gov.uk

Community volunteering

You can also play your part in improving community safety locally by volunteering for a range of schemes such as Neighbourhood Watch, Dog Watch or Speed Watch.

For more information contact the Council’s community safety team on 01992 785573 or email community.safety@broxbourne.gov.uk.

Local Small Scale Budget Schemes

Broxbourne Council has a modest budget available for local neighbourhood schemes. The budget has been allocated across the Borough and can be used to fund projects in the
local area to improve community safety and quality of life. These can be nominated by local residents, local Councillors or other agencies.

For more information, please contact the Council’s Community safety team on 01992 785573, or email community.safety@broxbourne.gov.uk.

Community payback scheme
Community payback is a tough and visible consequence for people who have committed a crime. Offenders can be sentenced by the courts to carry out up to 300 hours unpaid work for the community. Community payback projects can include anything from litter removal and clearing dense undergrowth to environmental projects and removing graffiti.

We want your ideas
If you have an idea for a community payback project, we want to hear about it.

To be considered, your project must meet the following criteria:
- It must benefit the local community
- It must not take paid work away from others
- No one must make a profit from the work
- It must be challenging and demanding
- It must be worthwhile and constructive
- Offenders must be seen to be putting something back into the community

Nominating a project
Anyone can nominate a project, so if you are an individual, member of a club, community group, faith group or voluntary organisation and have a project that fits the criteria above, please contact the Community Safety team on 01992 785573 or email community.safety@broxbourne.gov.uk.
The Broxbourne Crime Prevention Panel is a voluntary group who assist the Police and the Council with giving crime prevention advice and information to the public. The Panel attends many events throughout the Borough handing out leaflets, property marking kits, purse bells and advice on home security and personal safety. The Panel is also willing to attend any clubs, groups or meetings wishing to discuss about the prevention of crime. Please contact Kathi Broad, Chair of the Panel on 01992 621691.

Elder abuse is the mistreatment or neglect of an older person. If you’re concerned that you might be at risk, or are worried about someone else, there are ways to help.

**How to recognise elder abuse**

Elder abuse takes many different forms:

- Physical
- Psychological
- Sexual
- Financial
- Neglect
- Discrimination

If you are concerned about yourself or someone else you can call either of these free helplines for confidential advice:

- **Action on elder abuse national helpline**: 0808 808 8141
- **Hertfordshire Domestic Violence/Abuse Line**: 0808 808 8088

Website: www.elderabuse.org.uk
Fire Safety and Fire Alarms

The Fire Safety Advice Line can offer advice on all aspects of fire safety in the home and can connect you to more specialist advice if needed. Smoke alarms are becoming standard and the Advice Line can arrange for free fitting for some people. Smoke alarms can detect fires at their earliest stages and help people get out of their homes to safety. Regular testing of smoke alarms is essential to ensure batteries are still working.

For advice on fire safety and the fitting of fire alarms please contact: the Fire Safety Advice Line on 0300 123 4046.

Neighbourhood policing

Hoddesdon and Cheshunt Safer Neighbourhood are your dedicated policing teams, working to keep the Borough of Broxbourne a safe place to live for everyone and a ‘no go’ zone for criminals.

The Neighbourhood teams, supported by Special Constables, regularly carry out high visibility patrols in all neighbourhoods in the Borough. The teams are made up of Police Community Support Officers (PCSOs), Police Constables, Sergeants and an Inspector. This is in addition to over fifty response officers who go to emergency incidents and work to keep the Borough a safe place to live.

Residents can contribute to deciding the priorities their Neighbourhood Officers will deal with. A range of local meetings and events are held throughout the year where attendees can discuss the priorities and other issues that are affecting them. To find out when these are held and to learn more about Safer Neighbourhood teams, call 101 or visit www.
herts.police.uk and click on the ‘Safer Neighbourhoods’ logo. Always dial 999 in an emergency.

The teams are committed to addressing the issues that affect people’s lives and work with partners, such as Broxbourne Borough Council, to find long term sustainable solutions to problems.

Residents can also find out the latest news from the Borough by signing up to Hertfordshire Constabulary’s free community messaging system to receive the latest information, news and incident alerts, as well as crime prevention advice. To receive this information, please log onto www.herts.police.uk and click on ‘community messaging’.

You can play your part in helping to keep Broxbourne a safe place to live and work by becoming a Police Community Volunteer.

Volunteers support police officers and staff in a variety of roles. They receive full training and are placed in a role that best matches their skills. The scheme is flexible and it is up to volunteers how much time they give. There is no requirement to commit to a minimum number of hours or even to volunteer at regular times each week.

Please telephone the Volunteer Scheme Project Officer on 01438 757425 or visit the website www.herts.police.uk.
Active engagement with local affairs offers people the chance to give something back to their community. There is a need for more members of the public to get involved in local affairs, and most of the voluntary bodies mentioned in this guide would welcome volunteers.

Team Herts Volunteering has a flexible volunteering website for people who want to volunteer, but don’t want to commit to a long-term role. To see roles such as gardening, painting and supporting with events, please visit www.flexiblevolunteeringherts.org.

Age UK Hertfordshire

Volunteering
Working as a volunteer for Age UK Hertfordshire can be a rewarding and enjoyable experience, and new friends are often made. Age UK Hertfordshire is committed to involving a diverse range of local people in its work, in both formal volunteering and community activity.

Without the input of volunteers we would be able to achieve only a small percentage of what we currently undertake. Volunteers are a resource which we cannot afford to lose.

To join our team of volunteers,
 telephone: 01707 386060 or
 email: volunteering@ageukherts.org.uk.
Council meetings and local democracy

Members of the public are welcome to attend Council meetings and to view documents related to these meetings. A full list of meeting dates, agendas and minutes, and other information can be found on the Council’s website, www.broxbourne.gov.uk/your-council/meetings-calendar/year, alternatively you can call the Council helpline on 01992 785555 for more information.

