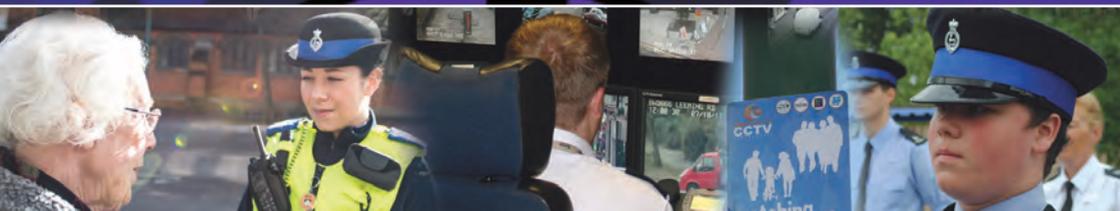


Safer Streets in Hertsmere



How local services can help you



Welcome

Your local services are delighted to welcome you to your Safer Streets information folder. This handy guide offers easy-to-understand information and contact details to help you feel safer, healthier and happier.

Hertsmere is a safe place to live and work and your local services work hard throughout the year to keep it that way. We work together through the Hertsmere Community Safety Partnership (CSP) to reduce crime, create safer neighbourhoods and increase feelings of safety. The partnership includes local councils, police, fire and health services as well as other local organisations.

From advice about crime prevention to giving up smoking, this folder contains a wealth of information for you to refer to, quickly and easily, as and when you need it.

However sometimes details do change, so for the most up-to-date information visit the relevant organisations' website.

We hope you find this guide useful.

Hertsmere Community Safety Partnership



Please note each organisation is responsible for their information in this folder.

Contents

Hertsmere Community Safety Partnership (CSP) brings together a number of organisations, including Hertsmere Borough Council, Hertfordshire County Council, Hertfordshire Constabulary, Hertfordshire Fire and Rescue Service and NHS Hertfordshire.

This guide has been created by them to help you lead a safer, healthier and happier life.



Hertsmere Borough Council

Working with you, for you



Hertfordshire Constabulary

Reducing crime and staying safe



Hertfordshire Fire and Rescue Service

Fire: Don't take risks



Trading Standards

Working to protect consumers



Keeping healthy

Alcohol awareness, giving up smoking, keeping fit and British Red Cross



Advice & Community services

Citizens Advice Bureau, help in the community and support for domestic abuse



Useful contacts

Other useful telephone numbers

Who does what?

Many people are confused about who deals with what so we hope the below helps. If you want to report an issue where you live please use our helpful leaflet to find the right contact.

Hertsmere Borough Council

HBC is generally responsible for providing the following services: benefits, car parking, community safety, elections, environmental health, housing needs, leisure and parks, licensing, planning, street cleaning and kerbside waste and recycling collections (not disposal).

Hertfordshire County Council

HCC is generally responsible for providing the following services: adoption and fostering, early years childcare, fire and rescue, health and social care, household waste recycling centres and the general disposal of waste and recycling, libraries, public transport, registry, roads, schools, street lights, trading standards and youth provision across the ten districts of Hertfordshire.

Town and parish councils

There are also town and parish councils which operate in Aldenham, Elstree and Borehamwood, Shenley and South Mimms. Generally they are responsible for local events and some activities for young/older people, Christmas lights, some allotments, cemeteries and parks, public clocks and war memorials.

Council tax

As a Hertsmere resident you will pay all your council tax to Hertsmere Borough Council but the amount is shared between the different councils which provide services in your area (the amounts given are for an average band D property):

Hertsmere Borough Council gets 11% - approx. £13 a month

Hertfordshire County Council gets 77% - approx. £93 a month

Hertfordshire Police and Crime Commissioner gets 10% - approx. £12 a month

If you have a town or parish council it gets 2% - averaging approx. £3 a month

For more information refer to your council tax bill.

A vibrant, sunlit park scene. A paved path winds through a lush green landscape. In the middle ground, a person in a light-colored dress is pushing a stroller with a child. The path is bordered by well-maintained lawns, large trees with dense green foliage, and various shrubs, including a prominent pink flowering bush. The overall atmosphere is peaceful and scenic.

Hertsmere Borough Council

Working with you, for you

Hertsmere Borough Council (HBC) delivers a range of services to residents including: benefits, car parking, community safety, elections, environmental health, housing needs, leisure and parks, licensing, planning, street cleaning and kerbside waste and recycling collections.

If you're not sure who deals with what please refer to the back of the Contents page.

We also have a handy leaflet with useful contact numbers for reporting issues where you live which you can find in this section.

Community Safety Partnership meetings

Did you know there are local groups that meet regularly to talk about community safety issues in your area?

Topics covered include:

- anti-social behaviour
- local crime figures
- community safety initiatives
- issues of local concern
- fire safety

Local group meetings take place three times a year covering:

- Borehamwood and Elstree
- Aldenham/Radlett and Bushey
- Potters Bar, Ridge, Shenley and South Mimms

If you would like to get involved and make a difference in your local area please contact the council on 020 8207 7801, email partnership.support@hertsmere.gov.uk or visit www.hertsmere.gov.uk/csps

Ward improvement grants

Each year every Hertsmere borough councillor has £500 to spend on community projects to improve their local area through the Ward Improvement Initiative Scheme (WIIS). If you have an idea for what the money could be spent on in your area, call 020 8207 7801 or discuss it with your local councillor. To find out who your local councillor is visit www.hertsmere.gov.uk/findmycllr

Why not do it online?

There is lots of information on our website available 24 hours a day - www.hertsmere.gov.uk - where you can also 'report it', 'request it' and 'pay it' using online forms. Our general email address is customer.services@hertsmere.gov.uk and you can follow us on Twitter and Facebook:



@HertsmereBC



Hertsmere / Recycle for Hertsmere

If you can't do it online...

Call, visit or write to us:

