

# Where to get Help & Advice



Version 6 June 2015

Money  
Advice

Housing  
Advice

Benefit  
Advice

Council  
Tax  
Advice

Debt  
Advice

Consumer  
Advice

Savings &  
Loans

Gas &  
Electric  
Advice

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





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## Advice Providers

### **CARDIFF COUNCIL MONEY ADVICE TEAM**

Cardiff Money Advice team offer free advice to clients who want help with matters including: - debt, money management, fuel poverty, Welfare Reform changes, income maximisation, and benefit advice. The Advice Hub is also the venue for other agencies including Citizens Advice Bureau, Credit Union and Trading Standards who can offer help and advice.

Tel: 029 2087 1000

Website: [www.cardiffhousing.co.uk/advicehub](http://www.cardiffhousing.co.uk/advicehub)

Second Floor,  
Central Library Hub,  
The Hayes,  
Cardiff,  
CF10 1FL

Monday - Wednesday 9:00am to 6:00pm;  
Thursday 10:00am to 7:00pm;  
Friday 9:00am to 6:00pm

### **CARIDFF AND VALE CITIZENS ADVICE BUREAU**

The Citizens Advice Bureau service aims to provide advice people need for the problems they face. They provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. They offer outreach services throughout the city contact them for when they are near you.

Tel: 084 4477 2020 (Monday – Friday: 10am – 4pm)

E mail: [www.valecab.org/CAB4.html](http://www.valecab.org/CAB4.html)

Website: [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

A service is also provided Monday – Friday at Central Library Hub.

Second Floor,  
Central Library Hub,  
The Hayes,  
Cardiff,  
CF10 1FL

Monday – Friday: 9 am – 5pm



## **DIVERSE CYMRU**

Diverse Cymru aims to make a difference to people's lives through delivering services that reduce inequality and increase independence; supporting people to speak for themselves and to connect with decision makers; creating opportunities for participation and development; raising awareness of equality issues; and inspiring people to take action against inequality.

Diverse Cymru offers support on a range of issues including:

- Making a claim for Personal Independence Payment (PIP) and other disability benefits.
- Appealing decisions that you do not agree with.
- Obtaining the community care you need.
- Advice and guidance on discrimination issues.

Diverse Cymru  
Alexandra House,  
307-315 Cowbridge Road East,  
Cardiff  
CF5 1JD

Tel: 029 2036 8888

Website: [www.diverseecymru.org.uk/](http://www.diverseecymru.org.uk/)

## **THE SPEAKEASY ADVICE CENTRE**

Speakeasy operates a team of solicitors and legal advisors to provide legal advice and representation to people who are struggling with debt, welfare benefits or fuel debt.

The Speakeasy Advice Centre  
166 Richmond Road  
CF24 3BX  
Tel: 029 2045 3111  
Website: [www.speakeasyadvice.co.uk](http://www.speakeasyadvice.co.uk)

## **CARDIFF COUNCIL TRADING STANDARDS**

The aim of Cardiff Trading Standards is to maintain a fair and safe environment for all who purchase and sell goods and service. This is achieved by providing advice and support for consumers and businesses and where necessary by enforcing law.

### **Trading Standards Consumer Advice Team**

Cardiff City Hall  
Cathays Park  
Cardiff  
CF10 3ND



Tel: 029 20 872 059

Website: [www.cardiff.gov.uk/tradingstandards](http://www.cardiff.gov.uk/tradingstandards)

## **RIVERSIDE ADVICE**

Aim: To provide a comprehensive, quality, impartial, independent and free advice

### **Main Service Provision:-**

- Specialist Welfare Rights Advice service (Welfare Benefits and Debt) to people suffering from Mental Health Disorders.
- Legal Aid Agency Services Specialist Housing and Debt
- Fuel Debt Advice and grants
- Welfare Benefits Upper Tribunal
- Multiple Sclerosis sufferers living in RCT

### **Referrals:**

Ring to obtain assessment for an appointment. Services are subject to funding criteria.

For more information on times and locations of advice sessions, or to book an appointment, telephone 029 2034 1577

### **Contacts:**

Riverside Advice, 41a Lower Cathedral Road, Riverside, Cardiff CF11 6LW

**Tel: 029 2034 1577 Fax: 02920 397779**

email: [all.info@riverside-advice.co.uk](mailto:all.info@riverside-advice.co.uk)

### **Criteria for accessing Welfare Rights Services**

#### **Welfare Benefits and Debt for those with Mental Health Difficulties**

- Mental health issues and Cardiff & Vale resident
- All aspects of Welfare Benefits Advice, form completion to representation
- All aspect of Debt and Money Advice

### **Legal Aid Agency Housing**

- In receipt of Welfare Benefits, low income, no if assets more than £100,000 or savings in excess of £8,000
- Self referral or referred from other organisations

#### **For Legal Aid Housing service we can provide appointments for:-**

- Possession of the home (other than mortgage possession)
- Eviction from the home (including unlawful eviction)
- Seeking repairs to rented accommodation where the disrepairs pose a serious risk of harm to health or safety
- Homelessness assistance for persons who are homeless or threatened with homelessness
- Injunctions under the Protection from Harassment Act 1997 in the context of housing and ASBO matters in the County Court



### **Legal Aid Debt**

- In receipt of Welfare Benefits, low income, no if assets more than £100,000 or savings in excess of £8,000
- CLA referral (must ring CRN obtain CRN number)

### **For Legal Aid Debt service we can provide appointments for:-**

- Mortgage Debt/arrears that threaten homelessness

### **BGET Project**

We can assist people in making applications to The British Gas Energy Trust for the following:

- To clear domestic gas and electricity debts owed to British Gas and other suppliers
- To purchase essential energy efficient white goods such as microwaves, cookers, fridge freezers, washing machines, etc.
- For Bankruptcy and Debt Relief Order fees
- For boiler repairs/replacements
- To help with funeral arrears.

**Criteria:** Fuel debt/arrears, low income and in financial hardship. Clients do NOT have to be a British Gas customer to apply.

### **For us to apply for a grant the client must provide the following:**

- Recent invoice from fuel provider
- Recent meter readings
- Recent proof of income (bank statement, post office account statement, DWP letter of award of benefits, or wage slips)

### **Welfare Benefit Upper Tribunal**

- Welfare Benefit Upper Tribunal cases

### **AGE CYMRU**

Age Cymru provides free, impartial and independent information and advice on a range of topics. They will provide advice to make sure that people are claiming the correct entitlements.

Advice line number: 0800 022 3444

58 Merthyr Road,  
Whitchurch,  
CF14 1DJ

Tel: 0800 65 29 220 (Whitchurch office)

Email: [enquiries@agecymru.org.uk](mailto:enquiries@agecymru.org.uk)

Website: <http://www.agecymru.org.uk>





## **PAYPLAN**

Payplan is a provider of free debt solutions, including free debt management plans and Individual Voluntary Arrangements or Individual Voluntary Agreement (IVA).

Tel: 0800 280 281

Tel: 0207 760 8980

Website: <http://www.payplan.com/>

## **NATIONAL DEBTLINE**

National Debtline is a national telephone helpline for people with debt problems in England, Wales and Scotland. The service is free, confidential and independent.

Tel: 0808 808 4000

## **THE MONEY ADVICE SERVICE**

The Money Advice Service is aimed at helping people manage money better.

Tel: 0300 500 5000

Website: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

## **STEP CHANGE DEBT CHARITY**

A free debt management service paid for by the credit industry.

Tel: 0800 138 1111 (free from all landlines and mobiles)

Monday - Friday: 8am - 8pm

Saturday: 9am - 4pm

Website: [www.stepchange.org](http://www.stepchange.org)

## **WALES ILLEGAL MONEY LENDING UNIT**

Wales Illegal Money Lending Unit, provides advice and assistance to victims of Loan Sharks throughout Wales and is operated by Cardiff Council on behalf of the 22 Welsh local authorities. They were set up to tackle the problem of illegal money lending in Wales as well as providing advice and assistance to victims they investigate and prosecute illegal money lenders.

