

Other useful contacts

B3Living

Scania House, 17 Amwell Street, Hoddesdon
EN11 8TS

Telephone: 01992 453700 or 0800 107 0713

(Monday - Thursday 8.30am - 5.30pm,

Friday 8.30am - 5.00pm)

Website: 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

Furniture Re-use Service

The Furniture Re-use Service collects donated quality furniture for re-sale.

Telephone: 01920 468247

(Monday – Thursday 9am – 3pm)

Email: furniture@cvsbeh.org.uk

Website: 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.

Telephone: 0300 777 0707 (Monday – Friday 8am – 7pm)

Website: 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

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

Telephone: 01992 626404 (Monday – Friday)

Out of hours Telephone: 0800 652 3169

Email: Martin.Holmes@cri.org.uk

Website: www.cri.org.uk

Broxbourne Borough Council

Borough Offices, Bishops' College
Churchgate, Cheshunt, Herts EN8 9XD
Email: housingneeds@broxbourne.gov.uk
Website: www.broxbourne.gov.uk

Office hours

Housing Needs counter
Borough of Broxbourne
Bishops' College
Churchgate
Cheshunt EN8 9XQ

Monday to Friday 8.30am - 4pm

Telephone: 01992 785555

Council One Stop Shops

Hoddesdon Library, 98a High Street, Hoddesdon | 9am-5.30pm, Tuesday and Thursday (Closed last Thursday of every month from 3.30pm for staff training)

123 High Street, Waltham Cross | 9am-5.30pm, Monday, Wednesday and Friday

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

Useful contacts

General services

Citizens Advice Bureau

Drop in sessions take place at the Council's Hoddesdon One Stop Shop, Hoddesdon Library, 98a High Street, Hoddesdon on Thursdays, 10am-12.30pm and at the Council's Waltham Cross One Stop Shop, 123 High Street, Waltham Cross on Wednesdays 10am-1pm.

CAB advice line 03444 111 444

(Monday - Friday 9am - 5pm)

Website: 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.

Telephone: 0345 345 4345

(Monday-Friday 9am-8pm and

Saturday 9am - 12.30pm)

Minicom: 0345 609 6677

Website: 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

Age UK Herts

Works with and for older people.

Telephone: 0845 601 3446

Website: 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

Telephone: 0808 802 8080

(Monday-Sunday 8am- 8pm)

Email: info@britishlegion.org.uk

Website: www.britishlegion.org.uk

Benefits advice

Benefits entitlement

Website: 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

Telephone: 0300 200 3100

Textphone: 0300 200 3103

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

Website: www.gov.uk/child-benefit

Department for Work and Pensions (DWP)

Watford Correspondence Unit, Watford DDS

Ascot Road WD99 1AA

Telephone: 0845 608 8583

(Monday-Friday 9am-5pm)

Website: www.gov.uk/government/organisations/department-for-work-pensions

Disability Benefits

Information about claims you've already made:

Attendance Allowance

Telephone: 0345605 6055

Disability Living Allowance

Telephone: 0345 712 3456

Personal Independence Payment

Telephone: 0345 850 3322

(Monday- Friday 8am-6pm)



**BOROUGH OF
BROXBOURNE**
www.broxbourne.gov.uk

Useful contacts

Disability Rights UK

Produces a range of information about all welfare benefits.

Ground Floor, CAN Mezzanine,
49-51 East Rd, London N1 6AH
Telephone/Textphone: 020 7250 8181
(Monday-Friday 10am-12.30pm, 1.30pm-4pm)
Fax: 0207 247 8765
Email: enquiries@disabilityrightsuk.org
Website: 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:
Telephone: 0800 055 6688
Textphone: 0800 023 4888
(Monday - Friday 8am - 6pm)
All Jobcentre Plus services are available online at:
www.gov.uk/contact-jobcentre-plus

Existing Claims

Waltham Cross Jobcentre Plus
235 High St, Waltham Cross EN8 7BA
Telephone: 0845 604 3719
Textphone: 0845 608 8551
Jobseeker's Allowance
Telephone: 0345 608 8545
Textphone: 0345 608 8551
(Monday-Friday 9am-5pm)
www.gov.uk/contact-jobcentre-plus

Universal Credit

Telephone: 0345 600 0723
(Monday-Friday 8am-6pm)

Pension service application line

Takes applications from people of a pensionable age for pension credits.
Telephone: 0800 99 1234
Textphone: 0800 169 0133
(Monday-Friday 8am-6pm)
Website: www.gov.uk/pension-credit/overview

Tax Credit helpline

Help and advice about claiming Tax Credits
Telephone: 0345 300 3900
Textphone: 0345 300 3909
(Monday-Friday 8am-8pm, Saturday 8am-4pm)
Website: 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
Telephone: 0808 808 4000
(Monday-Friday 9am-9pm and
Saturday 9.30am-1pm)
Fax: 0121 410 6230
Website: www.nationaldebtline.co.uk

StepChange

Offers free, impartial confidential advice and support to anyone who is worried about debt.
Telephone: 0800 138 1111
(Monday-Friday 8am-8pm, Saturday 9am-4pm)
Website: 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
Website: 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
Telephone: 01707 269239
(Monday-Thursday 3-5pm)
Email: office@hertsavers.co.uk
Website: www.hertsavers.co.uk



Useful contacts

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

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.
Telephone: 01462 420911
Email: info@ageukherts.org.uk
Website: 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
Telephone: 01992 636508
Website: 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
Telephone: 01992 466751
Email: 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
Telephone: 0208 373 6300
Fax: 0208 373 6303
Website: 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
Telephone: 020 7589 8846
Fax: 020 7581 2778
Email: relief.society@btconnect.com

Polish Community Support

Ms. Wanda Coskin
23 Berkley Avenue, Waltham Cross, Hertfordshire
EN8 8DN
Telephone: 01992 719846

Police and victim support

Cheshunt Police Station

Turners' Hill, Cheshunt EN8 9BD
Telephone: 101 Non-emergency number for help, advice and information.
Always dial 999 in an emergency
Website: www.herts.police.uk

Victim Support in Hertfordshire - Eastern Branch

Free and confidential support to victims or witnesses of crime, whether or not you report the crime to the police.
Telephone: 0845 456 5995
(Monday-Friday 8am-8pm, Saturday 9am-5pm)
Website: 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
Telephone: 0845 0177 668 (24 hours)
Email: info@saferplaces.co.uk
Website: saferplaces.co.uk

National Women's Aid

Telephone: 0808 2000 247 (24 hours)
Website: www.womensaid.org.uk