

# A Guide to Services for Older People in Broxbourne

2016 - 2017



**BOROUGH OF  
BROXBOURNE**  
[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

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# Introduction

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 Policy and Project team on **01992 785654**.





# Advice, support and information services

## Section 1

**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](mailto:info@hertshelp.net)**

**Text: hertshelp to 81025**

**Website: [www.hertsdirect.org/hertshelp](http://www.hertsdirect.org/hertshelp)**

### Age UK Hertfordshire

#### **County-wide information and advice service**

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.

**Call our information and advice team on 0300 345 3446 email [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk) or Skype us at ageukhertfordshire. Visit the website: [www.ageukherts.org.uk](http://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 and 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.

Non-medical support is offered at times when considered most challenging, life changing and most needed. We can help by:

- Listening to concerns
- Providing support
- Empowering people to make the right choices
- Signposting people to other suitable organisations

**For more information contact the InTouch team on 01992 629358 / 01992 634964 or email [intouch@ageukherts.org.uk](mailto: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](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://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 adviser to discuss their issues:

- Tuesday 10 am – 12.30 pm – Drop-in Assessment
- Wednesday 4.45 pm – 6.30 pm – Drop-in Assessment  
(Last client seen 6.10 pm)
- Thursday 10 am – 12.30 pm – 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, 9.30 am – 2pm – Drop In assessment
- Tuesdays 9.30 am – 3pm – Drop In assessment

Please note: 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 Bereavement Care Hertfordshire

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. The service is confidential and free.



**Adult helpline: 01707 278 389**

**Children and young people's helpline: 01707 264293**

**Cruse also offers education, support, information and publications to anyone supporting bereaved people. For more information call 01707 269497, email [office@cruse-hertfordshire.org.uk](mailto:office@cruse-hertfordshire.org.uk) or visit [www.cruse-hertfordshire.org.uk](http://www.cruse-hertfordshire.org.uk)**

## Counselling Foundation – Broxbourne Centre

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 call 01992 637285 and 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](mailto:broxbourne@counsellingfoundation.org)**  
**Website: [www.counsellingfoundation.org](http://www.counsellingfoundation.org)**



## Hertfordshire County Council



Hertfordshire County Council's health and community services department provides 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](http://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](mailto:hertsdirect@hertsc.gov.uk) or visit the website [www.hertsdirect.org](http://www.hertsdirect.org)**

## Lee Valley Talking Newspaper

This is a service for blind and partially sighted people, with most of the news coming from the Lea Valley area. Weekly news recordings and quarterly magazine tapes are available free of charge.

**For more information please call Mrs J. Hart on 01992 679668.**



## 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 delivering hot food at lunch, tea and breakfast packs can also be delivered for eating later.

A delivered hot meal and dessert costs £4.25.

**For more information please contact Hertfordshire Independent Living Service on 01920 333030 or see [www.hertscommunitymeals.co.uk](http://www.hertscommunitymeals.co.uk)**

## 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, on [graham.phillips@groundwork.org.uk](mailto:graham.phillips@groundwork.org.uk) or **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 Section five and seven of this Guide.

Some people are struggling to make ends meet financially. It's important to get help as early as possible, so 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](http://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 (The Laura Trott Leisure Centre in Cheshunt, Hoddesdon Library and Waltham Cross High Street). Application forms and information leaflets are available at these locations and on the Council's website, [www.broxbourne.gov.uk](http://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 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.

**Telephone: 0300 123 4040**

**Minicom: 0300 123 4041**

**Website: [www.hertsdirect.org/benefits](http://www.hertsdirect.org/benefits)**

## Welfare Reform

The Government has brought in extensive changes to the welfare benefits system, including the introduction of Universal Credit, a cap on total benefits a household can receive, and the replacement of Disability Living Allowance with Personal Independence Payments. There is a new type of state pension for people who reach pension age after April 2016, and a new system of bereavement benefits from that date too. 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.

Last year the service helped residents claim £690,000 in extra benefits, allowances and discounts (on average, an additional £85.23 per week for each household).

**For more information contact the Council on 01992 785519 or email [benefits@broxbourne.gov.uk](mailto:benefits@broxbourne.gov.uk)**

## HertSavers Credit Union

Help 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 it can help support 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.

**To find out more telephone 020 8756 3868, email [office@hertsavers.co.uk](mailto:office@hertsavers.co.uk) or visit the website [www.hertsavers.co.uk](http://www.hertsavers.co.uk). If you would like to join our team of volunteers, please email [board@hertsavers.co.uk](mailto: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. A network of Pension Centres has been established, which are accessible via a local rate telephone number, open from 8am to 8pm. For more information call 0845 6060265.

