

Guide to Services for Older People in St Albans City & District





Hi!

Welcome to the new guide to services for Older People in St Albans District, produced by Communities 1st with support from St Albans City and District Council.

It is packed with useful information about activities and support available throughout the District. Many of the services are free or low cost.

ABOUT

Why not have a think now about what would make your life better, and then read the guide to see if there is an agency or community group which could help you. **Please then call or email the group or agency to ask for support.** We suggest that you keep the guide in a safe place, e.g. by the phone, so you can refer back to it.

How to use this Guide

To help you to find the information you are looking for easily, we have colour-coded the edges of the pages for each section, so that you can easily turn to the corresponding colour.

Communities 1st, formerly known as Community Central or the CVS for St Albans and District, brings together charities, social enterprises, businesses and the public to energise and strengthen the Community in which we live and work. It runs the Volunteer Centre, supports local Community Groups and charities to secure grant funding and represents our local community at over 20 County and District events a year. Communities 1st also runs projects which support the most vulnerable including the administration of the St Albans Old People's Trust, a grant giving charity dedicated to improving the lives of older people across the District.

Find out more at
www.communities1st.org.uk

DISCLAIMER

Please note that neither Communities 1st nor St Albans City and District Council carry out any checks on the organisations mentioned in this booklet and do not explicitly or implicitly recommend or endorse any of the listed organisations.

Communities 1st has, however, worked with most of the local charities and community groups for many years.

Prices, where shown are correct at the time of printing

Your views and getting in touch. If you run an organisation for older people in the District and which you feel should be included in the guide, or if any of the data about your organisation is incorrect please get in touch with Communities 1st.

01727 814644
us@communities1st.org.uk

We will aim to update your community group's entry on the next print run.

How to get more copies: Unfortunately we will not be able to post copies out to individuals, but you are welcome to pop along to the Communities 1st office or the Civic Centre Reception at the Civic Centre (Council Offices, St Peter's Street) and ask for a copy. Libraries, the town and parish councils will all have a reference copy.

An online version of this guide is available on both the St Albans City and District website and Communities 1st website:

**[www.stalbans.gov.uk/community-and-living/
olderandyounger/older](http://www.stalbans.gov.uk/community-and-living/olderandyounger/older)**

www.communities1st.org.uk

Think about what would make your life better, read the guide to see if there is an agency or community group which could help you, then call them up or ask a friend or relative to call them for you.

Our **TOP 8 FREE** or **LOW COST** things to do today to keep yourself safe, well and happy

- If you are struggling financially ask Citizens Advice for a Benefit check (Page 7)
- Get help from Computer Friendly to start using a computer, tablet or smartphone (Page 14)
- If you are feeling isolated or unhappy, call one of our Counselling groups or find out about other support (Page 12)
- If your household appliances are not working ask St Albans Old People's Trust or Harpenden Trust for a free replacement (Page 22)
- Keep Involved – join a social group, lunch club, health walk, bowling group or other community group (Page 33)
- Book a Safe and Well visit from the free service (Page 68)
- If you find it difficult to get out call Herts Independent Living Services to ask about meal delivery, visit and other services (Page 10)

Find out more at
www.communities1st.org.uk



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Benefits

CITIZENS ADVICE

Bereavement

CRUSE, RENNIE GROVE

Carer Support

CARERS IN HERTS, CARERS UK, DAWN TO DUSK, CROSS ROADS CARE

Community Care

AGE UK, HERTSHELP, HERTFORDSHIRE
INDEPENDENT LIVING-SERVICE, SMALL ACTS OF KINDNESS

Someone to Talk to

MIND, COUNSELLING FOUNDATION,
MOSAIC COUNSELLING, THE WELLBEING SERVICE, DEPRESSION ALLIANCE

Help with Computers and Getting Online

COMPUTER FRIENDLY

Eyesight/Hearing

ST ALBANS AND DISTRICT TALKING NEWSPAPER,
HERTS VISION LOSS, HERTS HEARING ADVISORY SERVICE

Equipment Hire

BRITISH RED CROSS, REMAP, WAVELENGTH,
HERTFORDSHIRE ACTION ON DISABILITY, SHOPMOBILITY

Finance

OLDER PEOPLE TRUST, CITIZENS ADVICE

Housing

SHELTER, ST ALBANS AND CITY DISTRICT COUNCIL

Pets

THE CINNAMON TRUST

Transport

SHOPMOBILITY, DIAL-A-RIDE, WHEELCHAIR ACCESSIBLE TAXIS, MINIBUS HIRE

BENEFITS

(including winter fuel payment and pensions)

Citizens Advice aims to provide the advice people need for the problems they face. They provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

The Citizens Advice website outlines the benefits that older people can receive, including the State Pension and the Winter Fuel Payment: **www.citizensadvice.org.uk/benefits/older-people**

Your local Citizens Advice St Albans can provide you with personal one to one support.



Advice line 03444 111 444
between 10.00am-4.00pm Monday-Friday.



After you have contacted the Advice line on the phone, you might still need a face to face appointment with a trained adviser to discuss your issues. Appointments can be arranged in St Albans, Redbourn, Harpenden, London Colney or Wheathampstead.

The Government Money Advice Service provides free and impartial money advice including:

- Guides to help improve your finances
- Tools and calculators to help keep track and plan ahead
- Support over the phone and online

Free and impartial money advice 0800 138 7777

From Monday to Friday, 8.00am-8.00pm
Saturday, 9.00am-1.00pm

The Pension Advisory Service is a free live chat service in partnership with The Money Advice Service and will answer any pension related question you might have. To have a webchat go to:

www.pensionsadvisoryservice.org.uk/TPASChat

BEREAVEMENT

CRUSE and Cruse Bereavement Care Hertfordshire offer support, advice and information to families and friends after someone dies.

CRUSE offers face-to-face, telephone, email and website support.

www.cruse.org.uk

Free national helpline: 0800 808 1677

Monday-Friday 9.30am-5.00pm, extended hours on Tuesday, Wednesday and Thursday evenings, until 8.00pm.

Cruse Bereavement Care Hertfordshire

01707 278389

www.cruse-hertfordshire.org.uk
office@cruse-hertfordshire.org.uk



Rennie Grove, Bereavement Support Group – The support group meets on the third Monday and the second Tuesday of each month at Grove House. These are not drop-in sessions.

www.renniegrove.org/family-and-friends/family-supportservices/bereavement-support-group

Call **Grove House** for a phone consultation and further details.

01727 731000



CARER SUPPORT

Carers in Hertfordshire – CiH gives support and information to unpaid family and friends who look after someone. CiH provides the space for carers to discuss practical and emotional concerns around caring and organises opportunities to share experiences with others. They provide information to help carers make choices about their life and caring roles. CiH supports carers by representing them so that their voices and concerns are heard by the people who plan services that affect carers and cared for members of the community in Hertfordshire. CiH Carer Support Advisors are available to help carers find out about more specific services to support them in the caring role.

You can register online at

**www.carersinherts.org.uk
contact@carersinherts.org.uk**

01992 586969



Dawn to Dusk is a friendly carer support group for people looking after a family member or friend. They meet on a Thursday 11.00am-1.00pm at The Charles Morris Hall Tyttenhanger Green. They offer activities and trips for carers.

01727 568552



COMMUNITY CARE

Hertfordshire Independent Living Service – HILS provides a range of caring services to help older people stay happy, healthy, and independent in their own homes.

Hot meals service:

HILS offers a meals on wheels service across Hertfordshire 365 days a year. This includes delivery of a hot meal and dessert, along with a welfare check.

Hot meal and dessert	£4.75
Tea meal	£3.25
Breakfast	£2.75

Meals can be ordered as a one-off, for a short time, or for as long as you would like them. Lunchtime meals are delivered hot and ready to eat between 11.30am-2.00pm.

There is a wide range of meals to choose from, with options suitable for dietary, ethnic, and religious choices.

Additional HILS services:

- Advocacy
- Community Alarms & Telecare
- Dementia Fun Clubs
- Food & Grocery packs
- Food for groups/ lunch clubs
- Home from Hospital packs
- Medication prompts
- Nutrition & Wellbeing Service
- Pop in Visits
- Tea & Breakfast meal

0330 2000 103
www.hertsindependentliving.org

Small Acts of Kindness source and distribute gifts to older people in Hertfordshire. If you or someone you know would like to receive a Small Acts of Kindness gift pack.

01923 372717
www.smallactsofkindness.co.uk
gifts@smallactsofkindness.co.uk

Age UK Hertfordshire is a partner of the national organisation Age UK. They are an independent charity concerned with local issues, dedicated to promoting the wellbeing of all older people and helping to make later life in Hertfordshire a fulfilling and enjoyable experience. They support more than 3000 older people with a range of services including:

- Information and advice
- Befriending and social clubs
- Help with cleaning and household errands
- Benefits advice
- Healthy eating and exercise
- Support after a stay in hospital

Information & Advice team on: 0300 345 3446
www.ageuk.org.uk/hertfordshire

HertsHelp are there to listen and help you find the support, advice and information you need to get the most out of life.

Here are some of the ways that they can help you:

- Work through a crisis or a difficult time
- Feel safe and confident when leaving hospital
- Find out what's on in your community
- Find advice on care planning and paying for care
- Receive support if you are caring for someone
- Find help to manage at home
- Make sure you have your say
- Become more active and healthy

You can contact them directly, or your GP, support worker or relative can refer you to them with your permission.

Tel: 0300 123 40 44
Textphone: 0300 456 2364
Text: Herts help to 81025
www.hertshelp.net – info@hertshelp.net

SOMEONE TO TALK TO

The Counselling Foundation provides counselling for the better mental health of the local community. It enables people on low incomes to access affordable, long term counselling. You do not have to be in crisis, or on the verge of one, before choosing to have counselling.

01727 856693
www.counsellingfoundation.org



Mosaic Counselling aims to improve emotional wellbeing and personal development for everyone within our local community, regardless of means. It works with individuals, covering a wide range of issues such as: relationship difficulties, depression, anxiety, stress, or bereavement. Mosaic Counselling is able to provide subsidised counselling sessions for people on benefits or extremely low incomes.

01727 863224
www.mosaiccounsellingservices.com
help@mosaiccounsellingservices.com



Depression Alliance runs the Depression St Albans Self-Help Group. The group is for all those who experience depression and related problems including anxiety. It is for people, who feel the need for some support, to help them through difficult times and to recover to a more normal way of life. The group is for those who are able to hold a discussion and is complementary to professional treatment.

