

## **Broxbourne Cost of Living Directory**

**Version 16 – 13 December 2023**

### **Herts Help**

For those in crisis, please contact Herts Help who are a network of community organisations in Hertfordshire working together and funded by Hertfordshire County Council.

Website: <https://www.hertshelp.net/hertshelp.aspx>

Phone number: **0300 123 4044**

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

Opening times: Monday to Friday, 10am to 4pm. Saturday and Sunday 10am to 2pm  
**Christmas Opening Hours – closed Saturday 23 to Tuesday 26 December. Then open 10am to 4pm but will be closed on 1<sup>st</sup> January.**

Other Christmas opening times include:

**Age UK – closed except helpline (0800 678 1602) on 22 December until 2 January.**

**Carers in Herts – Closed from Saturday 23 December to Tuesday 26 December. Open on Wednesday 27 December to Friday 29 December. Closed on Saturday 30 December, Sunday 31 December and Monday 1 January. Open again on Tuesday 2 January.**

**HILS Meals on Wheels – open every day ([info@hils-uk.org](mailto:info@hils-uk.org) 0330 2000 103)**

**Hospital and Community Navigation Service – open 10am-2pm on Saturday 23 and Sunday 24 December. Closed on Monday 25 and Tuesday 26 December. Open 10am-4pm on Wednesday 27 to Sunday 31 December. Closed on Monday 1 January. Normal hours from Tuesday 2 January. (0300 3031547)**

### **Broxbourne Council Cost of Living webpage -**

<https://www.broxbourne.gov.uk/costofliving>

### **Families First**

Families First is the term used in Hertfordshire for services that work together to support families who need extra help. These are also known as early help services. The Families First website has links to many support services for families in Hertfordshire along with a professionals area. You can also request additional support for your family or find out about a Families First Assessment.

<https://www.hertfordshire.gov.uk/microsites/families-first/families-first.aspx#Ask>

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## **Food Aid**

### **Broxbourne Foodbank**

Warehouse 18 Fairways, New River Trading Estate, Cheshunt, EN8 0NJ. 10am-3pm. Donation drop off, Agency staff collection.

Wormley Free Church, Slipe Lane, Wormley EN10 6AA. Monday to Friday 4pm-5pm  
St Joseph's Church Hall, Waltham Cross EN8 7DP. Wednesday 1.30pm-2.30pm

Telephone: 07943 986261

Email: [infobroxbourne.foodbank@gmail.com](mailto:infobroxbourne.foodbank@gmail.com)

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

Broxbourne Foodbank works on a referral system. Referrals can be made by any agency that is supporting individuals and families in food poverty.

Agencies need to phone the foodbank with the referral, and we then make up the food parcels for the service user to collect.

### **The Food Pantry (Hearts Helping Herts CIO)**

Rosedale Community Church (Andrews Lane, Cheshunt EN7 6BG)

Telephone: 07961088788

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

Website: [www.heartshelpingherts.com](http://www.heartshelpingherts.com)

The last Tuesday of every month between 1:30-3:30pm

The Food Pantry service offers 'fresh food' donations to Broxbourne residents in need – we also include a free sandwich and a cuppa on our craft table for those who would like to stay and socialise.

### **The Big Local Breakfast Club**

Wormley Community Centre, Fairfield Drive, Wormley EN10 6DX

Telephone: 01992 217077

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

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

Monday to Friday, 7:45am to 8:30am

Free breakfast for anyone in the Wormley community. No need to book.

### **The Cross Breakfast Club**

Christ Church, Trinity Lane, Waltham Cross, EN8 7ED

Email: [yinkasonubi@hotmail.co.uk](mailto:yinkasonubi@hotmail.co.uk)

Mondays, Wednesdays and Fridays 7am to 10am.

Free breakfast for anyone who needs it.

**The OK Foundation: Food Pantry**

Goffs Oak Methodist Church, Newgatestreet Road, Goffs Oak EN7 5SS

Telephone: 07483 172781

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

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

Wednesdays, 1pm–3pm

Fresh and ambient foods, toiletries and household essentials to help with the rising costs of living. We also provide Vodafone SIM cards for free unlimited calls and data.

Open to anyone who needs help. Emergency provision is available outside our normal opening hours.

