

2014/15

A-Z of services  
and other local numbers

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**[www.herts.police.uk](http://www.herts.police.uk)  
101**



	Three Rivers District Council	Hertfordshire County Council
Abandoned Vehicles	✓	
Community Safety	✓	✓
Trading Standards		✓
Council Tax collection	✓	
Economic Development	✓	✓
Education		✓
Electoral Registration	✓	
Fire and Rescue		✓
Housing	✓	
Leisure and Sport	✓	
Libraries		✓
Parks and Open Spaces	✓	
Pollution (including noise)	✓	
Planning	✓	
Refuse and Recycling	✓	
Registration: Births, Marriages and Deaths		✓
Roads and Pavement Maintenance		✓
Smoking Ban	✓	
Social Services		✓
Street Cleaning	✓	

**Parish Councils** are at the heart of the community, managing allotments, cemeteries, common land, community halls, nature reserves and public buildings, as well as making and advising on decisions affecting their area. See also the Parish Council page.

*This booklet has been produced by Three Rivers District Council and CIS Press and has been funded by advertising. All information is correct at time of going to print.*

**Download the booklet at [www.threerivers.gov.uk](http://www.threerivers.gov.uk)**

### **Abandoned vehicles**

We remove all vehicles normally within 24 hours. Abandonment must be proven.

Three Rivers District Council

**01923 776611**

**enquiries@threerivers.gov.uk**

### **Accommodation guide**

For local bed and breakfast accommodation.

Three Rivers District Council

**01923 776611**

**www.threerivers.gov.uk**

### **Admission to schools**

Is your child starting or moving school? Find out more at

**www.hertsdirect.org/admissions**

**0300 123 4043**

### **Air pollution**

Air pollution is monitored by Three Rivers District Council

**www.threerivers.gov.uk 01923 776611**

The Council may consider complaints about bonfires and fireworks.

### **Affordable homes**

See *Housing*.

### **Allotments**

Abbots Langley:

Abbots Langley Parish Council

**01923 265 139**

**www.abbotslangley-pc.gov.uk**

Chorleywood:

Chorleywood Parish Council

**01923 285594**

**www.chorleywood-pc.gov.uk**

All other areas:

Three Rivers District Council

**01923 776611**

**www.threerivers.gov.uk**

### **Animal control and welfare**

For reporting lost and found dogs or neglected animals. Inspection and licensing of animal welfare establishments and other animal related matters.

Three Rivers District Council

**01923 776611**

**enquiries@threerivers.gov.uk**

### **Anti-social behaviour**

Report anti-social behaviour to the District Council in confidence.

Three Rivers District Council

**01923 776611**

**enquiries@threerivers.gov.uk**

Hertfordshire Constabulary

**101**

See also *Community safety*.

### **Aquadrome**

See *Parks and Open Spaces*.

### **Archaeology**

Specialist information and advice on archaeology, historic buildings and historic landscapes.

**www.hertsdirect.org/archaeology** or call **01992 555245**.

### **Archives**

Discover your local and family history at

**www.hertsdirect.org/hals** or call

**0300 123 4049**

See also *Historical Societies* and *Learning and training*.

### **Arts development**

We provide a wide range of creative activities for adults and children.

Three Rivers District Council

**01923 776611**

**www.threerivers.gov.uk**

See also *Watersmeet* for community performances and *Leisure and Sport*.



## Asbestos

The Council provides information and advice on how to get asbestos identified and on disposal. We do not remove, collect or identify asbestos.

Three Rivers District Council

**01923 776611**

**enquiries@threerivers.gov.uk**

## Services



### Benefit fraud

Ring the District Council in confidence to report Benefit fraud concerns.

**0800 458 9200**

**fraud@threerivers.gov.uk**

### Benefits

Benefits surgeries are held in South Oxhey and Rickmansworth. District Council experts can tell you if you are eligible for Housing Benefit and Council Tax Support. Ring **01923 278501**

or email **benefits@threerivers.gov.uk**

Advice and information on other Benefits, Tax Credits, Debt and Social Security is also available at

**www.hertsdirect.org/benefits** or ring

Hertfordshire County Council

**0300 123 4042**

(textphone **0300 123 4041**)

See also *Citizens Advice Bureau*

### Bins

See *Refuse Collection*.

### Biodiversity Action Plan

The Local Biodiversity Action Plan helps to conserve the environment. The plan identifies the most important habitats and species, setting targets for their conservation.

Hertfordshire Environmental Records

Centre **01727 732767**

**www.hercinfo.org.uk**

See also *Woodlands*.

### Birth Registration

To register a birth or death, call the Watford Register Office on **0300 123 4045** or visit **www.hertsdirect.org/registrars**

### Blue Badge scheme

See *Support for People with disabilities*

### Building Control

The District Council works to ensure healthy, safe, sustainable and accessible buildings.

Free advice and leaflets are available.

Three Rivers District Council

**01923 776611**

**www.swhertsbc.co.uk**

### Burglary prevention

Security advice is also available from the Police crime prevention team **101**

**www.herts.police.uk**

Medequip Assistive Technology provide a service for people who are older, disabled, victims of crime and/or vulnerable. The service is supported by the Police and Hertfordshire County Council.

**0208 438 2920** **www.medequipuk.com**

See also *Neighbourhood Watch*.

### Bus passes

Concessionary scheme for residents aged 60 plus and those who qualify on medical grounds. The scheme works in conjunction with the national Government scheme. **0300 123 4040**

**www.hertsdirect.org**

See *SaverCard* for student travel discount

### Business Rates

Business rates are set by the Government and collected by the District Council.

Three Rivers District Council

**01923 776611**

**www.threerivers.gov.uk**



## CAB

See *Citizens Advice Bureau*.

## Care and support for adults

Social care services to help people in Hertfordshire live as independently as possible.

[www.hertsdirect.org/caresupport](http://www.hertsdirect.org/caresupport)  
or call **0300 123 4042**

## Care and support for children and families

Pre-school and childcare, child protection and services for children with special needs.

[www.hertsdirect.org/services/healthsoc/childfam/](http://www.hertsdirect.org/services/healthsoc/childfam/) **0300 123 4043**.

## Carers

See *Support for Carers*.

## Cemeteries

Information on cemeteries at Chorleywood Road and Woodcock Hill which includes the natural Woodland Cemetery. Woodcock Hill includes a Muslim and children's section and also offers a Garden of Remembrance for people wishing to adopt a rose bush in memory of a loved one. We regret that grave spaces cannot be pre-purchased.

Three Rivers District Council

**01923 776611**

See also *Civil Funerals*.

Contact *Parish Councils* page 43 for other cemeteries in your area. Parish services are provided by Three Rivers District Council in Rickmansworth.

See also *Crematoria* and *Civil Funerals*.

## Charities

Watford and Three Rivers Trust may be able to provide funding advice for voluntary and community organisations.  
**01923 216950** [www.w3rt.org](http://www.w3rt.org)

## Charity shops

A list of local charity shops is available in the *Recycling More!* directory  
[www.threerivers.gov.uk](http://www.threerivers.gov.uk) **01923 776611**

## Chemists

A list of pharmacists, including out-of-hours opening, is available from NHS Direct **111** [www.nhs.uk](http://www.nhs.uk)

## Child care

Information about Ofsted registered child care providers. **0300 123 4052**  
[www.hertsdirect.org/fis](http://www.hertsdirect.org/fis)

## Children

**Childline Freephone 0800 1111.**

Children can ring any time and speak to someone or they can visit

[www.childline.org.uk](http://www.childline.org.uk) **(24 hour)**

A range of children's activities and facilities are provided by Three Rivers District Council –see *Leisure and sport*. For the Youth Council see *Committees*. See also *Carers* and *Family Support*.

## Children's Centres

Services and information for children aged 0-4 years and their families, including play and learning activities. Each centre responds to the needs of the community it serves.

Some centres deliver adult and family learning sessions.

There are centres in Rickmansworth, South Oxhey, Oxhey Hall, Eastbury/Moor Park, Chorleywood/Loudwater, Croxley Green and Abbots Langley.

