



A list of useful services in
the Elsenham area from
Neighbourhood Watch
for residents of Elsenham

Elsenham Information **2016**

**PLEASE KEEP ME
DON'T BIN ME
YOU MIGHT NEED ME!**

EMERGENCY NUMBERS

- > Police /Fire/Ambulance
☎ **999**
- > Police non-emergency
☎ **101**
- > NHS and out of hours doctor
☎ **111**
- > SMELL GAS!! 24/7
☎ **0800 111999**
- > Gas Emergency
☎ **08457 708090**
- > Electricity Emergency
☎ **08457 708090**
- > Power cuts 24/7
☎ **0800 7838838**
- > Water Supply Emergency
☎ **0345 0357 2407**
- > Sewerage Emergency
☎ **0345 7145 145**

ANIMALS

RSPCA

24/7 to report cruelty or animals in distress.

☎ **0300 1234999**

CASH

● One-Stop, Ambrose Corner, Elsenham

Opening hours: 6.00–23.00, 7 days a week

☎ **01279 813327**

● Post Office, Ambrose Corner Elsenham

Opening hours: Mon –Fri 09.00–17.30, Sat 09.00–12.30

☎ **01279 812175**

POLICE

Police and Crime Commissioner for Essex

PCC for Essex, 3 Hoffmans Way, Chelmsford, Essex CM1 1GU

☎ **01245 291600**

✉ pcc@essex.pnn.police.uk



POST OFFICE

Ambrose Corner Elsenham

Opening hours: Mon –Fri 09.00–17.30, Sat 09.00–12.30

☎ **01279 812175**

SCHOOLS

> Birchwood High Bishops Stortford

☎ **01279 655936**

> Bishops Stortford High

☎ **01279 868686**

> Elsenham Primary

☎ **01279 813198**

> Forest Hall

☎ **01279 813384**

> Henham & Ugley Primary

☎ **01279 850213**

> Joyce Frankland Academy

☎ **01799 540237**

ECM

Essex Community Messaging

Sign up to ECM for FREE online to receive accurate and up-to-date information, crime prevention advice and notifications from Essex Police officers, Essex Watch liaison officers and other key partners, such as Neighbourhood Watch.

Choose to receive this information from ECM via email, text or voice message or via ECM app. Select what information you would like to receive – based on where you live, work, go to school or socialise, or on issues in which you may have a particular interest, such as scams, internet crime or rural crime.

Play an active role in helping to keep crime down in your community whilst keeping up to date with what's going on around you.

www.essex.police.uk/ecm



SAFETY & SECURITY

Message in a Bottle

A free Neighbourhood Watch service

- > Do you take regular medicines prescribed by the doctor? If so, the Neighbourhood Watch Message in a Bottle is for you
- > We supply you with a small plastic bottle and two stickers – one you put inside your front door – the other on your fridge door
- > Write a list of your medicines, personal details and contacts in the plastic bottle and put the bottle in an obvious place in your fridge
- > If the Emergency Services are called to your house they will look for the Bottle with all this useful information
- > Helps save time and saves lives!
- > Would you like a Bottle or more information?

Please contact Graham Jackson

☎ 01279 812297



The Keep Safe Scheme

When you are shopping in Saffron Walden and other towns

Do you ever feel unwell, or do you ever feel lost or confused?

Contact Uttlesford's Community Safety Officer Martin Ford for more information.

☎ 01799 510510

✉ mford@uttlesford.gov.uk

Essex Fire Free Smoke Alarms

To arrange a free home fire safety visit.

☎ 0845 601 2495

✉ webmaster@essex-fire.gov.uk

Lifeline

A lifeline alarm system provides a vulnerable person with a direct link to a 24-hour support centre. Providing peace of mind for vulnerable people and their families. The alarm sits next to the telephone and users wear a pendent or wristband which enables them to call for help in an emergency

If you are interested in having an alarm or require further details please contact us.

☎ 01799 510630

✉ housingadmin@uttlesford.gov.uk

TRANSPORT

Uttlesford Community Travel

Do you have problems accessing public transport? Or do you have mobility problems?

Community Travel can help you with our door-to-door services. Registration costs £10 per year and includes both Book-a-Ride and Hospital Car services

All drivers are DBS checked and all the vehicles are thoroughly serviced

● Book-a-Ride

Do you want to go shopping?
To the garden centre?
Go to the hairdressers?

- > Each journey costs £3 for 2 miles and then 80 pence per mile up to 15 miles
- > Ring for price over 15 miles
- > You pay the driver on the day
- > The Bus has wheelchair access
- > If you have an escort they pay just £2
- > Group membership £20 per year

☎ 01799 519008

Book your journey 48 hours in advance, or call to find out the cost of group travel

● Hospital Cars

- > Do you have an appointment at the local hospital or a hospital further away?
- > Community Travel can arrange a car to collect you and bring you home
- > £10 per year to register
- > 45 pence per mile for each journey
- > Driver will ring the day before to confirm
- > Please ring Community Travel with the time of your appointment in advance

To register and book your ride for Book-a-Ride and Hospital Cars:

☎ 01371 875787

☎ 01799 519008

☎ 01245 279052

Office open Mon–Fri 9am–1pm

✉ info@uttlesfordcommunitytravel.org

Elsenham Railway Station

Ticket office open: Mon–Sat: 06.00–13.30. Sunday: CLOSED

Ticket machines are available on both platforms.