**Porch Pantry (Christ Church Waltham Cross)**

Christ Church, Trinity Lane, Waltham Cross, EN8 7ED

Telephone: 07545 462189

Email: [vicarccwc@gmail.com](mailto:vicarccwc@gmail.com)

Website: [www.christchurchwx.com](http://www.christchurchwx.com)

Monday - Thursday 8:30am-5:30pm. Sunday 8:30am-11am.

The Porch Pantry provides free food and hygiene essentials for anyone who needs it, it is completely anonymous and available throughout the day for people to come and take. If the porch is empty it is restocked at intervals throughout the day, you can also phone the number and we can assist you.

All welcome, just take as required but be considerate of others.

**St Paul's Catholic Primary and Nursery School**

Park Lane, Cheshunt, EN76LR

Telephone: 01992 635060

Email: [admin@stpauls373.herts.sch.uk](mailto:admin@stpauls373.herts.sch.uk)

Website: <https://stpauls-herts.secure-dbprimary.com/herts/primary/stpauls>

Monday to Friday, 8.30am-3.30pm (Term time only)

Food bank for the local community. Please call first so a parcel can be prepared.

**Wormley Free Church Drop-In Lunch**

Wormley Free Church, Slipe Lane, Wormley EN10 6AA.

Telephone: 01992 410217

Email: [ben@wormleyfreechurch.org.uk](mailto:ben@wormleyfreechurch.org.uk)

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

Tuesdays 1pm-2.30pm

Join us on Tuesdays for a light lunch, conversation, and maybe a game of dominoes! Suggested donation of £2 for those that are able.

Please also see BCW, CHEXS and HABS in the Financial Inclusion section.

## **Energy Bills / Energy Efficiency**

### **ECO4**

Broxbourne Council is working with E.ON to provide fully funded energy-saving home improvements for eligible homes in the Borough. As part of the Energy Company Obligation (ECO) scheme eligible households can receive energy efficiency measures such as wall, loft and underfloor insulation, heating controls, and low-carbon heating systems, for free

Homeowners may be eligible for this support if their home has an EPC rating of D, E, F or G and that the homeowner receives benefits or has a household income of less than £31,000 or a household member receives free school meals or has been identified by their doctor as having health conditions that are impacted by living in a cold home.

E.ON will manage the scheme. You do *not* need to be an E.ON customer to qualify. Further information, including eligibility criteria, can be found at [www.broxbourne.gov.uk/ECO4](http://www.broxbourne.gov.uk/ECO4).

Call the E.ON team on **0333 202 4422** (free phone line). The phonenumber is open Monday to Friday 9am to 5pm. Alternatively you can email the E.ON team on [FonLedProjects@eonenergy.com](mailto:FonLedProjects@eonenergy.com) including your name, address and contact details

### **GATE Herts**

Suite G5 Cuffley Place, Cuffley EN6 4SG

Telephone: 01707 247088

Email: [manager@gateherts.org.uk](mailto:manager@gateherts.org.uk)

Website: <https://gateherts.org.uk>

Mondays to Thursdays, 9.30am–5pm

GATE (Gypsy and Traveller Empowerment) Herts is a charity based in Hertfordshire which is set up to advocate, represent and support Gypsy Roma and Traveller people across Hertfordshire. The charity has secured a pot of funding for energy expenses for Gypsies and Travellers living on roadsides and those in insecure accommodation.

### **National Energy Foundation – Better Housing Better Health**

Covering all of Hertfordshire

Telephone: 0800 1070044

Email: [bhbh@nef.org.uk](mailto:bhbh@nef.org.uk)

Website: <https://www.bhbh.org.uk/>

Phoneline open Monday - Friday 9am – 5pm

Better Housing Better Health is an initiative providing residents with a single point of contact to get impartial expert advice to help improve the energy efficiency of their home, save money and improve comfort.

## **Warm Spaces**

### **The Beaumont Centre**

6 Rowlands Fields, Cheshunt EN8 9BG

Telephone: 01992 633241

Email: [celiacarne@hotmail.co.uk](mailto:celiacarne@hotmail.co.uk)

Mondays to Fridays, 10am–4 pm

Tea and coffee available for 50p. Activities include arts and crafts, bingo, dance and music. Two course hot lunch available for £5 as an optional extra. Open to everyone.