For more information: 07941 450345
The group runs every 3rd Friday of the month.

The Wellbeing Service delivers free, confidential talking therapy and practical support for people experiencing a wide range of very common emotional difficulties such as anxiety, worry, low mood, depression and low confidence. They also provide support for carers and people who are struggling with the reality of living with long term physical health conditions. Monday to Friday 9-5pm, their service is available to anyone, registered with a GP in Hertfordshire, you can access the service either through a GP referral or by self-referring through their website.

The Wellbeing Service is an Improving Access to Psychological Therapies Service, part of Hertfordshire Partnership University NHS Foundation Trust.

www.talkwellbeing.co.uk



Mind in Mid Herts provides social support and services to people who are experiencing mental or emotional distress. The services available include; physical health and wellbeing services, personal development courses, counselling, peer support, vocational advice and financial support to help manage your mental health difficulty and live a full life. Most of the services do require a small payment which will be explained when you make a referral.

You can find out more information or access the service by filling out the self-referral form online.

www.mindinmidherts.org.uk



HELP WITH COMPUTERS AND GETTING ONLINE

Computer Friendly helps people get started using a computer and the Internet. It runs low cost Beginners Courses on Windows, Apple iPad and Android Tablets and Phones to get you started, show you how to get more out of your computer or tablet and build up your confidence. If you would like some help and advice call into one of their popular Drop-In Centres to:

- Get help with a question or problem about your computer or tablet
- Have a try on their computers - it's easier than you think!
- No booking required, it's FREE and friendly!

Mondays 10.00am-1.00pm
Fleetville Community Centre
Royal Road, St Albans, AL1 4LQ

Tuesdays 10.00am-1.00pm
The Skew Bridge Pub
59 Southdown Rd, Harpenden, AL5 1PQ

Thursdays 1.30pm-4.30pm
Marshalswick Baptist Free Church
Sherwood Avenue, St Albans, AL4 9QL

020 3239 1559
www.computerfriendlystalbans.org.uk
courses@cfsta.org



EYESIGHT/HEARING

St Albans and District Talking Newspaper – SADTN provides a weekly audio programme recorded by volunteers for blind and partially sighted people, and anyone else whose physical or other impairment makes reading printed material difficult. SADTN covers St Albans, Harpenden and all the villages within the District. Weekly programmes include news stories and letters to the Editor (Herts Advertiser and St Albans & Harpenden Review), articles from local, regional and national publications, interviews with local people, arts & music previews, audio-book reviews, discussions and other items relevant to people with visual or other impairments. The service is entirely free-of-charge to listeners, including a playback unit on loan and weekly returnable memory sticks.

www.sadtn.org.uk



Herts Vision Loss supports people with severe and permanent sight loss. Their services include:

- Social and support groups
- Information, advice and outreach
- Demonstration of gadgets and equipment which may make life easier for you
- Home visiting and befriending

01707 324680 – www.hertsvisionloss.org.uk



Herts Hearing Advice Service helps people with hearing loss. There is a range of services to help people with hearing aids, including a hearing support service, a network of volunteers that help people with their hearing aids at their home. The charity also offers advice on assistive equipment for people with hearing loss, and offers a loop installation service and training courses.

01707 375486 – 01707 324582
www.hhas.org.uk – info@hhas.org.uk

EQUIPMENT HIRE

British Red Cross Mobility Aid service provides short-term loans of wheelchairs and toilet aids.

To make arrangements for a home-delivery service

01279 428569

To borrow or purchase equipment

0344 412 2772

Opening Hours: 10.00am-4.00pm, Mondays to Fridays.

Location: Hammer Lane, Hemel Hempstead, HP2 4EU



HAD – Hertfordshire Action on Disability

Equipment Centre provides a wide range of products and friendly advice for disabled people, their families and carers.

It provides the opportunity for disabled people to see, try and buy a host of products including; walking sticks, motorised scooters, wheelchairs, rise & recline chairs, kitchen and household items, bathing products, and a whole lot more.

You can either drop in or make an appointment for specific needs assessment.

Opening hours: Monday - Friday 9.00am-5.00pm

Saturday 10.00am-2.00pm

01707 384260

www.hadnet.org.uk

exhibition@hadnet.org.uk



REMAP provides custom-made equipment for disabled people. Skilled volunteers provide innovative, practical solutions to everyday challenges encountered by disabled people. They will try to help you by adapting your existing equipment or making you a gadget that will make a difference.

01442 392309

www.hertfordshire-south.remap.org.uk



Wavelength gives media technology to people who are lonely and living in poverty. They can provide a range of televisions, radios, tablet computers and CD players.

0800 018 2137

www.wavelength.org.uk
info@wavelength.org.uk



Prevention of trips and falls - top tips



Stay as active as possible each day

Exercise like Tai Chi and dancing can help your strength and balance and make falls less likely. Try to avoid sitting for long periods of time. Look for activities in the Older People Guide

Look after your hearing

Problems with your hearing can affect your balance. If you notice a change, get it checked as soon as possible. Or contact Herts Hearing Advisory Service to get your hearing aid serviced.

Look after your feet

Wear shoes or slippers that fit you well. If you have pain or discomfort, speak to your GP or a local podiatrist. If you cannot afford new slippers then speak to The Old People's Trust who may be able to help

Look after your eyes

Get your eyes and prescription glasses checked every two years (or yearly if aged 70+) and remember to clean your glasses regularly. Make sure you tell your GP if you are getting dizzy spells or blurred vision

TOP 8 TIPS

A small black silhouette of a person falling backwards, used as an icon for the 'TOP 8 TIPS' section.

Tell someone

If you have a fall, tell your GP or health or social care professional. They can support you and help reduce your chances of falling again. Grab rails, walkers and walking sticks can help prevent another fall.

Manage your medication well

Some medicines have side effects that can affect your balance. Talk to your GP or pharmacist if you feel faint, dizzy or drowsy.

Look after your bones

Eat a well balanced diet that includes plenty of calcium. Vitamin D is also important and your GP can check if you're getting the right amount.

Check your home for hazards

Check your home for things that could cause a trip or fall, such as low beds and chairs, poor lighting, clutter, trailing cables or worn carpets

If you are struggling financially to buy equipment such as walkers or disability aids, The St Albans Old People's Trust may be able to help you
www.staopt.org Tel:07541 659 442 Email: opt@communitycentral.org.uk

@CCStAlbans

www.communities1st.org.uk

FALLS

PREVENTION

Many organisations provide advice and guidance on how to prevent falls. The organisations below give advice and practical tips on how to prevent falls and the hazards to be aware of.



NHS Choices: Practical overview of how to prevent falls and what to do if you do fall:

www.nhs.uk/conditions/falls



Age UK – Practical guide on how to prevent falls, how to make your home fall-proof and where to go for more information:

www.ageuk.org.uk/information-advice/health-wellbeing/fitness/falls-prevention

FINANCE

Citizens Advice St Albans

For the full details of how they can help please see the details in the Benefits section.

St Albans Old People's Trust provides free items and services. To be eligible you need to be 60 or over, in need, hardship or distress and live in the St Albans District. The Trust may be able to provide items such as mobility and household aids, a cooker, washing machine or fridge and services such as help in the home, cleaning, or shopping. It also provides small home adaptations, repairs and payment of utility bills. It is very easy to apply.

01727 814644 – 07541 659442

www.staopt.org – grants@staopt.org



Christians Against Poverty specialises in debt counselling for people in financial difficulty, including those at risk of bankruptcy or insolvency. It also provides Job Clubs for those seeking employment and Release Groups for people looking to overcome addictions and dependencies.

Opening Hours: Monday to Friday, 8.30am-5.00pm

0800 328 0006 – www.capuk.org



Harpenden Money Advice Centre provides free, confidential, non-judgmental and impartial debt and budgeting advice to all who may benefit. Services include creating a budget that works for you, negotiating with your creditors on your behalf and finding the best debt solution for you. Harpenden Trust can provide support and financial assistance.

07954 276281

**www.harpendenmoneyadvicecentre.co.uk
info@harpendenmoneyadvicecentre.co.uk**



St Albans



Old People's Trust



Free grants and help for older people

**Please contact us to find out
how we can help.**

Phone: 07541 659442

Email: opt@communitycentral.org.uk

Website: www.staopt.org

Registered Charity 222522

HOUSING

Shelter provides advice on homelessness, private renting, tenancy deposits, repossession, eviction, repairs, housing benefit and council housing. Shelter's advice line, is open every day, 8.00am-8.00pm on weekdays and 9.00am-5.00pm on weekends.

Housing Advice
0808 800 4444

Emergency helpline number
0800 1644 660

(this is if you are at immediate risk of homelessness)

www.shelter.org.uk

St Albans District Council – please go to Page 62

PETS

The Cinnamon Trust supports people in their later years with pets. Volunteers work with the owners to provide vital loving care for their pets and do their best to keep them together - for example, they'll walk a dog, foster a pet for a short term, bring in pet food, or even clean out cages. When staying at home is no longer an option, Cinnamon Trust provides a Pet Friendly Care Home Register that lists care homes and retirement housing happy to accept residents with pets. Later they may be able to take over life time care of a bereaved pet.

01736 757900
www.cinnamon.org.uk

TRANSPORT

What is Community Transport?

Community Transport provides safe, accessible and affordable transport to local people who do not have a car or have difficulty accessing local transport. Community Transport allows local people to attend health appointments, visit the shops or access social activities. Schemes are usually based in local areas however some schemes are available to all residents across the District no matter where they live. Community Transport car schemes are predominately run by the community for the community and they are always on the lookout for friendly volunteers to help.

This is divided into three clear sections:

1. Other help and support: This will give you information about other schemes that can help local people get out and about.
2. Vehicle Hire: These schemes allow local people and community groups to hire out wheelchair accessible vehicles for trips out. Some will be able to help with drivers or you can provide your own.
3. Car schemes/shopping services shown by local area: These schemes (mostly volunteer run) help local people access health appointments and help them with their shopping.

Please use the contact details included for each scheme for further information about availability, cost and to answer any other questions you may have. Please note that journeys need to be booked in advance. Last minute requests will be dealt with if possible.