**0300 123 4052**

[www.hertsdirect.org/childrenscentres](http://www.hertsdirect.org/childrenscentres)

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## Churches

A list of faith groups is listed at [www.threerivers.gov.uk](http://www.threerivers.gov.uk) or ring **01923 776611**

## Citizens Advice Bureau

Citizens Advice Bureau is a charity which offers free and confidential advice on virtually any issue. Citizens Advice Bureau receives funding support from the District Council.

Abbots Langley CAB **0844 2451296**  
Oxhey and District CAB **0844 2451296**  
Rickmansworth CAB **0844 2451296**  
<http://threeriverscab.org.uk/>

## Civil Funerals

Non-religious funerals that celebrate the life of the deceased.

Visit [www.hertsdirect.org/registrars](http://www.hertsdirect.org/registrars) or ring Hertfordshire County Council **0300 123 4045** (textphone **0300 123 4041**)  
See also *Cemeteries*.

## Civil Weddings and Partnerships

Ceremonies for couples wishing to mark and celebrate their commitment and devotion to each other with a formal and meaningful ceremony.

Ring Watford Register Office on **0300 123 4045** (textphone **0300 123 4041**) or visit [www.hertsdirect.org/registrars](http://www.hertsdirect.org/registrars)

## Committees and forums

For information on Local Area and Pensioners' Forums, the Youth Council as well as District Council Committees open to the public. Ring Three Rivers District Council **01923 776611** or visit

[www.threerivers.gov.uk](http://www.threerivers.gov.uk)  
For Hertfordshire County Council committee meetings contact **0300 123 4040** (textphone **0300 123 4041**)  
[www.hertsdirect.org](http://www.hertsdirect.org)

See Parish Councils for meetings.

## Community safety

**In an emergency dial 999.**  
Hertfordshire Constabulary  
**101**

Contact Three Rivers District Council in confidence to report graffiti, fly-tipping and anti-social behaviour. Three Rivers District Council **01923 776611**  
[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)

SAFE, a local pensioners' safety guide is available from the District Council or from [www.threerivers.gov.uk](http://www.threerivers.gov.uk)  
**01923 776611**

Hertfordshire County Council works closely with Hertfordshire Constabulary and the District Council to prevent and reduce the harmful effects of alcohol and drug misuse.

To find out more call **0300 123 4042**.  
See also *Burglary prevention and Fire and Rescue*. See also *Domestic abuse and Family support*.

## Complaints and suggestions

Please contact us if you have any concerns or ideas for service development. Three Rivers District Council  
**01923 776611**

[www.threerivers.gov.uk](http://www.threerivers.gov.uk)  
Sign up for Three Rivers District Council's *Have Your Say* e-newsletter at [www.threerivers.gov.uk](http://www.threerivers.gov.uk) or ring **01923 776611**.

Hertfordshire County Council  
**0300 123 4040**  
[www.hertsdirect.org/complaints](http://www.hertsdirect.org/complaints)  
See also *Parish Councils* page 43.

## Computing

See *Libraries and Learning and training*.

## Concessionary fares

See *Bus Passes*.





## Conservation

For information about your local nature reserves, children's nature activities and conservation volunteer work.

Trees in conservation areas are protected.

Work cannot be undertaken without giving six weeks' notice.

The District Council manages 22 Conservation Areas protecting special architectural and historical interest. Details are available via the Planning Policy link at [www.threerivers.gov.uk](http://www.threerivers.gov.uk) or ring **01923 776611**

See also *Local Development Framework* and *Biodiversity Action Plan*.

Volunteers are needed to help care for the Aquadrome, Croxley Common Moor and Oxhey Woods.

For more information visit

[www.threerivers.gov.uk](http://www.threerivers.gov.uk) **01923 776611**

See also *Volunteering*.

## Consumer protection

Advice and guidance to enable consumers to pursue grievances with retailers and traders to a satisfactory conclusion. **08454 04 05 06**.

See also *Citizens Advice Bureau*.

See *Trading Standards for business advice*.

## Contaminated land

The District Council inspects and monitors contaminated land.

Three Rivers District Council

**01923 776611**

[www.threerivers.gov.uk](http://www.threerivers.gov.uk)

## Controlled Parking Zones

The Parking Shop **01908 223506**

The District Council consults residents to make sure they are protected from excessive commuter and other parking problems. [www.threerivers.gov.uk](http://www.threerivers.gov.uk)

## Council Tax

The District Council and Parish Councils receive a total of 14 pence in the pound from Council Tax. The remainder funds County Council and Police services.

See also *Benefits*.

[revenues@threerivers.gov.uk](mailto:revenues@threerivers.gov.uk)

or ring **01923 776611**.

## Councillors

The District Councillors' contact details are available from [www.threerivers.gov.uk](http://www.threerivers.gov.uk) or ring **01923 776611**

County Councillors' contact details can be found at [www.hertsdirect.org/councillors](http://www.hertsdirect.org/councillors) or by calling **0300 1234040**.

Parish Councillors' details are available from the Parish Councils. See *page 43*.

## Countryside management

The Countryside Management Service enables communities to enjoy, care for and enhance their environment. The CMS also provides a free healthy walking programme.

Visit [www.hertslink.org/cms](http://www.hertslink.org/cms) or ring

**01992 588433**.

See also *Trees, Woodlands* and also *Biodiversity Action Plan* and *Conservation*.

## Credit unions

Watford Credit Union is a savings and loans co-operative covering all WD postcodes.

[www.watfordcreditunion.co.uk](http://www.watfordcreditunion.co.uk)

**01923 236401**

## Crematoria

West Herts Crematorium

[www.westhertscrem.org](http://www.westhertscrem.org)

**01923 673285**

See also *Civil Funerals* and *Cemeteries*.

See also *Faith groups*.

## Criminal Records Bureau checks

The Bureau has been replaced by the Disclosure and Barring Service. The District Council provides a checking and countersigning service for organisations.

**01923 776611** [www.gov.uk](http://www.gov.uk)



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- ❖ **West Watford** Tel: 01923 448525
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## Services - continued

C

### Cycling

Cycling paths and maps can be viewed at [www.threerivers.gov.uk](http://www.threerivers.gov.uk) or ring

**01923 776611**

Spokes cycling group sells a booklet of local cycle rides [www.spokesgroup.org.uk](http://www.spokesgroup.org.uk)

## Services

D

### Dangerous structures

To report dangerous buildings and other structures contact the District Council on

**01923 776611** [www.threerivers.gov.uk](http://www.threerivers.gov.uk)

In an emergency dial **999**

### Deafness

See *Support for People with Disabilities*

### Debt

See *Citizen's Advice Bureau* for confidential advice.

### Dentists

Local dentists and emergency dentists can be found at **111** [www.nhs.uk](http://www.nhs.uk)

### Disabilities

See *Support for People with Disabilities*.

### Doctors

A list of GPs is available from [www.nhs.uk](http://www.nhs.uk) **111**

### Domestic abuse

To contact the Three Rivers Independent Domestic Violence Advisor please call **01923 727231**

[idva@threerivers.gov.uk](mailto:idva@threerivers.gov.uk)

Monday-Friday 8am-4pm.

The service is free, confidential and non judgmental.

Hertfordshire Domestic Violence/Abuse Helpline **0808 808 8088**.

In an emergency dial **999**.

See also *Protection for adults and children at risk*.

## Services

E

### Economic development

The District Council supports the needs of

large and small businesses as a priority.

**01923 776611**

[www.threerivers.gov.uk](http://www.threerivers.gov.uk)

### Education

Helping Hertfordshire's children attain the best possible levels of education and development and to build their confidence, achievement, self-esteem and resilience. Visit [www.hertsdirect.org](http://www.hertsdirect.org) or call Hertfordshire County Council

**0300 123 4043**

### Electricity emergencies

Freephone **0800 783 8838** (24 hours)

### Electoral Services

To register for Local, General and European Elections.

You can download a registration form at [www.threerivers.gov.uk](http://www.threerivers.gov.uk) or ring the District Council on **01923 776611**

### Emergencies

**999** for Police, Fire and Rescue, Ambulance or Coastguard.

This number can be dialled even if a phone is out of credit.

Service email alerts are available from Three Rivers District Council. See the newsletter tab at [www.threerivers.gov.uk](http://www.threerivers.gov.uk)

See also *Gas emergencies* and *Electrical emergencies*. See also *Flooding*.

### Energy efficiency

Green Deal gives householders the chance to make energy-efficiency improvements to their homes and pay the cost back through savings achieved on their bills.