### **Community Alliance Broxbourne and East Herts**

Community Hub, Unit 59 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: [sarah@communityalliancebeh.org.uk](mailto:sarah@communityalliancebeh.org.uk)

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

Tuesdays 9:30am-4:30pm, Thursdays 9:30am-4:30pm

A warm space with friendly staff, where you can come for a warm drink, chat, charge your phone and mix with other people

### **GATE Herts**

Suite G5 Cuffley Place, Cuffley EN6 4SG

Telephone: 01707 247088

Email: [manager@gateherts.org.uk](mailto:manager@gateherts.org.uk)

Website: <https://gateherts.org.uk>

Mondays to Thursdays, 9.30am–5pm

### **Knit and Natter and Lunch (Warm Space) (Community Alliance for Broxbourne and East Herts)**

Nigel Copping Community Building, Sanville Gardens, Stanstead Abbots, Herts, SG12 8GA

Telephone: 0300 123 1034

Email: [emily@communityalliancebeh.org.uk](mailto:emily@communityalliancebeh.org.uk)

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

Fridays 10am-1pm

A free group open to anyone, from beginners to skilled. Come along to meet new people, be in a warm space and enjoy a hot drink.

## **Warm Welcome**

### **Goffs Oak Methodist Church: A coffee and a chat**

Goffs Oak Methodist Church, Newgatestreet Road, Goffs Oak EN7 5SS

Telephone: 07515 006040

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

Website: [www.goffsoakmethodistchurch.org.uk/Welcome.html](http://www.goffsoakmethodistchurch.org.uk/Welcome.html)

Wednesdays, 9.30am–3pm

Our doors are open to anyone and everyone. No hymns, no prayers, no preaching – just a warm welcome with a hot (or cold) drink and a biscuit.

### **Rosedale Community Church**

Andrew's Lane, Cheshunt EN7 6LB

Telephone: 01992 623835

Email: [admin@rosedalechurch.org](mailto:admin@rosedalechurch.org)

Website: <https://rosedalechurch.org>

Wednesdays, 10am–1.30pm.

Free hot drinks and a hot lunch, or visitors are welcome to bring their own food in. Open to all. There is table tennis, board games and a knitting group.

### **St Augustine's Roman Catholic Church**

Esdaile Lane, Hoddesdon EN11 8DS

Email: [marybriggs61@yahoo.co.uk](mailto:marybriggs61@yahoo.co.uk)

Tuesdays, 2.30pm–4:30pm

Warm space, free, welcoming, safe. Free hot drinks and cake. Table tennis and games. Open to all.

### **St Clements, Cheshunt Wash**

Cheshunt Wash, Turnford, EN8 0LU

Telephone: 01992 479882/ 07838 377357

Email: [vicaratstclements@gmail.com](mailto:vicaratstclements@gmail.com)

Tuesdays 10:30am-1pm

A warm space, you are invited to drop in for warm drinks, soup and a roll.

### **St Cuthberts, Rye Park**

Whitley Road, Rye Park, Hoddesdon EN11 0PU

Telephone: 01992 466690

Email: [vicar@ryepark.com](mailto:vicar@ryepark.com)

Website: [www.ryepark.com](http://www.ryepark.com)

Thursdays, 10am–2pm

Warm space, free, welcoming, safe. Lunch, drinks, games and chat. Open to all.

### **St Joseph's**

St Joseph's Parish Centre, Eleanor Road, Waltham Cross, EN8 7DW

Telephone: 01992 623156

Email: [walthamcross@rcdow.org.uk](mailto:walthamcross@rcdow.org.uk)

Website: <https://parish.rcdow.org.uk/walthamcross/>

Mondays, 2pm-3pm

Wednesdays, 1:30pm-3pm

Warm space, free, welcoming, safe. Open to all.

## **Digital inclusion**

### **Access to Digital Equipment/One to One Training** (Community Alliance Broxbourne and East Herts)

Community Hub, Unit 59 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: [sarah@communityalliancebeh.org.uk](mailto:sarah@communityalliancebeh.org.uk)

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

Tuesdays 9:30am-4:30pm, Thursdays 9:30am-4:30pm

Access to Laptops and support with IT through Digital Inclusion.

### **GATE Herts**

Suite G5 Cuffley Place, Cuffley EN6 4SG

Telephone: 01707 247088

Email: [manager@gateherts.org.uk](mailto:manager@gateherts.org.uk)

Website: <https://gateherts.org.uk>

Mondays to Thursdays, 9.30am–5pm

GATE Herts have an IT Suite where members of the Gypsy, Traveller and Roma community can be supported to apply for benefits, job seeking and upskilling.