Tel: 029 2087 1090

Tel: 0300 123 33 11 (charged at local rate) can be contacted on a 24 hour hotline

Email: [imlu@cardiff.gov.uk](mailto:imlu@cardiff.gov.uk)



## **AGE CONNECTS CARDIFF**

Age Connects Cardiff and the Vale of Glamorgan is a local charity that has been providing services and support for older people for over 40 years. The charity aims to help and support older people, especially those who are vulnerable, isolated or in poverty.

Age Connects Cardiff and the Vale of Glamorgan is committed to helping secure lasting improvements in the quality of older people's lives by providing the services detailed below.

- Advocacy Service
- Ageing Well Programme
- Good Neighbour Scheme
- Hospital Discharge Scheme
- Safeguarding project
- Welfare Rights Service

Age Connects Cardiff and Vale  
Unit 4, Cleeve House  
Lambourne Crescent  
CF14 5GP  
General enquiries:  
Tel: 029 20 683600

### **Welfare Rights Service**

The service offers free telephone benefit checks and advice to people aged 60+. The service further provides information and assistance, to claim their benefit entitlement by completing benefit forms via a home visit.

Tel : 029 2056 7883  
Website: <http://www.age-concern-cardiff.org.uk/>

## **FINANCIAL OMBUDSMAN SERVICE**

The Financial Ombudsman Service (FOS) is set up by parliament to help sort out complaints from individual consumers or financial businesses who can't resolve their problems. FOS is completely independent and impartial. Financial Ombudsman can look at complaints about most financial problems involving:

- PPI (payment protection insurance)
- banking
- insurance
- mortgages
- credit cards and store cards
- loans and credit
- pensions
- savings and investments





- hire purchase and pawn broking
- money transfer
- financial advice
- stocks, shares, unit trusts and bonds

## Contact Details

Monday to Friday – 8am to 8pm

Saturday – 9am to 1pm

- **0800 023 4567**  
calls to this number are normally free for people ringing from a "fixed line" phone – but charges may apply if you call from a mobile phone
- **0300 123 9 123**  
calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs

FOS are happy to phone you back, if you're worried about the cost of calling.

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## Benefits Advice

### CARDIFF COUNCIL ADVICE HUB

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Tel: 029 2087 1000

Website: [www.cardiffhousing.co.uk/advicehub](http://www.cardiffhousing.co.uk/advicehub)

Second Floor,  
Central Library Hub,  
The Hayes,  
Cardiff,  
CF10 1FL



## **CARDIFF COUNCIL**

Council Hubs are 'one stop shops' where advice can be given about a variety of Council services, including Housing Benefit, Council Tax and Council Tax Reduction, Housing, Anti- Social Behavior, Waste Management and Street Lighting.

Second Floor,  
Central Library Hub,  
The Hayes,  
Cardiff,  
CF10 1FL

Monday - Wednesday 9:00 am to 6:00 pm;  
Thursday 10:00 am to 7:00 pm;  
Friday 9:00 am to 6:00 pm;  
Saturday 9:00 am to 5:30pm

Tel: 029 2087 1391  
Email: [benefits@cardiff.gov.uk](mailto:benefits@cardiff.gov.uk)

## **COUNCIL HUBS**

**The Hub at Butetown Hub**  
@ Loudoun, Plas Iona, Butetown,  
CF10 5HW

Monday and Tuesday, 9am to 5pm  
Wednesday, 10am to 6pm  
Thursday and Friday, 9am to 5pm  
Tel: 029 2053 7060

**St Mellons**  
The Hub @ St Mellons,  
30 Crickhowell Road,  
St. Mellons  
CF3 0EF

Monday to Wednesday 9:00 am to 6:00 pm  
Thursday 10:00 am to 7:00 pm,  
Friday 9:00 am to 6:00 pm,  
Saturday 9:00 am to 5:30 pm

Tel: 029 2053 7111



### **Llanrumney**

The Hub @ Llanrumney,  
Countisbury Avenue,  
CF3 5NQ.

Monday to Thursday: 9:00 am to 6:00 pm;  
Friday: 10:00 am to 7:00 pm  
Saturday: 9:00 am to 5:30 pm  
Tel: 029 2053 7111

Cardiff Council also have offices throughout the city where help and advice can be given on Housing Benefit, Council Tax Reduction and Housing

### **Ely & Caerau Hub**

Cowbridge Road West  
Ely  
CF5 5BQ

Monday to Wednesday: 9:00 am to 6:00 pm;  
Thursday: 10:00 am – 7:00 pm;  
Friday: 9:00 am to 6:00 pm;  
Saturday: 9:00 am to 5:30 pm  
Tel: 029 2087 3800

### **Llanedeyrn**

Powerhouse /Maelfa,  
CF23 9PN

Monday 9:00 am to 5:00 pm;  
Tuesday: 10:00 am – 5:00 pm;  
Wednesday to Friday: 9:00 am to 5:00 pm;  
029 2054 9650

There are also have offices throughout the city where help and advice can be given on Housing Benefit, Council Tax Reduction and Housing

### **Splott**

Splott Library,  
STAR Leisure Centre,  
Splott Road  
CF24 2BZ

Tuesday and Wednesday 10:00 am - 5:00 pm

Tel: 029 2053 7111

### **Fairwater**

Fairwater Library  
Doyle Avenue  
CF5 3HU

Thursday 9:00 am to 12:45 pm and 2:00 pm to 4:45 pm



Tel: 029 2053 7111

## **JOBCENTRE PLUS**

Jobcentre Plus provides a wide range of information and services, like benefits, grants and help with finding a job.

### **Find a job**

Use the Universal Jobmatch service to find a job. You can also phone Jobcentre Plus.

### **Jobcentre Plus**

Telephone: 0845 6060 234  
Textphone: 0845 6055 255  
Monday to Friday, 8am to 6pm

Website: [www.gov.uk/browse/working/finding-job](http://www.gov.uk/browse/working/finding-job)

### **New benefit claims**

Telephone: 0800 055 6688  
Textphone: 0800 023 4888  
Monday to Friday, 8am to 6pm

Online: <https://www.gov.uk/jobseekers-allowance/how-to-claim>.

### **Appointments**

#### **Cancel or change an appointment**

Telephone: 0845 604 3719  
Text phone: 0845 608 8551  
Monday, Tuesday, Thursday and Friday, 9am to 5pm  
Wednesday, 10am to 5pm

## **DEPARTMENT FOR WORK AND PENSIONS (DWP)**

The Department for Work and Pensions is responsible for welfare and pension policy. You can check what benefits you may be entitled to and get further information about benefits from here.

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

## **TAX CREDITS**

### **Working Tax Credit**

Working Tax Credit is based on the hours worked and income from wages received. Customers can claim whether they are a employed or self-employed person. But unpaid work does not count for Working Tax Credit.



Tel: 0845 3003 900

Website [www.hmrc.gov.uk/taxcredits](http://www.hmrc.gov.uk/taxcredits)

### **Child Tax Credit**

Child Tax Credit is paid to those who are responsible for at least one child or young person. Customers do not have to be working to claim Child Tax Credit.

Tel: 0845 3003 900

Website: [www.hmrc.gov.uk/taxcredits](http://www.hmrc.gov.uk/taxcredits)

### **Child Benefit**

Child Benefit is a payment that can be claimed to those who are responsible for a least one child or young person. It is usually paid every four weeks but can sometimes be paid weekly. There are separate rates payable for each child.

