



## Other useful contacts

### B3Living

Scania House, 17 Amwell Street, Hoddesdon EN11 8TS  
Tel: 01992 453700 or 0800 107 0713  
(Monday - Thursday 8.30am - 5.30pm, Friday 8.30am - 5.00pm)  
Website: [www.b3living.org.uk](http://www.b3living.org.uk)

### Doctors

The NHS choices website has information about health topics and help to find GPs in the area.  
Website: [www.nhs.uk/Service-Search/GP/LocationSearch/4](http://www.nhs.uk/Service-Search/GP/LocationSearch/4)

### Furniture Re-use Service

The Furniture Re-use Service collects donated quality furniture for re-sale.  
Tel: 01920 468247  
(Monday - Thursday 9am - 3pm)  
Email: [furniture@cvsbeh.org.uk](mailto:furniture@cvsbeh.org.uk)  
Website: [www.frsbeh.org.uk](http://www.frsbeh.org.uk)

### Mental health and learning disabilities support

To access healthcare services for those with mental ill health or learning disabilities in Hertfordshire.  
Tel: 0300 777 0707 (Monday - Friday 8am - 7pm)  
Website: [www.hpft.nhs.uk/our-services/community-services/enhanced-primary-mental-health-services](http://www.hpft.nhs.uk/our-services/community-services/enhanced-primary-mental-health-services)

### Schools in Hertfordshire

Information about schools in Hertfordshire can be found on the Hertfordshire County Council website.  
Website: [www.hertsdirect.org/services/edlearn/schadd](http://www.hertsdirect.org/services/edlearn/schadd)

### Spectrum Drug and Alcohol Recovery Service

The service works with people aged over 18 who would like to access support for their drug or alcohol misuse. This includes support for friends, families and carers.  
Hugill House, Swanfield Road, Waltham Cross EN8 7JR  
Tel: 01992 626404 (Monday - Friday)  
Out of hours Tel: 0800 652 3169  
Email: [Martin.Holmes@cri.org.uk](mailto:Martin.Holmes@cri.org.uk)  
Website: [www.cri.org.uk](http://www.cri.org.uk)

**Broxbourne Borough Council**  
Borough Offices, Bishops' College Churchgate, Cheshunt, Herts EN8 9XD  
Email: [housingneeds@broxbourne.gov.uk](mailto:housingneeds@broxbourne.gov.uk)  
Website: [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

### Office hours

Housing Needs counter, Borough of Broxbourne Bishops' College, Churchgate, Cheshunt EN8 9XQ  
Monday 9am - 5.30pm  
Tuesday 9am - 5.30pm  
Wednesday 9am - 5.30pm  
Thursday 9am - 5.30pm  
Friday 9am - 5pm  
Tel: 01992 785505

### Council One Stop Shops

Cheshunt: The Laura Trott Leisure Centre, Windmill Lane  
Hoddesdon: Library, 98a High St  
Waltham Cross: 123 High Street  
Monday-Friday 9am - 5.30pm\* (Cheshunt 5pm)  
Saturday 9am - 1pm

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

Sign up to receive emails about Council services and events at [www.broxbourne.gov.uk/emailalerts](http://www.broxbourne.gov.uk/emailalerts)



This publication is available on request in large print or Braille.



## Useful contacts



### General services

#### Citizens Advice Bureau

Provides free, confidential, independent, impartial advice on benefits, debt, housing, employment and family issues  
**Broxbourne CAB**  
Old Bishops' College, Churchgate, Cheshunt  
Drop-in assessments Monday, Wednesday, Friday 9.30am - 2pm, Tuesday 9.30am - 3pm (register at least 45 minutes before end of session)  
CAB advice line 03444 111 444  
(Monday - Friday 9am - 5pm)  
Website: [www.broxbournecab.org.uk](http://www.broxbournecab.org.uk)

#### Civil Legal Advice

A free, confidential and impartial advice service for those eligible for legal aid. Specialist areas are housing, employment and education, debt, welfare benefits and family law.  
Tel: 0345 345 4345  
(Monday - Friday 9am - 8pm and Saturday 9am - 12.30pm)  
Minicom: 0345 609 6677  
Website: [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)

#### Shelter

Free, confidential, impartial and independent housing advice, assistance and advocacy to anyone who is homeless or has a housing related problem  
Housing Advice Helpline: 0808 800 4444  
(Monday - Friday 8am - 8pm, Saturday - Sunday 8am - 5pm)  
Website: [www.england.shelter.org.uk](http://www.england.shelter.org.uk)

#### Age UK Herts

Works with and for older people  
Tel: 0845 601 3446  
Website: [www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire)

#### The Royal British Legion

Gives specialist advice and support to serving members of the Armed Forces, veterans and their families  
**The Royal British Legion, Haig House, 199 Borough High Street, London SE1 1AA**  
Tel: 0808 802 8080  
(Monday - Sunday 8am - 8pm)  
Email: [info@britishlegion.org.uk](mailto:info@britishlegion.org.uk)  
Website: [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

### Benefits advice

#### Benefits entitlement

Website: [www.gov.uk/benefits-calculator](http://www.gov.uk/benefits-calculator)

#### Child Benefit Helpline

General help and advice with your Child Benefit  
**Child Benefit Office, PO Box 1, Newcastle Upon Tyne NE88 1AA**  
Tel: 0300 200 3100  
Textphone: 0300 200 3103  
(Monday - Friday 8am - 8pm, Sat 8am - 4pm)  
Website: [www.gov.uk/child-benefit](http://www.gov.uk/child-benefit)

#### 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.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

#### Disability Benefits

Information about claims you've already made:  
Attendance Allowance  
Tel: 0345605 6055  
Disability Living Allowance  
Tel: 0345 712 3456  
Personal Independence Payment  
Tel: 0345 850 3322  
(Monday - Friday 8am - 6pm)



**BOROUGH OF BROXBOURNE**

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**Disability Rights UK**

Produces a range of information about all welfare benefits.