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,**  
**call 0800 1690133.**



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

### Age UK Hertfordshire

#### Help in the Home

##### 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.

**If you would like more information about Help in the Home contact us on the details below:**

**Borough of Broxbourne and East Hertfordshire District Council  
Area**

**Telephone: 01992 747959**

**Email: [helpinthehome.eh@ageukherts.org.uk](mailto: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](http://www.broxbourne.foodbank.org.uk),  
by email at [infobroxbourne.foodbank@gmail.com](mailto: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.

**For more information contact: Hertfordshire County Council's Health and Community Services department on 0300 123 4040, minicom 01438 737599, email [hertsdirect@hertscc.gov.uk](mailto:hertsdirect@hertscc.gov.uk) or visit [www.hertsdirect.org](http://www.hertsdirect.org).**

**The Borough of Broxbourne, Environmental Health on 01992 785555, email: [envhealth@broxbourne.gov.uk](mailto:envhealth@broxbourne.gov.uk) or visit [www.broxbourne.gov.uk](http://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

**For impartial advice and information about the Green Deal scheme, help with the Green Deal costs and advice on how to save money on energy bills, visit the Energy Saving Trust website, [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) or call 0300 123 1234.**

## Handyperson and gardening service

If you are a tenant or a home owner we can help with odd jobs, gardening and decorating and can offer subsidised rates to elderly or disabled people. We can also help with bigger building projects.

- Handyperson service – small jobs and repairs including fixing leaking taps, putting up shelves and curtain rails, and fitting locks and bolts.
- Gardening – maintenance, clearance and improvements to your garden.
- Decorating – competitive quotes to brighten up your home.
- Technical services – from preliminary consultation through to project management which could include design, quotes, inspections, plans, permissions and site supervision.

**For more information and free estimates without obligation contact Papworth Trust Home Solutions on 0300 333 6543.**

## 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 aged over 60 you may be able to get financial help to heat your home via the Winter Fuel Allowance.

**For more information, call the helpline on 08459 15 15 15 or visit [www.gov.uk](http://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 (The Laura Trott Leisure Centre in Cheshunt, Hoddesdon Library and Waltham Cross High Street), on the Energy Advice page on the Council's website, [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk), or by contacting The Energy Advice Centre on 0800 512012.



**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 provides 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 2 999**, website [www.care-line.co.uk](http://www.care-line.co.uk)
- **Enfield Safe and Connected service**, telephone **0208 803 1524**, website [www.enfield.gov.uk/safeandconnected](http://www.enfield.gov.uk/safeandconnected)
- **Epping Forest Careline**, telephone **0208 532 1065**, website [www.eppingforestdc.gov.uk](http://www.eppingforestdc.gov.uk)
- **Welwyn & Hatfield Lifeline**, telephone **01707 357000**, website [www.welhat-cht.org.uk](http://www.welhat-cht.org.uk)
- **Age UK**, telephone **0800 169 6565**, website [www.ageuk.org.uk](http://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](http://www.tsa-voice.org.uk)
- **Elderly Accommodation Counsel**, telephone **0800 377 7070**, website [www.housingcare.org](http://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 Number: 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](http://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](mailto: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.

**If you wish to nominate a potential project for consideration please contact the community safety team on 01992 785573 or email [community.safety@broxbourne.gov.uk](mailto: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](mailto:community.safety@broxbourne.gov.uk)



## Crime Prevention Panel

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 have a talk about the prevention of crime. Please contact Kathi Broad, Chair of the Panel on **01992 621691**.

## Elder abuse

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
- Sexual
- Neglect
- Psychological
- Financial
- 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: 08 088 088 088**

**For more information on elder abuse, visit the Action on Elder Abuse website, [www.elderabuse.org.uk](http://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 contact:

### Fire Safety Advice Line

**Telephone: 0300 123 4046**

**Freephone: 0800 587 3347 for a free home fire safety check**

## Home safety

The Hertfordshire Home Security Service is now provided by Medequip Assistive Technology Ltd. The service is free to those who are either aged over 60, registered disabled, victims of burglary or domestic violence or vulnerable in some other way. Services include fitting and maintaining locks, advice on home security and fire safety, falls prevention and general maintenance to ensure health and safety.

**For more information contact Medequip on 0208 438 2920 or email [HHSS@Medequip-uk.com](mailto:HHSS@Medequip-uk.com).**



## Neighbourhood policing

The Hoddesdon and Cheshunt Safer Neighbourhood teams 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. They are led by Chief Inspector Dean Patient. 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 log onto [www.herts.police.uk](http://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](http://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.

**To find out more, contact the Volunteer Scheme Project Officer on 01438 757425 or visit [www.herts.police.uk](http://www.herts.police.uk)**

# Getting involved in your community

## Section 5

**Active engagement with local affairs offers people the chance to give something back to their community. At the moment there is a deficit of involvement by members of the public in local affairs, and most of the voluntary bodies mentioned in this guide would welcome volunteers.**

### 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. At Age UK Hertfordshire we are committed to involving a diverse range of local people in our 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.

