

Broxbourne Cost of Living Directory

Version 10 – 25 May 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

Opening times: Monday to Friday, 8am to 6pm. Saturday and Sunday 10am to 4pm

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

Website: 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

Website: 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 OK Foundation: Food Pantry

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

Telephone: 07483 172781

Email: info@goffsoakmethodistchurch.org.uk

Website: www.goffsoakmethodistchurch.org.uk/Welcome.html or okfoundation.org

Wednesdays, 1pm–3pm

Fresh and ambient food and household essentials to help with the rising cost of living. Open to everyone.

Porch Pantry (Christ Church Waltham Cross)

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

Telephone: 07545 462189

Email: vicarccwc@gmail.com

Website: www.christchurchwx.com

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

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

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

Website: 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

GATE Herts

Suite G5 Cuffley Place, Cuffley EN6 4SG

Telephone: 01707 247088

Email: manager@gateherts.org.uk

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

Mondays to Fridays, 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 support vouchers for Gypsies and Travellers living on sites, private developments, and in houses in Hertfordshire.

National Energy Foundation – Better Housing Better Health

Covering all of Hertfordshire

Telephone: 0800 1070044

Email: 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

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 Skills Hub, Unit 9 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: sarah@communityalliancebh.org.uk

Website: 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

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

Mondays to Fridays, 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

Website: 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

Website: 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

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 a carpet with toys for children, board games and table tennis for adults.

St Augustine's Roman Catholic Church

Esdaile Lane, Hoddesdon EN11 8DS

Email: marybriggs61@yahoo.co.uk

Tuesdays, 2.30pm–5pm

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

Tuesdays 11am-3pm

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

Digital inclusion

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

Community Skills Hub, Unit 9 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: sarah@communityalliancebh.org.uk

Website: 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

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

Mondays to Fridays, 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 Club and CV Writing (Community Alliance Broxbourne and East Herts)

Community Skills Hub, Unit 9 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: sarah@communityalliancebh.org.uk

Website: 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

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

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

We deliver a wide range of [youth work projects in Broxbourne](#), The Cheshunt Young People's Centre is open to young people from 11am Monday-Friday and located at The Drill Hall, 178 Crossbrook Street, Cheshunt, Waltham Cross EN8 8JY. Through our 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, residential and volunteering. We 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

Email: 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

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, 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

Website: 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

The Hub, 275 Holdbrook Court, Waltham Cross, Herts. EN8 7SL (Postal Address)
Telephone: 0808 278 7915 for advice (Monday to Friday 9am-5pm) / 0300 303 4417
General enquiries

Website: www.citizensadvicebroxbourne.org.uk

Email form via our website for advice or admin@citizensadvicebroxbourne.org for general enquiries

Bishops College, Churchgate, Cheshunt, EN8 9XG – Monday 1 pm – 4 pm, Tuesday & Wednesday 9.30 am – 1 pm (Drop in for information or to make an appointment during Broxbourne Council's opening hours at Bishops' College – if Citizens Advice are not available, please leave details with the receptionist and they 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.

HABS Family Support

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

Telephone: 01992 303331 Opt 5

Email: habsadmin@wormleyprimary.co.uk

Website: 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 Skills Hub, Unit 9 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU

Telephone: 0300 123 1034

Email: sarah@communityalliancebh.org.uk

Website: 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

Website 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

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.

Coffee and Chat Group (CHEXS)

The Beaumont Centre, 6 Rowlands Fields, Cheshunt, EN8 9BG
Telephone: 01992 633241
Email: 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

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 1st / 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
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
Website: <https://www.communities1st.org.uk/able2enable-volunteering>

Knit and Natter

Community Skills Hub, Unit 9 Pavilions Shopping Centre, High Street, Waltham Cross, EN8 7JU
Telephone: 0300 123 1034
Email: sarah@communityalliancebh.org.uk
Website: 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

Website: 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

Communities 1st

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

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

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

Website: 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

Website: 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

Website: www.habsfamily.co.uk

Monday - Friday 8.30am - 4.30pm

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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>

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