Green Deal Together is your local Green Deal Provider offering householder energy saving advice and support.

To find out more about Green Deal and ECO see [www.gov.uk](http://www.gov.uk) or call the Energy Saving Advice Service for free, impartial advice **0300 123 1234**.

To register your interest email us [greendeal@threerivers.gov.uk](mailto:greendeal@threerivers.gov.uk) [www.greenourherts.org.uk](http://www.greenourherts.org.uk)





### Green our Herts

[www.greenourherts.org.uk](http://www.greenourherts.org.uk) is a website which brings together information on actions to help us reduce our impact on the environment and adapt to our changing climate which can also help us to save money and improve our lives.

### Environmental health

The District Council licenses, inspects and enforces hygiene and safety standards in catering and other premises.

The District Council investigates complaints in confidence.

The District Council works to monitor and reduce noise, air pollution and light.

The District Council monitors contaminated land and makes sure redevelopment is done properly.

The District Council investigates complaints about defective drainage, nuisances from bonfires and rubbish which can rot.

See also *Licensing, Scores on the Doors, Pest Control* and *Fly-tipping*.

See also *Animal control and welfare*.

### Extended Schools (ESCO)

A wide range of activities, events and training for parents and children in schools and the Three Rivers community.

[www.hertsdirect.org](http://www.hertsdirect.org)

Family Information Service **0300 123 4052**



### Faith groups

A list of faith groups is listed at [www.threerivers.gov.uk](http://www.threerivers.gov.uk) or ring **01923 776611**

### Family support

#### Homestart Watford and Three Rivers

provides friendship, support and practical help to families in their own homes who have at least one child under the age of five years **01923 248 010. One Herts**

**One Family.** Support to families, of all ages, with multiple and complex needs, which might range from substance use, domestic violence, mental health or finances. One to one practical support for parents, therapeutic play for children, family therapy, couples work and individual counselling [www.wdp-drugs.org.uk/pages/onehertsonfamily.html](http://www.wdp-drugs.org.uk/pages/onehertsonfamily.html) **01462 442442**

#### Parental Drug Awareness Service.

Confidential, free, advice and support to parents and carers. Out of office hours support helpline, Monday and Friday 5pm to 9pm and outreach service.

[www.hertsdirect.org/](http://www.hertsdirect.org/) **01707 393934**

### Fire and Rescue

In an emergency dial **999**.

Hertfordshire Fire and Rescue saves lives and keeps people safe through community fire safety initiatives.

Visit [www.hertsdirect.org/fire](http://www.hertsdirect.org/fire) or call

**0300 123 4046**

### Flooding

Environment Agency Floodline **0345 988118 (24 hour)** [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

Residents are responsible for protecting their own homes. Sandbags are available from DIY stores.

### Fly-tipping

The District Council tackles fly-tipping within 7 days and often in 24 hours.

Report fly-tipping in confidence. **01923**

**776611** (minicom **01923 727 303**)

[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)

### Food safety

See *Environmental Health*.

### Footpaths

See *Rights of Way*.

### Fostering and adoption

Placing children with foster carers who live locally so that children can continue their schooling and stay in contact with family and friends.

Visit [www.hertsdirect.org](http://www.hertsdirect.org/) or call **0300 123 4043** (textphone **0300 123 4041**).

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# SureStart Children's Centres

Come and visit your Children's Centre

## Rickmansworth Children's Centre,

Shepherds Lane, WD3 8JJ  
Tel: 01923 772094 • Mob: 07855 123390  
Email: manager.rickmansworth@hertschildrenscentres.org.uk

## Chorleywood & Loudwater Children's Centre,

Lower Road, WD3 5LB  
Tel: 01923 484903 • Mob: 07966 584 824  
Email: chorleywood@pre-school.org.uk

## Croxley Green Children's Centre,

Dulwich Way, WD3 3PX  
Tel: 01923 805110 / 01923 711389  
Email: admin2.croxleygreen@hertschildrenscentres.org.uk

## Ebury Children's Centre,

Raglan Gardens, Oxhey Hall, Herts WD19 4LL  
Tel: 01923 255054 • Mob: 07966 584 832  
Email: ebury@pre-school.org.uk

## South Oxhey Children's Centre,

Northwick Road, South Oxhey, Herts WD19 6NL  
Telephone: 020 8700 2203  
Email: admin.southoxhey@hertschildrenscentres.org.uk

## Hertfordshire



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  - Family support
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  - Employment and benefit advice
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Tel: 01923 662221

Email: [ChartersNursery@WatfordYMCA.com](mailto:ChartersNursery@WatfordYMCA.com)



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### Find a local Health Walk:

Visit: [www.hertfordshirehealthwalks.org](http://www.hertfordshirehealthwalks.org) to access your local walk programme

OR Call us: 01992 588433

OR Email us: [healthwalks.cms@hertfordshire.gov.uk](mailto:healthwalks.cms@hertfordshire.gov.uk)

Arrive 10 minutes early for your first walk to register with the walk leader.

## Services - *continued*

**F**

### Free school meals

[www.hertsdirect.org/freeschoolmeals](http://www.hertsdirect.org/freeschoolmeals)  
**0300 123 4040**

### Funerals

See *Civil Funerals and Cemeteries*.

## Services

**G**

### Garages

The District Council provides garages to rent. Please apply to the Council. There is a waiting list. Telephone **01923 776611**  
[garage.lettings@threerivers.gov.uk](mailto:garage.lettings@threerivers.gov.uk)

### Gardening

**Northwick Day Centre volunteers** can provide help with gardening for individuals and community groups in the South Oxhey area **020 84211891**. The service is free and runs from March to October each year.

### Gas Emergencies

**Freephone 24 hours National Grid 0800 111 999**

### General practitioners

A list of local GPs is available from [www.nhs.uk](http://www.nhs.uk) **111**.

### Graffiti removal

The District Council aims to remove graffiti within two working days of a report and within one working day for racist or other offensive graffiti.

Cleaning is subject to consent being given to access to non-Council property. Contact the District Council in strict confidence **01923 776611**  
[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)

### Grants

Information about leisure and community and capital grants is available from the District Council **01923 776611**  
[www.threerivers.gov.uk](http://www.threerivers.gov.uk)

Funding advice for voluntary and community organisations may be available from the Watford and Three Rivers Trust  
<http://w3rt.org/> **01923 216 950**

Thrive Homes provides grants to initiatives which have a positive impact on tenants and the wider community

[www.thrivehomes.org.uk](http://www.thrivehomes.org.uk) **0800 917 6077**. Hertfordshire County Council provides a locality budget scheme for community projects. Contact your County Councillor for details [www.hertsdirect.org/](http://www.hertsdirect.org/)  
**0300 123 4040**

See also *Private Sector Housing for disabled facilities grants*.

### Green Deal

See *Energy Efficiency*.

### Grounds maintenance

The District Council cares for local parks, bowling greens and other open air sports facilities.

See also *Parish Councils* page 43.

### Gypsies and Travellers

For information about traveller sites visit [www.threerivers.gov.uk](http://www.threerivers.gov.uk) or ring **01923 776611**.

## Services

**H**

### Hall hire

Information about community hall hire is available from the District Council **01923 776611** [www.threerivers.gov.uk](http://www.threerivers.gov.uk)

### Harassment

Ring the District Council in confidence to report disability, racial, sexual or homophobic harassment or other types of hate crime **01923 776611**

[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)

You can also report harassment to the Police Hate Crime Officers **101**. In an emergency dial **999**.

### Health and safety

Health and Safety Executive  
[www.hse.gov.uk](http://www.hse.gov.uk)

See *Environmental Health*.

### Herts Help

A network of community organisations working together. They can help you find the practical support, guidance and information you need to get the most out of life.

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### High hedges

The District Council can help resolve neighbour disputes about high hedges when all attempts to resolve the dispute with your neighbour have failed.

Contact **01923 776611**  
[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)

### Highway (road) maintenance

Maintenance of Hertfordshire's 3,000 miles of roads and pavements, 1,700 bridges, 100,000 street lights, 154,000 drains and 118,000 signs.

[www.hertsdirect.org/highways](http://www.hertsdirect.org/highways) or ring **0300 123 4047**.