**If you'd like to join our team of volunteers, please call 01707 386060 or email [volunteering@ageukherts.org.uk](mailto:volunteering@ageukherts.org.uk)**

### Council meetings and local democracy

Members of the public are welcome to attend meetings of Broxbourne's Councillors 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](http://www.broxbourne.gov.uk/your-council/meetings-calendar/year), alternatively call the Council 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, see the Local Organisations Directory, which is available free from the Council offices, One Stop Shops, online at [www.broxbourne.gov.uk](http://www.broxbourne.gov.uk) or can be viewed in the Borough's libraries.**

## Involving local residents

There are five Area Forums covering the Borough. Each group meets twice a year and details of the meetings are advertised in the local press, on public noticeboards and on the Council 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 group please contact member services, Broxbourne Borough Council, Bishops' College, Churchgate, Cheshunt EN8 9XD.**

**Telephone: 01992 785573**

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



## Retired and Senior Volunteer Programme (RSVP)

RSVP is for anyone aged over 50 with time and energy to spare who wants to become involved in their community, particularly in schools, charity shops and knitting at home, or visiting the housebound.

**For more information telephone Ian De'ath on 01992 441498 or email [ian08@btinternet.com](mailto:ian08@btinternet.com)**

## 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](http://www.do-it.org.uk) or give us a call.

Or give us a call to find out about our training courses including: Communication Skills, Being Assertive, Employability and Customer Service.

We look forward to hearing from you.

**For more information telephone 01992 638633, email [admin@vcbroxbourne.org.uk](mailto:admin@vcbroxbourne.org.uk) or visit [www.vcbroxbourne.org.uk](http://www.vcbroxbourne.org.uk)**



A range of health services is available to the older person, not only to help those in poor health but also to help prevent illness and promote healthy and safe living.

### Healthy living

#### Healthy eating and physical activity

The NHS recommends that older adults aim to do at least 150 minutes of moderate aerobic activity a week, do 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](http://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](http://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](http://www.nhs.uk/findservices) to find your nearest GP surgery. If you would like help in registering with a GP, please call the Practitioner Services Unit at NHS Hertfordshire on **01707 376826**.

### Your dentist

To find a NHS dentist in Hertfordshire please call **01707 369645** or email [dentalappointments@hertfordshire.nhs.uk](mailto:dentalappointments@hertfordshire.nhs.uk)



## **PALS (Patient Advice and Liaison Service)**

For advice and help with queries and concerns about local commissioning, funding and continuing healthcare, please contact the Patient Advice and Liaison Service, known as PALS.

### **Telephone 01707 369697 or email [enhccg.quality@nhs.net](mailto:enhccg.quality@nhs.net)**

For concerns about GP, dentist, pharmacy or optician services please contact NHS England on 0300 311 2233 or email [england.cmcomplaint@nhs.net](mailto:england.cmcomplaint@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](mailto:bcfpals@nhs.net)
- Hertford County Hospital – telephone 01438 285811, email [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)
- Lister Hospital – telephone 01438 285811, email [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)
- Mount Vernon Hospital – telephone 01438 285811, email [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)
- QEII Hospital – telephone 01438 285811, email [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)
- Hertfordshire Partnership NHS Foundation Trust (mental health services) – telephone 01707 253916, email [pals.herts@hpft.nhs.uk](mailto:pals.herts@hpft.nhs.uk)
- Hertfordshire Community NHS Trust (community services such as school nursing, district nursing and therapy services) – Freephone 0800 011 6113, email [pals.hchs@nhs.net](mailto: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 8 am to 8 pm 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 in 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 nursing 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.



## Age UK Hertfordshire

### **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 that 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, call your local coordinator:**

**North and East Herts**

**Phone 01707 386076 Monday - Friday**

**Phone 01438 285300 weekends**

**Service operates 7 days per week 9am - 6pm**

## **Alzheimer's Society**

The Society provides support to people with dementia, their carers and families within the East Herts and Broxbourne area.

**For more information contact Isobel Atkinson, Dementia Support Worker on 01279 508448 or email [eastherts@alzheimers.org.uk](mailto:eastherts@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](mailto:info@bladderandbowelfoundation.org)**

**[www.bladderandbowelfoundation.org](http://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 contact Judy Reynolds or Bev Soutar on 01992 586609 or email [jreynolds@redcross.org.uk](mailto:jreynolds@redcross.org.uk) or [bsoutar@redcross.org.uk](mailto: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 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 call 01992 586969, email [contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk) or visit our website, [www.carersinherts.org.uk](http://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' Cafés