OTHER HELP AND SUPPORT

Taxi Voucher Scheme

Eligible residents can receive £60 of taxi vouchers, (30 x £2 vouchers) for journeys starting or finishing within the St Albans District. Eligibility: A resident of St Albans District with a permanent disability and without regular access to a private car or a resident of St Albans District who is over 75 years of age and without regular access to a private car.

For further information and/or an application form

**01727 819406 or
environmental@stalbans.gov.uk**

Wheelchair Accessible Taxis are available across St Albans District. Please call the Taxi Licensing Office for details of accessible taxis.

01727 296194

St Albans District Shopmobility

Location: Based in Drivers Way Park.

Operating Times: Monday, Wednesday, Friday and Saturday from 9.30am-4.00pm and Tuesday & Thursday from 10.00am-2.00pm. Opening hours are subject to volunteer availability.

Details: Borrow a scooter during opening hours or a wheelchair for a period of 4 weeks.

Costs: Free to borrow a scooter or wheelchair for the day. £5 a week to hire a wheelchair.

Eligibility: Anyone who has difficulty in getting around, through a permanent or temporary disability, illness, accident or age.

**01727 819339
www.stalbans.gov.uk/Shopmobility
stalbansshopmobility@hotmail.co.uk**

VEHICLE HIRE

Barbara Bus

Based at: Stanmore

Wheelchair Accessibility: Yes

No of Vehicles Capacity:

(4 seats + 1 wheelchair), 4 vehicles

(4 seats + 2 wheelchairs, 1 vehicle

(5 seats + 3 wheelchairs), 1 vehicle

Driver Provided: Yes for local journeys (costs apply)

Cost of Hire: Donation

020 8416 0733
office@barbarabus.com
www.barbarabus.com

Hertfordshire Action on Disability

Eligibility: Elderly, disabled

Based at: Welwyn Garden City

Wheelchair accessibility: Yes

No of vehicles: 3

Capacity: 1 wheelchair, 4 seats plus driver

Driver provided: Yes

Cost: prices are competitive

01707 375159
transport@hadnet.org.uk
www.hadnet.org.uk

Roundabout Transport

Eligibility: Any group

Based at: All of South West Hertfordshire (travel anywhere in UK)

Buses located in St. Albans

Wheelchair accessibility: Yes

No of vehicles: 11 vehicles (up to 17 seats)

Driver provided: No (only car licence needed)

Cost: £10 membership for a year, additional cost for journeys

01923 711139
roundaboutherts@btconnect.com
www.roundabouttransport.com

CAR SCHEMES/SHOPPING SERVICES IN ST ALBANS

St Albans Good Neighbour Scheme

Pick up area: St Albans District

Times of operation: 7 days a week

Destinations: Hertfordshire hospitals, clinics, doctors, and other medical appointments

Eligibility: Elderly, disabled, youth (under 18s must be escorted), people with no access to public transport

9am to 1pm, every day

01727 830713
www.sagns.org

RSVP

Pick up area: St Albans District

Times of Operation: Monday to Friday

Destinations: Grange Street and Parkbury House doctors surgeries, hospitals and other medical appointments

Eligibility: Only Grange St and Parkbury House patients who are elderly, disabled or have no access to public transport are eligible for this service.

Grange Street Surgery - 01727 833550
Parkbury House Surgery - 01727 851589

Tuesday & Thursday from 10.00am-2.00pm.

Opening hours are subject to volunteer availability.

CAR SCHEMES/SHOPPING SERVICES IN COLNEY HEATH

Parish Council Shopping Service

Eligibility: Elderly, disabled

Day and Times: Every Thursday at 10am

Destination: Asda Car Park in Hatfield

Seats need to be booked in advance

01727 825314

CAR SCHEMES/SHOPPING SERVICES IN HARPENDEN

Harpenden Helping Hand

Pick up area: Harpenden

Times of Operation: 7 days a week

Destinations: Surgeries, clinics, hospitals and local shops.

Eligibility: Residents of Harpenden unable to use public transport

between 10.00am-6.00pm, Monday to Friday

01582 764599

**www.harpendenhelpinghand.org.uk
chairman@harpendenhelpinghand.org.uk**

Harpenden Hopper

Pick up area: Roundwood area of Harpenden

Times of operation: 3 days a week, 9.30am-4.00pm

Destinations: Pick up in Roundwood area of Harpenden,
drop off at Church Green

Eligibility: Anyone

Cost: £2 per one way trip

01582 638007

www.harpendenhopper.co.uk

CAR SCHEMES/SHOPPING SERVICES IN WHEATHAMPSTEAD

Wheathampstead Community Group

Pick up area: Wheathampstead Parish

Times of operation: 7 days a week

Destinations: All local hospitals and associated clinics, surgeries,
dentists, opticians and physiotherapists.

Eligibility: Residents of Wheathampstead unable to use public transport

01582 834028

**wheathampsteadcg@gmail.com
wheathampsteadwcg.org**

CAR SCHEMES/SHOPPING SERVICES IN SANDRIDGE

Parish Council Shopping Service

Eligibility: Elderly, disabled

Day and times: Every Wednesday (Market Day)

Destination: St Albans Town Centre

Cost: Free

Route 247 Outward journey from Sandridge Village Arrive at St Peters Street 10.20am Return journey - Departs 12noon from St Peters Street (outside Poundland which is Bus stop No.12)

Route 248 Outward journey from The Quadrant, Marshalswick. Arriving at St Peters Street at 11.00am Return journey - Departs 12.45pm from St Peters Street (outside Poundland which is Bus stop No.12)

01727 831871

for more details please refer to 'Neighbourhood News'
for full details of pick up points.

CAR SCHEMES/SHOPPING SERVICES IN REDBOURN

Redbourn Care Group

Pick up area: Redbourn Village and surrounding countryside

Times of operation: 7 days a week

Destinations: Transport for doctor, dentist, optician, foot clinic and hospital appointments.

Eligibility: Elderly, disabled, youth (under 18s must be escorted), people with no access to public transport

9.30am-12noon Monday to Friday

01582 794 550

www.redbourncaregroup.co.uk

9.00am-1.00pm, every day

01727 830713

www.sagns.org

SERVICES ACROSS THE ST ALBANS DISTRICT

Dial-a-Ride

Pick up area: St Albans District

Times: 9.00am-4.30pm; Monday to Friday

Destinations: The service can be used for local journeys to shops, libraries, clubs, visiting friends, local GPs and dentists. Dial-a-Ride does not provide transport to hospital for outpatients.

Eligibility: Over 75 or permanently disabled

Cost: £1.90 for the first mile then 45p per mile

9.00am-4.30pm; Monday to Friday.

Ring to check eligibility and register before booking.

01992 556771

www.hertfordshire.gov.uk/dialaride

dialaride@hertfordshire.gov.uk



OTHER TRAVEL SERVICES

Free Bus Passes - allow anyone of pensionable age to travel on local buses (any bus which is not a coach) throughout England for free. Your bus pass can be used across Hertfordshire 24 hours a day. There may be restrictions in other counties.

You can apply online at:

www.hertfordshire.gov.uk/services/adult-social-services/transport-for-older-people-and-disabled-people/bus-passes-for-older-people.aspx

If you need help applying you can visit your local library or call

0300 123 4050

Damaged, Lost or Stolen Bus Pass – If you have lost your bus pass it will cost you £10 to replace (it is free if you have a valid crime reference number from the police).

Call the Concessionary Travel Team on
0300 123 4050

Intalink

Provides the latest travel bus information in Hertfordshire.

0300 123 4050
www.intalink.org.uk

Senior Railcards

Anyone 60 years or over can save 1/3 on Standard and First Class rail fares throughout the UK for 12 months, the cost of a railcard is £30.

Opening Hours: 7.00am-10.00pm everyday
0345 3000 250
www.senior-railcard.co.uk
railcardhelp@railcards-online.co.uk

National Rail Enquiries

08457 484950
www.nationalrail.co.uk

National Express

0871 781 8181
www.nationalexpress.com



Volunteer Drivers

Do you enjoy driving?

Do you have some free time?

Want to meet new people and make friends?



Volunteer drivers provide transport for those people who are less mobile and unable to use public transport. Most charities are only looking for a few hours each month.

Whatever you can offer makes a real difference to the community.