Interest groups

Many different interest groups meet in the Borough and provide opportunities for older people to get involved and enjoy spending time with others of different age groups.

For a listing of groups in the Borough, please see the Local Organisations Directory, which is available for free from the Council offices, One Stop Shops, available online at www.broxbourne.gov.uk or can be viewed in the Borough’s libraries.

Local Issues – Have Your Say

There are five Neighbourhood Forums covering the Borough. Each group meets twice a year and details of the meetings are advertised in the local press, on public noticeboards, on social media and on the Council’s website. The aim of these groups is to encourage the public’s engagement in improving the quality of life across the Borough. They also seek the public’s views on issues of local interest. The group consists of members of the public, forum representatives of Broxbourne Council and the Police.
If you would like to attend your local Neighbourhood Forum, please contact Member Services, Broxbourne Borough Council, Bishops’ College, Churchgate, Cheshunt EN8 9XD. Telephone: 01992 785573 Email: memberservices@broxbourne.gov.uk.

Volunteer Centre Broxbourne and East Herts

Get involved in voluntary work. We offer hundreds of volunteering opportunities ranging from Activity Helper to Zoo Assistant, come along and find out more about how you can use your skills or learn new skills, make friends and be part of your community.

Everyone has something to offer and is welcome to contact us to have a chat over a cup of coffee to find out more.

You can view opportunities on the website: www.do-it.org.uk.

Please contact us to find out about our training courses including: Communication skills, being assertive, employability and customer service.

We look forward to hearing from you.

Telephone 01992 638633. Email: admin@vcbroxbourne.org.uk. Website: www.vcbroxbourne.org.uk.
A range of health services are available for elderly people, not only to help those in poor health but also to help prevent illness and promote healthy and safe living.

Healthy living

Help to stop smoking
No matter how long you have been a smoker, stopping smoking will improve your health and you will feel better too. Quitting is easier with the right support. The Hertfordshire Stop Smoking Service can help with stop smoking aids, advice and support. E-cigarettes are a new option. For assistance with quitting smoking, text SMOKEFREE to 80818, call 0800 389 3998, or visit www.hertfordshire.gov.uk/stopsmoking.

Healthy eating and physical activity
The NHS recommends that older adults aim to do at least 150 minutes of moderate aerobic activity a week, strength exercises on two or more days a week and include the following in their diets:

- Carbohydrates such as wholewheat pasta, brown rice, potatoes, couscous or other cereals
- Protein from fish, meat, eggs and pulses
- Five portions of fruit and vegetables a day
- Less saturated fat (often found in processed foods)
- Salt in moderation
- A moderate alcohol intake.

For more information on healthy eating and physical activity, talk to your doctor or visit the NHS Choices website: www.nhs.uk.

For details of physical activity opportunities in Broxbourne, please see Section 7 of this guide.
Sexual health for older people

Research shows that older people who are sexually active live longer and stay healthier. Age UK provides helpful information on sex in later life on their website: www.ageuk.org.uk, they also have an information line which you can call on freephone 0800 169 6565.

If you have any concerns about your sexual health, talk to your doctor or call NHS 111.

NHS services

NHS 111
Feeling ill and not sure what to do? The NHS non-emergency number 111, is available 24 hours a day, 365 days a year and provides advice and information on non-emergency medical conditions. If an ambulance is needed the operator can send one. **Always call 999 in an emergency.**

Your GP
To register with a GP, please visit www.nhs.uk/findservices to find your nearest GP surgery. If you would like help registering with a GP, please call the Practitioner Services Unit at NHS Hertfordshire on 01707 376826.

From October onwards each year, don’t forget your NHS flu jab; if you are over 65 or have certain health conditions, the flu jab is free from your GP or pharmacist.
Your dentist
To find a NHS dentist in Hertfordshire, please call 01707 369645 or email dentalappointments@hertfordshire.nhs.uk.

PALS (Patient Advice and Liaison Service)
For concerns about GP, dentist, pharmacy or optician services please contact NHS England on 0300 311 2233 or email: england.contactus@nhs.net.

Other NHS trusts in the area also run their own patient advice services:

• Barnet Hospital and Chase Farm –
  Telephone: 020 8216 4924. Email: bcfpals@nhs.net

• Hertford County Hospital
  Telephone: 01438 285811. Email pals.enh-tr@nhs.net

• Lister Hospital
  Telephone: 01438 285811. Email: pals.enh-tr@nhs.net

• Mount Vernon Hospital
  Telephone: 01438 285811. Email: pals.enh-tr@nhs.net

• QEII Hospital
  Telephone: 01438 285811. Email: pals.enh-tr@nhs.net

• Hertfordshire Partnership NHS Foundation Trust
  (mental health services)
  Telephone: 01707 253916. Email: hpft.pals.herts@nhs.net

• Hertfordshire Community NHS Trust (community services such as school nursing, district nursing and therapy services)
  Freephone: 0800 011 6113. Email: pals.hchs@nhs.net.
**Cheshunt Community Hospital**
Cheshunt Community Hospital is located in King Arthur Court, Crossbrook Street, Cheshunt EN8 8XN and hosts a Minor Injuries Unit. The Minor Injuries Unit is open from 8am to 8pm every day including weekends and Bank Holidays, and can treat cuts, sprains, minor fractures, bites, stings and similar minor injuries. No appointment is necessary.

**District Nursing Service**
District nurses visit patients who are housebound in their own homes or residential homes, and provide specialist nursing care and advice for patients in any age group concerning many aspects of health. District nurses work in teams to care for those who need care for chronic conditions such as leg ulcers, diabetes and continence problems. District nurses also have specialist knowledge in caring for the dying and work closely with the Isobel Hospice Community Nurses supporting those patients who wish to stay at home throughout their illness.