Tel: 0845 302 1444

Website: [www.hmrc.gov.uk/childbenefit/](http://www.hmrc.gov.uk/childbenefit/)

### **DISCRETIONARY ASSISTANCE FUND (DAF)**

The Discretionary Assistance Fund (DAF) in Wales replaces parts of the Social Fund previously run by DWP which you may have known as 'crisis loans' or 'community care grants'. The fund offers grant payments or support for two purposes:

- **Individual Assistance Payment** – for people getting a means tested benefit such as Income Based Job Seekers Allowance, Income Support or Pension Credit, who need help with purchasing goods or services. For example, a cooker, fridge or bed.
- **Emergency Assistance Payment** – For anyone with an immediate threat to health or wellbeing. There is no means assessment for receiving this help

Tel: 0300 101 5000 (charged at 0845 rate) or 0800 859 5924 (free to call from a landline)

Online: [www.moneymadeclearwales.org](http://www.moneymadeclearwales.org)

Post: a form can be downloaded from [www.moneymadeclearwales.org](http://www.moneymadeclearwales.org)

## **Housing**

### **HOUSING OPTIONS SERVICE**

The Housing Options Service want to make sure that people living in Cardiff have access to the help and support they need to live in a decent and affordable home. They can help whether you are a home owner, a private tenant or a Council or Housing Association tenant. They will provide advice



and assistance to help you stay in your current home where this is possible. They can also help if you need to move, are about to be evicted or if you are currently homeless.

Housing Options Service  
Housing Options Centre  
Hansen Street  
CF10 5DW

Tel: 029 20570 750.  
Website: [www.cardiff.gov.uk](http://www.cardiff.gov.uk)

### **CARE AND REPAIR**

Care & Repair Cymru are a national charitable body and actively work to ensure that all older people have homes that are safe, secure and appropriate to their needs.

Care & Repair Cymru  
2 Ocean Way  
CF24 5TG

Tel 029 2067 4830  
Fax: 029 2067 4801  
Email: [enquiries@careandrepair.org.uk](mailto:enquiries@careandrepair.org.uk)  
[www.careandrepair.org.uk](http://www.careandrepair.org.uk)

Contact your local Care & Repair Agency by calling 0300 111 3333 (calls charged at cheapest rate)

### **HAFOD**

Hafod is one of the largest providers of affordable housing in South East Wales.

Hafod Housing Association Ltd.  
First Floor  
St Hilary Court  
Cophorne Way  
CF5 6ES

Tel: 029 2067 5800 Monday to Friday between 8:30am and 5:00pm.

St Mellons Office  
76 Heol Maes Eirwg  
St Mellons  
CF3 0JZ

Tel: 029 2077 9841  
Website: <http://www.hafod.org.uk/home.htm>





## **CCHA (CARDIFF COMMUNITY HOUSING ASSOCIATION)**

CCHA offer a service for a wide range of people in need of affordable housing. They cater for single people, families, the elderly and those with particular needs, such as physical disabilities and learning difficulties. Most of the housing is for rent, although they also offer low cost home ownership opportunities.

CCHA  
Tolven Court,  
Dowlais Road,  
CF24 5LQ.

The customer services team is based at:  
Callaghan House,  
50 Meteor Street,  
Adamsdown,  
CF24 0HE

Tel: 029 2046 8490  
Email: [info@ccha.org.uk](mailto:info@ccha.org.uk)  
Website: <http://www.ccha.org.uk/>

## **TAFF HOUSING**

Taff Housing Association is a community based Housing Association with over 1200 homes in Cardiff, as well as specialist supported housing projects for young women in Roath and Canton.

Taff Housing Association  
Alexandra House  
307 - 315 Cowbridge Road East  
Canton  
CF5 1JD

Monday – Thursday 9:00am – 5:00pm / Friday 9:00am – 4:00pm  
Tel: 029 2025 9100  
Free Phone Service: 0800 121 6064  
Website: [www.taffhousing.co.uk](http://www.taffhousing.co.uk)  
Email: [info@housing.co.uk](mailto:info@housing.co.uk)

## **WALES & WEST HOUSING ASSOCIATION**

Wales and West Housing Association manage affordable homes in 12 local authority areas across Wales.

Head Office  
3 Alexandra Gate  
Ffordd Pengam



Tremorfa  
CF24 2UD

Monday - Friday, 08:30am - 16:00pm  
Tel: 0800 052 2526 (free from a landline)  
Tel: 029 2041 5300 (if using mobile)  
Email: [contactus@wwha.co.uk](mailto:contactus@wwha.co.uk)  
Website: [www.wwha.co.uk](http://www.wwha.co.uk)

### **LINC HOUSING**

Linc Housing specialise in the affordable housing, social care and health sectors. They provide homes, advice and services to existing and prospective tenants across the social, intermediate and market rent sectors.

Linc-Cymru Housing Association  
387 Newport Road  
CF24 1GG

Monday-Friday 8.30am-5.00pm

Tel: 0800 072 0966 (free from a landline)  
Tel: 029 2047 3767  
Tel: 0300 123 1134 (mobile charged at local rates )  
Email: [contact.centre@linc-cymru.co.uk](mailto:contact.centre@linc-cymru.co.uk)  
Website: [www.linc-cymru.co.uk](http://www.linc-cymru.co.uk)

### **CARDIFF YMCA**

In Cardiff, the YMCA has four city centre housing projects offering flexible support services. These include a range of temporary accommodation options for vulnerable men and women of all ages and backgrounds who are in housing need.

The Walk  
Roath  
CF24 3AG

Tel: 029 2046 5250  
Fax: 029 2047 1826  
E-mail: [enquiries@cardiffymcaha.co.uk](mailto:enquiries@cardiffymcaha.co.uk)  
Website: [www.cardiffymcaha.co.uk](http://www.cardiffymcaha.co.uk)

### **CADWYN**

Cadwyn provide affordable homes to people from all walks of life including single people, families, people who have previously been homeless, people from minority ethnic backgrounds and people on low incomes.

197 Newport Road  
Cardiff,  
CF24 1AJ



Tel: 029 2049 8898  
Email: [info@cadwyn.co.uk](mailto:info@cadwyn.co.uk)  
Website: [www.cadwyn.co.uk](http://www.cadwyn.co.uk)

### **NEWYDD HOUSING ASSOCIATION**

Are a charitable housing association that offers 2,600 homes for rent and sale to people who need an affordable home in Mid and South Wales.

Ty Cadarn, 5 Village Way,  
Tongwynlais,  
CF15 7NE

Tel: 030 3040 1998  
Text: 075 3911 5115  
Email: [enquiries@newydd.co.uk](mailto:enquiries@newydd.co.uk)  
Website: <http://www.newydd.co.uk>  
Facebook: [www.facebook.com/newydd](http://www.facebook.com/newydd)  
Twitter: @NewyddHousing

### **UNITED WELSH HOUSING ASSOCIATION**

United Welsh is a not-for-profit organisation providing housing and related services. They offer a range of homes including family houses, apartments and bungalows.

St Clair Court,  
West Bute Street,  
CF10 5FT

Tel: 029 2085 8100  
Email: [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com)  
Website: <http://www.unitedwelsh.com/>

### **SHELTER CYMRU**

Shelter Cymru is a homes charity. They have offices all over Wales and prevent people from losing their homes by offering free, confidential and independent advice to help people identify the best options to find and keep a home.

PO Box 5002  
Cardiff  
CF5 3YY

Tel: 0845 075 5005, 029 2055 6120  
Email: [emailadvice@sheltercymru.org.uk](mailto:emailadvice@sheltercymru.org.uk)  
Website: <http://www.sheltercymru.org.uk/>



## **CYMORTH CYMRU**

Cymorth Cymru are providers of housing related support, homelessness and care services in Wales. They work with people who have experienced or are at risk of experiencing social exclusion.

Cymorth Cymru  
Norbury House  
Norbury Road  
Fairwater  
CF5 3AS

Telephone: 029 2055 3687

## **Fuel Poverty**

### **NEST**

Nest is the Welsh Government's fuel poverty scheme which aims to help people in Wales reduce the impact of their fuel bills. If you are on a means tested benefit, own or privately rent your home, and your home is hard to heat you may be eligible for a full home energy assessment to receive free energy home improvements to your home.

