

Need help? This is a short Directory produced by the Pastoral Care team of St Lawrence Church

NB. Contact details change over time especially during the Covid-19 pandemic
It's best to start by visiting the relevant websites many of which have live chat facilities to point you in the right direction.

If you would like spiritual support, someone to pray for or with you, or just a friendly chat, contact the St Lawrence Pastoral Care team on support@stlawrencebovingdon.com or call 01442 833298

GENERAL – If you don't know where to start....

Herts Help – 0300 123 4044 email: info@hertshelp.net www.hertshelp.net

A network of community organisations in Herts working together. Mon – Fri 8 - 8, Sat & Sun 10-6. HH will signpost you according to your needs e.g.

- Support in a crisis.
- Help to manage at home or finding the right care
- Support for Carers
- Hospital & community navigation service
- Advice on benefits & debt

Citizens Advice Bureau - 0800 1448848, Herts Advice Line.

Advice on Benefits, Work, Debt & Money, Consumer Help – 0808 223 1133, Housing, Family, Law & Courts, Immigration, Health. dacorumcab.org.uk The Forum, Marlowes

HEALTH

NHS

Emergency only Tel: 999

Urgent Care Advice Tel: 111 - 24/7 NHS advisers give you the advice you need or arrange help from the right person saving time and worry www.111.nhs.uk

Urgent Treatment Centre - Hemel Hospital – GP led or bookable when referred through NHS 111

Urgent Mental Health Support

0800 6444 101 – The helpline is staffed by experienced mental health professionals and support staff who can help to put worries and anxieties into perspective and offer guidance on local services.

Or Tel: 111 and choose option 2

For Non - Urgent Mental Health Support – 0800 6444 101. www.hpft.nhs.uk/

Also live mental health webchat service – hpft.spa@nhs.net
(hpft = Herts Partnership Foundation Trust). (spa = single point of access)

Community Mental Health for Children – GP Referral only. Information at:-
<https://www.hpft.nhs.uk/services/child-and-adolescent-mental-health-services-camhs/>

NHS Live Well www.nhs.uk/livewell Online advice, tips and tools to help you make the best choices about your health and wellbeing including: mental health and wellbeing, healthy weight calculator & BMI, exercise programs, workouts & tips, sleep and tiredness info & support, healthy & balanced diet, alcoholism support and tips on cutting down, quit smoking help & advice, sexual health contraception and STI's.

NON - NHS MENTAL HEALTH SUPPORT

Herts Mind – 02037 273600 – www.hertsmindnetwork.org

A locally funded, nationally affiliated, independent charity for advice, information, onward referral and person-centred holistic support for age 18+

- Crisis Helpline - 01923 256391
- Wellbeing Centre – 139 Leighton Buzzard Rd, Hemel Hempstead, which offers:
 - Adult Peer Support & Network, Dementia Service, Complex needs including drug and alcohol abuse & learning difficulties.
 - Adult Professional Counselling up to 10 sessions. GP or self-referral. £40 per session (£20 if on benefits)

Samaritans: Tel: 116 123 – 24/7 response. Email: jo@samaritans.org

A free, confidential, non-judgemental listening service.

Salvation Army: 01442 253607 (see more below)

Sane: www.sane.org.uk 0300 304 7000 from 4.30pm - 10.30pm every day

Works to improve the quality of life for anyone affected by mental illness.

Papyrus: 0800 068 4141: Helpline to reduce suicide in young people under 35

9am – 12 midnight every day email: pat@papyrus-uk.org

Calm (for men): Campaign Against Living Miserably. 0800 585858 or webchat

Available from 5pm to midnight. www.thecalmzone.net/help

Anxiety UK. www.anxietyuk.org.uk Helpline: 03444 775 774. Mon – Fri 9.30-5.30pm

Paid professional therapy, charged according to household income up to a maximum of £50 per session (based on a household income over £50,000 per year)

Kooth.com - Online counselling and emotional wellbeing platform for children & young people aged 11 – 24 Available up to 10 pm everyday. www.kooth.com

PREGNANCY ISSUES + ABORTION

Life – Pro-life advocacy - 0808 802 5433 – www.lifecharity.org.uk/ National charity combining pro-life advocacy and education work with nationwide services providing positive alternatives to abortion. Support for anyone facing an unexpected pregnancy, pregnancy loss or after an abortion

NHS abortion services www.nhs.uk/conditions/abortion/

Abortion advice and counselling: British Pregnancy Advisory Service (BPAS)

03457 304030

www.bpas.org/abortion-care/considering-abortion/advice-and-counselling/

EATING DISORDERS

An Ear to Hear - peer support <https://www.aneartohear.co.uk/>

Hope for Herts – www.hopeforherts.co.uk Watford based - self-help & support group

Taste Life UK - provide tools for recovery for those who struggle with eating disorders and for their supporters. <https://www.tastelifeuk.org/>