District nurses liaise closely with health and community services and carers in order to help people to stay in their own homes for as long as possible. The District Nursing services can be contacted through GP surgeries.
Healthwise – making a real difference to people with depression, early dementia, memory loss or loneliness

Healthwise is a county-wide scheme which aims to support people over the age of 50 with depression, early dementia, memory loss or anxiety to regain their independence through an enjoyable programme of:

- Healthy eating
- Gentle exercise
- Digital inclusion
- Social interaction

Each programme runs for a 10 week cycle.

To find out how Healthwise could help you or someone you know please call either of the numbers below:
East Herts and Broxbourne
Telephone: 07772 173682 or 07772 173684

Home and hospital support service

We offer short term practical and emotional support to older people who have just been discharged from hospital (including A&E and urgent care centres), community hospitals and older people in the community who are unwell or in need of support at home.

The service helps older people regain their confidence and retain their independence.

We can:

- Shop for essential items and collect prescriptions
- Provide information and signpost to other services
- Accompany you to the shops and/or appointments
• Raise your awareness of home and personal safety issues
• Accompany you on short walks or outings
• Provide encouragement and support to help build your confidence and well-being.

For more information, please call your local coordinator:
North and East Herts
Telephone: 01707 386076 Monday-Friday
Telephone: 01438 285300 weekends
The service operates 7 days a week 9am–6pm.

Alzheimer’s Society

Our Dementia 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.

For more information, please contact the Hertfordshire office on 01707 378365 or email: central.herts@alzheimers.org.uk

Bladder and Bowel Foundation

The Bladder and Bowel Foundation (B&BF) is the only UK wide charity dedicated to helping people manage their continence needs as a result of both bladder and bowel control problems. B&BF provides information and support services, including a confidential, clinical helpline, for people affected by these conditions, as well as their families, carers and healthcare professionals. B&BF aims to make a real difference to the lives of those living with bladder and bowel control problems and will
work towards delivering the kind of services that meet the needs of people affected.

Helpline: 0845 345 0165  
General enquiries: 01536 533255  
Email: info@bladderandbowelfoundation.org  
Website: www.bladderandbowelfoundation.org

SATRA Innovation Park, Rockingham Road, Kettering, Northants, NN16 9JH  
Registered Charity Number 1085095

**British Red Cross – Hertfordshire**

The Care in the Home service helps thousands of people each year following a stay in hospital. It also exists to help prevent unnecessary hospital admissions by providing extra support and care at home and aims to help people regain their confidence and independence.

For more information, please contact Judy Reynolds or Bev Soutar on 01992 586609 or email: jreynolds@redcross.org.uk or bsoutar@redcross.org.uk.

**Broxbourne Organisation for the Disabled**

The group meets weekly on Wednesdays at Blackwood Court Retirement Scheme in Turnford from 10.30am to 12.30pm for social activities and occasional coach outings. It also has two minibuses to bring members to the club and for short trips.

For more information, please contact Mr BR Little on 01992 635805.
Carers in Hertfordshire

A local charity providing free help and support to unpaid carers throughout Hertfordshire, including information and advice, opportunities for breaks and a life outside caring and the chance to meet others.

For more information, please telephone 01992 586969
Email: contact@carersinherts.org.uk
Website: www.carersinherts.org.uk

Crossroads Care Hertfordshire North

Do you look after someone who is ill, frail or disabled and can’t get by without your help?
Would you like a regular break from your caring role?

Our Helping You Care service helps unpaid family carers by giving them a well-earned break to recharge their batteries. Our support worker steps into the shoes of the carer so that they can go shopping, go out for a coffee, take a rest, attend appointments or just enjoy some ‘me time’.

Alternatively come along to our Carers’ Cafes. Look after yourself with some social time out at your local friendly Carers’ Café and meet new people in similar situations.
No need to book and it is FREE!

Hoddesdon Carers’ Café
When: The second Tuesday of every month from 10am until 12noon
Where: Nonna’s Kitchen, The Clockhouse, Brewery Road, Hoddesdon EN11 8HF.

Cheshunt Carers’ Café
When: The fourth Wednesday of every month from 10.30am until 12.30pm.
Healthy Memory Café

Are you forgetful? Are you worried about your memory? Are you caring for a loved one who is forgetful? Drop in for coffee, a chat, information and support at the Healthy Memory Café. The Café is held on the last Friday of every month from 10.30am to 12noon at the Community Room in Tesco Extra, Brookfield Farm, Cheshunt. Parking is available on site. For more information, please call 07388 995231.

Herts Vision Loss

- Visits by staff and trained volunteers to people in their own homes to provide support, advice and befriending
- A Hospital Information Service (manned by HVL staff and volunteers) located in eye clinics to support newly visually impaired people from the point of serious sight loss diagnosis
- A central Resource Centre in Welwyn Garden City and occasional equipment exhibitions where HSB staff and volunteers demonstrate low vision equipment and assistive technology to assist with daily living tasks
- Information for visually impaired people, their relatives and carers and also for organisations through a help/advice line (the ‘Sight Line’), our website www.hertsblind.com and leaflets
- A regular newsletter, Sight News, is produced in large print, audio CD, braille and e-mail formats and is also included on our website.

For more information, please contact Sophie Chapps on 07824 363368 or email sophie.chapps@hertsvisionloss.org.uk.
The Borough of Broxbourne offers many leisure and recreation activities, specifically designed for the older person, at various facilities throughout the Borough.

**Active Herts**

Active Herts has been created to help individuals find suitable forms of exercise so they can improve their health and wellbeing. Getting active can be difficult so the local, friendly and professional Get Active specialist can help you get started. There are plenty of fun and friendly activities on offer with a number of low impact exercise sessions across the Borough of Broxbourne. These include health walks, swimming, walking football and classes. All ages and abilities are welcome.

To find out more, please contact your local Get Active specialist on 07506 503316, email andrew.rix@broxbourne.gov.uk or visit www.activeherts.org.uk.