Tel: 0808 808 22 44

Email: [advicewales@est.org.uk](mailto:advicewales@est.org.uk)

Website: [www.nestwales.org.uk/](http://www.nestwales.org.uk/)

### **WATERSURE WALES**

This scheme is available to be applied for by all household customers who have a water meter fitted. If your application is successful, your charges from 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016 are capped at a maximum of £329 per year.

Tel: 0800 052 0145

8am - 8pm Monday-Friday

8:30am - 1:30pm on Saturday.

Website: [www.dwrcymru.com/en/Household/Help-Paying-My-Bill/Welsh-Water-Assist.aspx](http://www.dwrcymru.com/en/Household/Help-Paying-My-Bill/Welsh-Water-Assist.aspx)

### **CUSTOMER ASSISTANCE FUND**

The Customer Assistance Fund has been set up to help customers clear their debt with Welsh Water.

If the application is successful the Customer Assistance Fund will set up a monthly, fortnightly or weekly payment plan for the current years charges. Once payments have been made for 6 months, the Customer Assistance Fund will pay off 50% of the arrears. The Customer Assistance Fund will then



pay off the rest of the arrears when payments are made for a further 6 months.

Website: [www.dwrcymru.com/en/Household/Help-Paying-My-Bill/Customer-Assistance-Fund.aspx](http://www.dwrcymru.com/en/Household/Help-Paying-My-Bill/Customer-Assistance-Fund.aspx)

### **COLLECTIVE SWITCHING (iChoosr.com)**

Collective Switching is bringing groups of consumers together to buy gas & electric in bulk. Collective Switching harnesses group power to bargain a better deal. Collective switching has already proven to be very successful in countries like Holland and Belgium.

iChoosr are currently working in partnership with over 100 local authorities across the UK and have been running schemes in the UK since summer 2012.

Website: <http://www.ichoosr.com/en/>  
Email: [info@ichoosr.com](mailto:info@ichoosr.com)

### **ENERGY SAVING TRUST**

The Energy Saving Trust Foundation gives impartial, accurate and independent advice to communities and households on how to reduce carbon emissions, how to use water more sustainably and how to save money on energy bills. We can also provide advice on smart driving, to help you save money on the roads.

Tel: 0800 512 012 and choose option 3  
Email: [advicewales@est.org.uk](mailto:advicewales@est.org.uk)  
Website: [www.energysavingtrust.org.uk/wales/](http://www.energysavingtrust.org.uk/wales/)

### **HOME HEAT HELPLINE**

The Home Heat Helpline advises people worried about paying their energy bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice.

Tel: 0800 33 66 99  
9am-6pm Monday to Fridays  
Website: [www.homeheathelpline.org.uk/](http://www.homeheathelpline.org.uk/)

### **BRITISH GAS ENERGY TRUST**

The British Gas Energy Trust is a registered charity to help individuals and families in poverty, suffering or other distress who are struggling to pay their gas and/or electricity debts.

The Trust helps by giving grants to help clear gas and electricity debts and clear other priority household debts or purchase essential household items. The aim of the Trust is to give vulnerable individuals and families a fresh start and enable them to remain debt free.



To apply:

Can download paper application from  
[www.britishgasenergytrust.org.uk/application-process/offline-pdf-application-process](http://www.britishgasenergytrust.org.uk/application-process/offline-pdf-application-process)

And email or post:

Email: [bget@charisgrants.com](mailto:bget@charisgrants.com)

Freepost RRZJ-XBSY-GYRG  
British Gas Energy Trust  
PO Box 42  
Peterborough  
PE3 8XH

Or can apply online: [www.britishgasenergytrust.org.uk/application-process/online-application-process](http://www.britishgasenergytrust.org.uk/application-process/online-application-process)

### **EDF ENERGY TRUST**

The EDF Energy Trust is a registered fund to help individuals and families in need, poverty, suffering and other distress who are struggling to pay their gas and/or electricity debts. The Trust helps by giving grants to:

- Clear gas and electricity debts.
- Clear other priority household debts or purchase essential household items.

The aim of the Trust is to give vulnerable individuals and families a fresh start to enable them to keep free of debt going forward

To apply:

Download paper application from  
[www.edfenergytrust.org.uk/application-process/offline-pdf-application-process](http://www.edfenergytrust.org.uk/application-process/offline-pdf-application-process)

And email or post to:

Freepost RLXG-RBYJ-USXE  
EDF Energy Trust  
PO BOX 42  
Peterborough  
PE3 8XH

Email: [edfet@charisgrants.com](mailto:edfet@charisgrants.com)  
Tel: 01733 421060

Or can apply online: [www.edfenergytrust.org.uk/application-process/online-application-process](http://www.edfenergytrust.org.uk/application-process/online-application-process)





## **NPOWER ENERGY TRUST**

The aim of the Npower Energy Fund is to help domestic customers of Npower who are experiencing hardship and struggling to pay their gas and electricity bills regain a hold on their finances and become financially stable with the ability to meet future bills.

To Apply:

Download paper application form

[www.npowerenergyfund.com/index.php?page=grantsindhow](http://www.npowerenergyfund.com/index.php?page=grantsindhow)

And Email and Post to:

Email: [npef@charisgrants.com](mailto:npef@charisgrants.com)

Tel: 01733 421 060

Freepost RSKL-YZAE-RRHA Npower Energy Trust

PO Box 42

Peterborough

PE3 8XH

Or can apply online:

[www.npowerenergyfund.com/index.php?page=grantsindhow](http://www.npowerenergyfund.com/index.php?page=grantsindhow)

## **EON CARING ENERGY**

Caring Energy offers vulnerable customers a straightforward route into the range of products, measures and services offered, which aim to reduce energy bills, improve energy efficiency, increase household income and affordably heat homes.

Tel: 0800 051 1480

Mon – Fri 9am 5pm

Website: [www.eonenergy.com/caringenergy](http://www.eonenergy.com/caringenergy)

## **SCOTTISH AND SOUTHERN ENERGY (SSE)**

SSE provides the opportunity for vulnerable people or those on benefits to access a range of energy saving measures in their home. Some of the energy saving methods are:

- Free boiler installation, replacement and repair
- Free Loft Insulation
- Free Cavity Wall Insulation

Can apply online: [www.sse.co.uk/OnlineForm/ECO/](http://www.sse.co.uk/OnlineForm/ECO/)

Tel: 0800 980 7536

Website: [www.sse.co.uk/](http://www.sse.co.uk/)



## **SCOTTISH POWER**

Scottish Power is offering qualifying customers free loft and cavity wall insulation.

Website: [www.scottishpower.co.uk/](http://www.scottishpower.co.uk/)

To check to see if you qualify or for more information:  
[www.scottishpower.co.uk/energy-efficiency/energy-efficiency-at-home/new-home-insulation-offer](http://www.scottishpower.co.uk/energy-efficiency/energy-efficiency-at-home/new-home-insulation-offer)

Can apply online at: [www.spowerlink.co.uk/cgi-bin/WS\\_ecolive.sh/system/powerlink/jobm010.htm?c=32&u=sco001-ext2&i=true](http://www.spowerlink.co.uk/cgi-bin/WS_ecolive.sh/system/powerlink/jobm010.htm?c=32&u=sco001-ext2&i=true)

## **GREEN DEAL**

The Green Deal is the new Government initiative that is designed to help business and home owners to employ more green technologies in their properties. Install new green technology into the property with no up front costs. The customer will pay back the costs through the energy bill over a period of time. This is unlike a conventional loan because if the customer moves out of the property the bill stays with the property where the savings are occurring and not with the bill payer.

For information on applying for Green Deal and finding providers:

Website: <http://www.greendealinitiative.co.uk/>

## **NATIONAL ENERGY ACTION**

NEA Cymru is the Welsh arm of NEA (National Energy Action) the UK's leading fuel poverty charity. In Wales, as in the rest of the UK, they campaign for an end to fuel poverty through affordable warmth for all.

The NEA has a variety of different projects and schemes to tackle fuel poverty.