For train times and general enquires call National Rail Enquires

☎ 03457 484950

Buses

● Route 7/7A

Bishop's Stortford – Stansted Airport

- > Monday–Saturday,
same times every day
- > No service on Sundays

To Bishop's Stortford, Mon–Sat

Elsenham (nr Railway Station)

07.12, 08.02, 09.10, 10.12, 11.10,
12.12, 13.10, 14.12, 15.10, 16.12,
15.12, 16.12, 17.12

(Note: there are other stops in Elsenham,
please see full timetable for details)

To Elsenham, Mon–Sat

Bishop's Stortford Stop E (Interchange)

06.39, 07.49, 08.49, 09.49, 10.49,
11.49, 12.49, 13.49, 14.49, 15.49,
16.49, 17.49, 18.49, 19.49

(Riverside Stop R, two minutes later)

To Stansted Airport, Mon–Sat

Elsenham (nr Railway Station)

07.09, 08.19, 09.23, 10.19, 11.23,
12.19, 13.23, 14.19, 15.23, 16.19,
17.19, 18.19, 19.19, 20.19

(Note: there are other stops in Elsenham,
please see full timetable for details)

To Elsenham, Mon–Sat

Stansted Airport, Coach Station (Bay 22)

06.49, 07.39, 08.49, 09.49, 10.49,
11.49, 12.49, 13.49, 14.49, 15.49,
16.49, 17.49, 18.49

MEDICAL & HEALTH

Medical

● Doctors – Elsenham Surgery

☎ 01279 814730

☎ 01279 815046 (Pharmacy)

☎ 111 (Out of Hours)

● Doctors – Stansted Surgery

☎ 01279 813200

● Local Hospitals

> Addenbrookes Cambridge

☎ 01233 245151

> Broomfield Chelmsford

☎ 01245 362000

> Epping

☎ 01992 0902010

> Herts & Essex Bishop's Stortford

☎ 01279 655191

> Princes Alexandra Harlow

☎ 01279 444455

> Rivers Sawbridgeworth

☎ 01279 600282

> Saffron Walden

☎ 01799 562900

● Local Pharmacies

> Boots Cambridge Road Stansted

Mountfitchet CM24 8BZ

Mon–Fri 07.00–19.00,

Sat 09.00–17.00, Sun CLOSED

☎ 01279812278

> Tesco Bishops Park Centre

CM23 4DD

Mon–Sat 08.00–20.00

Sun 10.00–16.00

☎ 03456779056

● Home Eye Tests (Vision Call)

> For those with a medical condition
who cannot travel to the opticians

> Payment for spectacles
required on delivery

> Free delivery to your home

> Eye tests over 70s free

☎ 01799 543561

Health & Fitness

● Voluntary Health Walks

> Elsenham area

> Every Monday meet on

green on corner of De

Mandeville Road 10am

> Walk for 45–60 mins suitable
for beginners as well as more
experienced walkers,

> Open to all

☎ 01279 814153 Heather Salvage

● A Nordic Walking Training Programme is delivered on an occasional basis

All information on walks
(Nordic and Health Walks) is
listed on the UDC website:

www.uttlesford.gov.uk

● Lord Butler Fitness and Leisure Centre organised by UDC

Peaslands Rd, Saffron

Walden CB11 3EG

A range of classes supervised
by two Health Trainers

> Have you had a stroke?

> Do you have neurological
problems?

> GP Referral Scheme for
specialist referrals and living
with long term conditions

> Do you have breathing problems?

> 'Breatheasy' for Chronic
Pulmonary Lung Disease

For more information and an
assessment of your needs
contact the Health Trainers

☎ 01799 510585

✉ pgoddard@uttlesford.gov.uk

● Grange Paddocks Leisure Centre

Rye St, Bishop's Stortford

CM23 2HH

☎ 01279 652332

SOCIAL

Social Services

- > Social Services no longer have a manned office in Saffron Walden but can be contacted by phone

☎ 0845 6037630

Uttlesford Frontline Services

- > Are you looking for a service?
- > This website lists local health and wellbeing services delivered in Uttlesford
- > New initiative funded by the Big Lottery working with various local groups in Uttlesford including CAB and UDC
- > Referrals can only be made by Frontline workers – CAB, Health visitors, district nurses, social workers, NhW coordinators, doctors etc

www.uttlesfordfrontline.org.uk/library-of-services

Community Agents

- > Organised by the Rural Community Council of Essex, the Red Cross, Age UK and Essex NhW

To help and support older people and carers

- > Getting out and about
- > Meeting people
- > Need help in your home?
- > Need help with your post/form filling?
- > Would you like someone to read to you?
- > Need someone to shop for you?
- > Money worries

A community agent will visit you to identify your needs and help you find the right service