Hertsmere Borough Council

Civic Offices, Elstree Way, Borehamwood, Herts, WD6 1WA

020 8207 2277

Open Monday to Thursday: 9am to 5.15pm

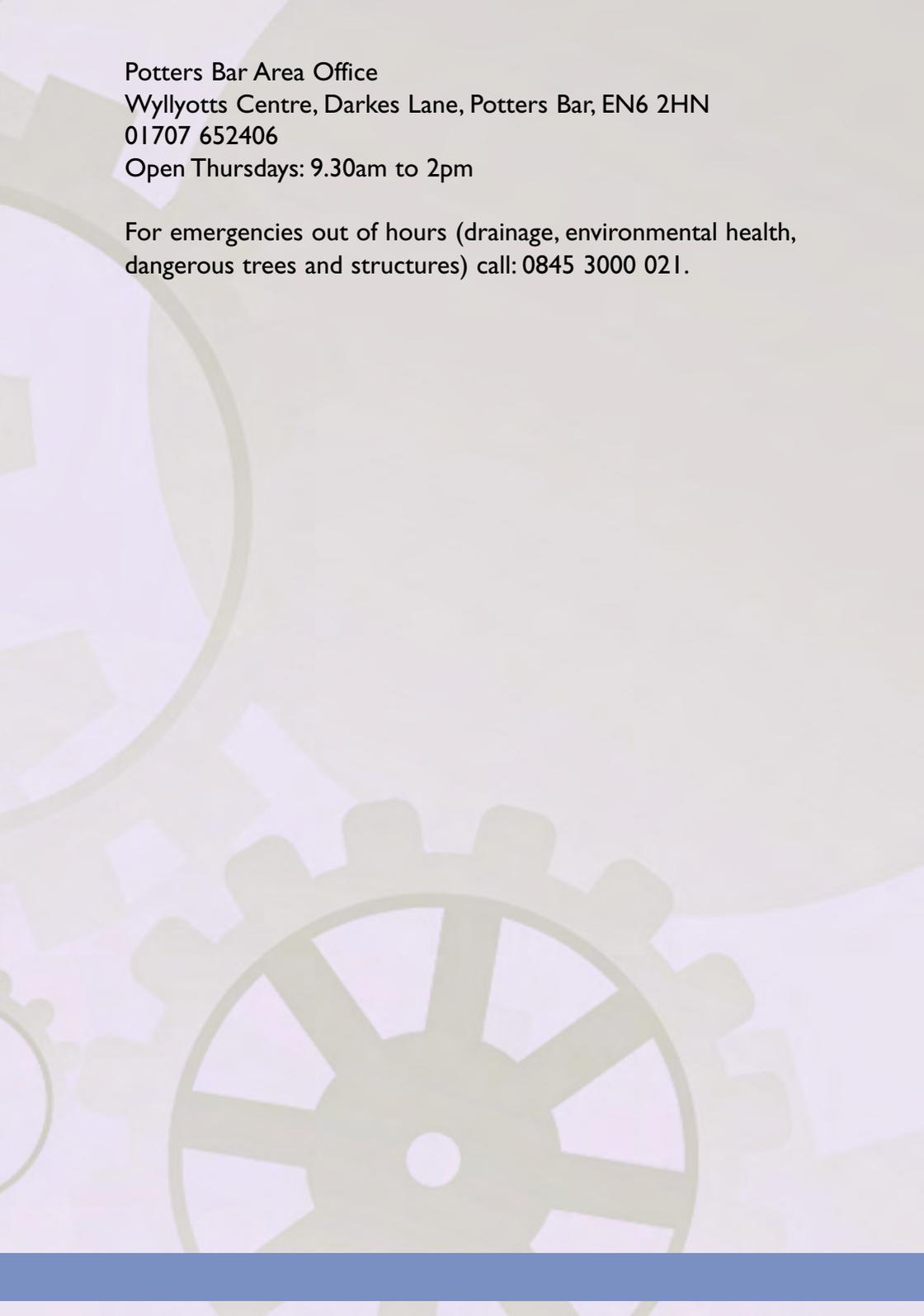
Open Friday: 9am to 5pm

Bushey Area Office

The Bushey Centre, High Street, Bushey, WD23 1TT

020 8386 4048

Open Thursdays: 9.30am to 2pm



Potters Bar Area Office

Wyllyotts Centre, Darkes Lane, Potters Bar, EN6 2HN

01707 652406

Open Thursdays: 9.30am to 2pm

For emergencies out of hours (drainage, environmental health, dangerous trees and structures) call: 0845 3000 021.





HERTFORDSHIRE
CONSTABULARY

Reducing Crime and Staying Safe



Officers and staff from Hertfordshire Constabulary are working in partnership with the organisations outlined in this folder to keep Hertsmere a safe and pleasant place to live in. Your local Safer Neighbourhood Team officers conduct reassuring visible patrols in your area and are available for you to discuss local policing issues that affect either you or your community.

Although crime remains low in Hertsmere, there are certain steps you can take to help prevent becoming a victim of crime. Please take the time to read through the following crime prevention advice.

Burglary



- Make sure you double-lock any PVCu doors by lifting the handle and locking it (to engage the security features) before you go to bed or leave your home (if you remove the key make sure you have a fire escape plan).
- Check all doors are locked and all windows, including those upstairs, are secure before you go out.
- Secure your rear garden - lock your shed, shut and lock any gates and keep fences maintained. Don't leave ladders and tools outside - they could be used by a burglar.
- Use timer switches on lamps to give the impression somebody is at home.

Would YOU like to contact your local Neighbourhood Officer or PCSO?

Do you have an issue affecting your quality of life from speeding to neighbourhood disputes?

Or would you like to influence your neighbourhood priorities (the three most topical issues affecting local people)?

Your local Neighbourhood Officers and Police Community Support Officers (PCSOs) hold regular police surgeries, which are advertised on www.herts.police.uk.
Twitter and Online Watch Link (OWL).

You can call our non-emergency number 101 for advice, information or to report a crime. If a crime is in progress, always use 999. Alternatively, information is available on our website at www.herts.police.uk where you will find lots of useful information about crime prevention, ways to contact the police and the Safer Neighbourhood pages.

If you wish to speak in person with a member of staff please visit one of our main stations - the nearest one is Watford in Stady Lane (WD17 1DD), which is open from 8am to at least 11pm Monday to Saturday. Sunday it is open from 10am to 8pm.

- At home, keep all loose valuables out of sight of any would-be thieves.
- Don't leave any boxes which advertise to thieves what's available in your home outside by the dustbin. Where possible, keep your wheelie bin a good distance behind the gate or fence to prevent them being used to get into the garden.
- Postcode marking your valuables with a UV pen and registering them on a free property database like www.immobilise.com can work as a deterrent to thieves and can increase the chances of your property being recovered if it is stolen.

Vehicle crime



- It might sound obvious, but make sure you lock the doors and shut the windows and sunroof whenever you leave your vehicle unattended.
- Remove your Sat Nav and its holder, and wipe away any suction marks as these could suggest to a potential thief that a Sat Nav is stored in your vehicle.
- Never leave any valuables in your vehicle - not even in the glove box or boot - and keep ALL other possessions out of sight.
- When parking, remember to set your immobiliser or alarm if you have them otherwise use an approved steering lock or gear lever clamp.
- Register your stereo, sat nav and any other property on the free online property database www.immobilise.com

- Look out for car parks with a Secured Car Park sign which have recognised levels of security. If you have a garage at home, make sure you use it and lock it properly.

Bogus callers

Older people in the community can be more vulnerable to bogus callers who can use a variety of guises to gain access to your property to steal personal belongings, such as claiming to be from the 'water board' or that they are there to carry out maintenance on the property.



If you have a knock on the door from an unexpected caller take note of the following advice:

Not sure? Don't open the door! - If you are not expecting anyone and you don't recognise them, don't let them into your home. Try to communicate with the caller without opening the door and ask them to return at a time when you have someone you trust with you.

If you are expecting a caller - If a person you are expecting comes at the time you have arranged, ask to see their identification before you let them in.

Never keep large amounts of cash at home.

Put your money in an account where it is safe.

Call 999 if you suspect a crime is in progress or you believe someone is acting suspiciously around your neighbour's property.

Please visit www.herts.police.uk for further crime prevention advice and to find out more about how your local Safer Neighbourhood Teams are working to keep the area in which you live safe. You will also find details about what events are being held in your area and how you can contact your local team. Alternatively, contact police via the non-emergency number, 101. Always dial 999 in an emergency.

Neighbourhood Watch

Do you want to play an active part in helping to reduce crime in your community? Did you know that crime is often lower in areas where there are active Neighbourhood Watches?

Residents across Hertsmere are encouraged to join Neighbourhood Watch. Don't be put off by the outdated misconception that members are 'nosey neighbours'. The scheme can help cut crime, and the opportunities for crime to happen, and encourage neighbourliness and closer communities.

Members across all schemes can receive police and Neighbourhood Watch messages via OWL (Online Watch Link). Police will use OWL to give you crime prevention advice or ask for your help following a local crime, for example, if you help identify a suspect vehicle or person, or have seen a vulnerable person who has gone missing in your area. Police will also let you know about any events they are holding, such as free security marking or Neighbourhood Surgeries. These are free messages sent by email or, if preferred, by phone or fax. In a serious emergency OWL can be used to send text messages if you have registered a mobile phone number.

Anyone in Hertfordshire can sign up to OWL. Check to see if you are in a Neighbourhood Watch or create one by visiting www.owl.co.uk and clicking on the Watch Finder link.

Hertsmere Borough Watch Association (HBWA)

Neighbourhood Watch is one of the biggest and most successful crime prevention initiatives ever. Behind it lies a simple idea and a central value shared by millions of people around the country.



Getting together with your neighbours to take action can cut local crime and create better communities.