To have a list of current NEA schemes please visit:

[www.nea.org.uk/see-us-in-action/current-projects](http://www.nea.org.uk/see-us-in-action/current-projects)

## **CO-OPERATIVE ENERGY**

Co-operative energy offer a simple one tariff rate called pioneer. They are a co-operative so the profits they make are shared amongst the customers.

Customer Service

Tel: 0800 954 0693 or 01926 516 152

Sales

Tel: 0800 093 7511



Mon - Fri - 08:00am - 21:00pm  
Sat - 09:00am - 16:00pm  
Sun - 09:00am - 14:00pm

Website: [www.cooperativeenergy.coop](http://www.cooperativeenergy.coop)  
Email: [info@cooperativeenergy.coop](mailto:info@cooperativeenergy.coop)

## **EBICO**

Ebico supply gas and electricity throughout Britain, they charge customers the same rate, regardless of payment method, usage or whether customers have one, or both, services. Ebico do not have a standing charge so you know you will only be paying for what you use. Energy suppliers give discounts to customers who pay by Direct Debit, but charge a higher rate to customers who use prepayment meters. Ebico charge one flat rate to all, this can make savings for those in particular for prepayment customers.

Website: [www.ebico.co.uk](http://www.ebico.co.uk)

Information about special services for the elderly, disabled or chronically sick  
Tel: 0800 622 838  
Monday – Friday: 08:00am – 18:00pm  
Saturday: 08:00am – 14:00pm

Energyline  
Information and advice on using energy wisely  
Tel: 0845 777 6633  
Monday – Friday: 08:00am – 17:00pm

Tel: 0800 458 7689  
Email: [info@ebico.co.uk](mailto:info@ebico.co.uk)

## **ECOTRICITY**

Ecotricity supplies 100% electricity and gas made from renewable sources; Green Electricity made from the elements, wind, sun and sea and Green Gas made from food waste and algae.

Ecotricity offers two simple tariffs.

Website: [www.ecotricity.co.uk](http://www.ecotricity.co.uk)

Customer Service  
Tel: 0845 555 7100  
Mon – Fri – 08:30am – 17.30pm

General enquiries  
Tel: 01453 756 111  
Email: [home@ecotricity.co.uk](mailto:home@ecotricity.co.uk)



## **FIRST UTILITY**

Independent energy company that attempts to make energy simple and the aim to make people aware of energy being used with smart meters and energy monitoring units.

Website: [www.first-utility.com/](http://www.first-utility.com/)

Tel: 01926 320 700

Customer Services are available:

Monday to Friday: 8am to 8pm

Saturday: 9am to 1pm

## **GOOD ENERGY**

Good Energy sources 100% of its electricity from renewable sources; sunshine, wind and water.

Website: [www.goodenergy.co.uk](http://www.goodenergy.co.uk)

Tel: 0845 456 1640

Monday – Friday: 08:30am – 17:30pm

Email: [enquiries@goodenergy.co.uk](mailto:enquiries@goodenergy.co.uk)

## **OVO ENERGY**

Website: [www.ovoenergy.com](http://www.ovoenergy.com)

Tel: 0800 5999 440

Monday – Thursday: 09:00am – 17.30pm

Email: [hello@ovoenergy.com](mailto:hello@ovoenergy.com)

## **BRITISH TELECOM BASIC**

BT Basic is a simple, low-cost telephone service that's easy to understand and helps keep people in touch, even if money is a bit tight. If you are on a low income, BT Basic lets the you make and receive calls – and helps manage how much is spent.

To apply for British Telecom scheme:

Tel: 0800 800 864 (8am-6pm Monday-Friday).

Website: [www.bt.com/includingyou/other-products-services-bt-basic.html](http://www.bt.com/includingyou/other-products-services-bt-basic.html)

## **Credit**

### **CARDIFF & VALE CREDIT UNION**

Cardiff & Vale Credit Union is a not-for-profit co-operative organisation that provides ethical and safe savings and loans services to anyone living



and/or working in Cardiff and the Vale of Glamorgan, providing affordable unsecured loans up to £15,000.

Cardiff & Vale Credit Union  
Second Floor,  
Central Library Hub,  
The Hayes,  
Cardiff,  
CF10 1FL

Open - Monday to Friday 10.00am – 4.00pm

Tel: 029 2087 2373  
Email: [info@cardiffcu.com](mailto:info@cardiffcu.com)

Website: [www.cardiffcu.com](http://www.cardiffcu.com)

### **MONEY LINE CYMRU**

Offer small, unsecured loans, usually for periods of less than one year. They lend to people who struggle to borrow from banks, or who pay too much for their money with higher cost lenders.

Website: [www.elmline.co.uk](http://www.elmline.co.uk)  
Enquire Online: [www.elmline.co.uk/?page\\_id=195](http://www.elmline.co.uk/?page_id=195)

Cardiff Branch  
184 Cowbridge Road East,  
Cardiff,  
CF11 9NE

Tel: 02920 344460

## **Food Banks and Food Co-operatives**

### **CARDIFF FOOD BANK**

Cardiff Food bank is a project to help and support those suffering financial hardship and who are facing the reality of being unable to feed themselves or their families.

Front line professional care workers such as health visitors, charities, church pastoral workers and social services issue clients vouchers.

Clients can exchange vouchers for 3 days of nutritionally balanced emergency food.

Website: [www.cardifffoodbank.org.uk/](http://www.cardifffoodbank.org.uk/)  
Tel: 029 2048 4120



Food bank Vouchers are available from the Money Advice Team at the Advice Hub:

Advice Hub  
Second Floor,  
Central Library Hub,  
The Hayes,  
Cardiff,  
CF10 1FL

Monday - Wednesday 8:45am to 5:00pm;  
Thursday 10:00am to 6:30pm,;  
Friday 8:45am to 5:00pm

Food can be collected with food bank vouchers from:

### **Ely Food bank Centre**

The Church on the Roundabout Archer Road,  
Ely,  
Cardiff,  
CF5 4FN

Opening Times:  
Monday : 1pm until 3pm  
Thursday: 1pm until 3pm

### **Woodville Christian Centre**

Christian Centre  
Crwys Road  
Cathays  
CF24 4ND

Opening times:  
Tuesday: 1pm until 3pm  
Saturday: 11am until 1pm

### **Llanedeyrn Food bank Centre**

3-5, Maelfa Shopping Centre  
Llanedeyrn,  
CF23 9PL

Opening Times:  
Wednesday: 9.30am - 11.30am  
Friday: 12midday - 2pm

### **City Foodbank Centre**

City Temple  
Lower Cathedral Road,  
Canton,  
CF11 9AD





Opening Times:  
Thursday: 10am until 12am

### **St Mellons Community Centre**

Crickhowell Rd,  
Cardiff,  
CF3 0EF

Opening Times:  
Monday: 11:00am – 1:00pm

### **FARE SHARE CYMRU**

Fare Share aims to help vulnerable groups, whether they are homeless, elderly, children, or other groups in food poverty. Fare Share works with the food industry and takes any surplus 'fit for purpose' and distributes it to disadvantaged people.

Tel: 029 2036 2111  
Email: [info@faresharecymru.co.uk](mailto:info@faresharecymru.co.uk)  
Website: [www.fareshare.org.uk/](http://www.fareshare.org.uk/)

### **THE FOOD CO-OPERATIVES**

The food co-ops sell affordable fruit, vegetable and seasonal salad bags on a weekly basis. Run by local volunteers from the community. Bags cost £2.50-£3 each.

For further information please contact Hannah James at [Hannah.james@rru.org.uk](mailto:Hannah.james@rru.org.uk) or telephone 07717205438 or 02920 232943'

Website: [www.ruralregeneration.org.uk/index.php](http://www.ruralregeneration.org.uk/index.php)

## **Employment Services**

### **INTO WORK SERVICES**

The Into Work Services provides central & community-based service and gives assistance to people looking for work and looking to get online.