Find out more

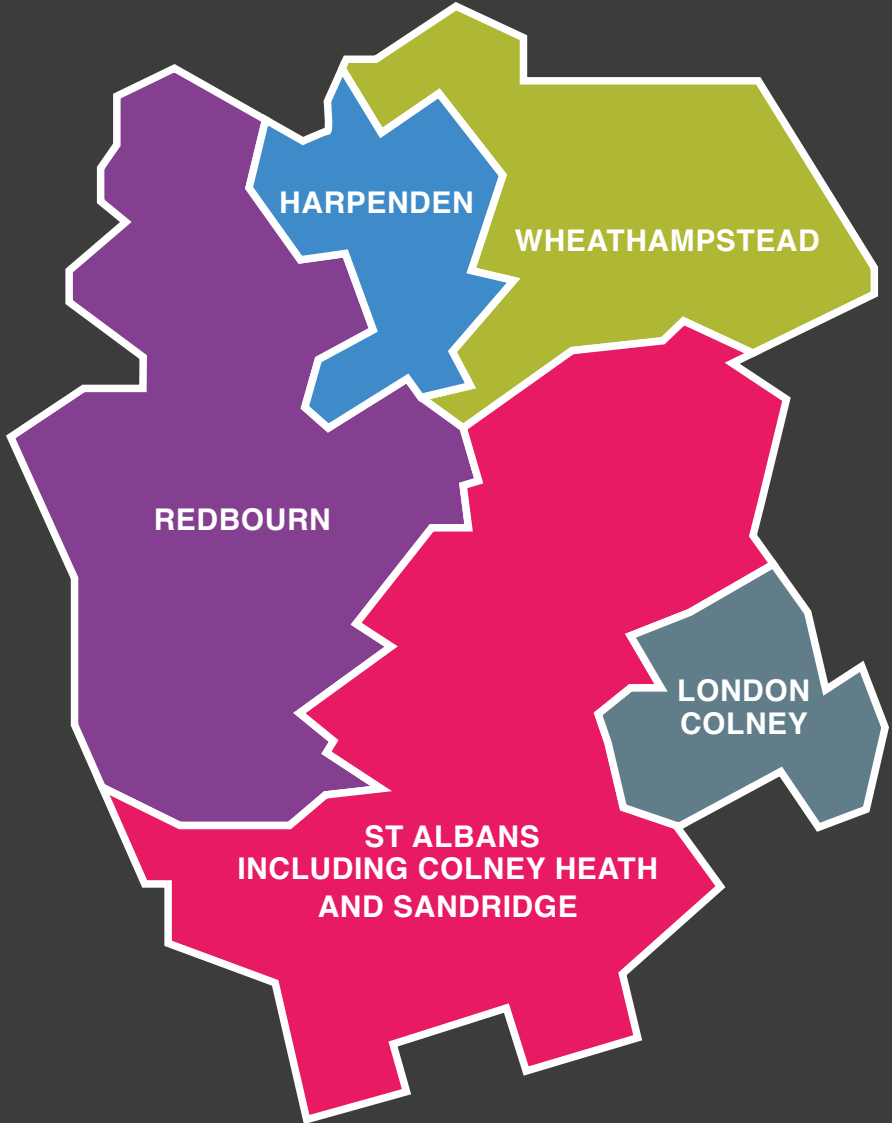


volunteering@communitycentral.org.uk

01727 814644

www.communitycentral.org.uk

WHAT'S ON GUIDE



WELCOME TO ST ALBANS INCLUDING COLNEY HEATH AND SANDRIDGE

COMMUNITY INFORMATION

St Albans Good Neighbour Scheme

If you are a St Albans resident who is elderly, unwell, lonely, disabled or facing a crisis and do not have family or a close neighbour, then the Good Neighbour Scheme may be able to help with a range of activities including transport, shopping, befriending, collecting prescription, gardening and odd jobs. It is all run by volunteers. If you wish to ask about a specific request or general enquiry, their helpline is open between 9.00am-1.00pm every day.

01727 830713
www.sagns.org

St Albans Library is open

Monday 9.00am-6.00pm, Tuesday 1.00pm-6.00pm, Thursday 9.00am-7.00pm, Friday 1.00pm-6.00pm and Saturday 9.00am-5.00pm. Facilities and services including: wheelchair access, hearing induction loop, photocopier, fax, computers and free Wi-Fi.

www.hertfordshire.gov.uk/services/libraries-and-archives/library-opening-hours/st-albans-library.aspx

SPORT AND LEISURE

Hertfordshire Health Walks

Free, volunteer-led walks, which aim to help people get outdoors, get more active and reap the benefits. The walks are all sociable and you don't need any special equipment to join in, just comfortable shoes. To find out details about walks in St Albans:

01992 588433
www.walkingforhealth.org.uk/walkfinder/east-england/st-albans

St Albans Leisure Centre (Westminster Lodge)

Facilities include a gym, group exercise classes specifically for people aged 60+ including: aqua fit to pilates, swimming pool and tennis courts. For more information and how to sign up as a member visit their website at:

www.everyoneactive.com/centre/westminster-lodge-leisure-centre/

St Albans Adventure Group

Members participate in all kinds of outdoor activities including hill and mountain walking, cycling, skiing, camping, orienteering, climbing, rambling and canoeing. They organise frequent weekends away to all parts of the country and sometimes abroad. They also arrange indoor and social events such as talks, slide shows, theatre trips, pub evenings, quizzes and games. They meet weekly on a Wednesday at 8pm, at the Homewood Road, United Reformed Church for a meal or evening talk. There is also usually a weekly Sunday walk. For more details and information on how to join:

**www.stalbansadventuregroup.org.uk
enquiries@stalbanadventuregroup.org.uk**



SOCIAL ACTIVITIES

St Albans Lion Club

Provides practical help and assistance to members of the local community. The Club raises lots of money for many local, national and international charities. They meet at the Six Bells Public House in St. Albans on the first Monday of the month

0845 833 5785
info@stalbanlionsclub.com
www.stalbanlionsclub.com

Salvation Army St Albans

Runs a coffee morning on a Wednesday and Saturday morning, at 10.00am.

01727 855395
www.salvationarmy.org.uk
st.albans@salvationarmy.org.uk

St Albans WI

Has monthly meetings that include art, crafts and cookery, sport, music, drama and public affairs. St Albans WI meet every 2nd Wednesday of the month at 7.30pm at Marshalwick Community Centre, The Ridgeway

01582 834010
www.thewi.org.uk

Probus Club of St Albans

Provides a meeting place for retired and semi-retired men to get together and enjoy a monthly programme of a lunch and an interesting talk on a variety of subjects from visiting speakers. There is also an active Ladies Section that allows wives, partners, and widows to enjoy their own separate meetings, as well as joining the men on visits and special events.

01582 621310
www.probusclubofstalbans.co.uk

St Albans U3A

Holds meetings twice a month, on Wednesdays at Marlborough Road Methodist Church and on Tuesdays at Highfield Sports Centre. There is a varied programme of talks given by invited speakers. From time to time visits to places of interest are arranged. These might involve a charge for transport or entry fees.

www.u3asites.org.uk/harpenden/events



LUNCH CLUBS, COMMUNITY CENTRES AND DAY CENTRES

Fleetville Community Centre

- Bridge, Thursday, 13.00pm-15.00pm
- Fleetville Knitwits, Monday, 10.30am-12.00pm
- Painting for Pleasure, Wednesday, 10.00am-12.00pm
- Rec for Retired, Monday, 13.00pm-16.00pm, Scrabble.
Tuesday, 13.00pm-16.00pm, Table Tennis. Friday, 9.00am-12.00pm
- Staying Steady, Friday, 2.00pm-4.00pm

These are just a selection of the activities on offer, for a full list and for more information and cost:

01727 836843
www.fleetville.org.uk – info@fleetville.org.uk

Jubilee Centre

Drop in Restaurant for older people offers a hot meal and dessert for £4.55. Food is available between 12.30pm-1.30pm and there is no need to book in advance. For more information:

0330 2000 103
info@hertsindependentliving.org

St Lukes's Church

Tuesday Coffee Morning (10.00am-11.30am) - provides an opportunity to relax and catch up with others from the local community. It is often a busy morning with around 30 people attending. They are always pleased to see a new face and offer a warm welcome to newcomers. Friday Social (12noon-1.30pm) is particularly aimed at supporting and building friendships amongst those in our local community who are living alone or may otherwise have limited opportunities to socialise with others. We enjoy a light lunch of home-made soup and cake, and people are welcome to sit and read the newspaper or enjoy a good chat. For further information:

01727 865399
office@saint-lukes.co.uk

St Michaels Church with St Mary's Lunch Club

Meets on the second Tuesday of each month in the Parish Centre at 12.15pm. They share a home-cooked lunch and good company for a couple of hours. Twice a year they arrange a day's outing. They need to know numbers in advance so please let them know if you are interested in going along.

01727 862469

Christ Church Centre

Senior Lunches - On the third Thursday of each month from 12.30pm-2.00pm which includes a two course hot meal, a short talk and plenty of time to chatter with friends. Tea and Talk - On the first Thursday of each month from 2.30pm-4.30pm. As well as enjoying drinks and cake together there is often someone speaking on a general theme or a craft activity for all to join in with.

01727 859806

Homewood Road United Reform Church

The following are church community activities (this is not an exhaustive list): Afternoon Tea Club – once a month on a Sunday at 3.00pm in the Back Hall to share conversation, tea and cake in a friendly environment. Day Centre – A social and activity group for elderly people, activities include scrabble, dominoes, card games and quizzes. Every Wednesday, from 10.00am-2.00pm in the Back Hall.

01727 899117

secretary@homewoodurc.org

Hatfield Road Day Centre

An activity group that aims to provide support and friendship to older people around St Albans. The group meets every Friday, year round. Visitors enjoy a range of activities, as well as sharing morning and afternoon teas and lunch.

01727 765839

www.hatfieldroaddaycare.co.uk

Armoral Hill Day Centre

Offers activities and socialising for elderly people. Lunch is provided and transport can be arranged. In addition the centre arranges at least 4 trips per year including a canal boat trip and a special Christmas lunch. It runs every Thursday from 10.30am-1.30pm.

07929 530614
welfarec@aol.com

Age Concern St Albans

Run three lunch clubs a week for people in St Albans and the surrounding villages on Monday, Wednesday and Fridays from 10.00am-2.00pm. Costs are £10 per session which includes coffee or tea and biscuits in the morning, a morning activity, 2 course lunch and another tea or coffee and a short afternoon activity. There is a minibus but space is limited. Transport is £3.

01727 856741
info@ageconcernstalbens.org.uk

Dagnall Street Day Centre

Meets on Tuesday during term time, from 10.00am-2.00pm, at the Age Concern Centre, St Peter's Street. It is staffed entirely by volunteers, mainly drawn from the congregation at Dagnall Street.

01727 846891



SANDRIDGE

Sandridge Silver Threads

Is an afternoon social club for local residents over 60. Activities include speakers, entertainment, crafts, quizzes, lunches, annual day trip, bingo, tea, biscuits and raffle. Every Friday 2.00pm-4.00pm.

01727 853218
trevordungate@btinternet.com

St Marys, Marshalswick

Run a coffee shop every Saturday in the Church Hall, from 10.30am-12.30pm. An opportunity to meet other people and have a chat over a cup of coffee.

stmarymars@gmail.com

Marshalswick Community Centre

- Carpet Bowls, Monday, 7.30pm-9.30pm
- Extend Exercise Class, Tuesday, 2.00pm-4.00pm
- St Albans Flower Club, Tuesday (once a month), 7.00pm-10.00pm
- Zumba Gold (50+ years), Friday, 1.30pm-2.30pm

For more information and costs:

01727 833679

Jersey Farm Community Centre

- St Albans Bridge Club, Monday, 7.30pm-11.00pm
- Awareness Through Movement (50+), Thursday, 10.30am-12.00pm
- Carpet Bowls, Thursday, 7.30pm-9.30pm
- Jersey Farm Community Café, Friday 2.00pm-4.00pm

For more information and costs:

01727 833679

communitycentresmanager@outlook.com

Jersey Farm Day Centre

Is for physically disabled people, elderly people living alone, and housebound adults in Sandridge, Marshalswick and Jersey Farm. A hot two course lunch is provided. Entertainment and the occasional outings are made. Session fee: £6.00 The group meets at Jersey Farm Community Centre every Tuesday from 11.00am-3.00pm.