ADDICTION

Alcohol - AA (Alcoholics Anonymous) 0800 9177 650. help@aamail.org for sufferers and their supporters

Drugs – Adolescent & Family Drug & Alcohol Services (AF – DASH) 01992 531917
www.healthforteens.co.uk>hertfordshire Text 07770 537227

Smoking – East & North Herts NHS Stop Smoking Service – 0800 389 3 998 or 01442 453 071 or text SMOKEFREE to 80818. Offering weekly one-to-one or telephone support for 12 weeks. Self-referral or by any health professional

POVERTY, HOMELESSNESS & CRISIS SITUATIONS

DENS foodbank, day centre, temp accommodation, social enterprise: 01442 262274

DENS Emergency Night Shelter: 01442 800131. 44 bed hostel

Dacorum Food Bank: The Hub, Paradise Depot, Paradise, Hemel Hempstead, HP2 4TF
01442 250969

Salvation Army Dacorum: 01442 253607. www.salvationarmy.org.uk Practical help for people in need e.g.

- Homelessness – supporting rough sleepers into accommodation. Winter night shelters
- Older people – activities in the community and residential care homes
- Budget & debt advice – help to rebuild lives financially and emergency assistance
- Employment plus – info' and guidance in a supportive environment, how to be job ready
- Family tracing – help to reconcile and rebuild relationships
- Combating Domestic Abuse & Addiction services

Dacorum B Council: 01442 228000 - for homelessness / emergency accommodation

Dacorum Community Trust: 01442 253216; admin@dctrust.org.uk – support in a crisis

Herts Help: 0300 123 4044; info@hertshelp.net – support in a crisis
Homelessness helpline out of hours: 08000186050

Samaritans 116 123. **Mind** 02037 273600. **Age UK:** 0800 6781602

Friends of the Elderly www.fote.or.uk/grants Tel 0330 332 1110. Grants (normally up to £400) for pensioners on low incomes. Must be referred by a professional e.g. CAB.

DISABILITY

Scope - Charity that exists to ensure disabled people have the same opportunities as everyone else. 0808 800 333. www.scope.org.uk

CHILDREN'S SERVICES & CHARITIES

Hemel Hempstead Family Services: 01442 913569

Herts CC: 0300 123 4043.

Childline – 0800 1111 www.childline.org.uk – charity for under 19's offering free professional counselling e.g.

- Family breakdown, domestic abuse
- Managing anxiety, depression, alcohol abuse, self-harm
- Message boards, videos

Just Talk Herts – 0300 777 0707 (8am – 7pm), 01438 843322 (5pm – 8am)

Practical tools, support and resources for young people needing to talk

NSPCC – 0808 800 5000 – www.nspcc.org.uk

For any concerns about the treatment of a child

YOUTH SERVICES

Kooth.com - Online counselling and emotional wellbeing platform for children & young people aged 11 – 24 Available up to 10 pm everyday. www.kooth.com 08000 55555

Chathealth.nhs.uk – Easy and anonymous messaging service run by doctors for 11 – 19 yr olds. For young people with relationship and health concerns wanting to talk to a professional. Discreet and quick www.chathealth.nhs.uk

Youth Connexions Herts (YCH) - 0300 123 7538 – ychsfp@hertfordshire.gov.uk

Professionally trained Youth Workers run a wide range of youth work projects in which young people are encouraged to get involved, meet new people, learn new skills and take part in challenging opportunities to develop their personal and social skills. Activities include sports, drama, dance, music, workshops, outdoor education, DofE, forums, residentials and volunteering. Personal Advisers help young people with the issues which are important to them such as jobs, careers and education, relationships, sexual health, confidence, self-esteem, substance misuse, staying safe, housing and independent living skills.

ADULT CARE SERVICES

Social services and resources for adults. 0300 1234042 hertfordshire.gov.uk/adults

CARERS SUPPORT

Age UK Dacorum: 01442 259049 – Help for Carers, Finding and Arranging Care, Benefits Calculating, Power of Attorney, etc

Carers in Herts: 01992 586969 Charity supporting all in a caring role carersinherts.org.uk

Herts CC Information for Carers: hertfordshire.gov.uk/carers

Crossroads Care: 01462 427013 - Care at home so carers can have a break. Self-funded or through HCC depending on local authority criteria www.crossroadshn.org.uk

Mind: 02037 273600.

FAMILY MATTERS

Gingerbread – 0800 802 0925 – advice & info for single parents www.gingerbread.org.uk

Relate: 0300 003 2324– Hemel - Any kind of relationship problem, mediation, counselling
www.relate.org.uk

DOMESTIC ABUSE

In an Emergency: ALWAYS PHONE 999

If Unable to Speak

- from a landline stay silent and wait to be transferred to the Police.

- from a mobile phone dial 999 and wait for the instruction to press 5,5 and wait as above.