### **Good Things Foundation**

This national initiative is working with Virgin Media 02 to provide free data to people this winter.

<https://www.goodthingsfoundation.org/>

## **Employment support**

### **Job Centre – Universal Credit, employment and wellbeing support**

Waltham Cross Job Centre, 235 High Street, Waltham Cross EN8 7BA

Employment support for anyone on Universal Credit or any other benefit. Focus on promoting community provision, including support around the cost of living crisis.

### **Job Smart, CV Writing and a pop up Job Club** (Community Alliance Broxbourne and East Herts)

Community Hub, Unit 59 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: [sarah@communityalliancebeh.org.uk](mailto:sarah@communityalliancebeh.org.uk)

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

Tuesdays 9:30am-4:30pm, Thursdays 9:30am-4:30pm

Help and advice around updating your CV, looking at your transferable skills and applying for employment. Free access to IT equipment helping you to gain future employment.

## **Hertfordshire County Council Services for Young People (SfYP) – Youth work projects / Information, Advice and Guidance for young people.**

Cheshunt Young People's Centre, The Drill Hall, 178 Crossbrook Street, Cheshunt, Waltham Cross EN8 8JY

Telephone: 01992 588220

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

Website: <https://servicesforyoungpeople.org/>

SfYP provides youth work projects, information, advice, guidance, work-related learning and wider support for young people in Hertfordshire.

They deliver a wide range of [youth work projects in Broxbourne](#), The Cheshunt Young People's Centre is open to young people from 11am Monday, Wednesday and Friday. Through the projects young people meet new people, learn new skills and take part in challenging opportunities. They are encouraged to develop their personal and social skills by taking part in activities including sports, drama, dance, music, workshops, outdoor education, DofE, forums, residentials and volunteering. They help young people with the issues which are important to them such as [jobs, careers and education](#), relationships, [sexual health](#), confidence, self-esteem, substance misuse, staying safe, housing and independent living skills.

### **Step2Skills**

Offering a variety of projects for Hertfordshire residents (18+) with a disability/barrier looking for support in finding and sustaining paid employment or education/training opportunities. The Multiply project offers a variety of accredited and non-accredited courses to improve numeracy skills for Hertfordshire residents aged 19+

Email: [employmentsupport@hertfordshire.gov.uk](mailto:employmentsupport@hertfordshire.gov.uk)

### **Financial inclusion / Debt advice / Benefits advice**

#### **BCW Schools Partnership**

Offered to families of children attending one of the Partnership schools - Bonneygrove, Dewhurst St Mary CE, Fairfields, Holy Trinity, St Mary's CE High School and St Paul's Catholic.

Telephone: 01992 412647

Email: [Alison.royce@st-maryshigh.herts.sch.uk](mailto:Alison.royce@st-maryshigh.herts.sch.uk)

Website: <https://st-maryshigh.herts.sch.uk/family-support/>

BCW School Partnership offer home visits, one to one meetings and opportunities for parents to off load and find solutions to normal issues faced by families. Our trained staff assess needs and offer support, recognising that no two families are the same.

They work with a range of partners and agencies to support families to get the best out of family life. All work is free of charge to families and covers:

- A range of parenting support sessions
- Understanding and managing behavior



- Budgeting/finances
- Housing
- Support for your child with issues including managing
- anger, anxiety and keeping themselves safe
- Healthy lifestyles
- Attendance Issues

### **B3 Living**

Scania House, 17 Amwell Street, Hoddesdon EN11 8TS

Telephone: 01992 453700

Website: [www.b3living.org.uk](http://www.b3living.org.uk), live chat option

Mondays to Fridays, 9 am – 5 pm

For B3 Living customers only. Referrals to Citizens Advice, Step Change, LEAP, Money Advice Service, support around food and fuel poverty. Independent living service (charges apply).