Report a fault at

[www.hertsdirect.org/highwayfaults](http://www.hertsdirect.org/highwayfaults)

Gritter Twitter @herts\_highways

Roadworks information is available at

[www.hertsdirect.org/roadworks](http://www.hertsdirect.org/roadworks)

Salting and gritting routes

[www.hertsdirect.org/salting](http://www.hertsdirect.org/salting)

### History societies

For a list of local history societies see

[www.threerivers.gov.uk](http://www.threerivers.gov.uk) or call

**01923 776611**

See also *Archives and Learning and training*.

### Holiday activities

Playschemes, Play Rangers, sporting activities, free gym/swim, Get Set Programme for people with disabilities

A list of bed and breakfast accommodation is listed at

[www.threerivers.gov.uk](http://www.threerivers.gov.uk) **01923 776611**.

See also *Leisure and Sport and Tourism*.

### Home care

Help with personal care such as getting in and out of bed, washing, dressing and bathing. [www.hertsdirect.org/hcs](http://www.hertsdirect.org/hcs) or ring the County Council on **0300 123 4042**.

See also *Support for adults and Carers*.

## Facilities and services

### Homelessness

See *Housing*.

### Housing

See also *Private sector housing*.

See also *Thrive Homes*.

In 2008 all Council homes were transferred to Thrive Homes, which now own and manage 4,000 properties across Three Rivers. Services such as homelessness and the housing register are still managed by the District Council.

### Advice

The District Council's housing department gives housing advice and explains housing options which may include low cost home ownership schemes and the Council's Easylet Scheme. Applicants wishing to apply for affordable housing or be considered for the Easylet Scheme must be registered on the Council's Housing Register.

**01923 776611** (minicom **01923 727 303**)

[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)

### Affordable Homes

See *Choice Based Lettings, Housing Register, Low cost homes and Thrive Homes*.

### Choice Based Lettings

All social housing in Three Rivers is now allocated through the Herts Choice Homes choice based lettings scheme. Properties are advertised on the Herts Choice Homes website and applicants on the Housing Register can bid for properties they are interested in. The District Council can provide advice on accessing and using the scheme.



**01923 776611** or visit  
**[www.hertschoicehomes.org.uk](http://www.hertschoicehomes.org.uk)**

### **Easylet scheme**

The District Council works with private landlords to guarantee rent deposits and provide lettings services. The scheme is for residents on the register with priority given to homeless households.

**01923 776611** **[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)**  
**uk <http://easyletherts.co.uk/>**

### **Homeswapper scheme**

On-line mutual exchange scheme for Housing Association tenants to exchange their homes **[www.homeswapper.co.uk](http://www.homeswapper.co.uk)**

### **Homelessness**

Help and advice is available from the District Council for people threatened with homelessness. **01923 776611**  
**[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)**

- Herts Young Homeless enables young people to secure and maintain appropriate accommodation through prevention, crisis intervention, and tenancy sustainment.  
**<http://wnht.org> 0844 833 0933**
- Watford New Hope Trust offers a range of accommodation, support and development services to people who are homeless or at risk of becoming homeless in Three Rivers.  
**[www.watfordnewhope.org.uk](http://www.watfordnewhope.org.uk)  
01923 210680**

### **Out of Hours**

For homeless emergencies telephone  
**01923 776611.**

### **Housing Register**

To register for affordable housing or to apply for a transfer

**[www.hertschoicehomes.org.uk](http://www.hertschoicehomes.org.uk)**  
**[www.thrivehomes.org.uk](http://www.thrivehomes.org.uk)**  
Telephone **01923 776611**

### **Housing Strategy**

The District Council enables delivery of affordable housing in the public and private sectors. Telephone  
**01923 776611**  
**[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)**

### **House Exchange Scheme and Homeswapper scheme**

On-line mutual exchange schemes for housing association tenants to swap homes.

Register through Thrive Homes on  
**0800 917 6077** or contact your landlord for advice.  
**[www.thrivehomes.org.uk](http://www.thrivehomes.org.uk)**  
**[www.homeswapper.co.uk](http://www.homeswapper.co.uk)**

### **Housing Benefit**

See *Benefits*.

### **Low cost homes**

Affordable homes to buy or rent.  
**[www.helpbuyeastandsoutheast.uk.com](http://www.helpbuyeastandsoutheast.uk.com)  
0333 321 4044**

See also *Choice Based Lettings*, *Housing Register*, *Low cost homes and Thrive Homes*.

See also *Private sector housing*.

Building 3, Croxley Green Business Park, Watford WD18 8YG

**020 8428 4428**

Freephone **0800 917 6077** (24 hours)

**enquiries@thrivehomes.org.uk**

**www.thrivehomes.org.uk**

Providing high quality homes and excellent services to enable the development of communities where people will enjoy living.

Thrive Homes owns and manages around 3,700 rented properties and more than 400 leasehold properties in the Three Rivers district.

We provide a range of services for residents, such as:

### **Independent living**

- Housing and support services for the elderly
- Management of sheltered schemes
- Lifeline installations
- Adaptations

### **Neighbourhood services**

- Day-to-day management of our homes, neighbourhoods and tenancy support for people who live in them.
- Manage contracts such as grounds maintenance; window and communal cleaning.
- Resolve ASB issues, arrange removal of graffiti and fly tipping.
- Carry out monthly walkabouts involving residents and developing our new neighbourhood standard.

### **Income Management and Housing Options**

The Income team manage the rent accounts, and ensure all our residents pay their rent on time.

We also offer a financial inclusion service that helps tenants who need support in accessing benefits; tax credits or would like help in developing a financial plan.

The Housing Options team manages our empty homes, advertises vacancies through Herts Choice Homes and offers properties to applicants on the waiting list. The team also manages mutual exchanges.

### **Home Ownership**

Dedicated support for leaseholders. Former council tenants with a secure tenancy of more than five years may have the right to buy their homes.

### **Thrive Homes Services**

This team does our repairs and maintenance work.

Residents report any issues by telephone, web, email or in person.

For emergency out of hours ring freephone **0800 917 6077**.

### **Area Office**

35-37 Oxhey Drive, South Oxhey WD19 7SD. Residents can visit us here to pay rent, service charges and council tax in person.

## Services

I

### Infectious disease control

See *Environmental Health*

### Insulation

See *Energy efficiency*.

### Internet

See *Learning and training* and *Libraries*.

## Services

J

### Jobcentre Plus

You can use the 0845 code to call 0345 numbers. Check with your phone company which code is cheaper for you.

[www.gov.uk](http://www.gov.uk)

**0345 604 3719**

[www.gov.uk](http://www.gov.uk)

## Services

L

### Land and Property Services

Local land charges searches from the public register are strongly recommended before purchasing a property. A fee is charged.

Three Rivers District Council **01923**

**776611** (minicom **01923 727 303**)

[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)

### Learning and training

**ASCEND** provides adults with career guidance, skills development activities and assistance into employment, including job club, volunteering and work experience placements with local businesses. They are also working in partnership with Herts MIND Network and other organisations to deliver the Step-Up project which aims to reduce the numbers of people in long-term poverty and to promote positive mental health by assisting people in gaining employment by providing support to manage their other needs.

[www.ascend.org.uk](http://www.ascend.org.uk) **020 8420 1364**

**Computer Taster sessions** are available at some Hertfordshire libraries and give

an easy and friendly introduction to using a computer and the internet. There is a small charge.

**0300 123 4049.**

You can book PCs with internet access in all libraries - this is free for an hour.

[www.hertsdirect.org/libraries](http://www.hertsdirect.org/libraries)

**Historical societies** A list of historical societies is available at

[www.threerivers.gov.uk](http://www.threerivers.gov.uk) **01923 776611.**

See also *Three Rivers Museum*.

### Three Rivers Learning

**Partnership.** The partnership brings together organisations involved in adult education in the district to promote adult and family opportunities. The partnership can provide information about computing, reading and numeracy, English as a Second Language, apprenticeships, job seeking and training for work, arts and crafts and local history, dance and more.