Everyone knows that the police are there to fight crime, but they need your help to do an effective job - you can help cut crime and the opportunities for crime and you can help to reassure those who live in fear of crime.

Neighbourhood Watch is about working with our partner organisations to reduce all types of crime and to make Hertsmere an even better place to live, work and visit.

Security equipment for sale

As a service to our members, HBWA sells a selection of security equipment which is offered at wholesale prices plus a very small markup, to help finance the hire of rooms for meetings, leaflets, stationery etc.

No commission whatsoever is paid by any company or to any person and the small profit received is used by and for the benefit of Neighbourhood Watch throughout Hertsmere. For more details and the price list please visit www.hbwa.org.uk or contact Richard Jarvis on 020 953 9530.

Richard Jarvis, Hertsmere District Coordinator and Chair of Hertsmere Borough Watch, visits sheltered housing, over 50s clubs, drop-in centres, housebound residents and any group that feels it would benefit from being shown two police



DVDs regarding distraction burglaries, rogue traders and pickpockets (a TV and DVD player can be provided).

The DVDs run for a total of 35 minutes and demonstrate how easily people, especially the elderly or vulnerable, can be distracted or duped by unsavoury characters. Richard is willing to attend any meeting to show these very important DVDs and answer any questions you might have at the meeting.

At these meetings he will also have some inexpensive security equipment that is being sold on behalf of Hertsmere Borough Watch, which he will demonstrate if requested. There is no obligation whatsoever to buy this equipment but it is there if required.

Any group interested in inviting Richard to their meeting can call him on 020 8953 9530 or email richard@hbwa.org.uk

Hertfordshire Police and Crime Commissioner (PCC)

The role of a Police and Crime Commissioner replaced the role of Police Authorities in November 2012.



A PCC is a non-political, elected position which provides strategic leadership for policing and the wider services that work to cut crime. Hertfordshire's PCC also:

- sets the county's policing budget and precept (the element of your council tax that pays for policing)
- sets a five-year Police and Crime Plan and determines local policing priorities
- holds the Chief Constable to account for operational policing and commissioning services from him
- appoints and, if necessary, dismisses the Chief Constable
- works with local partners to prevent crime and re-offending
- is the voice of the public and victims of crime.



Hertfordshire's first PCC is David Lloyd who was elected in November 2012 and serves until the next PCC election in May 2016.

For more information about Hertfordshire's PCC:

Visit - www.hertscommissioner.org

Email - commissioner@herts.pnn.police.uk

Call - 01707 806100

Write to - Police and Crime Commissioner for Hertfordshire, Harpenden Police Station, 15 Vaughan Road, Harpenden, AL5 4GZ

You can follow Hertfordshire's PCC on Twitter @hertsPCC and get updates on Facebook at www.facebook.com/hertspcc

Your message.

143 [01]

abc

Think b4 its 2 l8

Reduce property crime

Did you know that thousands of mobile phones are lost or stolen each year in the UK?

Register

You can register your mobile for FREE at www.immobilise.com

It only takes a couple of minutes and once you have registered you will have a better chance of getting your mobile back if it is lost or stolen. When registering please ensure you select Hertsmer Community Safety Partnership (CSP) in the "where did you hear about us?" drop down box.

Report

If your mobile is lost or stolen report it to your network provider and get the SIM and IMEI blocked and then tell Immobilise via your online account. You can obtain your IMEI by pressing *#06# on your mobile.

This information is then made available nationally to all major Police forces via their online system.

Reunite

If your registered mobile is recovered either the Police or Immobilise will contact you and let you know its location.

So dont delay, register 2day







Fire
Don't take risks

Did you know...?

- You're twice as likely to die in a fire if you don't have a smoke alarm that works.
- 90 people die each year because the battery in their smoke alarm was flat or missing.
- Over half of home fires are caused by cooking accidents.
- More than five fires a day are started by candles.
- Every three days someone dies from a fire caused by a cigarette.
- Faulty electrics (appliances, wiring and overloaded sockets) cause around 7,000 house fires across the country every year.
- Fit smoke alarms on every level of your home.
- Smoke alarms are cheap and easy to install.
- They are available from DIY stores, electrical shops and most high street supermarkets.
- There are a variety of different models to choose from. Your local Fire and Rescue Service will be happy to give you advice on which one is best suited for you.

How to make sure your smoke alarm works

- Test the batteries in your smoke alarm every week.
- Change them every year.
- Never remove them.
- Never disconnect or take the batteries out of your alarm if it goes off by mistake.
- Standard battery operated alarms are the cheapest option, but the batteries need to be replaced every year.
- A lot of people forget to check the batteries, so longer life batteries are better.
- An alarm with ten-year batteries is the best option.

Top tip - TEST IT!

Choosing your smoke alarm

- Mains-powered alarms are powered by your home power supply. Generally they don't need to be installed by a qualified electrician.
- Alarms that plug into a light socket use a rechargeable battery, which is charged when the light is on.
- You can even have linked alarms installed, so that when one alarm detects a fire they all go off together. This is useful if you live in a large house or over several levels.

Fitting your smoke alarm



- Don't put alarms in or near kitchens or bathrooms where smoke or steam can set them off by accident.
- The ideal position is on the ceiling, in the middle of a room, or on the hallway and landing, so you can hear the alarm throughout your home.

• If it is difficult for you to fit your alarm yourself contact your local Fire and Rescue Service for help. They'll be happy to install it for you.

Looking after your smoke alarm

- Make checking your smoke alarm part of your regular household routine.
- Test it by pressing the button until the alarm sounds. If it doesn't sound, you need to replace the battery.
- If your smoke alarm starts to beep on a regular basis, you need to replace the battery immediately.
- If it is a ten year alarm, you will need to replace the whole alarm every ten years.

Other equipment you could consider

- Fire blankets are used to put out a fire or wrap a person whose clothes are on fire. They are best kept in the kitchen.
- Fire extinguishers shoot out a jet to help control a fire. They are quick and simple to use, but always read the instructions first.

Be prepared by making a plan of escape

Plan an escape route and make sure everyone knows how to escape.

- Make sure exits are kept clear.
- The best route is the normal way in and out of your home.
- Think of a second route in case the first one is blocked.
- Take a few minutes to practice your escape plan.
- Review your plan if the layout of your home changes.

What to do if there is a fire

- Don't attempt to tackle a fire yourself - leave it to the professionals
- Keep calm and act quickly, get everyone out as soon as possible.
- Don't waste time investigating what's happened or rescuing valuables.
- If there's smoke, keep low where the air is clearer.
- Before you open a door check if it's warm. If it is, don't open it - fire is on the other side.
- Call 999 as soon as you're clear of the building. 999 calls are free.

What to do if your clothes catch fire

- Don't run around - you'll make the flames worse
- Lie down and roll around. It makes it harder for the fire to spread
- Smother the flames with a heavy material, like a coat or a blanket.

Remember: Stop, drop and roll.