01727 834699

lynbol@ntlworld.com

Marshalswick Baptist Free Church

Thursday Drop In (1.30pm-4.30pm) is an informal drop in where you can:

- Have fun with art, have a go and learn new skills
- Come and tap into what the Internet offers on our computers or bring along your mobile phone, digital camera, iPad or laptop to learn new ways to use it or to get your problems solved
- Go and play board games, do crosswords, knit or sew
- Enjoy tea, coffee and cake

01727 857786

www.mbfc.org.uk/teaandtech.htm

COLNEY HEATH

Colney Heath Women's Institute

Meet in the Village Hall on the second Thursday of every month at 7.45pm for talks on many diverse subjects from crafts and home craft to international affairs.

01727 823 944

St Marks, Colney Heath

First Thursday of every month, in the church foyer, there is a chance to relax, chat, drink and eat yummy homemade cakes and biscuits.

01727 825 175



For information about how to volunteer in St Albans please see page 75.



WELCOME TO LONDON COLNEY

“ Hi, my name is June and I have lived and worked in London Colney for the last 40 years. London Colney is a great place to live, with lots going on. I kick off my Monday mornings with a coffee at 10.30am, followed by seated exercise, which has a lovely atmosphere and great music. There's always great value at the lunch club on Tuesdays and Thursdays with three courses for £4.80 and free tea and coffee. I join in with the Healthy Walks and work up an appetite for my lunch on Thursday. Please see below for more details on the other things that are going on in the village. I look forward to seeing you out and about very soon. ”

London Colney Parish Council

Is responsible for: the management and maintenance of open spaces, play areas and sports fields; the provision and emptying of litter and dog fouling bins and leisure facilities. The Parish Council offices at the Community Centre are open to the public for enquiries: Monday to Friday, 9.00am-2.00pm

01727 821314
info@londoncolney-pc.gov.uk
www.londoncolney-pc.gov.uk

London Colney Library

Open Monday, Tuesday, Thursday & Friday from 2.00pm-6.00pm and Saturday from 9.00am-1.00pm. Services available include photocopier, access to computers, colour printer, scanner, Wi-Fi and study space. For further information and to renew books on-line please visit:

**[www.hertsdirect.org/services/libraries/
findlib/libs/lon](http://www.hertsdirect.org/services/libraries/findlib/libs/lon)**

London Colney Community Centre

(also known as The Caledon Centre). Activities Include: Community Lunch Club, Tuesdays and Thursdays, from 12noon-2.00pm, no need to book just pop in, £4.80 for a 3 course meal. Over 50s Exercise Class, Mondays 11.30am-12.30pm, Wednesdays 5.30pm-7.30pm and Fridays 10.00am-11.30am. Over 60s Bingo (for London Colney residents only), Tuesday 1.00pm-4.00pm.

01727 261104

Hertfordshire Health Walks

Are free, volunteer-led walks, which aim to help people get outdoors, get more active and reap the benefits. The walks are sociable and you don't need any special equipment to join in, just comfortable shoes. Walks from the Caledon Centre are every Thursday at 10.30am and the 1st Tuesday of every month at 11.00am.

01992 588433

www.walkingforhealth.org.uk/walkfinder/east-england/st-albans

Knit and Knatter

Come along for some friendly conversation and knitting - all abilities welcome. The last Thursday of every month at 2.00pm at St Peter's Church, Riverside, London Colney.

Pharmacy

There is a pharmacy within the Sainsbury superstore at the southern end of the village and a community pharmacy run by the Co-op at the corner of High Street and Kings Road.

Volunteering

For information about how to volunteer in London Colney please see page 75.

WELCOME TO HARPENDEN

Harpenden Trust

Helps individuals and families living in the AL5 postal district in the following areas:

Grants – help with household bills, vouchers for food and clothing, supply of both new and recycled furniture and white goods.

Utility Bills - help for pensioners who have difficulty paying their winter electricity, gas and water bills.

Outings – day and half day coach trips to the coast, countryside and garden centres for pensioners.

Christmas Parcels – delivered to pensioners who might be housebound or on their own over the Christmas period.

Befriending – bringing people who are living on their own into regular contact with other members of the community.

Harpenden Trust Coffee Mornings – free coffee and biscuits provided for pensioners between 10.00am-11.00am on Tuesdays at the Trust Centre, 90 Southdown Road and Thursdays at High Street Methodist Church Hall, Lower High Street. For more information:

01582 460457

**www.theharpendentrust.org.uk
help@theharpendentrust.org.uk**

Harpenden Town Council

Provides a range of key services to the Harpenden community.

These services include: allotments, dog waste bins, parks and open spaces and planning. Harpenden Town Council also runs:

Harpenden Information Point

Situated between Busy Bees Day Nursery and Rothamsted Park entrance gates on Leyton Road. Visitors in Person - Monday, Wednesday and Friday 10.00am-2.00pm. Telephone Enquiries - Monday to Thursday 8.45am-5.15pm and Friday 8.45am-4.45pm when telephone calls only can be taken.

Harpenden Information Point

Delivers a wide range of services and information on behalf of the Town, District and County Councils. With information on local tourist attractions, leisure facilities and service providers as well, visitors can:

- Pay local Council Tax/Rent or Business rates
- Purchase Controlled Parking Zone visitor vouchers and apply for resident's permits
- Obtain Blue Badge forms
- View local planning applications and obtain planning information
- Report highways complaints
- Apply for bus permits and senior citizen car park permits
- View the Electoral Register for Harpenden

01582 768278

www.harpenden.gov.uk

harpenden.town.council@harpenden.gov.uk



TRANSPORT

Harpenden Hopper

Is a bus service that covers the Roundwood area of Harpenden as well as Harpenden Town Centre. It operates Tuesday – Thursday from 9.30am-4.30pm. Anyone can use the bus which costs just £2 for an adult single journey (senior bus passes accepted). The route stops close to shops, The Memorial Hospital and three Doctor's surgeries. The service is a 'Hail and Ride' service, picking up and dropping off service.

01582 638007

www.harpendenhopper.co.uk
hopen@harpendenhopper.co.uk

SPORT AND LEISURE

Hertfordshire Health Walks

Free, volunteer-led walks, which aims to help people get outdoors, get more active and reap the benefits. The walks are all sociable and you don't need any special equipment to join in, just comfortable shoes.

01992 588433

www.walkingforhealth.org.uk

**Type in your postcode in the search box
healthwalks.cms@hertfordshire.gov.uk**

Harpenden Leisure Centre

Facilities include a gym, group exercise classes including 60+ classes from aqua fit to pilates, swimming pool and tennis courts. For more information and how to sign up as a member visit their website:

www.1life.co.uk/st-albans-city-districtcouncil/harpenden-sports-centre/home/

Harpenden Bowls Club

Focuses on ensuring that players of all abilities and ages are welcomed. Players of all abilities, including those completely new to the sport, take part in matches. It is the perfect place to make new friends in Harpenden and has an extensive social side of the club, from breakfasts, coffee mornings and afternoon teas to dinners.

01582 766155

secretary@harpendenbowlingclub.co.uk

Harpenden Tennis Club

Is a friendly club welcoming players of all standards, age groups and abilities. It boasts an array of excellent facilities including 17 tennis courts and it has a modern clubhouse with changing rooms, bar, kitchen, and function room and offers a full annual programme of social activities. Social tennis sessions are run all year round at various weekly times.

01582 713202

**www.harpendenlhc.co.uk
admin@harpendenlhc.co.uk**

SOCIAL ACTIVITIES

Harpenden WI

Have monthly meetings that include art, crafts and cookery, sport, music, drama and public affairs. Harpenden WI Meet every 3rd Thursday of the month at 7.30pm at the Guide Hut, Townsend Lane.

01582 834010
www.thewi.org.uk

Harpenden Library

Is open Monday 9.00am-6.00pm, Tuesday 1.00pm-6.00pm, Thursday 9.00am-7.00pm, Friday 1.00pm-6.00pm and Saturday 9.00am-5.00pm. Facilities and services including: wheelchair access, hearing induction loop, photocopier, fax, computers and free Wi-Fi.

www.hertfordshire.gov.uk/services/libraries-and-archives/library-opening-hours/harpenden-library.aspx

Probus Club of Harpenden

Provides a meeting place for retired and semi-retired men to get together and enjoy a monthly programme of a lunch and an interesting talk on a variety of subjects from visiting speakers. They meet on the first Thursday of each month at Harpenden Golf Club, Hammonds End, from 12noon-3.00pm.

secretary@probusharpenden.org.uk

Harpenden Seniors Forum

Provide useful information on a wide range of local and national organisations, local sports and social clubs, interest groups and public services as well as churches, medical facilities and tradespeople. Membership is free and you will receive a newsletter delivered to your home and invites to free information events.

01582 462926

Staffed 10.00am-12noon Monday to Friday
or you can leave a message at other times.

Harpenden U3A

Fortnightly meeting on Thursday afternoons at the Harpenden Trust Hall. There is usually a speaker, followed by a discussion, or a session involving members' contributions. From time to time they arrange visits to places of interest, either on a Thursday afternoon or extra to the programme. These might involve a charge for transport or entry fees.

<https://u3asites.org.uk/harpenden/events>

Harpenden Village Inner Wheel

Members can take part in social, fundraising and service events and meet monthly for an evening meal. All members are able to take part in meetings and activities with other Inner Wheel Clubs in the area, and also with the wider National Association.

www.harpendenvillageinnerwheel.org
info@harpendenvillageinnerwheel.org

Harpenden Lions Club

Provides practical help and assistance to members of the local community. The Club raises lots of money for many local, national and international charities. They meet two evenings a month in The Harpenden Arms.

0845 833 7426
secretary@harpenden-lions.co.uk



VOLUNTEERING

Volunteering for Harpenden

Can help you find a way to help in Harpenden. They have a list of voluntary organisations that cover a wide spectrum of activity offering volunteers the opportunity to use many different skills in varying locations with flexible hours and seasonal or regular opportunities to suit your availability. All participating organisations are listed on the website with details of how they operate and who they need to help them. Information is updated frequently with news of their events and campaigns.

www.volunteerforharpenden.org.uk

WELCOME TO REDBOURN

Redbourn Day Centre

Every Wednesday from 9.15am-4.30pm at The Transept, St Marys Church. Transport can be provided. The day consists of a welcome of tea and biscuits, seated exercise sessions, lunch and afternoon activities. Cost: £8 a day.