[www.3riverslearningptnrs.btck.co.uk](http://www.3riverslearningptnrs.btck.co.uk)

### University of the Third Age (U3A)

U3A is a self-help organisation for people no longer in full time employment providing educational, creative and leisure opportunities in a friendly environment. There are a number of groups in Three Rivers and Watford. For your nearest branch see

[www.u3a.org.uk](http://www.u3a.org.uk) **020 8466 6139.**

**West Herts College** Specialises in HND, degree and postgraduate programmes leading directly to careers.

[www.westherts.ac.uk](http://www.westherts.ac.uk) **01923 812345.**

### Workers Educational Association.

Local adult education courses.

[www.wea.org.uk](http://www.wea.org.uk) **01223 417 320**

See also *Support for People with Disabilities*



### Learning disabilities

The District Council provides a varied programme of activities within the Get Set Programme.

**[www.igetset.co.uk](http://www.igetset.co.uk)**

See *Support for people with disabilities*.  
See also *Learning and training*.

### Leisure and sport

Art development

Everyday Active (for adults)

Get Set programme

Leisure grants

Play areas

Play Rangers

Playschemes (Ofsted registered)

Sports development

**General enquiries:** Three Rivers

District Council **01923 776611**

**[www.threerivers.gov.uk](http://www.threerivers.gov.uk)**

Watersmeet **01923 711063**

**[www.threerivers.gov.uk](http://www.threerivers.gov.uk)**

The venues below are owned and funded by Three Rivers District Council and managed by Hertsmere Leisure Trust:

The Centre **020 8428 4954**

**[www.thecentre-southoxhey.co.uk](http://www.thecentre-southoxhey.co.uk)**

Sir James Altham Pool

**020 8421 0211**

**[www.sirjamesaltham.co.uk](http://www.sirjamesaltham.co.uk)**

William Penn Leisure Centre

**01923 771050**

**[www.williampennleisure.co.uk](http://www.williampennleisure.co.uk)**

Rickmansworth Public Golf

Course **01923 775278**

**[www.rickmansworthgolfcourse.co.uk](http://www.rickmansworthgolfcourse.co.uk)**

Watford Woodside Leisure Centre

is also open to Three Rivers residents including membership.

**01923 892710**

**[www.everyonegetactive.com](http://www.everyonegetactive.com)**

A monthly What's On e-newsletter is available from **[www.threerivers.gov.uk](http://www.threerivers.gov.uk)** **01923 776611**. You can also follow us at **[www.twitter.com/threeriversdc](https://www.twitter.com/threeriversdc)**

Free swimming for under 19s and over 60s who live in the district is available. Under 19s can swim for free at certain times during the Easter and summer school holidays and over 60s can swim free at allocated times twice a week. The scheme is available at William Penn, Sir James Altham and Watford Woodside. Contact your leisure centre for full details and an enrolment form.

Free swimming for carers – see *Swimming*.

### Libraries

Libraries are located in Abbots Langley, Chorleywood, Croxley Green, Rickmansworth and South Oxhey (Oxhey Library).

Visit **[www.hertsdirect.org/libraries](http://www.hertsdirect.org/libraries)** or ring Hertfordshire County Council **0300 123 4049** (textphone **0300 123 4041**).

See also *Learning and training*.

### Licensing

For pub, restaurant, entertainment, gambling and other alcohol licensing including complaints.

The District Council also licenses taxis, private hire vehicles, drivers, operators, street traders, small lotteries and charity collections.

Contact Three Rivers District Council **01923 776611** **[www.threerivers.gov.uk](http://www.threerivers.gov.uk)**

See also *Environmental Health* and *Animal Control*.

See also *Scores on the Doors*.

### Lighting

See *Street Lighting*.

### Litter

The District Council provides litter collection and litter bins around the district and barrow beats in 6 shopping centres. The rubbish in many litter bins is now recycled.

Our barrow beats cover around 130 miles of pavement per week.

Contact Three Rivers District Council

**01923 776611**

**enquiries@threerivers.gov.uk**

### Local Area Forums

See *Committees and forums*.

### Local Development Framework

This is a new set of planning documents to help plan for, and manage, development in the district over the next 15 years or so. The group commission local hospitals and community health services. Three Rivers District Council

**01923 776611**

**www.threerivers.gov.uk**

See also *Biodiversity Action Plan* plus *Land and Property Services*. See also *Conservation*.

### Local Nature Reserves

The District Council cares for 6 local nature reserves: Withey Beds, Croxley Common Moor, Prestwick Road Meadows, the Aquadrome, Chorleywood House Estate and Oxhey Woods. Oxhey Woods has a new 1km sculpture trail. See also *Woodlands*.

Three Rivers District Council **01923**

**776611** **www.threerivers.gov.uk**

### Local produce

A list of local producers is available at **www.threerivers.gov.uk**

**01923 776611** and is also included in the District Council's *Recycling More!* directory.

### Low cost home ownership

See *Housing*.

### Services

### Meals On Wheels

Meals delivered to those with limited mobility or recovering from medical treatment. Contact all areas

**0300 123 4042**

**http://hertscommunitymeals.co.uk**

Sarratt: **01923 264618**

Chorleywood: **01494 762849**

### Medical

If you need medical help fast, but it isn't a **999** emergency, you can now call NHS **111**. NHS **111** will assess you, provide advice and direct you straightaway to the local service that can help you best. NHS **111** is available 24 hours a day, 7 days a week and calls are free, including from mobiles. In an emergency dial **999**.

### Herts Valleys Clinical Commissioning Group,

commissions health services including hospital, community and mental health on behalf of residents in West Herts.

**01707 369513**

**www.hertsvalleysccg.nhs.uk**

### Healthwatch

Healthwatch is the public's champion on health and social care services. It gathers patient views and opinion, to influence policy, keep an eye on quality and report problems. **01707 275 978**

**www.healthwesthertfordshire.co.uk**

### NHS Stop Smoking Services

Information, local courses, online groups, one to one support for age 16 plus. Free service. Nicotine Replacement Therapy on prescription

**0800 3893998**

**www.smokefreehertfordshire.nhs.uk/**



## Mental Health support services

**Guideposts Trust.** Services in Watford and Rickmansworth. Services and opportunities include social, fun, information, training, support etc for people with serious mental health problems and their carers.

**01923 223554**

**[www.guidepoststrust.org.uk/hertfordshire/](http://www.guidepoststrust.org.uk/hertfordshire/)**

**Herts Mind Network.** Counselling, including outreach at Maple Cross Club and 39 Oxhey Drive. Groups, courses, personal development, vocation advice, peer support, carers' services, young people's services, older people's services. Services are mostly free.

Age range: 18 plus. **0203 7273600**

**[www.hertsmindnetwork.org/](http://www.hertsmindnetwork.org/)**

**Step-Up in South Oxhey** provide drop-in mental health support **08444 77 22 12** (option 4)

**Signpost** in Watford provides counselling and group work

**[www.signpostcounselling.co.uk](http://www.signpostcounselling.co.uk)**

**CRI.** Counselling for drug or alcohol users aged 18 plus. Alternative therapies. Confidential advice and support for partners, family and friends of users. Accept referrals from GPs and other agencies and prescribing services. **0800 652 3169** **[www.cri.org.uk](http://www.cri.org.uk)**

For Mediquip assistive technology see *Burglary prevention*.

See also *Samaritans*, *Relationship counselling*, *Care and support for adults and Care and support for families*, *Family Support* and *Support for People with Disabilities*

## Money advice

See *Benefits* and *Citizen's Advice Bureau*. See also *Credit Unions*

## Mortgages

Information about Leeds Building Society and other schemes to help suitable first time buyers to access mortgages. **01923 776611**.

### Lea Valley Homes

**[www.leavalleyhomes.co.uk](http://www.leavalleyhomes.co.uk)**

**01582 869440**

General information about the Government's mortgage rescue scheme is also available from the District Council **[enquiries@threerivers.gov.uk](mailto:enquiries@threerivers.gov.uk)**

For free, confidential, financial and debt management advice see *Citizens Advice Bureau*. See also *Housing*.

## Museum

See *Three Rivers Museum*. See also *Archives*.

## Services



### Naming Ceremonies

For a non-religious alternative to church Christenings, contact the Watford Register Office **0300 123 4045**

**[www.hertsdirect.org](http://www.hertsdirect.org)**

### Neighbourhood Watch

Neighbourhood Watch is an active organisation in the district. By being a member you can receive information about local crime and information about local events through the OWL messaging system. For further information, please visit

**[www.threerivers.neighbourhoodwatch.org/](http://www.threerivers.neighbourhoodwatch.org/)**

email the District Co-ordinator, Sue Thompson

**[sue.j.thompson@btopenworld.com](mailto:sue.j.thompson@btopenworld.com)**

or call **101** for the Watch Liason Officer for Three Rivers.