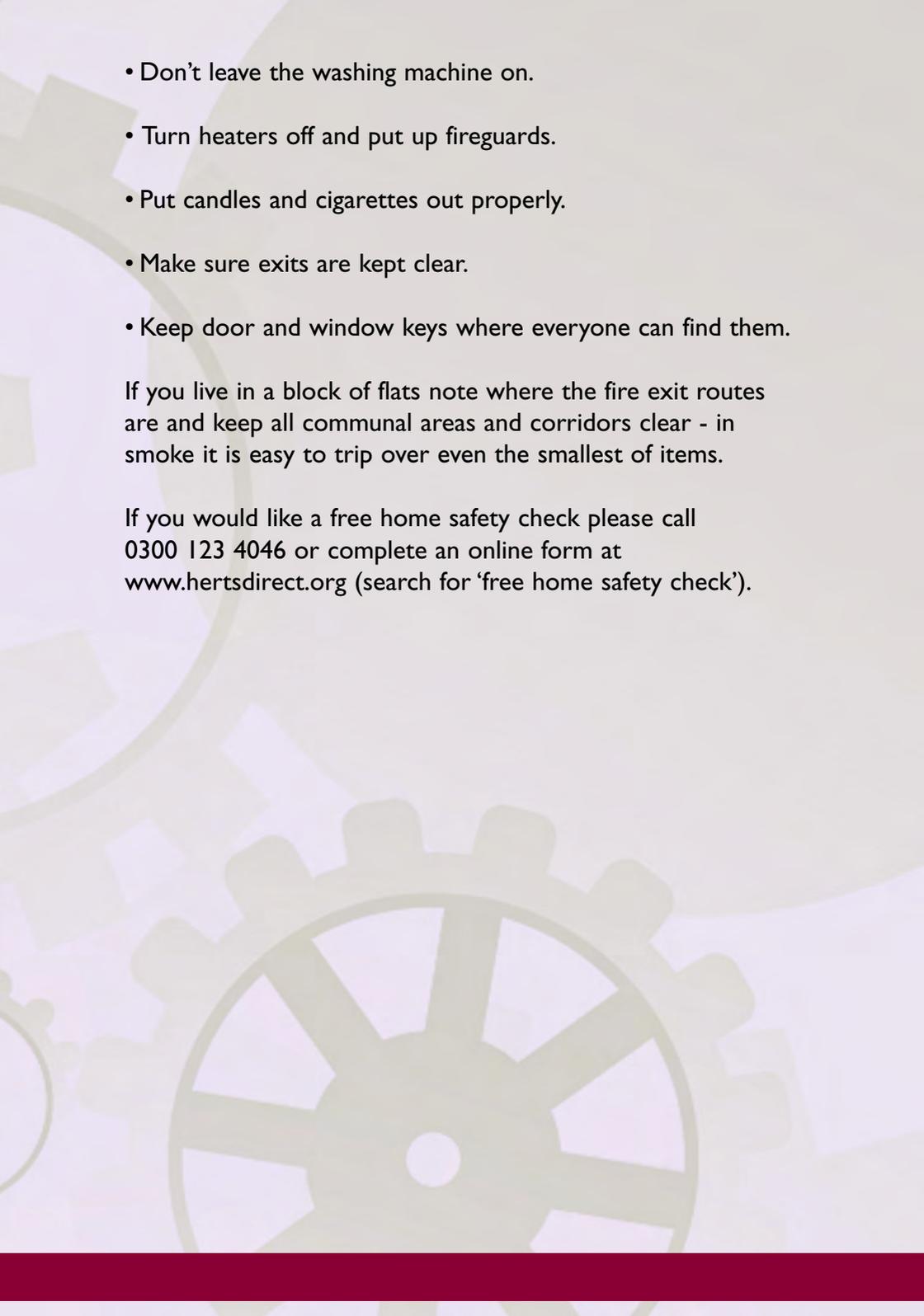
What to do if your escape is blocked

- If you can't get out, get everyone into one room, ideally with a window and a phone.
- Put bedding around the bottom of the door to block out the smoke, then open the window and call "HELP FIRE".
- If you're on the ground or first floor, you may be able to escape through a window.
- Use bedding to cushion your fall and lower yourself down carefully. Don't jump.

Top tips

You are more at risk from a fire when asleep. So it's a good idea to check your home before you go to bed.

- Close inside doors at night to stop a fire from spreading.
- Turn off and unplug electrical appliances unless they are designed to be left on - like your freezer.
- Check your cooker is turned off.

- 
- Don't leave the washing machine on.
 - Turn heaters off and put up fireguards.
 - Put candles and cigarettes out properly.
 - Make sure exits are kept clear.
 - Keep door and window keys where everyone can find them.

If you live in a block of flats note where the fire exit routes are and keep all communal areas and corridors clear - in smoke it is easy to trip over even the smallest of items.

If you would like a free home safety check please call 0300 123 4046 or complete an online form at www.hertsdirect.org (search for 'free home safety check').





Trading Standards

Working to protect consumers

Say no to Doorstep Callers

Hertfordshire Trading Standards and the police are advising residents to always say no to traders that turn up uninvited on the doorstep.



- Do not buy goods or services at the door
- Only deal with callers by appointment
- Always ask for identification and check it carefully
- Keep front and back doors locked
- Fit a door bar/chain and use it
- Do not keep large sums of money in the home
- Don't be a victim – say No to doorstep callers

If you have been visited by a rogue trader or you're aware of a vulnerable consumer who has been targeted like this, contact the doorstep hotline on 0845 60 444 66.

Buy With Confidence

In response to concerns about rogue traders, which are often highlighted in the media, a partnership of Local Authority Trading Standards Services have put together the Buy With Confidence Scheme. The scheme provides consumers with a list of approved local businesses which have given their commitment to trading fairly. We cannot promise that Buy with Confidence members' work will be perfect every time, but you can expect any problems to be dealt with fairly by the business, and you can turn to Trading Standards for advice in the event of an unresolved issue.

How to find a business

Once a business is accepted onto the scheme they feature on the Buy With Confidence website www.buywithconfidence.gov.uk and the Hertfordshire County Council website www.hertsdirect.org/bwc. A list of our members can also be provided to consumers who are not able to access the internet. The list will grow so please keep checking our website whenever you need to find a good trader.

When choosing a business, particularly when arranging a service, you should satisfy yourself that you both agree what work is to be done and the price that is to be paid. You should obtain more than one quote and choose the business you are most happy with. Clearly the price is important, but is it not the only factor you should take into consideration. For more information about the scheme please visit our website www.hertsdirect.org/bwc or telephone 08454 040506.

Pay day loans

A payday loan is a short term loan intended to tide you over until you get paid. Most payday loan lenders must follow a Good Practice Customer Charter. This means they should check certain things and give you certain information before lending to you. If a payday lender doesn't follow the rules, you can make a complaint. If you're not satisfied with the response or they don't get back to you within eight weeks, you can make a complaint to the Financial Ombudsman Service on 0800 023 4567.

If you've had problems repaying the loan, you can complain if your payday lender:

- Encourages you to borrow more money
- Takes payments from your account without letting you know
- Calls you at all hours of the day and night

For more advice about debt contact Stepchange the debt charity on 0800 138 1111 or visit www.stepchange.org

Scams

A scam is a scheme designed to con you out of your money. There is a scam out there for everyone. If you let down your guard and think that you won't be fooled, then you too could become a victim.

Scammers are becoming more sophisticated and aim to con us all. Bogus sweepstakes and lotteries, get-rich quick schemes and fake health cures are some of the favoured means of separating the unwary from their money. But the number of scams just keeps on growing.

It could be a scam if:

- The call, letter, e-mail or text has come out of the blue
- I've never heard of the lottery or competition they are talking about and didn't buy a ticket
- They are asking me to send money in advance
- They are telling me I have to respond quickly so I don't get time to think about it, or talk to family and friends before I decide
- They are telling me to keep it a secret

Blind cord safety

Toddlers can be strangled quickly and quietly by looped cords or chains with carers in close proximity, potentially unaware of what is happening.

- Install blinds that do not have a cord, particularly in a child's bedroom
- Do not place a child's cot, bed, playpen or highchair near a window
- Pull-cords on curtains and blinds should be kept short and kept out of reach

- Tie up the cords or use one of the many cleats, cord tidies, clips or ties that are available
- Do not hang toys or objects that could be a hazard on the cot or bed
- Don't hang drawstring bags where a small child could get their head through the loop of the drawstring

Make it safe!

It is not recommended that cords are cut, even as a short-term solution.

It is advisable that any action taken on the blind cord is a permanent one which will take the cord out of reach of children. It is not an expensive task and a limited number of cleats are available to those who need them via Hertfordshire Trading Standards by contacting us on 01707 292439.



Keeping healthy



**You think you
need A&E.**

But you're not sure.

There's now



number to call.