The team can help with:

- Into Work (assistance with completion of CVs and application forms, interview techniques).
- Short courses in a range of areas related to the needs of the local labour market.
- Job Applications
- CV's
- Work related training
- Universal Jobmatch



- Computer Classes
- Interview Techniques

The services provided across the city on a timetable basis. For more information call 029 2087 1000

### **Contact Details**

Third Floor,  
Central Library Hub,  
The Hayes,  
Cardiff,  
CF10 1FL

Monday - Wednesday 8:45am to 5:00pm;  
Thursday 10:00am to 6:30pm,;  
Friday 8:45am to 5:00pm

St Mellons Enterprise Centre  
31 Crickhowell Road  
St Mellons  
CF3 0EX  
Telephone: - 029 2036 1581

### **REMPLOY**

Remploy is one of the UK's leading providers of employment services and employment to people experiencing complex barriers to work. Their wide range of employment services is tailored to the needs of employers and jobseekers, and employees experiencing long term sickness absence. Services include development, training, learning and rehabilitation to help individuals prepare for, gain and remain in sustainable work, whilst providing employers with the skilled staff they need to realise commercial benefits.

Remploy,  
Golate Court,  
Golate Street,  
CF10 1ED

Tel: 030 0456 8025  
Fax: 084 5155 2570  
Email: [cardiff.branch@remploy.co.uk](mailto:cardiff.branch@remploy.co.uk)

Monday – Friday: 9am to 5pm



## **SOVA**

Sova aims to ensure that low income and economically inactive families with dependant children are supported to maximise their family income and to develop necessary skills and confidence to access learning, employment or volunteering opportunities or to progress in employment.

Tel: 029 2049 5281

Email: [cardiffamiliesfirst@sova.org.uk](mailto:cardiffamiliesfirst@sova.org.uk)

## **CARDIFF VOLUNTEER CENTRE**

Cardiff Volunteer Service (VCS) encourages voluntary work by all sections of the Cardiff community and supports a policy that everybody has something to offer and is able to become a valued volunteer.

Tel: 029 2022 7625

Email: [info@vcscardiff.org.uk](mailto:info@vcscardiff.org.uk)

## **COMMUNITIES 4 WORK**

Are you looking for work but don't know where to start? Communities 4 Work can help with retraining, cv's and online application help, better of calculations, in work benefits, removing barriers to employment, childcare advice and support and finding the right job for you please call if you live in one of the following areas

- **Paul Bernard (07825 832754)**  
St Mellons, Trowbridge, Rumney, Llanrumney, Llanederyn & Pentwyn
- **Julie Jones (07770 990134)**  
Splott, Adamsdown, Tremorfa & Plasnewydd
- **Rhianne Hodgson (07825 853268)**  
Riverside, Butetown & Grangetown
- **Linsay Jones (07769 642691)**  
Ely, Caerau & Fairwater

## **CAREERS WALES**

Careers Wales is an all-Wales service that gives people of all ages free careers information, advice and guidance. As well as providing careers information and advice, Careers Wales manages services such as the Learning and Careers Advice telephone helpline, Workforce Development, Education Business Partnerships, Business Support Services, Youth Gateway and CLIC, the national information and advice service for young people.

Tel: 0800 100 900

Tel: 029 2090 6801 (mobile charged at local rates)

E-mail: [post@careerswalesgyrfacymru.com](mailto:post@careerswalesgyrfacymru.com)



## **JOBCENTRE PLUS**

Jobcentre Plus provides a wide range of information and services, like benefits, grants and help with finding a job.

### **Find a job**

Use the Universal Jobmatch service to find a job. You can also phone Job Centre Plus.

### **Job Centre Plus**

Telephone: 0845 6060 234  
Text phone: 0845 6055 255  
Monday to Friday, 8am to 6pm

Website: [www.gov.uk/browse/working/finding-job](http://www.gov.uk/browse/working/finding-job)

### **New benefit claims**

Telephone: 0800 055 6688  
Text phone: 0800 023 4888  
Monday to Friday, 8am to 6pm

Online: <https://www.gov.uk/jobseekers-allowance/how-to-claim>.

### **Appointments**

#### **Cancel or change an appointment**

Telephone: 0845 604 3719  
Text phone: 0845 608 8551  
Monday, Tuesday, Thursday and Friday, 9am to 5pm  
Wednesday, 10am to 5pm

## **A4E**

Run a range of 'frontline' public services including employment and welfare, training, education, and financial and legal advice.

Tel: 080 0345 666  
Email: [customerservices@a4e.co.uk](mailto:customerservices@a4e.co.uk)  
Website: [www.mya4e.com/](http://www.mya4e.com/)



## Grants

### **SCHOOL TRANSPORT**

Pupils are entitled to free school transport only if they are:  
Over the statutory school starting age and under 11 (Primary aged), living over two miles from the nearest appropriate catchment school for their home address.

Secondary age and under the statutory school leaving age of 16, living over three miles from the nearest appropriate catchment school for their home address.

Pupils who qualify for free transport will be able to use contracted school buses, or will be given a free bus pass, which can be used on local commercial bus routes. Distances are measured via the shortest walking route to the nearest appropriate school and pupils must be of statutory school age to qualify.

Tel: 029 2087 2808

Website: [www.cardiff.gov.uk/schools](http://www.cardiff.gov.uk/schools)

### **DISABLED FACILITIES GRANT**

A grant can be obtained from the Council if you are disabled and need to make changes to their home, for example to:

- widen doors and install ramps
- improve access to rooms and facilities - e.g. stair lifts or a downstairs bathroom
- provide a heating system suitable for your needs
- adapt heating or lighting controls to make them easier to use

For an adult with a disability, you will need to get in touch with the council's [Occupational Therapy \(O.T.team\)](#) - Telephone Number 02920 575570.

For a child with a disability contact the Child Health and Disability Team: 029 2036 8650.

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

### **TURN 2 US GRANT SEARCH**

Turn2us help people in financial need gain access to welfare benefits, a variety of charitable grants and other financial help.

Tel: 0808 802 2000

Website: [www.turn2us.org.uk/grants\\_search.aspx](http://www.turn2us.org.uk/grants_search.aspx)



## **EAT, SLEEP, LEARN, PLAY! (ESLP!)**

ESLP supports children in the most need, whose parents meet a low income threshold, are 28 weeks pregnant or have a child under 36 months and are living with a material need within the home. ESLP provide families with essential items such as children's beds, a cooker or educational books and toys. They also conduct a benefit check to ensure their immediate and longer-term needs are met.

If you want to be referred please call 029 2087 1000 and one of the Money Advice team will talk you through the process.

## **Family Support**

### **CARDIFF WOMEN'S AID**

Cardiff's Women's Aid is set up by women to help support the community to with Human rights, Women's Rights, Gender Equality, Violence against women and Domestic Abuse.

16 Moira Terrace  
Cardiff  
CF24 0EJ  
029 2046 0566  
Tel: 02920 484097  
Website: [www.cardiffwomensaid.org.uk/](http://www.cardiffwomensaid.org.uk/)

### **GINGERBREAD**

Gingerbread provides advice and practical support for single parents for free. They also campaign to improve the lives of all single parent families.

4th Floor, Baltic House,  
Mount Stuart Square,  
Cardiff Bay  
CF10 5FH  
Tel: 02920 488225 or 02920 471900  
Website: [www.gingerbread.org.uk/](http://www.gingerbread.org.uk/)

### **CHILD SUPPORT AGENCY**

Ensures that parents who live away from their children contribute financially towards their maintenance.

Tel: 0845 7133 133, 0845 609 008  
Website: [www.gov.uk/child-maintenance/overview](http://www.gov.uk/child-maintenance/overview)



## **FAMILY MEDIATION SERVICE**

Family mediation is a process in which an impartial mediator helps divorced or separated people to make decisions about their children, finances and property.

A trained mediator has a neutral role in helping couples to negotiate an agreement, and the decisions made are their own.