### **CHEXS**

Community Skills Hub. 59 High Street, Waltham Cross, EN8 7JU

Telephone: 07792 842587

Email: [lee@chexs.co.uk](mailto:lee@chexs.co.uk)

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

CHEXS works within the local community, supporting families of children that attend our partnership schools, supporting homelife stresses as well as managing difficult behaviour with their children. Parents/carers are given advice and direction through face-to-face meetings, which can include helping access support with benefits, obtaining emergency grants, help with energy bills, for example accompanying them to local Post Office or amenities to top up energy supplies, reducing outgoings, resolving housing problems, and/or getting mental health support. We will also provide direct support as well as helping parents or carers access support from other agencies. We provide Foodbank vouchers for families and family support through face-to-face parenting workshops giving parents/carers opportunities to learn and strengthen their parenting skills. We support the whole family through face to face meetings and activities within Schools, home and community venues.

### **Citizens Advice Broxbourne**

c/o: HB Accountants, Plumpton House, Plumpton Road, Hoddesdon EN11 0LB  
(Postal Address)

Telephone: 0808 278 7915 for advice (Monday to Friday 9am-5pm) / 0300 303 4417

General enquiries

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

Email form via our website for advice or [admin@citizensadvicebroxbourne.org](mailto:admin@citizensadvicebroxbourne.org) for general enquiries

Bishops College, Churchgate, Cheshunt EN8 9XG. Tuesdays 9:30am-1pm (drop-in and register for a call back)

During Broxbourne Council's opening hours at Bishop's College, if Citizens Advice are not available, please leave your details with the receptionist and Citizens Advice will call you back (for anyone living or working in the Borough of Broxbourne)

Citizens Advice Broxbourne helps people overcome their problems, and campaigns on big issues when their voices need to be heard. We provide independent, free, confidential and impartial advice to everybody regardless of race, gender, sexuality or disability. We can help with areas including benefits, money, family, health, housing, consumer, immigration, law and rights, and employment. We want to empower people to help themselves to the extent of their ability, and seek a future where the residents of Broxbourne are well informed and sufficiently confident to address their own advice needs and without the need for third party advocacy or representation.

The **Citizens Advice Hertfordshire Adviceline** is available on 0800 144 8848 and is open Monday to Wednesday 10am to 9pm, Thursday and Friday 10am to 8pm, Saturdays 10am to 4pm.

**Citizens Advice will be closed from Saturday 23 December until Tuesday 2 January.**

### **HABS Family Support**

c/o Wormley Primary School, Cozens Lane East, Broxbourne EN10 6QA

Telephone: 01992 303331 Opt 5

Email: [habsadmin@wormleyprimary.co.uk](mailto:habsadmin@wormleyprimary.co.uk)

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

Monday - Friday 8.30am - 4.30pm

For families of children attending the HABS partnership schools (see website)

The HABS Family Support Team is a local school partnership who provide high quality services for children, young people and their families in Wormley, Broxbourne and Hoddesdon, Turnford and Watford. We are a local organisation that works with school age children to address social and health issues that are barriers to learning; We provide advice and support for children and families at risk of breakdown and offer practical and emotional support, helping with a range of issues including mental health, bereavement, separation and divorce, domestic abuse, housing, financial support, debt, drug or alcohol use, additional educational needs and challenging behaviour.

### **Healthy Hub**

Community Hub, Unit 59 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: [sarah@communityalliancebeh.org.uk](mailto:sarah@communityalliancebeh.org.uk)

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

Tuesdays 09:30am – 4:30pm, Thursdays 9:30am-4:30pm

Access to help and signposting around Wellbeing, Physical Health and Financial Advice

## **Hertfordshire Growth Hub**

Website: <https://www.hertsgrowthhub.com/business-support/cost-of-living/#business-support>

The Hertfordshire Growth Hub have set up a Cost of Living Business Support hub to bring together the latest information on boosting business resilience, accessing Government support, reducing costs and supporting staff with the rising cost of living.

## **Isolation and loneliness**

### **Baby and Toddler Group**

Christ Church, Trinity Lane, Waltham Cross, EN8 7ED

Telephone: 07545 462189

Email: [vicarccwc@gmail.com](mailto:vicarccwc@gmail.com)

Website [www.christchurchwx.com](http://www.christchurchwx.com)

Thursdays 9am-11:30am

A space for babies and toddlers to play and socialise and a chance for adults to meet others with small children. We provide toast, drinks and snacks too. Available on a drop in basis and a donation is welcome but not required.