Before you visit A&E, call 111. You'll be asked some questions so that we can assess your symptoms, then directed straightaway to the local service that can help you best.



when it's less
urgent than 999

www.hertsdirect.org/healthinherts

Information, advice and guidance on how to stay healthy in Hertfordshire

Health in Herts



With almost 300 trained stop smoking advisors, you can receive support every step of the way.

At your local NHS Stop Smoking Service you will get the support you need when you want to quit. Expert professionals will be only too pleased to help create a plan to help you go smoke free.

You're four times more likely to succeed with this help.

For free, friendly, specialist advice about quitting, contact Hertfordshire Stop Smoking Service now on: 0800 389 3 998 and find out where your nearest stop smoking adviser is.

www.hertsdirect.org/healthinherts

Healthy Weight

It is important to maintain a healthy weight to reduce the risk of type-two diabetes, cancer and heart disease.



You may be entitled to a **free** 12-week subscription to either Slimming World or Weight Watchers if you are a resident in Hertfordshire and meet certain criteria. You may be able to take part if you...

- are 16 years and above
- have a Body Mass Index (BMI) over 30
- have BMI above 28 and suffer from a health condition such as high blood pressure, diabetes or arthritis
- have a BMI over 27.5 and of South Asian Origin (with or without a health condition)
- are motivated to lose weight
- are able to attend support meetings once a week for 12 weeks

If you are not sure what your current BMI level is, use the BMI calculator <http://www.nhs.uk/Tools/Pages/Healthyweightcalculator.aspx>

*Please note, you will be ineligible for this service if you are already a paying member of a commercial weight loss service, such as Weight Watchers or Slimming World. If you meet the criteria, or would like more information please contact your GP practice.

Free NHS Health Check

The NHS Health Check programme aims to prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia.

Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions or have certain risk factors, will be invited (once every five years) to have a check to assess their risk of heart disease, stroke, kidney disease and diabetes and will be given support and advice to help them reduce or manage that risk.

*Please ask at your GP surgery to see if you are eligible.

www.healthcheck.nhs.uk

Helpful contacts

General health information

- NHS Choices - www.nhs.uk
- Change4Life—www.nhs.uk/change4life
- Health in Herts—www.hertsdirect.org/healthinherts

Health Walks

www.hertfordshirehealthwalks.org

Cycle routes

www.hertsdirect.org/cycleweb

Hertfordshire Stop Smoking Service

Phone: 0800 389 3998

www.hertsdirect.org/healthinherts

For FREE blood pressure checks at a pharmacy near you:

www.bloodpressureuk.org/microsites/kyn/

Home/Freebpchecks/Findfreecheck

Drug and Alcohol Recovery Services (CRI)

Phone: 01727 847 277

www.hertsdirect.org/services/commsafe/commprotect/crimedrugs/drugservs/

Mental Health Charity (MIND)

www.mind.org.uk

Bereavement Counselling (Cruse)

Phone: 0844 4779 400

Single Point of Access for Mental Health Services

Phone: 0300 777 0707

www.hertspartsft.nhs.uk/our-services/community-services/enhanced-primary-mental-health-services/

Hertfordshire Health Promotion

www.healthpromotioninherts.nhs.uk/HPAC/Index.jsp



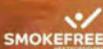
NHS

You don't have to go it **alone!**

Hertfordshire Stop Smoking Service
Call: 0800 389 3998
Text 'Quit' to 07800 001 337
and we'll call you or email us on
hertfordshire.stopsmokingservice@nhs.net
online help and support
www.smokefreehertfordshire.nhs.uk

"I was amazed
I had the
strength."

We can help you quit smoking.



SMOKEFREE
HERTFORDSHIRE

"I was amazed
I had the
strength."

We can help you quit smoking.



SMOKEFREE
HERTFORDSHIRE

Want to quit smoking but need help?

You're up to four times more likely to quit with NHS support than by going it alone as very few people manage to quit going 'cold turkey'. It can take many attempts for a smoker to successfully kick the habit for good. That's why we want every smoker to have the best chance of success.

Hertfordshire Stop Smoking Service provides support to help you every step of the way. Friendly trained advisors are available in over 280 locations throughout the county. Each advisor is skilled to give you help and support and advise you about all the different treatment options that help you overcome nicotine withdrawal. There are a range of treatments available and your advisor will help you choose the most suitable ones for you.

Trained Stop Smoking advisors are available in most local pharmacies, GP practices and other local venues.

www.smokefreehertfordshire.nhs.uk
for a full list of local services

Pregnant and smoking?

Trained stop smoking advisors for pregnant women are available, contact us.

Nicotine Replacement Therapy (NRT)

NRT works by getting nicotine into your body without the dangerous chemicals that cigarettes contain. It helps to reduce withdrawal symptoms and cravings.

There are many different types of NRT:

- Patch
- Gum
- Nasal spray
- Microtab
- Lozenge
- Inhalator

These release different amounts of nicotine into your body and at different rates.

We recommend that you use a full course of NRT and gradually reduce the amount you use. Most smokers find using a combination of a patch and another type of NRT more successful than a single product.

NRT is usually suitable for everyone.

Your advisor will discuss your preferences and show you how to use it.



Champix

Champix has been specifically developed to assist smokers to stop smoking. It works on the nicotine receptors in the brain, reducing the pleasure of smoking as you gradually increase the amount you take. You would expect to stop smoking during the second week of taking it. It continues to relieve withdrawal symptoms and urges to smoke during the 12-week course. Champix is not recommended for some people (including pregnant women) and your stop smoking advisor will be able to advise you if it is appropriate for you.

Zyban

Zyban is a drug treatment that can also help you to quit smoking. It is thought to work by changing your brain's response to nicotine. Zyban may also reduce your urge to smoke and relieve withdrawal symptoms. Zyban is most effective in conjunction with trained support. However, Zyban is not recommended if you have certain medical conditions, are pregnant or breast feeding, or take some medications.

Champix and Zyban are only available on prescription from your doctor.

There is no magic cure to help you stop smoking. However, the more you want to stop smoking and the more support you get, the better your chances are of stopping smoking for good.

¹Varenicline ²Bupropion



Just Eat More

Add flavour to a sandwich – throw in some lettuce and sliced tomato.

What counts?

- Fresh, frozen, chilled, canned, 100% juice, and dried fruit and vegetables all count.
- A portion of your 5 A DAY weighs approximately 80 grams, which is roughly a handful.
- Potatoes and other related vegetables such as yams and cassava do not count, because they are classified as starchy foods.
- The fruit and vegetables contained in convenience foods – such as ready meals, pasta sauces, soups and puddings – can contribute to 5 A DAY.
- Convenience foods can also be high in added salt, sugar or fat – which should only be eaten in moderation – so it's important to always check the nutrition information on food labels.

For more 5 A DAY information and tips, visit: nhs.uk/5aday

Eating 5 portions of fruit and vegetables every day may help reduce the risk of heart disease, stroke and some cancers.

nhs.uk/5aday



5 A DAY: what's it all about?

- Eating a variety of fruit and vegetables, whether fresh, frozen, canned or dried, can all count towards your 5 A DAY. And, eating 5 A DAY may help to reduce the risk of heart disease, stroke and some cancers.
- Eating a variety of fruit and vegetables will give you plenty of vitamins and minerals. They are also a good source of fibre and other essential nutrients, all of which are important for your health.

Just Eat More

For a healthier snack try dipping veg sticks into a dip.



Just Eat More

Have a glass (150ml) of 100% fresh juice with your lunch.



Are you getting your 5 A DAY?

1. How many portions of fruit* do you eat on a typical day? Portions of fruit
 2. How many portions of vegetables* do you eat on a typical day? Portions of vegetables
- (One portion = approximately 80 grams)
* See overleaf for examples of fruit and veg portion sizes.

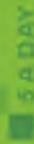
Add up the numbers from your answers to questions 1 and 2:

If the total is 5 portions or more, that's great. Remember, you need to eat a variety of fruit and vegetables.