01582 799085

Redbourn Care Group

Provides friendly help to any resident of the village who may be ill, have experienced a recent accident or bereavement, find their life impaired by loss of mobility, or would simply like to enjoy recreation in the company of others.

In respect of health, community transport can be provided by helpful volunteers in their own cars to visit hospitals, dentists, doctors and clinics for treatment. Medical prescriptions can be collected should there be difficulties.

Other facilities include transport to and from the Redbourn Day Centre and several trips a week to local shops and a nearby supermarket. They run an afternoon Monday Club, provide transport for other Clubs such as the village Good Companions, the Macular Degeneration Club and the Stroke Club in St Albans, and they also organise and run frequent social outings in the minibus.

9.30am-12noon weekdays

01582 794550

www.redbourncaregroup.co.uk

Coffee on the Common

St Mary's Church invites you to pop in for refreshments and fellowship in the Cricket Pavillion from 09.30am-12.30pm, Monday to Friday. Tea/Coffee & Biscuits & slice of cake £1.50, Squash & biscuits 50p. On Wednesdays, why not visit for a soup and bread lunch. All are welcome.

No need to book.

Redbourn Pop-In – Village Hall

Every Thursday between 09.30am-11.30am in the Village Hall
Join in for coffee and biscuits, meet old and make new friends, buy books and puzzles, plants and handmade cards as well as gifts from the Hospice table which supports Grove House. All are welcome.

No need to book.

Citizens Advice St Albans

Run a drop in session at the Parish Centre every other Monday from 10.00am-12noon.

**[www.castad.org.uk/home-page/advice/
face-to-face/redbourn](http://www.castad.org.uk/home-page/advice/face-to-face/redbourn)**

Redbourn Community Library

Open Monday, Tuesday, Wednesday and Friday, 2.00pm-6.00pm and Saturday 9.30am-1.30pm. Facilities available include disabled parking, wheelchair access and a hearing loop. Services available include photocopier, access to computers, audio books, Wi-Fi and study space.

**[www.hertfordshire.gov.uk/services/
libraries-and-archives/library-opening-hours/
redbourn-community-library.aspx](http://www.hertfordshire.gov.uk/services/libraries-and-archives/library-opening-hours/redbourn-community-library.aspx)**

Redbourn Leisure Centre

Offers a huge range of activities including a gym, a full programme of group exercise activities, outdoor football pitches and an all-weather bowls green. For full details of their timetable:

01582 626202
**[www.everyoneactive.com/centre/
redbourn-leisure-centre](http://www.everyoneactive.com/centre/redbourn-leisure-centre)**

Redbourn Village Hall

Runs a variety of classes, activities and occasional events, including Extend – Movement to Music (adapted for the older/less mobile), Mixed Ability Yoga and Pilates, Watercolour Art Group, Carpet Bowls Club, Badminton Club. Office Opening Hours: School Term time: Monday, Wednesday and Thursday - 9.30am-11.30am.

01582 792822

office@redbournvillagehall.org.uk

www.redbournvillagehall.org.uk

Redbourn Parish Council

Supports local organisations, seeks to enhance the Redbourn Community and protect the Green Belt. Redbourn Parish Council is amongst other things responsible for dog bins, children's play area, The Nickey Line, Parish Paths, Redbourn Common, reviews and comments on planning applications within the Parish, liaises with relevant authorities regarding infrastructure, policing and community issues to represent your village and engages with all interested parties regarding the current and future shape of life in the Parish. Redbourn Parish Council's office is open Monday to Thursday from 10.00am-4.00pm and Friday from 10.00am-1.00pm. You are able call in to the office for general council enquiries, or to view documents such as meeting agendas, minutes and planning applications. Contact the Parish Clerk, Nish Khanna.

01582 794832

www.redbournparishcouncil.gov.uk
clerk@redbournparishcouncil.gov.uk

U3A (The University of the Third Age)

Is a UK-wide movement which brings together people in their 'third age' to develop their interests and continue their learning in a friendly and informal environment. Redbourn U3A now has over 300 members with 30 interest groups. There is also a very active Theatre Group and Outings/Holidays group. Redbourn U3A holds a monthly general meeting in Redbourn Village Hall with a guest speaker, on the third Wednesday of each month.

redbournu3asecretary@gmail.com
www.u3asites.org.uk/redbourn

Christchurch Munch and Natter

A lunch club for the Over 55's: share a meal, meet others, make new friends and hear a short talk. Meet at the Christchurch building on Fish Street, one Friday each month, usually 12.30pm-2.00pm. Mini Munch and Natter for over 55s - coffee morning held once a month on a Friday morning from 10.30am-11.30am.

07792 970177
www.christchurchredbourn.org.uk

Crown Pharmacy – 65 High Street, Redbourn.

Opening Hours: Monday – Friday, 8.30am-6.30pm and Saturday, 9.00am-5.00pm.

01582 792203
Community Village Website
www.redbournvillage.org.uk

Volunteering

For information about how to volunteer in Redbourn please see page 75.



WELCOME TO WHEATHAMSPTEAD

COMMUNITY SUPPORT GROUPS

Wheathampstead Community Group

Aims to provide help and support to any resident of the village, including home visits, transport, lunch meetings and much more.

Internet Café (run by Wheathampstead Community Group) come along and access the internet to undertake research, stay in touch with loved ones and so much more. At least two volunteers attend each week to help anyone in need. The cost is 50p per session, which includes a tea or coffee. Every Thursday, 10.00am-12noon, Library, Memorial Hall.

01582 834238

www.wheathampsteadwcg.org – marion@lesmar.com

Wheathampstead Friends

Are a group of volunteers who run various projects including: home visiting for those needing some support, bereavement counselling. The Intergenerational Project arranges visits to local schools for the elderly where the different generations can discuss assorted topics from their own perspectives.

www.wheathampsteadfriends.org

Wheathampstead Thursday Club for the Disabled

For more information

01582 833628

Wheathampstead Food Bank

Provides emergency food and support for local people in crisis. You will need a food voucher to benefit. These can be obtained from local agencies such as the Children's Centre, CAB and Manor Pharmacy. Every Thursday, 12.30pm-4.30pm at Hilldyke Community Centre.

07790 237760 – 01727 613019 For emergencies

To find out where you can access food vouchers

info@stalbandsdistrict.foodbank.org.uk

Dementia Wellbeing Group

Runs a fortnightly coffee morning for those living with dementia and their carers. First and third Wednesday of the month 10.30am-12noon at Mead Hall, East Lane.

01582 834490

Citizens Advice Bureau, Wheathampstead Outreach Service

Appointments are preferable but drop-ins are welcome. Every Thursday, 10.00am-12noon at Memorial Hall.

01727 811118

Appointments/enquiries

03444 111444

Adviceline

www.stalbans-cab.org

www.adviceguide.org.uk



FITNESS/SPORT/HEALTH

Positive Movement is a new wellbeing programme for older people, anyone with mobility problems and carers. The friendly sessions combine gentle exercise and movement with time to socialise over tea. Both fun and hugely beneficial, this programme can really make a difference to your life! Every Thursday, 1.30pm-2.30pm at Memorial Hall.

01462 678804

www.letchworthcentre.org

positivemovement@letchworthcentre.org

Wheathampstead Warriors

Is a local running club with the aim to encourage people of all abilities, including beginners, to improve their fitness, health and wellbeing through running. Ad hoc runs also take place during the week regular runs on a Tuesday & Thursday, 8.00pm, meet outside Memorial Hall.

www.wheathampsteadwarriors.co.uk

Wheathampstead Patient Participation Group

Pilates class is designed to improve health and fitness. Everyone is welcome, and equipment is provided. Cost - £6 per person and must be booked in advance. Every Tuesday (except August), 2.00pm-3.00pm, 3.00pm-4.00pm and 4.00pm-5.00pm at Memorial Hall.

01582 833628

Hertfordshire Health Walks

Free volunteer-led walks, which aim to help people get outdoors, be more active and socialise. You don't need any equipment to join in, just comfortable shoes.

01992 588433

www.walkingforhealth.org.uk

Type in your postcode in the search box.

healthwalks.cms@hertfordshire.gov.uk



HOBBIES/INTERESTS

Wheathampstead History Society

Arrange a programme of talks, meetings and outings, produce a monthly bulletin, prepare displays and talks for other societies, and encourage local people to do their own research. Annual subscription: £8; £12 for couples. Third Wednesday of every month (except August), 7.30pm-9.30pm at Mead Hall, East Lane.

**[www.wheathampsteadheritage.org.uk/
history-society.asp](http://www.wheathampsteadheritage.org.uk/history-society.asp)**

whs@wheathampsteadheritage.org.uk

Hardy Plant Society

Meets for illustrated talks, a plant stall, and refreshments with homemade cakes. They welcome anyone interested in plants or gardening. Over the summer they visit members' gardens and a coach trip. First Saturday of the month from October to April, 2.00pm-5.00pm at Memorial Hall

01727 856354 – www.hertshps.com

Wheathampstead Horticultural Society

Is interested in all things horticultural, has a variety of excellent talks by some well-known plantsmen and women, has visits to beautiful gardens and holds an Annual Autumn Show in September. Visitors are welcome. Annual subscription £10. First Wednesday of the month (except January and August), 8.00pm-10.00pm at Memorial Hall.

01582 450079
07977 445473

Wine Club

Is a social evening with wine tasting, good company and variety of wine-related activities. Cost £3 per evening (£3.50 for commercial tasting). Wine Club is part of the Horticultural Society; however, you can come along to meet us before becoming a member. Last Wednesday of each month (except August and December), 8.00pm-10.00pm at Mead Hall, East Lane.

01582 450079
07977 445473

Recreation for the Retired

Come along and socialise with people from the community. Activities include table tennis, board games, darts, refreshments and much more. Anyone is welcome. Fridays (except August) 2.00pm-4.00pm at Memorial Hall.