Or use police web chat. www.herts.police.uk

Herts Independent Domestic Violence Advocacy (IDVA) service 0300 790 6772

Sunflower Partnership: www.hertssunflower.org

A registered charity connected with around 170 specialist support services in Herts. Information for anyone affected by domestic abuse be they male, female or non-binary victims inside or outside the family. Email : kim@mailpurple.org

Or phone the confidential helpline (which does not show up on a phone bill): 08088 088088

RAPE & SEXUAL ASSAULT

Emergency: Call 999

POLICE: 101 if non-urgent

Herts SARC: Sexual Assault Referral Centre (Police / Health Part'nship). 0808 178 4448. 24 hrs

Victim Support Herts. 0300 0115 555. Independent charity helping victims get back on track

Samaritans: 116 123

Survivors UK (for men). www.safeline.org.uk/men 0808 800 5008. times vary

Or chat on line using SMS text: 020 3322 1860. Mon – Sun, 12 noon – 8pm

FINANCIAL HARDSHIP & DEBT COUNSELLING

CAP – Christians Against Poverty - 01274 760720. www.capuk.org Debt help and advice

Credit Union - 01442 240250 - The Forum, Marlowes, H Hempstead

- Money common sense & guidance
- Loan calculator
- Mutual & ethical savings

Step Change Debt Charity: 0800 138 1111 www.stepchange.org Free advice

Citizens Advice: 0800 144 8848 – Support for claiming universal credit

BEREAVEMENT

Cruse Bereavement Care - Grieving and coping with isolation advice

- Adult helpline 01707 278389 www.hertfordshire@cruse.org.uk
- Young person's helpline 01707 264293

Just Talk Herts www.justtalkherts.org

- Practical tools, support and resources for young people needing to talk

LONELINESS & OLDER PEOPLE

Age UK: 01442 259049 Dacorum. ageukherts.org.uk

- Information & Advice
- Day Centres – IT training, physical activities
- Befriending service for clients– 01442 221000
- Handy Person Scheme

The Silver Line: 0800 4 70 80 90 - Free helpline and telephone friendship scheme for older people,

Community Action Dacorum: 01442 253935. Charity providing a circle of support to the community.

- **The Repair Shed** – brings older men together to make, mend and learn woodwork – email bob.repairshed@gmail.com 07434 418 874
- **Community Transport** - for the isolated including non-routine healthcare appts. 48 hrs notice. 01442 212888 or 01442 617634. ctadmin@communityactiondacorum.org.uk.

Herts Help – 0300 123 4044 – adult social care, blue badge, equipment, day services, money advice, disability

Citizens Advice: 0800 1448848. Herts Advice Line.

Meals on Wheels: 0330 200 0103 – Herts Independent Living Service.
Eg. Main meal & dessert £5.25

Herts Hearing Advisory Service: A charity that runs hearing aid clinics supporting the NHS.
www.hhas.org.uk 01707 324582

Bovingdon Connect: 07376 832999 Volunteer transport for essential services (voluntary mileage contribution plus parking fees if needed.) www.bovingdonconnect.uk

Alzheimer's Society Dementia Helpline: 0300 333 0804 alzheimers.org.uk

Shop Mobility at The Marlowes: 01442 259259

The Royal British Legion: LIVE ON (Charity for ex service personnel) 0808 802 8080.
www.britishlegion.org.uk

POLICE & NEIGHBOURHOOD WATCH

Emergency: 999

Non - Emergency: 101

Neighbourhood Watch: 07803 141254 - Bovingdon Coordinator - Julie Steer
www.hertswatch.co.uk

OWL: Register for timely alerts re incidents, scams etc. Register at www.owl.co.uk

Crimestoppers (national charity): 0800 555111 – anonymous call centre for reporting information to the relevant agencies. www.crimestoppers-uk.org

Victim Support (national charity): 0300 0115 555 – Out of hours dial 08 08 16 89 111
A charity providing free and confidential support 24 /7, 365 days a year for people affected by crime and traumatic events – regardless of whether reported to the police.

ADVICE ON AVOIDING SCAMS

Sign up to Trading Standards at www.hertfordshire.gov.uk/updates

FIRE SAFETY ADVICE

To book a fire safety visit call **0300 123 4046**. www.hertfordshire.gov.uk/safeandwell

VOLUNTEERING

Community Action Dacorum: 01442 247209 communityactiondacorum.org
Volunteer Centre – recruits for a variety of roles for partner organisations such as befriending, gardening, talking newspaper, community libraries etc

Age UK Befriending Service: 01442 259049. Volunteering to visit an older person in their own home

MORE USEFUL CONTACTS

The Hertfordshire Directory – A platform hosting a list of services, charities, groups and activities
www.directory.hertfordshire.gov.uk

See 'Bovingdon News' - Produced quarterly by the Parish Council. Information and contact details for local clubs, societies, scouts, guides, brownies and many other groups