### **Baby and Toddler Group**

St Clements Church, Cheshunt Wash, EN8 0LU

Telephone: 07547 667127

Email: [catherine.macgruer@icloud.com](mailto:catherine.macgruer@icloud.com)

Thursdays 9:15am-11:30am

A warm and welcoming space for babies and toddlers to play and for their adults to get to know each other. We provide drinks and snacks for the children. Available on a drop in basis. A donation is welcome but not required.

### **The Big Local Brunch and Board Games**

Wormley Community Centre, Fairfield Drive, Wormley EN10 6DX

Telephone: 01992 217077

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

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

Wednesdays 11am-1pm

Board games and company. Come alone or bring a friend to challenge. Delicious low cost food and drinks available.

### **Coffee and Chat Group (CHEXS)**

The Beaumont Centre, 6 Rowlands Fields, Cheshunt, EN8 9BG

Telephone: 01992 633241

Email: [admin@chexs.co.uk](mailto:admin@chexs.co.uk)

Tuesdays 12.30-2.30

### **Coffee, Tea and Toast**

St Clements Church, Cheshunt Wash, Turnford, EN8 0XJ

Telephone: 01992 479882/ 07838 377357

Email: [vicaratstclements@gmail.com](mailto:vicaratstclements@gmail.com)

Thursdays 9-12pm

A warm welcome awaits you. Meet up with friends old and new, enjoy the local papers and book swap. Tea, coffee and Toast available (50p per item),

### **Communities 1<sup>st</sup> / Broxbourne Volunteer Centre**

Are you looking to get out of the house, give back to your community, gain some new skills or make new friends. The Broxbourne Volunteer Centre has lots of opportunities with local charities. .

Telephone : 01727 649950

Email : [volunteer@communities1st.org.uk](mailto:volunteer@communities1st.org.uk)

Website: <https://www.communities1st.org.uk/volunteer-centre>

### **Able2Enable**

If you have barriers to getting into volunteering and need additional support in finding the volunteering right role for you, please contact the Able2enable Supported Volunteering Facilitator.

Telephone: 01727 649950

Email: [able2enable@communities1st.org.uk](mailto:able2enable@communities1st.org.uk)

Website: <https://www.communities1st.org.uk/able2enable-volunteering>

### **Compassionate Café (Isabel Hospice)**

St Joseph's Parish Centre, Eleanor Road, Waltham Cross EN8 7DP

Telephone: 07703 808640

Email: [compassionatecommunities@isabelhospice.org.uk](mailto:compassionatecommunities@isabelhospice.org.uk)

Wednesdays 11am -1pm

Warm welcome for a cuppa and a chat, friendship and fun

### **Dots & Tots @ St Cuthberts**

St Cuthberts. Whitley Road, Hoddesdon EN11 0PU

Telephone: 01992 46660

Friday mornings (term time only) 9.30am – 11.00am

Drop into our friendly toddler group. All are welcome. Ride on toys, educational equipment, craft table & singing.

Cost per session £2 per adult with 1 child £1 for each additional child over 1yr. (includes fresh coffee and tea, and snacks and drinks for the children)

### **Grief Encounters Bereavement Support (Isabel Hospice and Hear4U)**

6 week facilitated themed bereavement peer support group giving people a safe space to tell their story, express their feelings, and find support from others who may be going through a similar experience.

Courses run for 6 weeks several times a year at St Pauls and St Catherines Church, Paul's Lane, Hoddesdon, EN11 8TR.

For more information contact Family Support on 01707 382563 or [family.support@isabelhospice.org.uk](mailto:family.support@isabelhospice.org.uk)

### **Knit and Natter**

Community Hub, Unit 59 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: [emily@communityalliancebeh.org.uk](mailto:emily@communityalliancebeh.org.uk)

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

Thursdays 10am-1pm

A free group open to anyone, from beginners to skilled. Come along to meet new people, be in a warm space and enjoy a hot drink and snack with us

### **Wormley Community Centre**

Fairfield Drive, Wormley EN10 6DX

Telephone: 01992 217077

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

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

We offer social activities for people of all ages to join including Tai Chi, social walks, dance, sewing and crafts and gardening on our two allotments.

### **Housebound residents**

**Age UK** are offering winter welfare checks including support from their handyperson service to address energy efficiency issues as well as other practical tasks. This service is free of charge as it is fully funded by Hertfordshire County Council and the ICS.