The Mead Quilters

Promote appreciation and understanding of patchwork, quilting and appliqué, both traditional and modern, and other allied crafts. There is currently a waiting list, so please make contact if you are interested. Meeting: Third Tuesday of each month - 7.30pm. Stitching session: First Tuesday of each month - 9.45am-12.30pm at Mead Hall, East Lane.

www.meadquilters.org
secretary@meadquilters.org

Art Group

Was set up so that people could enjoy painting together, in a comfortable and sociable setting. Once or twice a month a tutor is invited to come along and advise. If you are interested in joining, the first two sessions are offered free of charge. Costs thereafter approx. £30 per term. Every Wednesday. 10.00am-12noon at Green Room, Memorial Hall.

01582 832628

Wheathampstead Library

Run solely by volunteers, the library offers more than just book borrowing – you can sit and read a newspaper, use the computers or just pop in for a chat with the team. For those unable to get to the library, home lending and reading services are available. Open Monday to Thursday, 2.00pm-6.00pm and Saturday, 9.00am-1.00pm, Library, Memorial Hall. Knit, Natter and Know (run by the Wheathampstead Library) come along and craft whilst you listen to readings from new or lesser known stories, have a hot drink and make new friends. All crafts are welcome, not just knitting! Everyone welcome. Every Wednesday, 10.00am-12noon at Library, Memorial Hall.

WI (Women's Institute)

Wheathampstead currently has two WI groups listed below:

Herts WI Head Office

01582 834010

1) Wheathampstead WI a friendly social group, available to all ages. Each meeting starts with a speaker and is followed by refreshments. Tuesday afternoon socials are also arranged regularly. The second Wednesday of the month, 7.30pm at Mead Hall, East Lane.

07933 958546

2) Wheathampstead Swans WI a fun, sociable group, available to all ages. They seek input from members regarding the meeting programme so bring your ideas along! Additional trips are often organised throughout the month. The second Tuesday of the month, 8.00pm at The Swan Pub.

01582 831349

Coffee mornings at the Mead Hall

Everyone is welcome, so come along for a drink and a natter! Every Friday, 10.30am-12.30pm at Mead Hall, East Lane. Organised by the Wheathampstead WI (see above for contact information).

Volunteering

For information about how to volunteer in Wheathampstead please see page 75.



HOW THE COUNCIL AND OTHER PUBLIC ORGANISATIONS WORK

Who Does What

Hertfordshire County Council

KEY SERVICES AND INFORMATION

St Albans City and District Council

KEY SERVICES AND INFORMATION

Local Health Services

A STEP BY STEP GUIDE

Hertfordshire Fire and Rescue Service

HOME SAFETY, FIRE SAFETY, ADVICE

Hertfordshire Constabulary

CRIME PREVENTION ADVICE,
GOING AWAY ON HOLIDAY, ANTI-SOCIAL BEHAVIOUR, OWL

National Organisations

HELPLINES AND SUPPORT

How to Volunteer

WHO DOES WHAT

HERTFORDSHIRE COUNTY COUNCIL	ADULT SOCIAL SERVICES
	CHILD SERVICES
	ENVIRONMENT
	PUBLIC HEALTH
	LIBRARIES AND ARCHIVES
	BIRTHS, DEATHS AND MARRIAGES
	HIGHWAYS
ST ALBANS CITY AND DISTRICT COUNCIL	COUNCIL TAX - REGISTERING, PAYING AND PAYMENT ENQUIRIES
	PARKING
	LICENSING
	PEST CONTROL
	ENVIRONMENTAL HEALTH
	LEISURE SERVICES
	BIN COLLECTIONS
	PLANNING - NEW HOUSES, EXTENSIONS AND SHOPS
	HOUSING
	PROVISION OF ALLOTMENTS
	CEMETERIES
	PARKS AND OPEN SPACES
	PAVEMENTS AND WEEDS
TOWN AND PARISH COUNCILS	DOG BINS
	PLAY AREAS AND OPEN SPACES
	PLANNING
	LOCAL EVENTS
	PROVISION OF ALLOTMENTS

The above is not an exhaustive list of the services provided

HERTFORDSHIRE COUNTY COUNCIL

Adult Social Services including:

Blue Badge which lets you park nearer to your destination if you are disabled. You will definitely be entitled to a badge if:

- You are blind or severely sight-impaired
- You get Personal Independence Payment (PIP) under the “Moving Around” section
- You get the higher rate of the mobility component of Disability Living Allowance
- You get the War Pensioners’ Mobility Supplement
- You receive a benefit from the Armed Forces Compensation scheme.

You might be entitled to a badge if:

- You drive and have a severe disability in both arms
- You have a permanent disability which means you can’t walk, or it’s very difficult to walk
- You’re a parent or carer applying for a badge for a child (under 3)
- You’re terminally ill.

In these cases, Adult Social Services may call you to get more information. You may also need to see someone who will check how well you can move. They will let you know if that is needed. Most badges are sent out within 6 weeks. If you have to have an assessment or if Adult Social Services need to ask you for more information it may take 8 weeks.

A Blue Badge costs £10. Payment is only taken if the application is approved. Blue badges are valid for up to three years and you must complete a new application each time you renew.

Apply for a Blue Badge at:

www.hertfordshire.gov.uk/bluebadge

Enquiry support service:

0343 100 1000
bluebadge@northgateps.com

Births, Deaths and Marriages

To register a birth, death or marriage you will need to make an appointment at St Albans Register Office.

Opening hours: 8.30am-5.00pm Monday to Thursday,
8.30am-4.30pm Friday

0300 123 4045

stalbens.registrars@hertfordshire.gov.uk

For more information:

**[www.hertfordshire.gov.uk/services/
births-deaths-marriagesand-citizenship/
register-office-opening-times/
st-albans-register-office-opening-times.aspx](http://www.hertfordshire.gov.uk/services/births-deaths-marriagesand-citizenship/register-office-opening-times/st-albans-register-office-opening-times.aspx)**

Highways, roads and pavements

Report a street light, pothole, overgrown hedges, floods or other problems on the road or pavement at:

www.hertfordshire.gov.uk/faultreporting

This can only be done online.

Libraries and archives

For details of your local library visit:

**[www.hertfordshire.gov.uk/services/libraries-and-
archives/libraries-and-archives.aspx](http://www.hertfordshire.gov.uk/services/libraries-and-archives/libraries-and-archives.aspx)**

Hertfordshire Directory

For a full list of activities, groups and services please visit

<https://directory.hertfordshire.gov.uk>

HertsHelp

HertsHelp is a telephone service to help you find the support, advice and information you need to get the most out of life. They can help answer your queries about support in the home, where to go to for help with care and support in a crisis.

You can contact Herts Help directly, or with your permission your GP, support worker or a relative can refer you to them.

Textphone: 0300 456 2364

0300 123 4044 Text: 81025

info@hertshelp.net – www.hertshelp.net

ST ALBANS DISTRICT COUNCIL

MyStAlbans Account

It is easy to sign up for your personal MyStAlbans District Account. Your MyStAlbans District Account will give you access to:

- Customised information for your home and your neighbourhood
- Go paperless, see your bill, pay Council Tax, check your balance, etc.
- Tell us about waste and recycling issues
- Easily report fly-tipping, litter, anti social behaviour and noise
- Apply for parking permits
- Sign up for Council updates
- Access housing services

More services will become available in time.

If you would like to be more confident using online services, local voluntary organisation Computer Friendly can help. Go to page 14 for more information.

Bin Collections

Household refuse (brown bins or purple bags) is collected on the alternate week to your black & green wheeled bins and paper box. Food waste is collected every week, as are textiles and small electrical items. The district is divided into two collection rounds -

**[www.stalbans.gov.uk/environmentandwaste/
rubbish-waste-and-recycling/bincollectiondays.aspx](http://www.stalbans.gov.uk/environmentandwaste/rubbish-waste-and-recycling/bincollectiondays.aspx)**

Residents must place their containers at the boundary of their property on collection day by 7.00am.

Residents who because of age or disability cannot move their refuse to the boundary can contact the Council to ask for an assisted collection. If your bin is not collected or for any queries

01727 809019

**wastemanagementservices@stalbans.gov.uk
or report through your MyStAlbans District Account.**

Council Tax

For full details about your council tax bill including how and when to pay, exemptions, change of address refunds etc. or if you believe you are entitled to a discount and your bill does not show that a discount has been granted:

01727 819204/819205
www.stalbans.gov.uk/council-tax/counciltax@stalbans.gov.uk

Personal Council Tax details are available online to anyone with a MyStAlbans District account.

Planning

In relation to planning services St Albans District Council can help with the following:

- Search for planning applications and appeals
- Find out whether you need permission
- How to make a planning application
- General planning advice
- Planning policy
- Building control
- Trees and woodland

www.stalbans.gov.uk/planning

Contacts

Building Control, Monday to Friday, 8.00am-5.00pm

01727 819289
buildingcontrol@stalbans.gov.uk

Enforcement & unauthorised works, Monday to Friday, 9.00am-5.00pm

01727 866100
planning.enforcement@stalbans.gov.uk

Trees and hedges

01727 886100
trees@stalbans.gov.uk

Housing

If you are faced with losing your home, help may be available to resolve the issues, allowing you to remain at your current address. There are various sources of help for problems you may be encountering - e.g. making improvements to your home or solving issues such as damp, noise, landlords, neighbourhood disputes etc.

Housing Option Team

01727 819355

www.stalbans.gov.uk/housing/findingahome

St Albans District Council provides sheltered accommodation at:

Cyril Dumbleton House, London Colney

01727 825809

Gertrude Peak Place, Redbourn

01582 729015

For Housing Benefit queries contact

01727 819220

benefits@stalbans.gov.uk

Leisure Services Events, arts and entertainment

For information and updates visit

www.enjoystalbans.com



Museums

St Albans Museum and Gallery

Opening times: Mon-Sat 10.00am-5.00pm, Sun 12noon-5.00pm

Admission prices: Free admission

www.stalbansmuseums.org.uk/visit/st-albans-museum-gallery

Verulamium Museum

Opening times: Mon-Sat 10.00am-5.30pm, Sun 2.00pm-5.30pm

Admission prices: Free to local residents (proof of address required).

www.stalbansmuseums.org.uk/verulamium

The Roman Mosaic (Hypocaust)

The remains of the Roman hypocaust and mosaic floor are housed in a modern building in Verulamium Park.

Opening times:

Summer: 1st April to 30th September Monday to Saturday
10.00am-16.30pm, Sunday 14.00pm-16.30pm

Winter: 1st October to 31st March Monday to Saturday
10.00am-15.45pm. Sunday 14.00pm-15.45pm

www.stalbansmuseums.org.uk/hypocaust

The St Albans Clock Tower

Provides fantastic views across the town and countryside.