**Be Active Programme**

A programme of events and activities available for older people in the Borough of Broxbourne is published twice a year and is available from the Council offices, One Stop Shops and other Council facilities.

To request a Be Active programme booklet please contact the Council’s Policy and Project team on 01992 785654, email housing@broxbourne.gov.uk or visit the website at www.broxbourne.gov.uk.
**Broxbourne Health Walks**

To enjoy the local parks, meet new people and for health and wellbeing benefits, come along to the free volunteer health walks. These are friendly, low-key walks for all ages and abilities. Venues include Cedars Park, Barclay Park, the Lee Valley and Goffs Oak.

Everybody is welcome on the walks, especially people who are trying to build up their daily activity levels, people who have or are at risk of experiencing poor health, and people who may feel isolated and would like to meet new people.

For more information and an up to date schedule of walks, telephone Broxbourne Council on 01992 785555, email leisure@broxbourne.gov.uk or visit www.broxbourne.gov.uk/leisure.

**Entertainments and events**

The Borough’s entertainment programme includes afternoon cinema matinees with lunch or afternoon tea, ballroom dancing, line dance lessons and other social events. There is also a sports programme including activities such as pilates, yoga, keep fit and short mat bowls.

Regular club meetings and events are also arranged including U3A meetings, retirement clubs and ladies’ groups.
The Spotlight bar is open weekdays from 9.30am to 2.30pm serving a variety of breakfasts and lunches. If the weather is good, members of the public can enjoy eating al fresco in the Spotlight garden.

For information and details regarding the events and activity programmes, please contact the Spotlight or call the nearest One Stop Shop.

A What’s On Guide is produced three times a year in January, May and September. The guide provides information on a number of events ideal for the older person, within Broxbourne.

The guide is available from Council One Stop Shops, leisure facilities or by calling 01992 441946, emailing boxoffice@broxbourne.gov.uk or visiting the website www.broxbourne.gov.uk/leisure.

Parks and Open Spaces

There are 722 acres of open space managed by the Borough of Broxbourne, the equivalent of 30.8 square metres of open space per resident. This includes Barclay Park, Cedars Park, Cheshunt Park, Old Highway Recreation Ground and Top Field and Cozens Grove, as well as 55 smaller parks and open spaces. In addition, the Lee Valley Regional Park forms the eastern border of the Borough and offers a further 10,000 acres of open space. Lee Valley Park is managed by the Lee Valley Regional Park Authority.

More details for all parks in the Borough are available on the website www.parksherts.co.uk, including maps and details about parking, footpaths, refreshments and play facilities, easy to use with a smartphone while you are there.
**Green Flag Award Scheme**

In 2018, the Council successfully applied for Green Flag accreditation at Cheshunt Park, Cedars Park, Cheshunt Cemetery, Top Field Wormley and Barclay Park in Hoddesdon. The Green Flag Award Scheme recognises the best green spaces in the country. Old Highway in Hoddesdon also achieved the Green Flag Community award.

**Cedars Park**

Steeped in history, the park was once the site of Theobalds Palace, a favoured residence of James I. Queen Elizabeth I also visited Theobalds many times during her reign. The park was given to the Borough in 1919 and today offers a scheduled ancient monument, woodland walks, formal gardens, play maze, ponds, pets’ corner, play trail, an arboretum and a conservation area.

**Cedars Park Café**

The café offers delicious all day breakfasts, ice creams and smoothies, home-made cakes and scones, baguettes and panini, prepared with locally sourced produce and FairTrade coffees and teas. What could be better than lounging on the comfortable sofas and chairs while gazing out at the park over a cup of coffee?

**Sport and Leisure Services**

Organised activities are offered at The Laura Trott Leisure Centre in Cheshunt, providing the perfect opportunity for adults of all abilities to get active. The Leisure 50s sessions are exclusively for adults aged 50 and over, offer excellent value for money and provide the opportunity to socialise whilst enjoying a wide range of activities.

Both The Laura Trott Leisure Centre in Cheshunt and The John Warner Sports Centre in Hoddesdon offer discounted rates for the Fit&Well gym on Tuesday and Thursday mornings.
The Laura Trott Leisure Centre, Windmill Lane, Cheshunt EN8 9AJ.
Telephone: 01992 623345
Email: ltlc@broxbourne.gov.uk

The John Warner Sports Centre, Stanstead Road, Hoddesdon EN11 0QG.
Telephone: 01992 445375
Email: jwsc.leisure@broxbourne.gov.uk

**Cheshunt Park Golf Centre**

Cheshunt Park Golf Centre is an 18 hole championship course designed around mature natural features. A nine-bay, floodlit driving range is the perfect place to give this beautiful game a try or get in some serious practice. A golf professional is on hand for those new to the sport offering individual and group lessons. Non-members are welcome to play at the centre and enjoy refreshments in the bar and restaurant. Concessionary pricing is available.

Cheshunt Park Golf Centre, Park Lane, Cheshunt EN7 6QD
Telephone: 01992 624009. Email: golf.leisure@broxbourne.gov.uk

**Guided Walks Programme**

The Council also offers a guided walks programme in and around the Borough and along the maintained footpaths throughout the Borough’s parks. These walks are guided by experienced walkers and aim to accommodate all ages and levels of fitness. Pick up a copy of the Guided walks leaflet from Council One Stop Shops and leisure centres for further details.

Website: www.broxbourne.gov.uk/leisure

‘Your Guide to Sport and Leisure in Broxbourne’ is printed annually. The guide provides information on a number of sport and leisure activities ideal for the older person and is available from Council One Stop Shops and leisure facilities.
Join our 10 to 3 clubs
Our friendly and vibrant 10 to 3 clubs operate across most of Hertfordshire. The clubs are great places to:

• Meet like-minded people and make friends
• Take part in a range of activities
• Enjoy live entertainment
• Listen to speakers
• Go on trips out and about

Transport to and from the clubs can be arranged. Refreshments and hot meals are provided for which there is a charge.