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 10 am until 12 noon

Where: Nonna's Kitchen, The Clockhouse, Brewery Road, Hoddesdon EN11 8HF

### **Cheshunt Carers' Café**

When: The fourth Wednesday of every month from 10.30 am until 12.30 pm

Where: Cedars Park Café, Theobalds Lane, Cheshunt EN8 8RU

**Contact us to find out more:**

**Telephone: 01462 455578**

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

**Web: [www.crossroadshn.org.uk](http://www.crossroadshn.org.uk)**



## Hertfordshire Society for the Blind

- Visits by staff and trained volunteers to people in their own homes to provide support, advice and befriending
- A Hospital Information Service (manned by HSB staff and volunteers) located in eye clinics to support newly visually impaired people from the point of serious sight loss being diagnosed
- 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 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](http://www.hertsblind.com) and leaflets
- A regular newsletter, Sight News is produced in large print, audio CD, braille and e-mail formats and also is included on our website.

**For more information contact Vanessa Macdonald on 07825 992950 or email [vanessa.macdonald@hertsblind.com](mailto:vanessa.macdonald@hertsblind.com).**

# Leisure and learning

## Section 7

The Borough of Broxbourne offers many leisure and recreation activities, specifically designed for the older person, at various facilities throughout the Borough.

### Be Active programme

The Be Active programme of events for older people is run by Broxbourne Council in partnership with B3Living. It provides events and activities of interest to older people in the Borough of Broxbourne. The programme of events is published twice a year and is available from the Council offices, One Stop Shops, other Council facilities and B3Living retirement schemes.

**For more information or to request a Be Active programme booklet please contact the Council's policy and project team on 01992 785654, email [housing@broxbourne.gov.uk](mailto:housing@broxbourne.gov.uk) or visit the website [www.broxbourne.gov.uk](http://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](mailto:leisure@broxbourne.gov.uk) or visit [www.broxbourne.gov.uk/leisure](http://www.broxbourne.gov.uk/leisure)**



## Entertainments and events

The Borough's public venues include the Spotlight in Hoddesdon and Wolsey Hall in Cheshunt. The entertainment programmes include afternoon cinema matinees with lunch or afternoon tea, ballroom dancing, line dance lessons and socials. There is also a sports programme run at the halls, including activities such as Pilates, yoga, keep fit and short mat bowls.

The halls also play host to regular club meetings and events including U3A meetings, retirement clubs and ladies' groups.

**For information and details regarding the events and activity programmes run at various halls throughout the Borough contact the Spotlight or call into 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](mailto:boxoffice@broxbourne.gov.uk) or visiting the website [www.broxbourne.gov.uk/leisure](http://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.



## Green Flag Award Scheme

In 2015 the Council successfully applied for Green Flag accreditation at Cheshunt Park, Cedars Park, Cheshunt Cemetery, and Barclay Park in Hoddesdon. The Green Flag Award Scheme recognises the best green spaces in the country.

### 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 paninis, prepared with locally sourced produce and Fair Trade 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 and The John Warner Sports Centre in Hoddesdon offer discounted rates for the Fit&Well gym on Tuesday and Thursday mornings.

### 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.

### **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.

**The Laura Trott Leisure Centre,  
Windmill Lane, Cheshunt EN8 9AJ  
Telephone: 01992 623345  
Email: [ltlc@broxbourne.gov.uk](mailto:ltlc@broxbourne.gov.uk)**

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

**Cheshunt Park Golf Centre,  
Park Lane, Cheshunt EN7 6QD  
Telephone: 01992 624009  
Email: [golf.leisure@broxbourne.gov.uk](mailto:golf.leisure@broxbourne.gov.uk)**

**Website: [www.broxbourne.gov.uk/leisure](http://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.



## Age UK Hertfordshire

### 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](mailto:info@broxbournearts.org.uk) or visit [www.broxbournearts.org.uk](http://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 on 01992 893173 or email [info@BroxbourneTheatreCompany.co.uk](mailto:info@BroxbourneTheatreCompany.co.uk).**

## Chess at Hoddesdon Library

Broxbourne Council in partnership with Hertfordshire Libraries sponsors a friendly, informal chess session for older people at Hoddesdon Library. Anyone is welcome, from beginners to experts. The session costs £1 to cover the cost of refreshments. There is no need to book – just turn up. The session runs from 10am to 12noon on Mondays.

**For more information contact the Council's policy and project team on 01992 785654.**

## 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](mailto:kemamuz@talktalk.net).**

## Extend Exercise Club

The club provides gentle exercise for those wishing to keep joints and muscles flexible into old age. Sessions take place on Thursday mornings, 10am – 12noon at Jackson Hall, Burford Street, Hoddesdon.