Mediation is a unique process and does not involve counseling or therapy. Nor is it arbitration where a third party makes the decisions. No legal or other advice is given. The underlying principle is that agreements reached by people themselves, as experts in what is right for them and their children, are more sustainable than court orders

**Address:** Family Mediation Cardiff,  
42 Charles Street,  
CF10 2GE

**Tel:** 029 2022 9692

**Email:** [familymediation@btconnect.com](mailto:familymediation@btconnect.com)

## **CARDIFF FAMILY INFORMATION SERVICE**

### **What is a Family Information Service?**

The Family Information Service (FIS) is a free information and advice service for ALL parents/carers of children and young aged between 0-19 and the professionals who work with them.

FIS are there to provide you with information, assistance and advice to help you find and choose:

- Registered Childcare (childminders, nurseries, playgroups, crèches, breakfast / after school clubs)
- Unregistered Childcare (holiday / sport clubs, parent and toddler groups, nannies)
- Children and young people's Activities
- Family Support Organisations

We also provide information on:

- Help with the costs of childcare
- Careers in childcare
- Childcare training

The FIS is your ideal starting point if you have any questions regarding support your family. Cardiff FIS will be able to provide you with information tailored to your individual needs.





Tel: 029 2035 1700

Email: [fis@cardiff.gov.uk](mailto:fis@cardiff.gov.uk)

Website: [www.childcareincardiff.info/fis](http://www.childcareincardiff.info/fis)

## **Families First**

Cardiff Families First programme is for families that need some extra help or support as long as:

- they live in Cardiff **and**
- they have a child under the age of 18 (or 25 if the young person has additional needs) **and/or**
- they are expecting a baby

The focus of the programme is on early intervention and prevention. It aims to provide families with the right help at the right time to prevent situations getting worse.

In particular, it aims to provide support for families that are on low income or are vulnerable in some other way.

### **Overview of the service packages**

The six service packages in Cardiff are intended to meet the most critical areas of need in Cardiff. These packages are:

- Child and youth engagement
- Disability focus
- Early Years
- Emotional & mental health & wellbeing
- Healthy lifestyles
- Sustainable employment

### **Child and youth engagement**

Working with children and young people aged from 8 to up to 25 and their families, where they need additional support to participate effectively in education and training and take advantage of opportunities for employment. It is also intended to ensure that they are active citizens, who participate effectively and responsibly in the life of their communities and take part in positive activities.

| <b>Service</b>                     | <b>Who?</b>                 | <b>What they do</b>   |
|------------------------------------|-----------------------------|---|
| <b>Basement @33</b>                | Llamau                      | Housing advice & assessment for 16 & 17 year olds along with family mediation and welfare rights advice |
| <b>Bespoke Education Provision</b> | Cardiff & Vale College      | Pre-entry taster programmes & 14-16 homework clubs  |
| <b>Community Focused Schools</b>   | Council – Education Service | Targeted activities to improve educational outcomes & wellbeing by helping families                     |



|   |   |  |
|---|---|--|
|   |   | support children   |
| <b>EU Roma - Bilingual Support (Primary)</b>                            | Council EMTAS (Ethnic Minority and Traveller Achievement Service)       | Support for families and primary schools to create a link between services and the EU Roma community   |
| <b>EU Roma Bilingual Support (Secondary)</b>                            | Cardiff Council EMTAS (Ethnic Minority & Traveller Achievement Service) | Support for families and secondary schools to create a link between services and the EU Roma community   |
| <b>Fairbridge</b>   | Prince's Trust  | 1-1 & teamwork support working with the hardest to reach young people to overcome their often multiple & complex barriers                          |
| <b>Families Learning Together</b>                                       | Cardiff & Vale College  | Support for families to engage in their children's education focusing on improving literacy, numeracy and language skills of parents and children. |
| <b>Family Group Meetings &amp; Restorative Approaches Interventions</b> | Tros Gynnal Plant   | Intensive intervention for families where there are barriers to successful engagement.   |
| <b>Fast Track</b>   | Cardiff Council   | Bespoke family focused intervention to work with families considered to be at risk.  |
| <b>Get Into Programme</b>   | Prince's Trust  | Two week intervention programme to support young people into low-entry level jobs, back into education, training or volunteering                   |
| <b>Parenting 825 – Cardiff East</b>                                     | Action for Children   | 1-1 parenting support including peer mentoring   |
| <b>Parenting 825 – Cardiff West</b>                                     | Barnardos   | 1-1 parenting support including peer mentoring.  |
| <b>Support Service for Young Families</b>                               | Barnardos   | Weekly groups to address a range of education and wellbeing needs along with an evidence based parenting programme                                 |
| <b>Volunteer mentoring training</b>                                     | Cardiff and Vale College  | Volunteer mentor training  |
| <b>Youth Mentoring Programme</b>  | Cardiff Council – Youth Service   | Intensive support for vulnerable young people who are at risk of disengaging   |
| <b>Post 16 Learning Coaches</b>   | Careers Wales   | Engage young people to access sustainable education, employment and training and reduce barriers to progression                                    |

**For more information about services in this package, please contact:**

**T: 02920 872709 E: [connect8-25@cardiff.gov.uk](mailto:connect8-25@cardiff.gov.uk)**

## **Disability focus**

The purpose is to provide additional targeted support to disabled children and young people aged 0-25 and their families to ensure they are able to maximise their life chances.

| <b>Service</b>                           | <b>Who?</b>   | <b>What they do</b>   |
|--|---|---|
| <b>Disability TAF process</b>            | Action for Children as lead deliverer –with engagement from all sub-contractors & external partners | An embedded and integrated Disability Team around the Family.   |
| <b>Disability TAF practice</b>           | All partners in package   | Information & Advice consultancy for families along with specialist advice, guidance & training for practitioners to increase services inclusive practice. (Cardiff Educational Psychology Services contribute 'in kind' to both elements of this service.) |
| <b>Key working, parenting and family</b> | Action for Children to lead with all  | Providing a key worker who will work alongside  |



|  |   |  |
|--|---|--|
| <b>support</b>   | partners in bid facilitating            | the family, and with other practitioners, to identify and remove barriers, and broker introductions to new services. Families are able to choose their own key worker. |
| <b>Service Delivery aspects to support the above process</b> | ABCD Cymru                              | A peer support matching service for families on a 1-1 and group basis with young people and families   |
|  | Barnardos                               | Support for young people and parents via a drop in service, key worker support, mentoring and advocacy   |
|  | Cathays Inclusive Youth Project         | Transition and subject specific workshops along with daytime and weekend service placements and social activities  |
|  | Diverse Cymru                           | A multi-agency advocacy service which promotes welfare benefits, direct payments and awareness raising/training  |
|  | Parent's Federation                     | Signposts families to Disability Team around the Family promoting family participation in work streams   |
|  | SNAP Cymru                              | Direct work with families with children under 5 and over 16 to provide info and advice regarding welfare benefits and direct payments                                  |
|  | Cardiff Educational Psychology Services | Direct consultancy work and training with practitioners  |

**For more information please contact:**

**T: 02920 487356 E: [CDT@actionforchildren.org.uk](mailto:CDT@actionforchildren.org.uk)**

## **Early years**

To help and support babies, children, mums, dads, partners and their families in Cardiff and give children the best start in life.

| <b>Service</b>   | <b>Who?</b>  | <b>What they do</b>   |
|--|--|---|
| <b>1-1 support and group work (Early years family support)</b> | Action for Children                                | 1-1 support and group work, including for children with emerging disability   |
| <b>1-1 support work – (Nursery Nurse behaviour support)</b>    | Cardiff and Vale UHB - Health Visiting             | 1-1 support work with families on childhood behaviour   |
| <b>1-1 support work</b>  | HomeStart Cardiff East                             | 1-1 support work - support to access hospital and medical appointments  |
| <b>1-1 support work</b>  | HomeStart BGR                                      | 1-1 support work - volunteer-led, home-based family support   |
| <b>1-1 support work</b>  | HomeStart Cardiff East                             | 1-1 support work - volunteer-led, home-based family support   |
| <b>Adult Child Interaction</b>                                 | Cardiff and Vale UHB - Speech and Language Therapy | Train parents and staff in how to help children communicate   |
| <b>Child care</b>  | Ely and Caerau Children's Centre                   | High quality, affordable day care which enables parents to access work / learning   |
| <b>Child care / letting families learn</b>                     | St Mellons Community Creche                        | Sessional childcare to enable parents with pre-school children to access local learning; Parents Only Group providing engagement activities; informal drop in |
| <b>Child parent relationship therapy (CPRT)</b>                | Tros Gynnal Plant                                  | Small groups and 1-1 support for improving relationships between parents and their children   |