To find out more, or to arrange an introductory visit to clubs in East Herts and Broxbourne, contact the Club Supervisors on 01992 747956.

Beaumont Centre
The centre, located in Turners Hill, Cheshunt, is open from 10am to 4pm, Monday to Friday and provides various activities to over 60s in the area, including bingo, art, Scrabble, whist, singing and dancing. A lunch and dessert, cooked on the premises, are provided at 12.30pm for a small charge.

For more information call 01992 633241.
Broxbourne Arts Forum

Broxbourne Arts Forum is the co-ordinating organisation for the arts within the Borough of Broxbourne and aims to promote artistic and cultural activities, provide support for voluntary affiliated groups and maximise opportunities for involvement by people of all ages within the community. The forum operates all year round but has a summer focus.

For more information contact Mr JM Gordon on 01992 466627, email info@broxbournearts.org.uk or visit www.broxbournearts.org.uk.

Broxbourne Theatre Company

An amateur theatre company rehearsing at Bollescroft, Broxbourne and presenting shows at the Spotlight. New members are welcome.

For more information contact Margaret info@BroxbourneTheatreCompany.co.uk.

Craft Club

The club provides activities including knitting, crochet, needlework of all kinds, scrapbooking and card making. Attendees are welcome to bring along their own craft hobby. Sessions take place on Tuesday afternoons, 1.30pm–3.30pm at Jackson Hall, Burford Street, Hoddesdon.

For more information contact Mavis Clark on 01992 679205 or email kemamuz@talktalk.net.
Hertford Regional College

Hertford Regional College (HRC) offers a wealth of adult learning opportunities aimed at helping people find a new interest and develop new or existing skills. Whether for pleasure, to re-train in a different trade, or simply to socialise, opportunities include learning a new language, painting, drawing, craft skills, computing using the internet and photography courses.

To find out more about these courses, telephone 01992 411411, email info@hrc.ac.uk or visit www.hrc.ac.uk.

Dine with The Atrium Restaurant at HRC, Broxbourne Campus – enjoy delicious, professionally presented food served to the highest standards, at very reasonable prices. For opening times, call 01992 411922, email atrium@hrc.ac.uk or visit www.hrc.ac.uk/atrium.

Clients required for hair, make-up and beauty treatments at our state-of-the-art Inspires Hair and Beauty Salons at HRC, Ware Campus. Call 01992 411926 or email beautyinspires@hrc.ac.uk.

Hoddesdon Players

A long established amateur dramatic society established in 1898 which presents two plays a year at the Spotlight as well as a revue staged at a local school. In addition, the society has a full programme of play readings, in-house one act plays and social functions. New members – experienced or otherwise – will find a warm welcome.
Lee Valley Regional Park

Lee Valley Regional Park is a wonderful wildlife and leisure destination, offering activities and events, gardens, nature reserves and beautiful riverside trails. Following the course of the River Lee, the park extends 26 miles from Ware in Hertfordshire right down to East India Dock Basin on the banks of the Thames. It offers a huge range of choices for a leisurely day out.

The jewel in the crown of the park’s open spaces is River Lee Country Park, which lies just east of Broxbourne, Wormley and Cheshunt. A wide variety of rich flora and fauna can be seen throughout the seasons, whether orchids in the summer or water birds like the elusive bittern in the winter. Unique natural features are shaped by a mosaic of lakes and green spaces and provide the perfect setting for bird watching, fishing, cycling and walking. There is a newly created sculpture trail inviting walkers into the landscape or they can discover the rich history of nearby Waltham Abbey.

Further south, the wonderful gardens at Myddelton House in Enfield were created by E.A. Bowles, an expert botanist who took a particular interest in snowdrops and tulips. Both of these species are planted extensively in the gardens and create a beautiful scene in February and May respectively. For the more
adventurous, there’s even white water rafting at Lee Valley White Water Centre, near Waltham Cross, where you can ride the rapids yourself or watch the action from the comfort of the café bar.

Lee Valley Regional Park is accessible by car, bus and train and offers a full calendar of events and activities, including conservation volunteering opportunities.

For more information about Lee Valley Regional Park heritage sites and open spaces, or to find out about events in the Broxbourne area, telephone 03000 030 610, or email: info@leevalleypark.org.uk or go to www.visitleevalley.org.uk.

Library Services

The Borough of Broxbourne has public libraries in Cheshunt, Goffs Oak, Hoddesdon and Waltham Cross, and there is also a mobile library.

Libraries offer a wide range of services for the whole community:

- Books (including large print and audio), DVDs/CDs, music scores, playsets, maps and magazines all for loan
- Information resources (including tracing family and local history)
- Free computer and internet facilities (for library members)
- Black and white photocopying, fax and scanning facilities
- One-on-one computer lessons for beginners in Cheshunt and Hoddesdon Libraries
Our online services allow customers to:

- Join Hertfordshire Libraries, search the catalogue, make reservations, book computers and use our online reference library to read newspapers, encyclopaedias and other reference works, or even practise your driving theory test
- Download free e-books and audiobooks from our new e-library
- Read magazines on your computer or tablet, learn a language or take a course

Services and concessions are available for people over 65, carers, or for people with disabilities:

- Mobile Services – we provide access to library and other services to people who may be vulnerable, isolated or not able to access any other public service easily
- Home Library Service – we deliver books and recordings free of charge to customers who are unable to reach their local library – ask about volunteering opportunities if you would like to help deliver this service
- RNIB Services – 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
- Reminiscence Collection – this specialist collection supports people with dementia and their carers
- Assistive Technology – Cheshunt and Hoddesdon Libraries each have an electronic magnifier with background and text colour options to suit. These two libraries also each have a PC 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.