Call 07951 105370 or email [handyperson@ageukherts.org.uk](mailto:handyperson@ageukherts.org.uk)

### **Communities 1<sup>st</sup>**

Do you need help with shopping or collecting prescriptions, Email or call us with your shopping list and we'll arrange for someone to pick it up. One of our staff or trusted volunteers will deliver it to your door.

Telephone befriending, Are you feeling lonely or isolated, let us know and we will arrange for someone to give you a call.

**Telephone:** 01727649930

**Email:** [help@communities1st.org.uk](mailto:help@communities1st.org.uk)

**Website:** <https://www.communities1st.org.uk/community-connectors>

## **Mental Health and Learning Disabilities**

### **BCW Schools Partnership**

Offered to families of children attending one of the Partnership schools - Bonneygrove, Dewhurst St Mary CE, Fairfields, Holy Trinity, St Mary's CE High School and St Pauls Catholic)

Telephone: 01992 412647

Email: [Alison.royce@st-maryshigh.herts.sch.uk](mailto:Alison.royce@st-maryshigh.herts.sch.uk)

Website: <https://st-maryshigh.herts.sch.uk/family-support/>

BCW School Partnership offer home visits, one to one meetings and opportunities for parents to off load and find solutions to normal issues faced by families. Our trained staff assess needs and offer support, recognising that no two families are the same.

They work with a range of partners and agencies to support families to get the best out of family life. All work is free of charge to families and covers:

- A range of parenting support sessions
- Understanding and managing behavior
- Budgeting/finances
- Housing
- Support for your child with issues including managing
- anger, anxiety and keeping themselves safe
- Healthy lifestyles
- Attendance Issues

### **CHEXS**

CVSBEH Community Skills Hub. 59 High Street, Waltham Cross, EN8 7JU

Telephone: 07792 842587

Email: [lee@chexs.co.uk](mailto:lee@chexs.co.uk)

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

CHEXS works within the local community, supporting families of children that attend our partnership schools, supporting homelife stresses as well as managing difficult behaviour with their children. Parents/carers are given advice and direction through face-to-face meetings, which can include helping access support with benefits, obtaining emergency grants, help with energy bills, for example accompanying them to local Post Office or amenities to top up energy supplies, reducing outgoings, resolving housing problems, and/or getting mental health support. We will also provide direct support as well as helping parents or carers access support from other agencies. We provide Foodbank vouchers for families and family support through face-to-face parenting workshops giving parents/carers opportunities to learn and strengthen their parenting skills. We support the whole family through face to face meetings and activities within Schools, home and community venues.

### **The Counselling Foundation**

Bishops' College, Churchgate, Cheshunt EN8 9XQ

Telephone: 0300 303 6690

Email: [foundation@counsellingfoundation.org](mailto:foundation@counsellingfoundation.org)

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

Appointments from 8am–8pm, Mondays to Fridays

The Counselling Foundation is a charity that has been providing training and counselling services since 1974. We are regulated by the BACP which ensures all our counsellors are bound by an ethical framework. Counselling sessions are conducted both online, via telephone or video, and in person in our Hertfordshire and/or Bedfordshire centres. We provide therapy for up to a year based on what the client wants and needs.

We believe counselling should be available to all, regardless of income, ethnicity, religion or other characteristics. Our fees are based on household income; we also have grants available for those who may struggle financially or are on benefits. If you need funding support, please speak to one of our administrators who will discuss subsidised fee options that are available. Registration forms can be completed on our website or by calling us.

### **HABS Family Support**

c/o Wormley Primary School, Cozens Lane East, Broxbourne EN10 6QA

Telephone: 01992 303331 Opt 5

Email: [habsadmin@wormleyprimary.co.uk](mailto:habsadmin@wormleyprimary.co.uk)

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

Monday - Friday 8.30am - 4.30pm

For families of children attending the HABS partnership schools (see website)

The HABS Family Support Team is a local school partnership who provide high quality services for children, young people and their families in Wormley, Broxbourne and Hoddesdon, Turnford and Watford. We are a local organisation that works with school age children to address social and health issues that are barriers to learning; We provide advice and support for children and families at risk of breakdown and offer practical and emotional support, helping with a range of issues including mental health, bereavement, separation and divorce, domestic abuse, housing, financial support, debt, drug or alcohol use, additional educational needs and challenging behaviour.