To arrange a free visit contact

- ☎ 07540 720602 Sally Austin
- ☎ 0800 977 5858 Freephone
- ✉ sally.austin@caessex.org.uk

For more information visit www.communityagentsessex.org.uk



Uttlesford Carers

- > Help, information and support for those caring for relatives and friends at home

☎ 01371 875810

Accuro

- > Supports children and adults with disabilities
- > Offers gardening services

☎ 01279 433667
Mon–Fri 9am–4pm

Alzheimer's Society

- > Help for those with Alzheimer's or caring for sufferers
- > Home visits can be arranged

☎ 01371 872519
Mon–Fri 9am–3pm

Age Concern

- > Help with housework
- > Shopping

☎ 01245 346106 or 01279 454304

Cruse

- > Counselling Care for the bereaved
- > Mon–Fri 9.30am–1.30pm

☎ 01223 633636

Crossroads

- > Cares for carers
- > Regular breaks for carers in your home
- > Personal and medical care
- > Home and administrative help

☎ 01799 513496

Radar National Key Scheme

- > Disabled toilets are often locked in shopping centres, pubs, cafés, stations
- > People with a disability or health condition can apply for a Radar key to open the toilet

> Cost of key £4.50

> **NOT needed in Saffron Walden**

☎ 020 7250 8191
Mon–Fri 10am–12.30pm
1.30pm–4.00pm

Salvation Army

● Saffron Walden Foodbank

- > Apply for a referral to your doctor, CAB, or social services
- > You receive a voucher
- > Collect from Salvation Army Café Abbey Lane
- > Deliveries can be made

☎ 07531436335

☎ 01279 441581

● Help with Clothing, Bedding and Crockery

- > Contact Carol Baker
Salvation Army

✉ Carol.Baker@salvationarmy.org.uk

☎ 01799 510798 or 01799 500339

Blue Badge Parking Scheme

Do you drive but have mobility problems?

- > You can apply for a Blue Badge
- > Allows you to park where others cannot
- > Allows you to park in spaces reserved for the disabled
- > Cost £10 one off payment

☎ 0845 603 7630 then press 2 for an application form

Volunteering

If you feel you would like to volunteer to help people in the Saffron Walden area then please contact

Uttlesford Volunteer Centre

☎ 01799 513626

Saffron Walden Library

- > Are you housebound and would like to borrow books?
- > Saffron Walden library has volunteers who will find books for you and deliver them to you and collect them from your house

☎ 01799 523178

● Mobile library

- > Fortnightly on Wednesdays

> Elsenham

Glebe End	14.55–15.35
The Surgery	15.55–16.10
Jenkins Drive	16.15–16.30

Support 4 Sight

For those with visual impairment – children, adults and support for their families

- > Specialist equipment for use in the home – magnifiers, talking clocks etc
- > Home visits to support people with visual problems
- > Computer courses for the visually impaired
- > Monthly coffee mornings

Resource Centre, 2–4 George Street, Saffron Walden

Open Monday–Friday
9.30am–2.30pm

www.support4sight.org.uk

☎ 01799 523700

'Elsenham Information' leaflet

This is our first leaflet and we would like to hear from you ...

- > Do you know of other services locally, which you think would be useful to others?
- > Are there other services that you need?

Let us know please by email:

✉ g.jacksonelsnhw@hotmail.co.uk

Or please contact one of the Elsenham NhW coordinators:

Graham Jackson

☎ 01279 812297

Frances Lambert

☎ 01279 812035

Extra copies can be obtained from Elsenham Post Office, Elsenham Station and Station Café.

DISCLAIMER

NhW is an independent body. The information it contains has been supplied by the organisations listed or has been obtained from their websites. At the time of going to press the information herein is accurate to the best of our knowledge and belief. We do not however take any responsibility for any errors, omissions or other inaccuracies.

TELEPHONE NUMBERS



Age UK (advice for later life)	☎ 01245 346 106
Adult Social Care Team (worried about someone vulnerable?)	☎ 0845 603 7630
Energy Savings Trust (energy savings advice)	☎ 0300 123 1234
Essential Living fund (means-tested emergency fund)	☎ 0300 790 0124
Floodline (advice)	☎ 0845 988 1188
Red Cross (equipment for loan)	☎ 08444 122 772
Meals on Wheels	☎ 0845 603 7630
Medical help (free NHS 24/7 advice)	☎ 111
Papworth Trust (small jobs in the home – fixed hourly charge)	☎ 0300 333 6543
RCCE Oil club (Essex Community bulk oil order)	☎ 01376 574 340
Samaritans (emotional support/feeling suicidal)	☎ 08457 909 090
Silver Line Confidential Helpline (friendship and advice line for older people)	☎ 0800 470 8090
Trading Standards (Essex County Council)	☎ 03454 040 506
Uttlesford Citizens Advice (free advice on problems, including money and legal issues)	☎ 01799 618 840
Uttlesford District Council	☎ 01799 510 510
Uttlesford District Council Energy Advice	☎ 01376 552 525
Volunteer Action Epping Forest (fall prevention service)	☎ 01992 564 259