If your total is less than 5 portions, then have a look at the 5 A DAY website for more hints and tips on how you can reach your 5 A DAY: nhs.uk/5aday

Just Eat More

Frozen fruit and veg count towards your 5 A DAY.



Just Eat More
(fruit & veg)

nhs.uk/5aday

Look out for the 5 A DAY portion indicator on food packets

Where you see the portion indicator, it will feature how many portions of fruit or veg are in each serving.



1 portion



2 portions



Just Eat More

Feel like a snack? Reach for an apple instead of chocolate.

Eat a variety of fruit and vegetables, and aim for at least 5 A DAY.

Hertsmere Leisure



Hertsmere Leisure is home to some of the best equipped, most friendly and affordable health, leisure, sports and arts facilities. Our Centre's are located in Borehamwood, Bushey and Potters Bar and consist of a wide variety of facilities and services promoting health and wellbeing.



Created and developed with you in mind, we offer something for everyone; whether you're looking to improve your general fitness in the gym or classes, relax in our health suite, try your

hand at racket sports, watch a show at the theatre or just visit our café to have a drink with friends. Our comprehensive range of facilities will meet your needs with qualified, friendly and professional staff on hand to give you advice and guidance on improving your health and wellbeing.

Our new Motivate4 cards not only encourage you to be more active but we reward you for doing so.



Every time you take part in an activity you will receive points which you can save up and cash in to pay for an activity. With a bronze Motivate4 card you can book activities in advance, gain free spectator entry and obtain discounts at Wyllotts Theatre, plus bronze Motivate4 cards are free to residents of Hertsmere.



Our new community team offers a 50+ programme across the borough which contains a host of weekly activities ranging from indoor bowls to bridge, tap dancing to yoga. In addition to the weekly programme we also offer a range of special events, day trips and short courses and the ever popular quiz evenings throughout the year.

For more information visit www.hertsmereleisure.co.uk, email us at web.comments@hertsmereleisure.co.uk or call your local centre:

- The Venue, Borehamwood - 020 8386 9886
- Hertswood Centre, Borehamwood - 020 8387 5600
- Bushey Grove Leisure Centre, Bushey - 01923 470140
- Furzefield Centre, Potters Bar - 01707 850500
- Wyllyotts Theatre, Potters Bar - 01707 645005

Hertsmere Leisure is a registered charity and manages facilities and services on behalf of Hertsmere Borough Council.



We Move, She Moves

Grab your friends and
let's get moving!

A whole host of new activities for you to get involved in from Boxercise to Yoga, Dance to Roller Skating, Trampolining to Self Defence and many more...

Some are even free!

- Something for beginners
- Something for those wanting to get back into exercise
- Something for those who want to try something new

To get moving visit our website to find out more and sign up to keep up to date with the latest news and gossip!

www.wemoveshemoves.com



Hertfordshire Health Walks



Hertsmere Health Walks

Meet new people, get fit and enjoy the environment!

A FREE programme of short, regular and healthy walks, sponsored by Hertsmere Borough Council, is available in Bushey, Borehamwood, Potters Bar and Radlett.

Trained and experienced walk leaders from the Countryside Management Service, part of Hertfordshire County council, will take you on a short walk, between 30 and 90 minutes in duration, exploring your local green spaces.

You'll enjoy this opportunity to socialise while making exercise a regular part of your weekly routine.

Visit the website www.hertfordshirehealthwalks.org to find the current walk programme, for walker testimonies and to find out more about volunteering as a Health Walk leader. Alternatively call us on 01992 588433 or email healthwalks.cms@hertfordshire.gov.uk – we look forward to walking with you!

Visit www.hertslink.org/cms/healthwalks



*Countryside
Management
Service*

British Red Cross



The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global network of volunteers and staff, responding to conflicts, natural disasters and individual emergencies.

We help vulnerable people in the UK and abroad prepare for, withstand and recover from emergencies in their own communities.

First aid training

First aid saves lives - and helping people become life-savers is at the core of what we do. Each year we train more than 7,500 people across the region through our flexible and easy to follow first aid training. We offer courses suitable for both the public and the workplace and can also provide specialised sessions for particular groups such as babies and children, motorists and athletes.

Support at home

The Red Cross helps thousands of people each year following short hospital stays and prevents unnecessary admissions by providing extra support and care at home. We have contracts with local authorities in Hertfordshire, where we help vulnerable people settle back in at home and regain their confidence.

Mobility aids

We provide short-term loans of wheelchairs and medical equipment in almost 1,000 outlets across the UK. Our service helps people return to their own homes after illness or

surgery, enables them to go on holiday with friends or family, and promotes independence.

Emergency response

The Red Cross responds to hundreds of emergencies every year - from floods and house fires to transport accidents and power cuts - and our trained volunteers are always on hand to help the most vulnerable people. We work closely with the emergency services and local authorities, supporting their response to crises by providing practical and emotional support.

Volunteering with the British Red Cross

Volunteers are the lifeblood of the Red Cross. Our volunteers save and change lives, raise vital funds and run our shops. Without them, we simply would not be able to deliver our services, which help hundreds of thousands of people in crisis every year.

Anyone can volunteer. It doesn't matter what your skills, experience or background are, or how much time you have to give - just a couple of hours a week could help.

Write to us at:

British Red Cross
Baker Street
Hertford
SG13 7HT

Call us on: 0844 412 2830

Email us: adminBHE@redcross.org.uk

Visit our website: www.redcross.org.uk



**Advice &
Community
services**

Hertsmere Citizens Advice Bureau (CAB)



We're here to help.
Whoever you are.
Whatever the problem.

Our service is free, confidential,
and open to everyone in the
community. Staff are trained to
give independent and impartial

advice on virtually any issue, including:

- welfare benefits
- money and credit problems
- employment
- consumer rights
- housing
- neighbourhood disputes
- education and healthcare
- immigration and residency queries
- human rights
- family and personal issues.

We won't tell you what to do but we will arm you with all the facts and possible outcomes of different options. That way you can make the decision that's right for you. If needed, we can also offer practical support such as help with filling in forms, writing letters or negotiating with third parties.

Our services:

We provide services both by telephone and on a face-to-face basis from our three outlets in Elstree, Bushey and Potters Bar. We also have outreach services in Radlett every Tuesday morning, at Borehamwood Community Shop every Wednesday morning and at the BECC (Borehamwood East Children's Centre) every Monday morning.

Face-to-face advice:

Walk-in sessions - Elstree

Allum Lane Community Centre, WD6 3PJ

Mon 10am - 12.30pm; 1pm - 3.30pm

Tue 10am - 12.30pm

Wed 10am - 12.30pm

Thur 10am - 12.30pm; 1pm - 3.30pm

Walk-in sessions - Bushey

8 Rudolph Road, WD23 2DU

Mon 10am - 12.30pm

Thur 10am - 12.30pm

Walk-in sessions - Potters Bar

The Wylyotts Centre, Darkes Lane, EN6 2HN

Mon 10am - 12.30pm; 1pm - 3.30pm

Thur 10am - 12.30pm; 1pm - 3.30pm

What happens when you get to the bureau?

You'll be offered a short session with an assessor, who will identify the most appropriate way for us to help you. This could be giving you the information you need to solve your problem yourself. Or it could be making an appointment to discuss your problem further - in person or by phone. Sometimes we might direct you to a different organisation that is better placed to help.

Other ways to get advice

You can also get advice online at www.adviceguide.org.uk or via telephone. Our telephone advice line service is open from 10am till 4pm Monday to Friday - 08444 111 444

Our contact details

Hertsmere CAB, The Vanstone Suite, Community Centre

2 Allum Lane, Borehamwood WD6 3PJ

www.hertsmerecab.org.uk

Community Action Hertsmere (CAH)



We represent the community and voluntary sector as well as individuals that live in the borough of Hertsmere, by providing support and development opportunities.