See also *Community safety* and *Burglary prevention*.

### Noise

See *Environmental Health*.

## Services



### Older people

Age Concern Hertfordshire offers a wide range of services which provide information, advice, practical support and social inclusion to older people and their carers throughout the country.

[www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire)

Freephone **0845 601 3446**

SAFE, a local pensioners' safety guide is available from the District Council **01923 776611** or download at

[www.threerivers.gov.uk](http://www.threerivers.gov.uk)

See also *Care and support for adults*. For Sheltered schemes see the *Thrive Homes* section of *Housing*. See also *Residential and nursing home care*.

### Open spaces

See *Parks and Open Spaces*.

## Services



### Parenting

See *Children's Centres and Family Support*.

### Parish Councils

See *Parish Councils* page 43.

### Parking

The Parking Shop **01908 223506**. Parking restrictions are enforced by the District Council in consultation with residents [www.threerivers.gov.uk](http://www.threerivers.gov.uk)

See also *Controlled Parking Zones*.

### Parks and open spaces

The District Council cares for a number of parks and open spaces and holds several Green Flag awards.

[www.threerivers.gov.uk](http://www.threerivers.gov.uk)

**01923 776611**

See also *Local Nature Reserves* and *Woodlands*.

## Payments

Council Tax, Business Rates and Thrive Homes rent payments can be paid at the District Council's One Stop Shop at Three Rivers House, Northway, Rickmansworth, and at the South Oxhey Area Office in Oxhey Drive. Direct debit forms are available by phone and in person.

Council Tax direct debit forms can also be filled in on our website and Council Tax can be paid on-line at [www.threerivers.gov.uk](http://www.threerivers.gov.uk)

You can also pay Council Tax, Business Rates, Housing Rents, Invoices and Mortgages by calling the automated payment line on **0845 60 66 465**. Line open 24 hours a day, 7 days a week.

Three Rivers District Council  
**01923 776611**  
[www.threerivers.gov.uk](http://www.threerivers.gov.uk)

### Pensioners

See *Older people*.

### Pest Control

The District Council provides a pest control service to residents and businesses. You can book an appointment on-line [www.threerivers.gov.uk](http://www.threerivers.gov.uk) or ring **01923 776611**

### Pharmacists

See *Chemists*.



Chorleywood Beaumont is a Nursing Home in Chorleywood. We offer full nursing care.

We also have a specialist Memory Lane-Dementia Care unit. We offer long term care and short respite stays.

We also have assisted living apartments, whereby one can retain independence but with the peace of mind of knowing there is care on site if required.

Tel: 01923 285111 or email: [annie.lampard@barchester.com](mailto:annie.lampard@barchester.com)

## Hurstleigh Retirement Apartments



- 20 apartments in the heart of Chorleywood
- 24 hour warden cover
- You must be 60+ and in good health

An affordable local retirement option for those wishing to remain active and independent.

Telephone: **01923 285832**

Email: [hurstleigh@googlemail.com](mailto:hurstleigh@googlemail.com)  
FOR FURTHER DETAILS

### Safe, Warm, Inviting - Fairhaven

Fairhaven is renowned for its secure, happy and relaxed environment in a pleasant tree lined road on the outskirts of Watford Town Centre.



- Established over one quarter of a century under the same ownership
- Care plans individually tailored
- Spacious rooms all with en-suite facilities
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- Regular GP attendance
- Support from community nurses and other health care professionals
- Visiting Dentist, Chiropodist, Optician and hairdresser
- Full range of activities and outings

17-19 Park Avenue, Watford, Herts WD18 7HR  
Tel: **01923 220811** • [contact@fairhavencarehomes.co.uk](mailto:contact@fairhavencarehomes.co.uk)

## AK Tree & Fencing Services



We are experienced in all aspects of Tree and Fencing Services including:

- Hedge cutting • Turfing • Tree felling
- Garden clearance • Fencing

Call for further details on  
**01923 465631 07739 913190**

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## Planning

**Planning on line.** You can view details of planning applications and planning histories for properties through the Planning Online service. You can also make comments for current applications and track applications. Visit Planning Online on the planning pages at [www.threerivers.gov.uk](http://www.threerivers.gov.uk)

**Duty planner.** For informal planning advice on householder extensions the District Council offers a Duty Planner service. 10am – 1pm Monday to Friday at Three Rivers House, Northway, Rickmansworth. No appointment necessary. Enquires are limited to 15 minutes. **01923 776611** (minicom **01923 727 303**).

**Formal planning advice.** For written planning advice there is a Pre-Application service for which there is a charge. All requests for pre-application advice involve a site visit and a written response. Information at [www.threerivers.gov.uk](http://www.threerivers.gov.uk)

**Planning Committee.** Some planning applications are considered by the District Council's Planning Committee. You can attend these meetings and there is some limited opportunity to speak. Call **01923 776611** (minicom **01923 727 303**) in advance for guidelines on speaking.

**Other planning services.** A monthly planning e-newsletter is available at [www.threerivers.gov.uk](http://www.threerivers.gov.uk). Updates are also available at [www.twitter.com/threeriversdc](https://twitter.com/threeriversdc)

## Playschemes

See *Leisure and Sport*.

## Police

In an emergency or to report a crime in progress, please call **999**.

If you wish to give Police information about a crime, contact a local Police Officer, report a crime which is not in progress, or to report information about suspected drug related activity, dial the non-emergency number, **101**.

You can also obtain crime prevention advice and information about your local policing teams at [www.herts.police.uk](http://www.herts.police.uk). See *Community safety* for more information.

## Police and Crime Commissioner

The Commissioner is elected to represent your views on policing and crime in Hertfordshire.

The Commissioner uses their powers to set the policing budget, hold Hertfordshire Constabulary to account, work with local partners to prevent crime and re-offending, act as the voice of the public and victims of crime, appoint/dismiss the Constabulary's Chief Constable, set a five year Police and Crime Plan and determine local policing priorities. **01707 806100**  
[www.hertscommissioner.org/](http://www.hertscommissioner.org/)

## Pollution

Three Rivers District Council tackles noise, light and air pollution complaints. The District Council reports on local air quality.

Three Rivers District Council  
**01923 776611** (minicom **01923 727 303**)  
[www.threerivers.gov.uk](http://www.threerivers.gov.uk)

See also *Environmental Health*.

## Primary Care Trust

See *Medical*.

## Private Sector Housing

The District Council licenses certain large private rented properties where a number of rooms are rented by different people. See also *Housing*

### Enforcement

The District Council investigates complaints about the condition of properties rented from private landlords and ensures they carry out any work where there is a health safety or welfare hazard to a tenant.

### Grants

There may be limited grants for providing disabled facilities in private housing, subject to funding. Three Rivers District Council **01923 776611** [www.threerivers.gov.uk](http://www.threerivers.gov.uk)

### Public footpaths

See also *Rights of Way*.

### Protection for adults and children at risk

You can report abuse or those at risk by contacting: [www.hertsdirect.org/services/healthsoc/safe/](http://www.hertsdirect.org/services/healthsoc/safe/)

#### Adults

For emergencies dial **999**  
Or call **0300 123 4042** (24 hours a day)  
If the concern regards an adult living in a care home you can also contact the Care Quality Commission on **03000 616 161**.

#### Children and Young People

For emergencies dial **999** Or call **0300 123 4043** (including out of hours)  
The Child Abuse Investigation Unit can be contacted on **101**.  
Childline freephone **0800 1111 (24 hour)**

## Racial harassment

See also *Hate Crime* and *Harassment*

### Recycling

You can recycle glass bottles and jars, paper and cardboard, foil, plastics, cartons, tins and cans, aerosols, food and garden waste through our kerbside collections. Parents can get up to £50 cash back for using real nappies.

Recycling bin collections are now weekly. The District Council provides the *Recycling More!* directory of all recycling and re-use facilities in the district which includes a list of local charity shops.