### **Hertfordshire Mind Network**

Waltham Cross Wellbeing Centre, 145a High Street, Waltham Cross EN8 7AP

Phone: 02037 273600

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

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

Thursdays, 11am – 1pm

Our Meeting Places are a safe and welcoming social drop-in where you can feel supported. Attending these groups is a good way to share experiences, build social networks and meet people in a non-judgemental setting. Our Meeting Places are open access, meaning there is no need to have an initial appointment and you can also attend while waiting for one of our other services.

Christmas opening hours – Nightline Crisis line and café closed on Saturday 23 to Tuesday 26 December. Open 7pm to 1am on Wednesday 27 December to Friday 29 December. Closed from Saturday 30 December to Monday 1 January. (01923 256391)

**Meeting of Minds Social Group** (Hearts Helping Herts CIO)

Cedars Park, Theobalds Lane, Cheshunt EN8 8RU

Telephone: 07961088788

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

Website: [www.heartshelpingherts.com](http://www.heartshelpingherts.com)

Every Wednesday Mornings. Meet at Cedars Park Café (time to be arranged following referral)

The team will introduce residents to the Cedars Park Men's Group and/or the Cedars Park Gardening Group as part of the Meeting of Minds Group project.

The Meeting of Minds Social Group is for residents suffering with poor mental health e.g., anxiety, depression, and loneliness and/or for those simply in need of social interaction. **\*VIA REFERRALS ONLY\***

**SEND Local Offer** (Hertfordshire County Council)

The SEND Local Offer lets parents and young people know what special educational needs and disabilities services are available in Hertfordshire, and who can access them.

<https://www.hertfordshire.gov.uk/microsites/Local-Offer/The-Hertfordshire-Local-Offer.aspx>

**Strength in Mind Therapeutic Services CIC**

Telephone: 07951 497277

Email: [support@strengthenmind.org.uk](mailto:support@strengthenmind.org.uk)

Strength in Mind Therapeutic Services CIC is a local registered not-for-profit organisation offering direct support, counselling, psychotherapy, coaching and mindfulness to children, young people and adults.

They are a group of trained family workers, mental health workers, teaching and coaching professionals supporting adults, young people and children to access a diverse range of mental health support in a variety of settings.

Strength in Mind works in collaboration with local schools and mental health services providing a positive package of support to children, young people aged 0 – 25, and into adulthood helping anyone struggling with their mental health and emotional well-being.

The team offer a range of therapeutic interventions, delivered by qualified and experienced psychotherapists, counsellors, art therapist and therapeutic life coaches, which include;



- Direct support
- 1:1 Counselling/Psychotherapy
- Walk and Talk Therapy
- Group Counselling
- Bereavement Therapy
- CBT/DPT
- Art and Play Therapy
- Mindfulness
- Nurture and Theraplay

They also deliver workshops, student programmes and parenting events.

The team is passionate about supporting anyone, of any age to develop and reach their full potential and supporting children and adults with making any changes for a better future.

Counselling sessions are hourly paid on a sliding scale, some of the sessions are part or fully funded. Every therapy package is delivered and tailored to meet the individual needs of each child, young person and adult attending. Some of the community work and projects are fully funded with the help of grants from major organisations.

### **Wyld Edges CIC**

The Harmony Garden, Shirley Close, Cheshunt, EN8 9PS

Email: [wyledges@posteo.net](mailto:wyledges@posteo.net)

Telephone: 07516477470

Website: [wyledges.com](http://wyledges.com)

The Harmony Garden offers a space for people to connect with the healing benefits of the outdoors and nature, share food, and meet for coffee and chat about issues which affect their, or a loved one's, mental health. Members have the chance to benefit from 1-2-1 peer mental health support, which includes accompanying individuals to appointments which may cause them distress.

Organisations or individuals can refer to us through Broxbourne Frontline or directly by phone or email.

### **Referrals and Signposting**

#### **Broxbourne Frontline**

Website: <https://broxbourne.hertsfrontline.org.uk/>

App: 'FRONTLINE REFERRALS'

24/7 access.

FREE one-stop-shop for professionals and the public to find local support and directly refer in - securely and quickly. The library of services is kept up to date and

covers a wide spectrum of need, including emergency food support, fuel poverty, debt/benefits advice, low level mental health support and much more.

For further information or to add services to the directory, please contact Broxbourne Council's Community Development Team on [community@broxbourne.gov.uk](mailto:community@broxbourne.gov.uk)