Cheshunt and Goffs Oak Libraries have disabled parking and Hoddesdon Library has an accessible toilet. All of Broxbourne’s libraries have wheelchair access and hearing induction loops at enquiry desks.

Customer Service Centre telephone: 0300 123 4049. Website: www.hertsdirect.org/libraries.

Local Organisations Directory

This directory, published by Broxbourne Borough Council, is a comprehensive public reference source containing details of almost 800 local and national clubs, societies and voluntary groups. There are many community groups and associations for the older person listed under Senior Citizens, such as day centres, over 60s groups and luncheon clubs. A Cultural and Historical section also lists Polish, Chinese, Italian and various other cultural support groups.

The directory is available free, from the Council offices, One Stop Shops or online at www.broxbourne.gov.uk and copies can also be viewed at the Borough’s libraries. Please call 01992 785555 for further information.

An online directory of voluntary and community organisations in Hertfordshire is provided by Hertfordshire County Council at directory.hertsdirect.org.
Located in a beautiful Georgian building in the historic town of Hoddesdon, Lowewood Museum showcases the history of the Borough of Broxbourne. Discover the story of the local area and find out about those who lived and worked here, from prehistoric times to the present day.

Exhibitions and events ensure there is something for everyone to enjoy, including ‘Tea and Chat’ every Friday where you can enjoy a free cup of tea. Memory boxes are also available for groups to borrow free of charge and study day workshops are available on a range of history topics.

**Free entry.** Open Wednesday to Friday 10am to 4pm and Saturday 10am to 5pm. Closed Christmas Day to New Year’s Day (inclusive).

**Free parking** is available at the Spotlight theatre car park, and the Museum is a two minute walk from the theatre.

For more information telephone: 01992 445596, email: museum.leisure@broxbourne.gov.uk or visit www.broxbourne.gov.uk/lowewoodmuseum

Follow us on Twitter @lowewood or facebook.com/lowewoodmuseum

Lowewood Museum, High Street, Hoddesdon EN11 8BH.
Older people and the internet

Many older people find that the internet and email are useful tools for gathering information, having fun and keeping in touch with friends and family. Many leisure interests, such as photography and family history, can be greatly enhanced with the use of technology. If you would like to learn more about computers and the internet, whether you are a complete beginner or just want to brush up your skills, training is available – see the entry for Hertford Regional College and local libraries.

Three Valleys Male Voice Choir

The Choir consists of around 28 men who meet and rehearse in Waltham Abbey. New members are welcome and no previous experience is necessary. Older residents of Broxbourne are also welcome to come and listen to rehearsals, even if they do not wish to take part.

For more information contact Nigel Thomas on 01992 630981 or visit the website www.3valleymvc.org.uk.
The University of the Third Age (U3A) movement is a unique and exciting organisation which provides life-enhancing and life-changing opportunities. Retired and semi-retired people come together to learn and socialise. It is an opportunity for members to share their skills and life experiences and to make new friends.

Meetings are held monthly with a speaker, and many separate interest groups meet regularly throughout the month.

There are three U3A groups within the Borough.

U3A Broxbourne
Una Coaker, email u3abroxbourne@live.co.uk

U3A Cheshunt
Toni Walsh, email toniwalsh1@sky.com

U3A Lea Valley
Lee Rayner, telephone 01992 465383, or visit www.lvu3a.org.uk.
A wide variety of housing options are available, including general housing stock and properties designated for older people. The housing options a person chooses will depend on their individual circumstances and the level of support they require.

**B3Living**

B3Living provides housing which is usually within a purpose built group of flats, designed to cater for the housing needs of older people. It provides independent, secure accommodation, with extra social and domestic facilities such as communal lounges and laundry facilities.

B3Living has nine Independent Living schemes and two Flexicare schemes. There are three bases housing for all the Independent Living Officers. These officers go out to the schemes and community and provide regular contact with residents. In addition to the Independent Living Officers, each property is linked to a community alarm service to offer support outside office hours.

The service does not offer assistance with cleaning, shopping or personal care, but this may be available via home care services.

**Flexicare housing**

This is similar to independent housing but with additional support. It combines the advantages of high quality, self-contained accommodation and the provision of flexible care services based at the scheme. Applicants for Flexicare housing
will be assessed jointly by B3Living and Hertfordshire County Council to ensure that this type of housing can meet the applicant’s assessed needs.

For further information regarding Independent or Flexicare housing contact one of the bases, Emmanuel Lodge (Flexicare) 01992 620135, Wormley Court (Flexicare) 01992 468815 or The Friary 01992 715146.

**Beaumont Charity**

The Beaumont Charity provides accommodation for residents considered to be in need either financially or socially who have lived in Cheshunt for at least two years and are either aged 60 and over or have parents who meet this criteria.

For more information contact Linda Russell on 01992 424259 or 07952 144899. Email linda.russell28@ntlworld.com.

**Care Homes**

It may become impossible for a person to continue to live at home and retirement housing may not offer the level of support they require. In this situation there are a number of residential and nursing homes to choose from.

The County Council’s Health and Community Services department assists with finding a person the right home, following an assessment of their needs.
If, following an assessment, a person meets the criteria for residential care, they may be eligible for financial assistance towards the cost of a residential care place.

Health and Community Services can also assist and advise those who are assessed as needing to pay the full cost of their placement.

**Telephone:** 0300 123 4040  
**Minicom:** 01438 737599  
**Email:** hertsdirect@hertscc.gov.uk  
**Website:** www.hertsdirect.org.

### Quantum Care

Fourfields in Cheshunt is a comfortable, ground-level, 52-bed care home comprising six small living units. All have single bedrooms with phones and TV sockets. The home offers residential and dementia care for older people in a comfortable and safe environment. The chef provides a choice of nutritious meals and can cater for special dietary needs. Two activity coordinators organise a busy programme designed to suit the interests and abilities of the residents. They also maintain strong links with the community and a number of volunteers help with activities. There is a pretty enclosed garden that residents can enjoy in the warmer months. Visitors are welcome at all times.