**For more information contact Mavis Clark on 01992 679205 or email [kemamuz@talktalk.net](mailto: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, contact us on 01992 411411, email [info@hrc.ac.uk](mailto:info@hrc.ac.uk) or visit [www.hrc.ac.uk](http://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](mailto:atrium@hrc.ac.uk) or visit [www.hrc.ac.uk/atrium](http://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](mailto:beautyinspires@hrc.ac.uk)



## Hoddesdon Friendship Club

The Friendship Club meets once a month and provides bingo, quizzes, speakers, entertainment and demonstrations. Tea, coffee and cakes are provided. There is also a monthly social and dance evening with ballroom and sequence dancing, and excursions are arranged throughout the year.

**For more information call Mrs E Bush on 01992 463611.**

## 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.

**For more information call 01992 465665, email [marsh.hama@btinternet.com](mailto:marsh.hama@btinternet.com) or visit [www.hoddesdonplayers.org.uk](http://www.hoddesdonplayers.org.uk)**

## Italia Club 2000

The club is for retired men and women to meet, socialise and take part in activities such as bingo, cards, swimming, yoga, dancing and outings.

**For more information contact Mrs M Scozzaro on 01992 768041 or email [italiaclub2000@yahoo.co.uk](mailto:italiaclub2000@yahoo.co.uk)**

## 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, call 03000 030 610, email [info@leevalleypark.org.uk](mailto:info@leevalleypark.org.uk) or go to [www.visitleevalley.org.uk](http://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.

**For more information contact the Customer Service Centre on 0300 123 4049 or visit [www.hertsdirect.org/libraries](http://www.hertsdirect.org/libraries)**

## Local Organisations Directory

This directory, published by Broxbourne Borough Council, is a comprehensive public reference source containing details of over 700 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](http://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](http://directory.hertsdirect.org).**

## Lowewood Museum

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 10 am to 4 pm and Saturday 10 am 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.

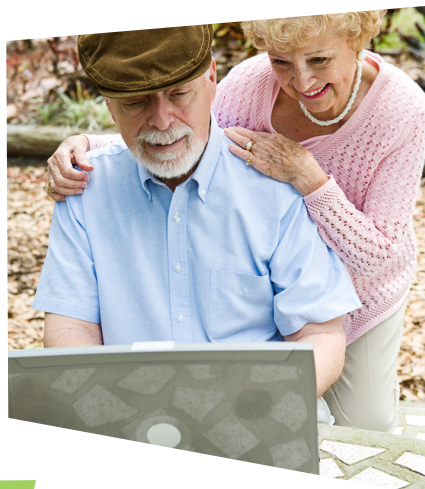
**For more information call 01992 445596, email [museum.leisure@broxbourne.gov.uk](mailto:museum.leisure@broxbourne.gov.uk) or visit [www.broxbourne.gov.uk/lowewoodmuseum](http://www.broxbourne.gov.uk/lowewoodmuseum)**

**Follow us on Twitter @lowewood or Facebook [facebook.com/lowewoodmuseum](https://www.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.



## 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](http://www.3valleymvc.org.uk)**

## University of the Third Age (U3A)

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](mailto:u3abroxbourne@live.co.uk)**

### **U3A Cheshunt**

**Toni Walsh, email [toniwalsh1@sky.com](mailto:toniwalsh1@sky.com)**

### **U3A Lea Valley**

**Lee Rayner, telephone 01992 465383, or visit the website [www.lvu3a.org.uk](http://www.lvu3a.org.uk)**

## Waltham Cross Over 60s Club

The club offers friendly social contact on a weekly basis. Members play bingo and enjoy a cup of tea and a homemade cake. There is an outing in summer and celebration meals at Christmas and Easter. New members are guaranteed a warm welcome.

**For more information contact Sheila Farmer on 01992 637881 or email [sheila@farmer112.fsnet.co.uk](mailto:sheila@farmer112.fsnet.co.uk)**

# Retirement housing and care homes

## Section 8

**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 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 is an almshouse charity offering housing for residents of Cheshunt who are over the age of 60 and in need both financially and physically.

**For more information contact Mr Barry Ambrose on 01992 442196 or email [ambrose16@btinternet.com](mailto:ambrose16@btinternet.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.

**For more information call 0300 123 4040, minicom 01438 737599, email [hertsdirect@hertscc.gov.uk](mailto:hertsdirect@hertscc.gov.uk) or visit [www.hertsdirect.org](http://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.

**For more information call 01992 624343, email [fourfields@quantumcare.co.uk](mailto:fourfields@quantumcare.co.uk) or visit [www.quantumcare.co.uk](http://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](http://www.hanover.org.uk)**

**Anchor Trust**  
**Telephone: 0808 271 3026**  
**Website: [www.anchor.org.uk](http://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.