The Community Shop and Volunteer Centre:

- Offers a signposting service for residents in Borehamwood and a venue for local activities
- Helps individuals to find voluntary work and organisations to find volunteers, borough-wide
- Is a base for our UK Online programme - free basic computer training borough-wide
- Provides a base for our community development worker
- Access to local agencies such as Age UK, Job Club and the CAB
- WENTA provides start-up business advice
- Big Local Project 'Getting People Involved'
- Training opportunities for volunteers - NVQ

How can we help you?

- Training programmes
- Consultation
- Community development projects
- Take Part project, for Potters Bar and Bushey residents
- Children, young people and family support projects
- Big Local Project (Leeming/Aycliffe Road area)
- Supporting volunteers
- Small group development support
- Partnership working
- Support services
- Publicity & design service
- Networking events
- New 'Time Bank' volunteer project



Community Action Hertsmere

2 Allum Lane, Elstree, WD6 3PJ

020 8207 4504

The Community Shop and Volunteer Centre

5 Leeming Road, Borehamwood, WD6 4EB

020 8386 4006

www.communityactionhertsmere.org





No.10 Leeming Road Borehamwood

Services

A number of groups & courses are on offer this term including ...

HMN:

- Mindfulness
- Memory support group
- Confidence building
- Anxiety Management
- Art
- Meeting Places offering social support

GPT:

- Craft work
- Art & Start
- Mens group
- Yoga
- Mental health support group

HMN are offering an ever expanding range of services including counselling appointments at a cost the clients can manage.

Employment support is available and already some local people have found employment working with the Vocational Advisor.

Recruitment for No 10 by HMN

A full time coordinator has been appointed. As the centre is getting busier more staff are needed to develop services further.

A Peer Support Worker for the west has been recruited and this will enable 1-1 peer support work to be offered in Borehamwood.

A volunteer coordinator has been appointed to recruit and support new volunteers in West Herts. Borehamwood is a key area that will be targeted.

An Expansive Range of Local services to meet local Needs.

No. 10 is becoming an established Well-Being centre in the heart of Borehamwood.

The partnership between Herts Mind Network (HMN) and Guideposts Trust (GPT) means a diverse range of training, education and social support can be offered to local people needing information and support for their mental health and overall well being.

A successful partnership bid with CAB will enable direct referrals and a worker being based at No 10 part time. This successful partnership bid will offer No 10 clients a rapid response with problems the CAB can assist with.

For further information regarding No10 Leeming Road, Herts Mind Network, or any of our Courses or Services please do not hesitate to contact us...

02037 273 600 (Option 6)

or via E-mail - info@hertsmindnetwork.org

Or for Guidepost Trust...

E-mail - hsh@guidepoststrust.org.uk

Community Engagement Events

Since our Grand Opening Herts Mind Network & Guideposts Trust have been working hard to grow and develop our services as well as our relationships with other local organisations, with the hope of becoming an integral and valued part of the local community.

We are always striving to improve understanding of mental health and how it could effect any of us in our lives and we want to provide a safe, warm and welcoming environment that is open, friendly and inclusive of all.



HertsHelp

0300 123 4044

www.hertsdirect.org/hertshelp



HertsHelp is a network of community organisations working together.

They can help you find the practical support, guidance and information you need to get the most out of life.

HertsHelp makes getting the right support easy.

HertsHelp can help you get the most out of life in the following areas:

- Staying healthy and well
- Feeling safe in your home and community
- Learning, training and staying in work
- Keeping active
- Help with money worries
- Help to get out and about
- Community groups
- Relationships and families
- Emotional support
- Putting something back (giving time/ volunteering)

HertsHelp is open Monday to Friday 9am until 5pm and until 7pm Thursdays.

You can find information anytime at
www.hertsdirect.org/hertshelp

Contact Hertshelp:



By telephone:

0300 1234 044 (local rate)

Monday to Friday 9am – 5pm and Thursday 5pm – 7pm



By minicom:

0300 456 2364

Monday to Friday 9am – 5pm and Thursday 5pm – 7pm

By Skype:

Skype - Hertshelp

Monday to Friday 9am – 5pm and Thursday 5pm – 7pm



By email:

info@hertshelp.net



By text:

Text hertshelp to 81025



By fax:

0300 456 2365



By post:

Hertshelp
Hertlands House
Primett Road
Stevenage
Herts, SG1 3EE

If speech or language is difficult
HertsHelp can provide:

- Interpretation services, signers, assistive technology, Makaton, easy read, and communication toolkits to work with people who do not use words.

For more information contact us using the details inside or visit:

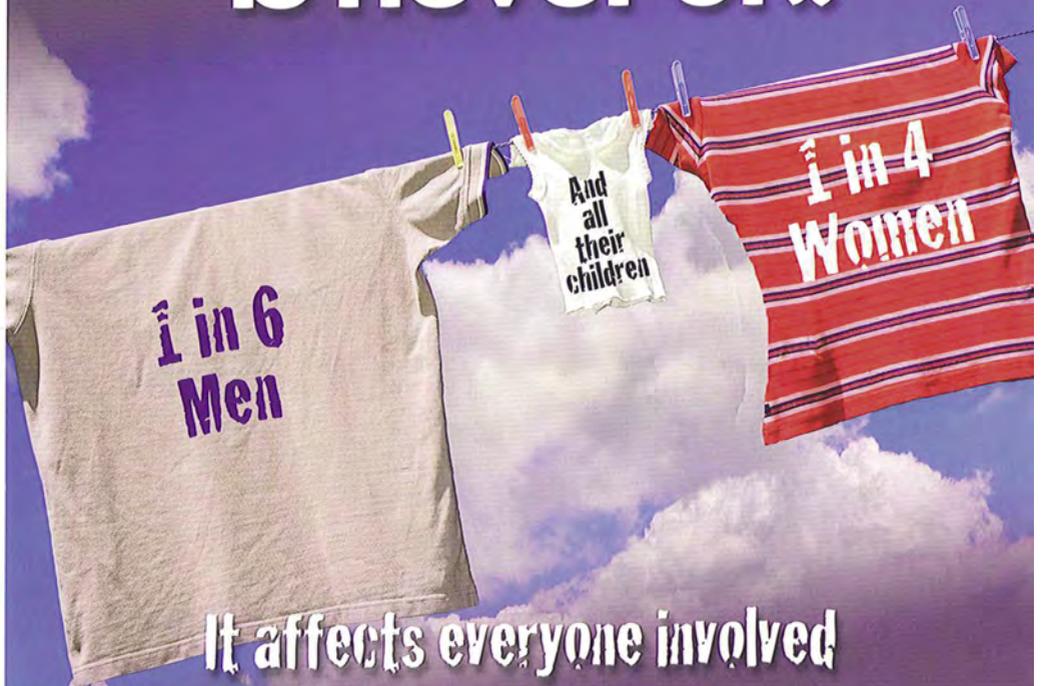
www.hertsdirect.org/hertshelp

HertsHelp is made up of 130+ community groups and organisations and is supported by Hertfordshire County Council and NHS Hertfordshire.



Facilitated by **POhWER**
advocacy, making your voice heard

Domestic abuse is never ok!



It affects everyone involved

Hertfordshire Domestic Violence /Abuse Helpline

For anyone affected by Domestic Abuse

08 088 088 088

This number will not appear on your phone bill
and is free to call 10.00am - 8.00pm Monday - Friday

Hertsdvhelpline@hotmail.co.uk





Useful contacts



Telephone numbers for issues and topics in alphabetical order. Full contact details for the main community safety organisations can be found at the back of this section.