Opening times: Easter to the end of September every Saturday and Sunday between 10.30am and 5.00pm. Closed during winter months.

Admission prices: Adults £1 and children free.

www.stalbansmuseums.org.uk/clock-tower

Parks and Green Spaces

The ParksHerts project provides information about Hertfordshire's parks and open spaces.

www.parksherts.co.uk

Details of Leisure Centres and Libraries will be in the What's On section for each area for the District.

Accessible Venues

DisabledGo can give you all the information you need to find accessible:

- Public toilets and changing places
- Community and public venues
- Entertainment, culture and leisure facilities
- Retail and shopping venues
- Travel and accommodation

01438 842710

www.disabledgo.com

enquiries@disabledgo.com

Tourist Information

For all the up to date information on what is happening in the St Albans District.

01727 864511

www.enjoystalbans.com

vic@stalbans.gov.uk

USEFUL LOCAL HEALTH SERVICES NUMBERS

St Albans Minor Injury Unit

Waverly Road

Opening Hours: Monday to Sunday, 9.00am–9.00pm

01727 866122

Hemel Hempstead Hospital Urgent Care Centre

Hillfield Road

Opening Hours: 24/7

01442 213141

Luton and Dunstable Hospital

Lewsey Road, Luton, Bedfordshire, LU4 0DZ

01582 491166

Watford General

Vicarage Road, Watford, WD18 0HB

01923 244366



HERTFORDSHIRE FIRE AND RESCUE SERVICE

The Fire Service must always be called to any fire, however small. Dial 999, state clearly that you require the Fire Service. You will be connected to an operator who will ask for you to confirm your location. Provide the address in full if you know it, but try to identify landmarks or signage around you that could pin point your location and the fire. Crews will be mobilised while you're on the phone, so stay connected until the operator disconnects the call.

GAS - If you smell gas, DO NOT turn on any lights, just leave as they are, and call the emergency services on 999.

Hertfordshire Fire and Rescue Service offer a free service called a Safe & Well Visit. During this visit fire crews will provide fire safety advice, install smoke alarms where none are fitted, or check those already in place. If required, they can arrange a hard of hearing alarm for those in need.

Hertfordshire Fire & Rescue Service in partnership with Public Health can provide other services including:

- Fire retardant bedding packs
- Fire retardant nightwear
- Fire proof letter boxes (Needs Police referral)
- Smoke alarms for the hard of hearing, using strobe lighting and vibrating pads to notify occupants of a fire

To book an appointment:

0300 123 4046
www.hertfordshire.gov.uk/fire

HERTFORDSHIRE CONSTABULARY

Non-emergency: 101 for non-emergency enquiries to the Police. Using this number, you can report an incident or get help. If you're deaf or hard of hearing, use the textphone service on 18001 101 or chat to them live through their webchat service.

Emergency: 999 if:

- a serious offence is in progress or has just been committed
- someone is in immediate danger or harm
- property is in danger of being damaged
- a serious disruption to the public is likely.

The Police Stations at Harpenden Vaughan Road and St Albans, Civic Centre, St Peters Street do not have a front counter service but have a free outside public telephone which connects to the Police Control Room.

OWL is an online messaging service which keeps communities safe, helps reduce crime and keeps people informed of what's going on locally. It's a shared, secure platform for the public and local authorities to maximise the potential of Neighbourhood Watch, Rural Watch, Business Watch and dozens of other schemes. To join visit:

www.owl.co.uk

or speak to your local policing team

www.herts.police.co.uk



NATIONAL ORGANISATIONS

National Helplines for health or safety advice and support

All the organisations below are great sources of knowledge and support. The list provides contact details for national and, where available, local groups.

Action on Elder Abuse Helpline Provides support to victims and advice to people who are concerned about or have witnessed abuse (The call will not show up on your phone bill). Opening Hours: Monday to Friday 9.00am-5.00pm

www.elderabuse.org.uk
0808 088 141

Alzheimer's Society Opening hours: Monday to Wednesday 9.00am-8.00pm, Thursday & Friday 9.00am-5pm, Saturday & Sunday 10.00am-4.00pm

0300 222 1122
www.alzheimers.org.uk

Arthritis Care Opening hours: Monday to Friday 9.30am-5.00pm

0800 800 4050
www.arthritiscare.org.uk
helplines@arthritiscare.org.uk

Asthma UK Opening Hours: Monday to Friday 9.00am-5.00pm
General enquiries and to talk asthma nurse

0300 222 5800
www.asthma.org.uk

British Heart Foundation Opening Hours: Monday to Friday 9.00am-5.00pm Heart Helpline, to speak to Cardiac Nurses and Information

0300 330 3311
www.bhf.org.uk

British Tinnitus Association Opening Hours: Monday to Friday
9.00am-5.00pm

0800 018 0527
www.tinnitus.org.uk

Colostomy UK Opening Hours: 24 hours a day

0800 328 4257
www.colostomy.org.uk
info@colostomyuk.org

Crohns & Colitis UK Support Service opening hours: Monday, Tuesday, Wednesday & Friday – 9.00am-5.00pm, Thursday – 9.00am-1.00pm. Listening Service opening hours: Monday to Friday – 6.30pm-9.00pm, Tuesday to Thursday – 1.00pm-3.30pm

Support Service 0121 737 9931

Information Service 0300 222 5700

(to answer questions about the condition)

Listening Service 0121 737 9931

(to talk privately about living with IBD)

www.crohnsandcolitis.org.uk

Diabetes UK Opening Hours: Monday to Friday - 9.00am-6.00pm

0345 123 2399
www.diabetes.org.uk
helpline@diabetes.org.uk

St Albans Diabetes Support Group First Tuesday of every month at the Post Graduate Centre meeting room on the 2nd Floor at St. Albans City Hospital

www.st-albans.diabetesukgroup.org/about

Dementia UK Opening Hours: Monday to Friday - 9.00am-9.00pm,
Saturday and Sunday – 9.00am-5.00pm

0800 888 6678
www.dementiauk.org
helpline@dementiauk.org

Guide Dogs

0118 983 5555
www.guidedogs.org.uk
guidedogs@guidedogs.org.uk

Headway Hertfordshire support for people affected by brain injury

0300 330 1455
www.headway-herts.org.uk
enquiries@headway-herts.org.uk

Macmillan Cancer Support Opening Hours: Monday to Friday
9.00am-8.00pm

0808 808 0000
www.macmillan.org.uk

Macular Group support to those suffering from sight problems
Opening Hours: Monday to Friday 9.00am-4.30pm

0300 3030 111
www.macularsociety.org
help@macularsociety.org

St Albans Support Group Every 2nd Tuesday of the month,
2.00pm-3.30pm

0300 3030 111

Mind provide advice and support to empower anyone experiencing a mental health problem) Opening Hours: Monday to Friday 9.00am-6.00pm

Call 0300 123 3393 or Text 86463
www.mind.org.uk
info@mind.org.uk

Hertfordshire Mind Network

02037 273 600
www.hertfordshiremind.org
info@herfordshiremind.org

Motor Neurone Disease Association Opening Hours: Monday to Friday 9.00am-5.00pm & 7.00pm-10.30pm

0800 802 6262
www.mndassociation.org
mndconnect@mndassociation.org

Multiple Sclerosis Society Opening Hours: Monday to Friday 9.00am-7.00pm

0808 800 8000
www.mssociety.org.uk
helpline@mssociety.org.uk

National Osteoporosis Society Helpline (nurses with specialist knowledge of osteoporosis and bone health) Opening Hours: Monday to Friday 9.00am-5.00pm

0808 800 0035
www.nos.org.uk
nurses@nos.org.uk

Parkinson's UK Opening Hours: Monday to Friday 9.00am-7.00pm,
Saturday 10.00am-2.00pm

0808 800 0303
www.parkinsons.org.uk
hello@parkinsons.org.uk

St Albans Social and Support Meetings Held the last Monday of every month at YMCA Highfield Park Centre, 1.45pm-3.45pm.

David Stanfield on 01727 837295
pwh-dbs@knotwork.org.uk

Prostate Cancer Opening Hours: Monday to Friday 9.00am-6.00pm,
Wednesday 10.00am-8.00pm Helpline (talk to specialist nurses)

0800 074 8383
www.prostatecancer.org.uk

Royal British Legion Opening hours: Monday to Sunday
8.00am-8.00pm

0808 802 8080
www.britishlegion.org.uk

Samaritans (Calls will not show up on phone bills)
Opening hours: 24 hours a day, 365 days a year

116 123
www.samaritans.org
jo@samaritans.org

SSAFA – the Armed Forces charity Opening Hours: Monday to
Friday 8.00am-5.00pm

SSAFA Forcesline: 0800 731 4880
www.ssafa.org.uk

Stroke Association Opening Hours: Monday, Thursday and Friday: 9am-5pm Tuesday and Wednesday: 8.00am-6.00pm Saturday: 10.00am-1.00pm

Stroke Helpline: 0303 3033 100
www.stroke.org.uk
info@stroke.org.uk

St Albans and Harpenden Stroke Club Held every Tuesday at Christchurch Hall, St Albans, 10.30am-12.30pm

01582 872112
info@stalbansharpendenstrokeclub.co.uk

Victim Support Opening Hours: 24/7

0800 731 4880
www.victimsupport.org.uk

HOW TO VOLUNTEER

St Albans and District Volunteer Centre has hundreds of roles available including fundraising, driving, conservation, support work, befriending and helping at events. Volunteers often tell us that they get back just as much as they give, and more! Volunteering can help you increase your confidence and make new friends. We have a vast array of volunteer opportunities and you can search online by visiting

www.communities1st.org.uk or www.do-it.org

If you would like to meet one of our advisers in person for a more tailored experience, we are open in The Hub (Council Offices) from 10.00am-4.00pm on Mondays and Wednesdays. To book an appointment please contact

volunteer@communities1st.org.uk or phone **01727 814644**

If you feel that you would benefit from a little more support, you can also book an appointment to meet our Supported Volunteer Co-ordinator who will assign you to a dedicated mentor to provide guidance, training and one to one support and ensure a smooth transition into volunteering.

We look forward to hearing from you!



November 2018