Three Rivers District Council  
**www.threerivers.gov.uk 01923 776611** Visit **www.wasteaware.org.uk** or call **0300 1234 051** for information on household waste recycling centres, recycling banks, waste collection and composting.

### Refuse collection

Three Rivers District Council provides a kerbside collection across the district. For information and enquiries visit **www.threerivers.gov.uk** or ring **01923 776611**  
See also *Recycling*.

### Relationship counselling

Relate Dacorum, Watford and Three Rivers provide counselling, sex therapy, family counselling and education and training programmes.  
**www.relatewatford.org 01923 241 803**

### Religion

A list of faith groups is listed at **www.threerivers.gov.uk** or ring **01923 776611**

### Residential and nursing home care

Residential care homes provide personal care and social support for people who are not able to manage living in their own homes. Nursing care homes look after people who need constant nursing care. Find out more at **www.hertsdirect.org/**

**rescare** or by calling **0300 123 4042**

See also the *Thrive Homes* section in *Housing*. See also *Care and Support for Adults*.

### Rights of Way

Hertfordshire has an extensive Rights of Way network of over 5,200 paths totaling more than 3000km.

Visit **[www.hertsdirect.org/row](http://www.hertsdirect.org/row)** or call **0300 123 4047** to find out more.

### Road Safety

Education, training and advice on staying safe on Hertfordshire's roads.

Visit **[www.hertsdirect.org/roadsafety](http://www.hertsdirect.org/roadsafety)** or call **0300 123 4047**

### Roads

See *Highway (road) maintenance*.

### Rubbish

See *Refuse collection*

### Samaritans

Samaritans provides confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those feelings which could lead to suicide.

**08457 90 90 90** **[jo@samaritans.org](mailto:jo@samaritans.org)**  
**[www.samaritans.org](http://www.samaritans.org)**

### Savercard

Half price travel for students aged 11-18

**[www.hertsdirect.org](http://www.hertsdirect.org)**

### Schools

See *Admission to Schools*.

### Scores on the Doors

To find out how clean your local restaurants and pubs were at their last environmental health inspection visit

**[www.scoresonthedoors.org.uk](http://www.scoresonthedoors.org.uk)**  
or ring **01923 776611**.

All other catering venues, including sheltered housing, schools and office canteens are also in the scheme.

The Council provides a monthly Environment e-newsletter at **[www.threerivers.gov.uk](http://www.threerivers.gov.uk)** **01923 776611**.

### Sheltered housing

See *Residential and nursing home care*. See also the *Thrive Homes* section under *Housing*.

For support at home see *Care and support for adults*.

### Smoking

Giving up smoking. See *Medical*.

Smoking ban. See *Environmental Health*.

### Social Services

See *Care and Support for Adults* and also *Care and Support for Children and Families*.

### Sport

See *Leisure and Sport*.

### Street lighting

See *Highway (Road) Maintenance*.

### Street naming and numbering

The District Council names and numbers streets and provides street name plates.

Three Rivers District Council  
**01923 776611** (minicom **01923 727 303**)  
**[www.threerivers.gov.uk](http://www.threerivers.gov.uk)**

### Street sweeping

See *Litter*.

### Support for carers

**Carers in Hertfordshire** Entitlement to Benefits, getting a break from caring, social activities, services for carers with limited English. The Young Carers Project is for ages 8 plus. Services are free.

**01992 586969**

**[www.carersinherts.org.uk/](http://www.carersinherts.org.uk/)**  
**[www.hertsdirect.org/carers](http://www.hertsdirect.org/carers)**

Some shows and events at Watersmeet may be free for carers. See *Watersmeet*. See also *Swimming*.

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**[www.chorleywooddogtraining.co.uk](http://www.chorleywooddogtraining.co.uk)**



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### Support for people with disabilities

Information and advice for people with disabilities to help them live as independently as possible, including adult learning, Blue Badge scheme, employment advice, mobility services and more, visit [www.hertsdirect.org/disability](http://www.hertsdirect.org/disability) or call **300 123 4042**.

For information and advice on service for people with learning disabilities visit [www.hertsdirect.org/learningdisability](http://www.hertsdirect.org/learningdisability) or call **0300 123 4042**.

**Watford MENCAP** Provide a range of free services for people with a learning disability and their families and carers. These include one to one support on various services – housing, learning opportunities, carers' breaks. Any age. [www.watfordmencap.org.uk/](http://www.watfordmencap.org.uk/) **01923 713620**

**Hertfordshire County Council Work Solutions** assist people with a disability to gain and sustain paid employment. [www.hertsdirect.org/caresupport/worksolns/](http://www.hertsdirect.org/caresupport/worksolns/) **0300 1234042**

**9 Lives Furniture** in Rickmansworth provides courses in warehouse and retailing, furniture restoration and work experience. For people recovering from mental ill health, people with learning disabilities. (Also available for people who have been long term unemployed). [www.9livesfurniture.org.uk](http://www.9livesfurniture.org.uk) **01923 718666**

**Guidepost Trust.** Working with adults who have mental health issues, dementia, learning disabilities, physical impairments, and their carers and families. Work training in the café and shop. Training courses and workshop services are free. **01920 484946**  
[www.guidepoststrust.org.uk/](http://www.guidepoststrust.org.uk/)  
See also *Support for Carers* (above) and *Leisure and Sport*

### Swimming

See also *Leisure and Sport*  
[www.threerivers.gov.uk](http://www.threerivers.gov.uk) **01923 776611**.

### Carers swim for free.

The District Council currently allows a carer to use the swimming pool for free when accompanying someone who needs additional support to go swimming. **01923 776611**

Watford Borough Council's leisure facilities offer a 40% discount to people with disabilities who have an Everyone Active Card and the centres also give the same discount to a carer. [www.everyoneactive.com](http://www.everyoneactive.com) **01923 226400**



### Three Rivers Museum

An interesting and varied collection of historical artefacts and old photos of the Three Rivers area.

Open Mon – Fri 2pm – 4pm;  
Sat 10am – 4pm.

Admission free. Run by volunteers – donations welcome.

[www.trmt.org.uk](http://www.trmt.org.uk) **01923 727 333**

See also *History Societies*.



### Toilets

Three Rivers District Council works with local organisations to provide toilet facilities to the public during normal opening hours. No purchase needed.

#### Abbots Langley

The Craft Tub, High Street

#### Chorleywood

Chorleywood Library, Lower Road

#### Croxley Green

The Fox and Hounds, New Road

The Harvester, Watford Road

#### Leavesden

YMCA Woodlands, off College Road

#### Rickmansworth

Three Rivers House, Northway

Aquadrome (next to Café in the Park)

MENCAP, High Street

*Includes baby changing and hoist*

Watersmeet, High Street, Rickmansworth

#### South Oxhey

The Centre, Gosforth Lane

### Tourism

Information about places to visit and stay in Hertfordshire

[www.enjoyhertfordshire.com](http://www.enjoyhertfordshire.com) 0300 123 4040

A list of bed and breakfast accommodation is available from the District Council [www.threerivers.gov.uk](http://www.threerivers.gov.uk) 01923 776611.

See also *Leisure and sport*.

### Trading Standards

Safeguarding the interests of consumers and the county's business community.

For consumer advice call Consumer Direct on **08454 040506**.

For business and commercial advice, ring **01707 292 429**.

See also *Citizens Advice Bureau*.

### Travel Information

See Page 46.

### Traveller sites

For information about traveller sites visit [www.threerivers.gov.uk](http://www.threerivers.gov.uk) or ring **01923 776611**

### Trees

Three Rivers District Council protects trees with Tree Preservation Orders where appropriate. The Council provides a Town Trees discount scheme to encourage residents to plant trees in their gardens. Three Rivers District Council

**01923 776611**

[www.threerivers.gov.uk](http://www.threerivers.gov.uk)

A monthly environment e-newsletter is available at [www.threerivers.gov.uk](http://www.threerivers.gov.uk)

See also *Woodlands*.

### Services



#### Visitors

See *Tourism*.

#### Volunteering

Watford and Three Rivers Trust can provide information about local volunteering. [www.w3rt.org](http://www.w3rt.org) **01923 216956** [www.do-it.org.uk/](http://www.do-it.org.uk/)

#### Voting

See *Electoral Services*.