Ground Floor, CAN Mezzanine, 49-51 East Rd, London N1 6AH

Tel/Textphone: 020 7250 8181

(Monday - Friday 10am - 12.30pm, 1.30pm - 4pm)

Fax: 0207 247 8765

Email: [enquiries@disabilityrightsuk.org](mailto:enquiries@disabilityrightsuk.org)

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

**Jobcentre Plus**

Provides help and advice on jobs and training for people who are actively seeking work or 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.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

**Existing Claims**

Waltham Cross Jobcentre Plus

235 High St, Waltham Cross EN8 7BA

Tel: 0845 604 3719

Textphone: 0845 608 8551

Jobseeker's Allowance

Tel: 0345 608 8545

Textphone: 0345 608 8551

(Monday - Friday 9am - 5pm)

[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

**Universal Credit**

Tel: 0345 600 0723

(Monday - Friday 8am - 6pm)

**Pension Service Application Line**

Takes applications from people of a pensionable age for pension credits

Tel: 0800 99 1234

Textphone: 0800 169 0133

(Monday - Friday 8am - 6pm)

Website: [www.gov.uk/pension-credit/overview](http://www.gov.uk/pension-credit/overview)

**Tax Credit Helpline**

Help and advice about claiming Tax Credits

Tel: 0345 300 3900

Textphone: 0345 300 3909

(Monday - Friday 8am - 8pm, Saturday 8am - 4pm)

Website: [www.gov.uk/browse/benefits/tax-credits](http://www.gov.uk/browse/benefits/tax-credits)

**Debt Advice and Credit Union****National Debtline**

Free confidential and independent advice 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

Saturday 9.30am - 1pm)

Fax: 0121 410 6230

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

**StepChange**

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

Tel: 0800 138 1111

(Monday - Friday 8am - 8pm, Saturday 9am - 4pm)

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

**Hertfordshire Welfare Assistance Scheme**

The Hertfordshire Welfare Assistance Scheme provides one off emergency support to residents who are facing exceptional and unexpected pressures and who are in financial crisis. To get help applicants must meet certain criteria.

HertsHelp 0300 123 4044

(Monday - Friday 8am - 6pm)

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

Website: [www.hertsdirect.org/your-community/ihertshelp/hertswelfare](http://www.hertsdirect.org/your-community/ihertshelp/hertswelfare)

**HertSavers Credit Union**

Provides a safe and accessible place to save money and promotes the wise use of credit at a reasonable rate of interest.

3rd Floor, Bartholomew Court, High Street

Waltham Cross EN8 7JU

Tel: 01707 269239

(Monday - Thursday 3pm - 5pm)

Email: [office@hertsavers.co.uk](mailto:office@hertsavers.co.uk)

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

**Advice and support groups for ethnic minorities****Asian Family Counselling Service**

Offers confidential and professional help to all Asian people who may have marital, family or other personal problems.

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

**Age UK Hertfordshire Asian Outreach**

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

Tel: 01462 420911

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

Website: [www.ageuk.org.uk/hertfordshire/our-services/asian-outreach--day-centres](http://www.ageuk.org.uk/hertfordshire/our-services/asian-outreach--day-centres)

**Age UK Hertfordshire Italian Outreach (Broxbourne and North Herts)**

A service for the elderly Italian community.

Broxbourne Outreach Worker

Tel: 01992 636508

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

**Chinese Club**

Provides support for people, and helps them integrate in the United Kingdom.

Contact Mrs Yok-Lan (Eve) Parker, Secretary

20 River Avenue, Hoddesdon, Hertfordshire EN11 0JS

Tel: 01992 466751

Email: [yok-lan@kpee.freemove.co.uk](mailto:yok-lan@kpee.freemove.co.uk)

**Enfield Turkish Cypriot Association**

Offers English classes, respite services, information and advice surgery.

Community House, 311 Fore Street, Edmonton,

London N9 0PZ

Tel: 0208 373 6300

Fax: 0208 373 6303

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

**The Relief Society for Poles Trust**

Provides support for Polish residents, visitors and hospital patients including translation.

55 Princes Gate, London SW7 2PN

Tel: 020 7589 8846

Fax: 020 7581 2778

Email: [relief.society@btconnect.com](mailto:relief.society@btconnect.com)

**Polish Community Support**

Ms. Wanda Coskin

23 Berkley Avenue, Waltham Cross, Hertfordshire

EN8 8DN

Tel: 01992 719846

**Police and victim support****Hoddesdon Police Station**

High Street, Hoddesdon Hertfordshire EN11 8BJ

Tel: 101 Non-emergency number for help, advice and information.

Always dial 999 in an emergency

Website: [www.herts.police.uk](http://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.

Tel: 0845 456 5995

(Monday - Friday, 8am - 8pm, Saturday 9am - 5pm)

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

**Safer Places**

Offers a range of services to adults and children affected by domestic and sexual abuse and family conflict who live in North and East Hertfordshire, West Essex and Southend.

Safer Places, Central Services, PO Box 2489,

Harlow, Essex

Tel: 0845 0177 668 (24 hours)

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

Website: [saferplaces.co.uk](http://saferplaces.co.uk)

**National Women's Aid**

Tel: 0808 2000 247 (24 hours)

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