**For more information call 0300 123 4040, minicom 01438 737599, email [hertsdirect@hertscc.gov.uk](mailto:hertsdirect@hertscc.gov.uk) or visit [www.hertsdirect.org](http://www.hertsdirect.org)**

### Community Transport Services

Broxbourne's Community Transport Service amalgamates the community cars, Dial-a-Ride and Health Shuttle services. It 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 640322. The service is available from Monday to Friday, 8 am – 6 pm. 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. To apply for a bus pass call 0300 123 4040 or visit [www.hertsdirect.org](http://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.

**For more information on the 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.com](http://www.hadnet.com)**

## **Hospital transport**

For people who are in receipt of certain benefits and have a hospital appointment there may be financial assistance available for the travel costs to hospital. People should contact the cash office at the appropriate hospital for further details.

**For more information contact Herts Travellink on 01438 737252.**



### **Action on Elder Abuse Helpline**

Telephone 0808 808 8141  
[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### **Age UK – Information Line**

Freephone 0800 169 6565  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

### **Age UK Hertfordshire – 10 to 3 Clubs**

Telephone 01992 747956

### **Age UK Hertfordshire – Healthwise**

Telephone 07772 173682 or  
07772 173684

### **Age UK Hertfordshire – Help in the home**

Telephone 01992 747959  
Email [helpinthehome.eh@ageukherts.org.uk](mailto:helpinthehome.eh@ageukherts.org.uk)

### **Age UK Hertfordshire – Home and hospital support service**

Telephone (Monday to Friday)  
01707 386076  
Telephone (Saturday and Sunday)  
01438 285300

### **Age UK Hertfordshire – Home matters**

Telephone 01992 747957

### **Age UK Hertfordshire – Information and advice team**

Telephone 0300 345 3446  
Skype ageukhertfordshire  
Email [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk)  
[www.ageukherts.org.uk](http://www.ageukherts.org.uk)

### **Age UK Hertfordshire – InTouch**

Telephone 01992 629348 /  
01992 634964  
Email [intouch@ageukherts.org.uk](mailto:intouch@ageukherts.org.uk)

### **Age UK Hertfordshire – Italian outreach**

Telephone 01992 636508

### **Age UK Hertfordshire – Telephone club**

Telephone 01992 631989

### **Age UK Hertfordshire – Visiting scheme**

Telephone 01992 631989

### **Age UK Hertfordshire – Volunteering**

Telephone 01707 386060  
Email [volunteering@ageukherts.org.uk](mailto:volunteering@ageukherts.org.uk)

### **Alzheimer's Society**

Telephone 01279 508448

Email [eastherts@alzheimers.org.uk](mailto:eastherts@alzheimers.org.uk)

### **Anchor Trust**

Telephone 0808 271 3026

[www.anchor.org.uk](http://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**

Telephone 020 8216 4924

Email [bcfpals@nhs.net](mailto:bcfpals@nhs.net)

### **Beaumont Centre**

Telephone 01992 633241

### **Beaumont Charity**

Telephone 01992 442196

Email [ambrose16@btinternet.com](mailto:ambrose16@btinternet.com)

### **Bladder and Bowel Foundation**

Helpline 0845 345 0165

General enquiries 01536 533255

Email [info@](mailto:info@bladderandbowelfoundation.org)

[bladderandbowelfoundation.org](http://bladderandbowelfoundation.org)

[www.bladderandbowelfoundation.org](http://www.bladderandbowelfoundation.org)

### **British Red Cross – Hertfordshire**

Telephone 01992 586609

Email [jreynolds@redcross.org.uk](mailto:jreynolds@redcross.org.uk) or

[bsoutar@redcross.org.uk](mailto:bsoutar@redcross.org.uk)

### **Broxbourne Arts Forum**

Telephone 01992 466627

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

[www.broxbournearts.org.uk](http://www.broxbournearts.org.uk)

### **Broxbourne Borough Council – Be Active programme**

Telephone 01992 785654

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

[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

### **Broxbourne Borough Council – Benefits**

Telephone 01992 785519

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

### **Broxbourne Borough Council – Community Safety**

Telephone 01992 785573

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

[broxbourne.gov.uk](http://broxbourne.gov.uk)

### **Broxbourne Borough Council – Environmental Health**

Telephone 01992 785555

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

[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

### **Broxbourne Borough Council – Helpline**

Telephone 01992 785577

[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

### **Broxbourne Borough Council – Leisure**

Telephone 01992 785555

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

[www.broxbourne.gov.uk](http://www.broxbourne.gov.uk)

**Broxbourne Borough Council – Member services**

Telephone 01992 785577  
Email memberservices@broxbourne.gov.uk

**Broxbourne Crime Prevention Panel**

Telephone 01992 621691

**Broxbourne Food Bank**

Telephone 07943 986261  
Email infobroxbourne.foodbank@gmail.com  
www.broxbourne.foodbank.org.uk