**Telephone:** 01992 624343  
**Email:** fourfields@quantumcare.co.uk  
**Website:** www.quantumcare.co.uk.
Retirement Housing

In addition to the services mentioned above, there are also retirement schemes provided by other housing associations and private organisations.

Housing associations offering retirement schemes locally include Hanover Housing Association and Anchor Housing Trust.

For further information please contact:

Hanover Housing Association
Telephone: 01480 475069
Website: www.hanover.org.uk

Anchor Trust
Telephone: 0808 102 4070
Website: www.anchor.org.uk
In addition to mainstream public transport, there are a number of services to assist a person with getting around the Borough.

**Blue Badges**

The Blue Badge disabled parking scheme allows drivers or passengers with a permanent disability to park near to where they need to go. In Hertfordshire, Blue Badges are issued through Hertfordshire County Council’s health and community services.

Telephone: 0300 123 4040
Minicom 01438 737599. Email: hertsdirect@hertsc.gov.uk
Website: www.hertsdirect.org.

**Community Transport Services**

Broxbourne’s Community Transport Service provides transport for activities such as shopping, social activities, medical appointments and visits to local hospitals.

For more information or to book transport, call 01992 534269. Charges vary dependent on destination.

**Concessionary Bus Travel**

Hertfordshire County Council is responsible for administering and managing the concessionary travel scheme for free travel on buses. Telephone 0300 123 4040. Website: www.hertsdirect.org.
Hertfordshire Action on Disability (HAD)

Hertfordshire Action on Disability provides a transport service for those who, because of disability or age, cannot travel around easily. The transport service is designed to help people to travel around 24 hours a day, seven days per week, for both one-off and regular journeys, often at short notice.

HAD transport service. Telephone 01707 375159.

HAD offers a range of other services for people with disabilities. For more information contact HAD on 01707 324581 or visit www.hadnet.org.uk.
Contacts

Action on Elder Abuse Helpline
0808 808 8141
wwwelderabuseorg.uk

Active Herts
07506 503316
andrew.rix@broxbourne.gov.uk
wwwactivehertsorg.uk

Age UK – Information Line
0800 169 6565
www.ageuk.org.uk

Age UK Hertfordshire
10 to 3 Clubs
01992 747956

Age UK Hertfordshire – Healthwise
07772 173682 or 07772 173684

Age UK Hertfordshire – Help in the home
01992 747959
helpinthehome.eh@ageukherts.org.uk

Age UK Hertfordshire – Home and hospital support service
(Monday to Friday)
01707 386076
(Saturday and Sunday)
01438 285300

Age UK Hertfordshire – Home matters
01992 747957

Age UK Hertfordshire – Information and advice team
0300 345 3446
Skype ageukhertfordshire
info@ageukherts.org.uk
wwwageukherts.org.uk

Age UK Hertfordshire – InTouch
01992 629348/01992 634964
intouch@ageukherts.org.uk

Age UK Hertfordshire – Italian outreach
01992 636508
Age UK Hertfordshire – Telephone club
01992 631989

Age UK Hertfordshire – Visiting scheme
01992 631989

Age UK Hertfordshire – Volunteering
01707 386060
volunteering@ageukherts.org.uk

Alzheimer’s Society
01707 378365
central.herts@alzheimers.org.uk

Anchor Trust
0808 102 4070
www.anchor.org.uk

B3Living – Flexicare housing
Emmanuel Lodge
01992 620135
The Friary 01992 715146
Wormley Court 01992 468815

Barnet Hospital – Patient Advice and Liaison Service
020 8216 4924
bcfpals@nhs.net

Beaumont Centre
01992 633241

Beaumont Charity
01992 424259
linda.russell28@ntlworld.com

Bladder and Bowel Foundation
0845 345 0165
General enquiries
01536 533255
info@bladderandbowelfoundation.org
www.bladderandbowelfoundation.org

British Red Cross – Hertfordshire
01992 586609
jreynolds@redcross.org.uk or bsoutar@redcross.org.uk

Broxbourne Arts Forum
01992 466627
info@broxbournearts.org.uk
www.broxbournearts.org.uk
Carers in Hertfordshire  
01992 586969  
contact@carersinherts.org.uk  
www.carersinherts.org.uk

Chase Farm Hospital – Patient Advice and Liaison Service  
020 8216 4924  
bcfpals@nhs.net

Cheshunt Park Golf Centre  
01992 624009  
golf.leisure@broxbourne.gov.uk  
www.broxbourne.gov.uk/leisure

Citizens Advice Bureau  
Advice line 03444 111444

Community Transport Service  
01992 534269

Counselling Foundation – Broxbourne Centre  
01992 637285  
broxbourne@counsellingfoundation.org  
www.counsellingfoundation.org

Craft Club – Hoddesdon  
01992 679205  
kemamuz@talktalk.net

Crossroads Care Hertfordshire North  
01462 455578  
info@crossroadshn.org.uk  
www.crossroadshn.org.uk

Cruse Bereavement Care Hertfordshire  
Adult helpline 01707 278389  
Children and young people’s helpline 01707 264293  
General enquiries 01707 269497  
office@cruse-hertfordshire.org.uk  
www.cruse-hertfordshire.org.uk

Elderly Accommodation Counsel  
0800 377 7070  
www.housingcare.org

Energy Advice Centre  
0800 512012

Energy Saving Trust  
0300 123 1234  
www.energysavingtrust.org.uk

Enfield Safe and Connected Service  
0208 803 1524  
www.enfield.gov.uk/safeandconnected
Epping Forest Careline
0208 532 1065
www.eppingforestdc.gov.uk

Extend Exercise Club – Hoddesdon
01992 679205
kemamuz@talktalk.net

Fire Safety Advice Line
0300 123 4046
For a free home fire safety check
Freephone 0800 587 3347