### Services



#### Walking

For information about local rambling groups [www.ramblers.org.uk](http://www.ramblers.org.uk) **020 7339 8500**

The Countryside Management Service organises regular short health walks in the area. There is no charge.

[www.hertfordshirehealthwalks.org](http://www.hertfordshirehealthwalks.org) **01992 588433**

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## Tips & Toes

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Tel: 0208 428 0037

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St Mary's Church Centre, Church Road, Rickmansworth  
LA Fitness, Chestnut Ave, Northwood

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- MediPed • Biomechanics and other footwear advice....

**Tel: 07500 955394**  
[www.feetreat.org.uk](http://www.feetreat.org.uk)







## Water

To report leaks as well as information about planned maintenance, water meters, water saving and other information.

Affinity (formerly Veolia) **0345 357 2407**

Text Relay dial 18002 followed by the number above.

**[www.affinitywater.co.uk](http://www.affinitywater.co.uk)**

A range of Hertfordshire walks is listed at

**[www.walkinginherts.co.uk](http://www.walkinginherts.co.uk)**

## Watersmeet

Competitive rates for all your hall hire requirements – parties, charity events, shows and corporate meetings.

Watersmeet features Artistsmeet Art Gallery **01923 711063**

**[www.watersmeet.co.uk](http://www.watersmeet.co.uk)**

## Weddings

See *Civil Weddings and Partnerships* and *Faith groups*.

## Women's services

Watford Women's Centre is a women-only space providing counselling, courses, activities, domestic abuse support and weekly advice sessions.

**[www.watfordwomenscentre.org.uk](http://www.watfordwomenscentre.org.uk)**

**01923 816229**

## Woodlands

Three Rivers District Council owns and manages 240 hectares of public woodland.

The woodland is maintained to the UK Woodland Assurance Standard.

**[www.threerivers.gov.uk](http://www.threerivers.gov.uk) 01923 776611**

See also *Local Nature Reserves* plus *Trees*.



## Youth services

Information, advice and activities for young people in Hertfordshire.

**[www.hertsdirect.org/youth](http://www.hertsdirect.org/youth)** or ring

**0300 123 4040** (textphone **0300 123 4041**).

**[www.channelmogo.org](http://www.channelmogo.org)**

See also *Leisure and Sport*.

For the Youth Council see *Committees*.



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www.facebook.co.uk/thepeppermillchorleywood



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## Facilities and services

### Your Parish Council

Parish Councils are on the front line, providing a range of facilities and services in your community. Parish Councils work closely with the County and District Councils and Hertfordshire Constabulary, together with many other agencies and voluntary groups. Parish Council services and facilities can include\*:

**Allotments**

**Bus shelters**

**Cemeteries**

**Community grants**

**Committee meetings**

**Common land**

**Community halls**

**Dog bins**

**Expert comment on planning applications**

**Nature reserves**

**Notice boards**

**Play grounds**

**Public buildings**

**Public events and activities**

**Public seats**

### Parish Council contacts:

#### Abbots Langley Parish Council

01923 265139

[www.abbotslangley-pc.gov.uk](http://www.abbotslangley-pc.gov.uk)



#### Chorleywood Parish Council

01923 285594

[www.chorleywood-pc.gov.uk](http://www.chorleywood-pc.gov.uk)



#### Croxley Green

#### Parish Council

01923 710 250

[www.croxleygreen-pc.gov.uk](http://www.croxleygreen-pc.gov.uk)



#### Rickmansworth

unparished\*\*.

#### Sarratt Parish Council

01923 262 025

[www.sarrattparishcouncil.co.uk](http://www.sarrattparishcouncil.co.uk)



#### Watford Rural Parish Council

020 8428 0449

[www.watfordrural-pc.org.uk](http://www.watfordrural-pc.org.uk)

*\*Allotments, cemeteries, common land, play areas, grants and nature reserves are also provided by **Three Rivers District Council 01923 776611 (minicom 01923 727 303) www.threerivers.gov.uk***

*\*\*Rickmansworth does not have a Parish Council – Parish Council services are delivered direct by **Three Rivers District Council. Contact 01923 776611 (minicom 01923 727 303) enquiries@threerivers.gov.uk***

Like this page

for local news,  
events and  
information relating  
to Abbots Langley

PO: Abbots Langley Town Council



Village Facebook pages are available for South Oxhey, Sarratt, Rickmansworth, Mill End and Maple Cross, Chorleywood and Croxley Green

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It is important to keep mobile to improve your strength and balance. Walking, gardening and dancing all keep you active and are things we all do without really thinking about exercise. There are, however, certain types of exercise that can really help improve your strength and balance and make you feel more confident on your feet.

Fear of falling can also become a problem, particularly if you have had a previous fall and hurt yourself. It is very

important that you do not let the anxiety of falling prevent you from enjoying an independent and active lifestyle; this is where the Hertfordshire Falls Liaison Service Strength and Stability classes will help. Contact your GP to find out about FREE classes in your area.



There are lots of simple things you can do to help you stay steady on your feet. Our website [www.hertfordshirefalls.co.uk](http://www.hertfordshirefalls.co.uk) has information for everyone, whether you're fit and active, have some difficulty walking and getting around, or are worried about falling.



There are also specific things that you can do to improve your strength and balance.

Our website gives you information about:

- Exercises to improve your strength and balance
- Raising awareness of the risks that could affect your balance and stability
- Help that's available in Hertfordshire should you need it.



**Call 0800 007 5200**

**or email [info@hertfordshirefalls.co.uk](mailto:info@hertfordshirefalls.co.uk)  
for further information  
or visit [www.hertfordshirefalls.co.uk](http://www.hertfordshirefalls.co.uk)**



# Travel information

**Traveline.** Impartial bus, train and coach travel advice for Hertfordshire and the rest of the UK.

**[www.traveline.info/](http://www.traveline.info/) 0871 200 22 33**

## Buses, coaches and taxis

**Arriva buses** run bus services in and around Hertfordshire and elsewhere in the UK. **[www.arrivabus.co.uk](http://www.arrivabus.co.uk) 0844 800 44 11**

**Mullaney's buses** run bus services in and around South West Hertfordshire. **[www.mullanysbuses.com](http://www.mullanysbuses.com) 01923 279991**

**National Express Coaches.**  
**[www.nationalexpress.com](http://www.nationalexpress.com) 08717 818178**

**Bus passes** Concessionary scheme for residents aged 60 plus and those who qualify on medical grounds.  
**[www.hertsdirect.org](http://www.hertsdirect.org)  
0300 123 4050**

**Taxis.** Licensed taxi firms are listed in the phone book. Text **60835** to receive your two nearest minicab numbers. Texts are charged at 35p per enquiry plus standard text message rate.

## Trains and London Underground

Trains National Rail Enquiries  
**[www.nationalrail.co.uk](http://www.nationalrail.co.uk) 08457 48 49 50**  
London Underground  
**[www.tfl.gov.uk](http://www.tfl.gov.uk) 0343 222 1234**  
Chiltern Railways  
**[www.chilternrailways.co.uk](http://www.chilternrailways.co.uk) 08456 005 165**

## Supported and community transport

**Travellink** Information and bookings service for patients with appointments with the county's health services. **01438 737 505**

**Dial a Ride** is available to anyone registered disabled and unable to use public transport. Payment is per zone travelled.  
**[hertfordshire.gov.uk](http://hertfordshire.gov.uk)  
01992 556771.**

**Roundabout Transport.** A registered charity providing a low cost minibus service to community groups.  
**[www.roundabouttransport.com](http://www.roundabouttransport.com) 01923 711139**

**Rickmansworth Care Scheme.**  
Voluntary group that helps the elderly and housebound with their shopping and medical appointments. **01923 773311.**  
There are also Care Schemes in  
Chorleywood **01923 284440**  
Sarratt **01923 270577**  
Bushey and Oxhey **020 8950 3330.**

## Roads and parking

Blue badge parking scheme for people with disabilities  
**[www.hertsdirect.org](http://www.hertsdirect.org)  
0300 123 4042**  
Parking  
**[www.threerivers.gov.uk](http://www.threerivers.gov.uk)  
01908 223652**  
Roads and pavements  
**[www.hertsdirect.org](http://www.hertsdirect.org)  
0300 123 4047**

See *Savercard* in the main directory for student travel discounts in Hertfordshire

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