**Broxbourne Organisation for the Disabled**

Telephone 01992 635805

**Broxbourne Theatre Company**

Telephone 01992 893173  
Email info@BroxbourneTheatreCompany.co.uk

**Care Quality Commission**

Telephone 03000 616161  
Email enquiries@cqc.org.uk  
www.cqc.org.uk

**Carers in Hertfordshire**

Telephone 01992 586969  
Email contact@carersinherts.org.uk  
www.carersinherts.org.uk

**Chase Farm Hospital – Patient Advice and Liaison Service**

Telephone 020 8216 4924  
Email bcfpals@nhs.net

**Cheshunt Park Golf Centre**

Telephone 01992 624009  
Email golf.leisure@broxbourne.gov.uk  
www.broxbourne.gov.uk/leisure

**Citizens Advice Bureau**

Advice line 03444 111444

**Community Transport Service**

Telephone 01992 640322

**Counselling Foundation – Broxbourne Centre**

Telephone 01992 637285  
Email broxbourne@counsellingfoundation.org  
www.counsellingfoundation.org

**Craft Club – Hoddesdon**

Telephone 01992 679205  
Email kemamuz@talktalk.net

**Crossroads Care Hertfordshire North**

Telephone 01462 455578  
Email 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  
Email office@cruse-hertfordshire.org.uk  
www.cruse-hertfordshire.org.uk

### **Elderly Accommodation Counsel**

Telephone 0800 377 7070  
Website [www.housingcare.org](http://www.housingcare.org)

### **Energy Advice Centre**

Telephone 0800 512012

### **Energy Saving Trust**

Telephone 0300 123 1234  
[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

### **Enfield Safe and Connected Service**

Telephone 0208 803 1524  
[www.enfield.gov.uk/safeandconnected](http://www.enfield.gov.uk/safeandconnected)

### **Epping Forest Careline**

Telephone 0208 532 1065  
[www.eppingforestdc.gov.uk](http://www.eppingforestdc.gov.uk)

### **Extend Exercise Club – Hoddesdon**

Telephone 01992 679205  
Email [kemamuz@talktalk.net](mailto:kemamuz@talktalk.net)

### **Fire Safety Advice Line**

Telephone 0300 123 4046  
For a free home fire safety check  
Freephone 0800 587 3347

### **Hanover Housing Association**

Telephone 01480 475069  
[www.hanover.org.uk](http://www.hanover.org.uk)

### **Hertford County Hospital – Patient Advice and Liaison Service**

Telephone 01438 285811  
Email [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)

### **Hertford Regional College**

Telephone 01992 411411  
Email [info@hrc.ac.uk](mailto:info@hrc.ac.uk)  
[www.hrc.ac.uk](http://www.hrc.ac.uk)

### **Hertford Regional College – Atrium Restaurant**

Telephone 01992 411922  
Email [atrium@hrc.ac.uk](mailto:atrium@hrc.ac.uk)  
[www.hrc.ac.uk/atrium](http://www.hrc.ac.uk/atrium)

### **Hertford Regional College – Inspires Hair and Beauty Salons**

Telephone 01992 411926  
Email [beautyinspires@hrc.ac.uk](mailto:beautyinspires@hrc.ac.uk)

### **Hertfordshire Action on Disability**

Transport service 01707 375159  
General enquiries 01707 324581  
[www.hadnet.com](http://www.hadnet.com)

### **Hertfordshire Careline**

Telephone 0300 999 2 999  
[www.care-line.co.uk](http://www.care-line.co.uk)

### **Hertfordshire Community NHS Trust – Patient Advice and Liaison Service**

Freephone 0800 011 6113  
Email [pals.hchs@nhs.net](mailto:pals.hchs@nhs.net)

### **Hertfordshire County Council**

Telephone 0300 123 4040  
Minicom 01438 737599  
Email [hertsdirect@hertsccl.gov.uk](mailto:hertsdirect@hertsccl.gov.uk)  
[www.hertsdirect.org](http://www.hertsdirect.org)

### **Hertfordshire Domestic Violence/Abuse Line**

Telephone 08 088 088 088

### **Hertfordshire Independent Living Service (formerly Hertfordshire Community Meals)**

Telephone 01920 333 030  
www.hertscommunitymeals.co.uk

### **Hertfordshire Partnership NHS Foundation Trust (mental health services) – Patient Advice and Liaison Service**

Telephone 01707 253916  
Email 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 Society for the Blind**

Telephone 07825 992950  
Email vanessa.macdonald@hertsblind.com

### **Hertfordshire Travellink**

Telephone 01438 737252

### **HertSavers Credit Union**

Telephone 020 8756 3868  
Email office@hertsavers.co.uk  
www.hertsavers.co.uk

### **HertsHelp**

Telephone 0300 123 4044  
Text hertshelp to 81025  
Email info@hertshelp.net  
www.hertsdirect.org/hertshelp