Hanover Housing Association
01480 475069
www.hanover.org.uk

Healthy Memory Café
07388 995231

Hertford County Hospital – Patient Advice and Liaison Service
01438 285811
pals.enh-tr@nhs.net

Hertford Regional College
01992 411922
atrium@hrc.ac.uk
www.hrc.ac.uk/atrium

Hertford Regional College – Inspires Hair and Beauty Salons
01992 411926
beautyinspires@hrc.ac.uk

Hertfordshire Action on Disability
Transport service
01707 375159
General enquiries
01707 324581
www.hadnet.com

Hertfordshire Careline
0300 999 2 999
www.care-line.co.uk

Hertfordshire Community NHS Trust – Patient Advice and Liaison Service
0800 011 6113
pals.hchs@nhs.net

Hertfordshire County Council
0300 123 4040
01438 737599
hertsdirect@hertsc.gov.uk
www.hertsdirect.org
Hertfordshire Domestic Violence/Abuse Line  
08 088 088 088

Hertfordshire Independent Living Service (formerly Hertfordshire Community Meals)  
01920 333 030  
www.hertscommunitymeals.co.uk

Hertfordshire Partnership NHS Foundation Trust (mental health services) – Patient Advice and Liaison Service  
01707 253916  
pals.herts@hpft.nhs.uk

Hertfordshire Police  
Non-emergency number 101  
Volunteer scheme project officer 01438 757425  
Always dial 999 in an emergency  
www.herts.police.uk

Hertfordshire Stop Smoking Service  
Text SMOKEFREE to 80818  
0800 389 3998  
www.hertfordshire.gov.uk/stopsmoking

Hertfordshire Travellink  
01438 737252

Herts Vision Loss  
07824 363368  
sophie.chapps@hertsvisionloss.org.uk

HertSavers Credit Union  
020 8756 3868  
office@hertsavers.co.uk  
www.hertsavers.co.uk

HertsHelp  
0300 123 4044  
Text hertshelp to 81025  
info@hertshelp.net  
www.hertshelp.net

Hoddesdon Friendship Club  
01992 463611

Hoddesdon Players  
01992 465665  
marsh.hama@btinternet.com  
www.hoddesdonplayers.org.uk

Italia Club 2000  
01992 768041  
italiacleub2000@yahoo.co.uk
The John Warner Sports Centre
01992 445375
jwsc.leisure@broxbourne.gov.uk
www.broxbourne.gov.uk/leisure

The Laura Trott Leisure Centre
01992 623345
ltlc@broxbourne.gov.uk
www.broxbourne.gov.uk/leisure

Lee Valley Regional Park
03000 030 610
info@leevalleypark.org.uk
www.visitleevalley.org.uk

Lee Valley Talking Newspaper
01992 679668

Library Services
0300 123 4049
www.hertsdirect.org/libraries

Lister Hospital – Patient Advice and Liaison Service
01438 285811
pals.enh-tr@nhs.net

Lowewood Museum
01992 445596
museum.leisure@broxbourne.gov.uk
www.broxbourne.gov.uk/lowewoodmuseum
www.facebook.com/lowewoodmuseum
Twitter@lowewood

Medequip Assistive Technology
0208 438 2920
HHSS@Medequip-uk.com

Mount Vernon Hospital – Patient Advice and Liaison Service
01438 285811
pals.enh-tr@nhs.net

NHS Choices
www.nhs.uk

NHS Dentists
01707 369645
dentalappointments@hertfordshire.nhs.uk

NHS England Complaints
0300 311 2233
england.cmcomplaint@nhs.net
NHS non-emergency number
111
Always dial 999 in an emergency

Papworth Trust
Home Solutions
0300 333 6543

Patient Advice and Liaison Service (PALS)
01707 369697
enhccg.quality@nhs.net

Pension Service
0845 606 0265
Pension Credit applications
0800 99 1234
For those with speech or hearing difficulties
0800 169 0133

Practitioner Services Unit (GP registration)
01707 376826
www.nhs.uk/findservices

Quantum Care
01992 624343
fourfields@quantumcare.co.uk
www.quantumcare.co.uk

Queen Elizabeth II Hospital – Patient Advice and Liaison Service
01438 285811
pals.enh-tr@nhs.net

Shoots and Roots
01707 260129
graham.phillips@groundwork.org.uk

Team Herts Volunteering
www.flexiblevolunteeringherts.org

Telecare Services Association
01625 520320
www.tsa-voice.org.uk

Three Valleys Male Voice Choir
01992 630981
www.3valleymvc.org.uk

University of the Third Age – Broxbourne
u3abroxbourne@live.co.uk

University of the Third Age – Cheshunt
toniwalsh1@sky.com
www.u3asites.org.uk/Cheshunt
University of the Third Age – Lea Valley
lvu3a@live.co.uk
www.lv3a.org.uk

Volunteer Centre
Broxbourne and East Herts
01992 638633
admin@vcbroxbourne.org.uk
www.vcbroxbourne.org.uk

Waltham Cross Over 60s Club
01992 637881
sheila@farmer112.fsnet.co.uk

Welwyn & Hatfield Lifeline
01707 357000
www.welhat-cht.org.uk

Winter Fuel Allowance Helpline
08459 15 15 15
This Guide is available to view on the Council’s website, www.broxbourne.gov.uk, where you will also find further information on the topics contained in the Guide, listings of upcoming events and activities taking place in the Borough and links to other websites that may be of interest.

The Council runs an older people’s mailing list – members are sent new versions of this Guide and the Be Active booklet as soon as they are published, along with invitations to upcoming events and occasional surveys on older people’s services. Your details will be kept strictly confidential and only used as described, and you can ask at any time for your details to be removed from the mailing list. If you would like to be added to the list, please contact the Policy and Project Officer on 01992 785654 or, if you would rather receive information by email, send your email address to housing@broxbourne.gov.uk.