Abandoned vehicles

Hertsmere Borough Council 020 8207 7495

Adult health and social care

Hertfordshire County Council 0300 123 4042

Advice (general)

Hertsmere Citizens Advice Bureau 08444 111 444

Alcohol help

Drinkline (national alcohol helpline) 0800 917 8282

Anti-social behaviour

Hertfordshire Constabulary 101 or 999 in an emergency

Arson

Hertsmere Borough Council 020 8207 2277

Benefits (council tax & housing)

Hertsmere Borough Council 020 8207 7404

Bin collections

Hertsmere Borough Council 020 8207 7480

Blue badges

Hertfordshire County Council 0300 123 4042

Bonfires

Hertsmere Borough Council 020 8207 7435

Borough councillors

Hertsmere Borough Council 020 8207 7558

Buses and bus passes

Hertfordshire County Council 0300 123 4050

Car parking

Hertsmere Borough Council 020 8207 7422

Carer support

Carers in Herts 01992 586969

CCTV

Hertsmere Borough Council 020 8207 7801

Charity collections

Hertsmere Borough Council 020 8207 7435

Child abuse

Childline 0800 11 11

Children's centres

Hertsmere Leisure 020 8386 4038

Children's services

Hertfordshire County Council 0300 123 4043

Community safety

Hertsmere Borough Council 020 8207 7801

Community transport

Hertsmere Community Transport 020 8207 5055

Council tax

Hertsmere Borough Council 020 8207 7407

Counselling

Samaritans 0845 790 90 90

County councillors

Hertfordshire County Council 0300 123 4040

Crime

Hertfordshire Constabulary 101 or 999 in an emergency

Crime (report anonymously)

Crimestoppers 0800 555 111

Dangerous trees & structures

Hertsmere Borough Council 020 8207 2277

Dead animals (road kill)

Hertsmere Borough Council 020 8207 7480

Disability information

Hertfordshire County Council 0300 123 4042

Dog fouling

Hertsmere Borough Council 020 8207 7480

Dog warden

Hertsmere Borough Council 020 8207 7435

Domestic abuse

Hertfordshire Domestic Abuse helpline
08 088 088 088

Drainage

Hertsmere Borough Council 020 8207 7492

Drug & alcohol help (for under 18s)

A-DASH 01923 427288

Drug help

FRANK (national drugs advice service)
0800 77 66 00

Drug paraphernalia

Hertsmere Borough Council 020 8207 7480

Education benefits

Hertfordshire County Council 0300 123 4048

Elections

Hertsmere Borough Council 020 8207 7481

Empty properties

Hertsmere Borough Council 020 8207 2277

Environmental health

Hertsmere Borough Council
020 8207 7435

Fire safety

Hertfordshire Fire & Rescue Service
0300 123 4046

Flooding

Hertsmere Borough Council 020 8207 7492

Floodline

Environment Agency 0845 988 1188

Fly-posting

Hertsmere Borough Council 020 8207 7480

Fly-tipping

Hertsmere Borough Council 020 8207 7480

Fraud

Hertsmere Borough Council 020 8207 7428

Gas leaks

National Gas Emergency Service 0800 111 999

Graffiti

Hertsmere Borough Council 020 8207 7480

Grants (for local groups & charities)

Hertsmere Borough Council 020 8207 7801

Grass cutting

Hertsmere Borough Council 020 8207 7519

Health advice (general)

NHS Direct 0845 46 47

Hedge cutting (on public highway)

Hertfordshire County Council 0300 123 4047

Hertfordshire County Council

General enquiries 0300 123 4040

Hertsmere Borough Council

General enquiries 020 8207 2277

Homeless help (for young people)

Herts Young Homeless Group 0844 833 0933

Housing and homelessness

Hertsmere Borough Council 020 8207 7569

Home safety

Hertfordshire Home Safety Service 020 8438 2920

Leisure services

Hertsmere Leisure 01727 744250

Libraries

Hertfordshire County Council 0300 123 4049

Litter

Hertsmere Borough Council 020 8207 7480

Meals on wheels

Hertfordshire County Council 0300 123 4042

Mental health

SANE (national helpline 6pm-11pm) 0845 767 8000

Neighbourhood Watch

Hertfordshire Constabulary 101

Noise nuisance

Hertsmere Borough Council 020 8207 7435

Overhanging branches (on public highway)

Hertfordshire County Council 0300 123 4047

Parking (obstruction)

Hertfordshire Constabulary 101 or 999 in an emergency

Parking (enforcement)

Hertsmere Borough Council 020 8207 7422

Parks

Hertsmere Borough Council 020 8207 7519

Pest control

Hertsmere Borough Council 020 8207 7480

Phone boxes (broken BT boxes)

BT 0800 661 610

Planning

Hertsmere Borough Council 020 8207 2277

Play areas

Hertsmere Borough Council 020 8207 7519

Police

Hertfordshire Constabulary 101 or 999 in an emergency

Pot holes

Hertfordshire County Council 0300 123 4047

Public toilets

Hertsmere Borough Council 020 8207 7435

Recycling

Hertsmere Borough Council 020 8207 7480

Roads and pavements

Hertfordshire County Council 0300 123 4047

Rogue traders

Hertfordshire County Council 03454 04 05 06

Sewers (blocked)

Thames Water 08459 200800

Smoke alarm test

Hertfordshire Fire & Rescue Service
0300 123 4046

Smoking (giving up)

NHS (stop smoking helpline) 0800 169 0 169

Sports development

Hertsmere Borough Council 020 8207 7801

Street cleaning

Hertsmere Borough Council 020 8207 7480

Street lights

Hertfordshire County Council 0300 123 4047

Street name sign repairs

Hertsmere Borough Council 020 8207 7492

Trading standards

Hertfordshire County Council 03454 04 05 06

Trees (on public highway)

Hertfordshire County Council 0300 123 4047

Trees (in parks & private)

Hertsmere Borough Council 020 8207 2277

Vandalism

Hertfordshire Constabulary 101 or 999 in an emergency

Victims of crime

Victim Support 0845 456 5995

Volunteering

Community Action Hertsmere 020 8386 4006

Waste & recycling centres

Hertfordshire County Council 0300 123 4051

WasteAware

Hertfordshire County Council 0300 123 4051

Youth services

Hertfordshire County Council 0300 123 4043

Youth services

Hertsmere Borough Council 020 8207 7801

Main organisations

Affinity Sutton housing association

-  0300 100 0303
-  www.affinitysutton.com/contact-us
-  www.affinitysutton.com
-  Maple House, 157-159 Masons Hill, Bromley
-  @AffinitySutton
-  www.facebook.com/affinitysuttonpage

Aldwyck housing association

-  0300 500 6262
-  info@aldwyck.co.uk
-  www.aldwyck.co.uk
-  6 Houghton Hall Business Park, Houghton Regis, Beds
-  @aldwyckofficial

Hertfordshire Constabulary

-  101 or 999 in an emergency
-  www.herts.police.uk
-  HQ, Stanborough Road, Welwyn Garden City
-  @HertsPolice
-  www.facebook.com/hertspolice

Hertfordshire County Council (includes Trading Standards)

-  0300 123 4040
-  www.hertsdirect.org/contactform
-  www.hertsdirect.org
-  Pegs Lane, Hertford
-  @hertsc
-  www.facebook.com/Hertsdirect

Hertfordshire Fire & Rescue Service

-  0300 123 4046 or 999 in an emergency
-  cpd.customerservices@hertfordshire.gov.uk
-  www.hertsdirect.org/fire
-  HQ, Old London Road, Hertford
-  @HFRS

Hertsmere Borough Council



020 8207 2277



customer.services@hertsmere.gov.uk



www.hertsmere.gov.uk



Elstree Way, Borehamwood



[@HertsmereBC](https://twitter.com/HertsmereBC)



www.facebook.com/hertsmere

Police & Crime Commissioner



01707 806100



commissioner@herts.pnn.police.uk



www.hertscommissioner.org



Harpenden Police Station, 15 Vaughan Road, Harpenden



[@hertsPCC](https://twitter.com/hertsPCC)



www.facebook.com/hertspcc