### **Hoddesdon Friendship Club**

Telephone 01992 463611

### **Hoddesdon Players**

Telephone 01992 465665  
Email marsh.hama@btinternet.com  
www.hoddesdonplayers.org.uk

### **Italia Club 2000**

Telephone 01992 768041  
Email italiacub2000@yahoo.co.uk

### **The John Warner Sports Centre**

Telephone 01992 445375  
Email jwsc.leisure@broxbourne.gov.uk  
www.broxbourne.gov.uk/leisure

### **The Laura Trott Leisure Centre**

Telephone 01992 623345  
Email ltlc@broxbourne.gov.uk  
www.broxbourne.gov.uk/leisure

### **Lee Valley Regional Park**

Telephone 03000 030 610  
Email info@leevalleypark.org.uk  
www.visitleevalley.org.uk

### **Lee Valley Talking Newspaper**

Telephone 01992 679668

### **Library Services**

Telephone 0300 123 4049  
www.hertsdirect.org/libraries

### **Lister Hospital – Patient Advice and Liaison Service**

Telephone 01438 285811  
Email pals.enh-tr@nhs.net

### **Lowewood Museum**

Telephone 01992 445596  
Email museum.leisure@broxbourne.gov.uk  
www.broxbourne.gov.uk/lowewoodmuseum  
Facebook www.facebook.com/lowewoodmuseum  
Twitter @lowewood

### **Medequip Assistive Technology**

Telephone 0208 438 2920  
Email HHSS@Medequip-uk.com

### **Mount Vernon Hospital – Patient Advice and Liaison Service**

Telephone 01438 285811  
Email pals.enh-tr@nhs.net

### **NHS Choices**

www.nhs.uk

### **NHS Dentists**

Telephone 01707 369645  
Email dentalappointments@hertfordshire.nhs.uk

### **NHS England Complaints**

Telephone 0300 311 2233  
Email england.cmcomplaint@nhs.net

### **NHS non-emergency number**

Telephone 111  
Always dial 999 in an emergency

### **Papworth Trust Home Solutions**

Telephone 0300 333 6543

### **Patient Advice and Liaison Service (PALS)**

Telephone 01707 369697  
Email enhccg.quality@nhs.net

### **Pension Service**

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

### **Practitioner Services Unit (GP registration)**

Telephone 01707 376826  
www.nhs.uk/findservices

### **Quantum Care**

Telephone 01992 624343  
Email fourfields@quantumcare.co.uk  
www.quantumcare.co.uk

**Queen Elizabeth II Hospital  
– Patient Advice and Liaison  
Service**

Telephone 01438 285811  
Email pals.enh-tr@nhs.net

**Retired and Senior Volunteer  
Programme (RSVP)**

Telephone 01992 441498  
Email iand08@btinternet.com

**Shoots and Roots**

Telephone 01707 260129  
Email graham.phillips@groundwork.org.uk

**Telecare Services Association**

Telephone 01625 520320  
www.tsa-voice.org.uk

**Three Valleys Male Voice Choir**

Telephone 01992 630981  
www.3valleymvc.org.uk

**University of the Third Age –  
Broxbourne**

Email u3abroxbourne@live.co.uk

**University of the Third Age –  
Cheshunt**

Email toniwalsh1@sky.com  
Website www.u3asites.org.uk/  
Cheshunt

**University of the Third Age –  
Lea Valley**

Email lvu3a@live.co.uk  
www.lvu3a.org.uk

**Volunteer Centre Broxbourne  
and East Herts**

Telephone 01992 638633  
Email admin@vcbroxbourne.org.uk  
www.vcbroxbourne.org.uk

**Waltham Cross Over 60s Club**

Telephone 01992 637881  
Email sheila@farmer112.fsnet.co.uk

**Welwyn & Hatfield Lifeline**

Telephone 01707 357000  
www.welhat-cht.org.uk

**Winter Fuel Allowance  
Helpline**

Telephone 08459 15 15 15







**Wormley Court,**

**Macers Lane,**

**Wormley EN10 6EF**

**Host a Gentleman's Club**

**A great opportunity to have a chat and a meet new people.**

**On the last Tuesday of every month between the hours of 12 and 3pm .**

**Cost : £6.50 which will cover**

**a full English lunch and Light refreshments**

**Transport provided if needed**

**If you are interested please contact**

**Maria or Hayley**

**On**

**01992 465 657 / 01992 468815**

# Golden Girls



Wormley court  
Macers lane  
Wormley  
EN10 6EF

Afternoon Tea

A friendly place to meet new  
people.

On the first Tuesday of every  
month between 12 and 2pm.

Cost: £5.00

Transport provided if  
required.

If interested please contact  
Maria or Nicola on  
01992 465657

This Guide is available to view on the Council's website, [www.broxbourne.gov.uk](http://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. 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](mailto:housing@broxbourne.gov.uk).



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