## **Early Years Provider Contact Details**

**For more information about services in this package, please contact:**

**E: [Cardiff.EarlyYears@wales.nhs.uk](mailto:Cardiff.EarlyYears@wales.nhs.uk)**



## **Emotional and mental health and wellbeing**

Aims to provide targeted support to children, young people and their families to improve the emotional wellbeing of children and young people.

| <b>Service</b>                                     | <b>Who?</b>                       | <b>What they do</b>  |
|--|-----------------------------------|--|
| <b>2Talk2</b>                                      | Action for Children               | Individual and 1-1 counselling to young people accessing Careers Wales services to support them into education, training or employment                             |
| <b>Asylum Seeker and Refugee Service</b>           | Barnardo's                        | Family Intervention for families that have Asylum-seeker or Refugee status where emotional and mental health issues are impacting on family life.                  |
| <b>Bounce Back</b>                                 | Barnardo's                        | Structured, time limited psycho social and emotional intervention for year 10 and 11 pupils at risk of becoming 'Not in Education, Employment or Training'         |
| <b>Cardiff Against Bullying</b>                    | Cardiff Council Education Service | Preventative, reparative and reactive anti bullying programmes. Cardiff anti-bullying strategy implementation  |
| <b>Ely and Caerau Integrated Children's Centre</b> | Ely and Caerau Children's Centre  | Emotional and mental health and well being support for children and their families   |
| <b>Bereavement Service</b>                         | Cardiff Council Education Service | Enhances families achievement and engagement with education and learning through a family course and support into the social and emotional aspects of learning     |
| <b>Learning Together</b>                           | Cardiff Council Education Service | Enhances families achievement and engagement with education and learning through a family course and support into the social and emotional aspects of learning     |
| <b>Gofal I Chi</b>                                 | Action for Children               | Individual and group support to young carers to enable them to better understand and manage their caring role both in practical and emotional terms                |
| <b>I Can Do It</b>                                 | Cardiff Council Education Service | A programme to promote resilience and build positive relationships between a young person, peers and their family  |
| <b>Next Steps</b>                                  | Cardiff Council Education Service | Family-led intervention to enhance the resilience of families leaving the Integrated Family Support Team.  |
| <b>Pyramid Clubs</b>                               | Cardiff Council Education Service | Improve learning and wellbeing of quiet, withdrawn, less confident children aged 7-14, as well as reducing the risk of developing poor mental health in the future |
| <b>School Exclusion Family</b>                     | SNAP Cymru                        | Support families' emotional wellbeing and promote engagement with the local authority, schools and relevant agencies   |
| <b>Transition Support</b>                          | Cardiff Council Education Service | Primary to secondary school transition intervention for vulnerable young people and their families   |
| <b>Transitions 16-25</b>                           | Barnardo's                        | A 'one stop shop' for young people and families in managing the transition from Child and Adult Mental Health Services to Adult Mental Health services             |

**For more information about services in this package, please contact:**

**T: 029 2049 7531, E: [Cymru@barnardos.org.uk](mailto:Cymru@barnardos.org.uk)**



## Healthy lifestyles

Aims to help and support children, young people and parents and carers to have healthy lifestyles.

| Service                                 | Who?                                | What they do  |
|---|-------------------------------------|---|
| <b>Strengthening Families Programme</b> | Cardiff Council Children's Services | Highly structured DVD and manual based project delivered over 7 weeks for parents and young people aged 10-14 to attend together. |
| <b>Summer play and respite scheme</b>   | Ty Gwyn Special School              | A two-week play and respite scheme for children, young people with multiple and profound learning and physical disabilities.      |

### Healthy Lifestyles Contact Details

For more information about services in this package, please contact:

E: [Cardiff.HealthyLifestyles@wales.nhs.uk](mailto:Cardiff.HealthyLifestyles@wales.nhs.uk)

## Sustainable employment

Ensure that low income and economically inactive families with dependent children are supported to maximise their family incomes and to develop the necessary skills and confidence to access learning, employment or volunteering opportunities or to progress in employment.

| Service                                 | Who?   | What they do   |
|---|--|--|
| <b>Childcare Support</b>                | WPPA (Wales Pre-Schools Providers Association) | Support parents to learn about the types of childcare available and how best to select one most suitable for their needs   |
| <b>Debt and Welfare Benefits Advice</b> | Vale Citizens Advice Bureau                    | Money and debt management advice   |
| <b>Essential Skills</b>                 | Chamber for Business and Social Action         | Literacy, numeracy and ICT training.   |
| <b>Intensive Mentoring</b>              | Sova   | 1-1 support to identify issues and needs and provide Structured support to address these and build resilience.   |
| <b>New Leaf Training</b>                | Groundwork                                     | Training & support for those who need greater support due to personal circumstances. Support focuses on rebuilding confidence, skills and motivation whilst developing interpersonal, transferable and vocational skills.                                      |
| <b>Regain Training</b>                  | Groundwork                                     | A 3 month training and support package aimed at improving confidence and motivation skills, life/transferable skills, Open College Network Vocational Accreditation, volunteer opportunities and practical hands on experience as well as basic social skills. |
| <b>Self Employment</b>                  | CBSA (Chamber for Business and Social Action)  | Support, guidance and training on making an informed decision about self-employment and how to put plans into action.  |
| <b>Work Placement and Employment</b>    | CBSA (Chamber for Business and Social Action)  | Secure and manage suitable, quality work placements to those searching for work as well as employers.  |

### Sustainable Employment Contact Details

For more information about services in this package, please contact:

T: 029 2022 1936 E: [cardiffamiliesfirst@sova.org.uk](mailto:cardiffamiliesfirst@sova.org.uk)





## What is the Team around the Family?

The Team around the Family is a multi-agency approach which is responsible for identifying family members (children and young people and or parents) who are demonstrating a broad variety of needs to stop escalation to statutory services. The Team around the Family tailors provision towards the family's needs, supported by a team of family workers operating on an outreach basis.

For more information about the Team around the Family,  
Please contact:

T: 029 2048 7816 E: [TAF@trosgynnal.org.uk](mailto:TAF@trosgynnal.org.uk)

## Team around the Family Criteria

The following criteria are used to identify where a Team around the Family approach is required:

- The family have a dependent child 0-18 (or 0-25 where vulnerable) who lives in Cardiff or are a family living in Cardiff who are expecting a child.
- The family's needs are multifaceted and can only be met by a coordinated approach involving 4 or more agencies.
- The family's needs are below the thresholds for statutory interventions at tier 3 and 4 for children and adults.

The Families First Freephone number (0333 777 3094) is also managed by the Team around the Family team.

Members of the team are able to provide advice about the best approach when it is unclear whether a family meet the criteria for the full Team around the Family intervention.

## Links to other services

- **Integrated Family Support Team** - is a crisis intervention service working with families where there are serious child protection concerns relating to parental/Carer substance misuse
- **The Flying Start programme** - offers support and guidance to families with very young children who live in specified areas of Cardiff. The programme is targeted which are deemed to be the most deprived or disadvantaged families with children under 3 years and 11 months who live in these specified areas are eligible for extra help to get them off to the best start in life. Flying Start supports parents by providing health advice, learning skills support and practical ideas to help them guide their children towards a brighter future.
- **Neighbourhood Partnership Teams** - Within Cardiff the neighbourhood partnership model provides a structure for allowing organisations to work together within local areas. Multi-agency teams based in six localities across Cardiff share local intelligence to solve problems for their particular neighbourhood.



- **Communities First** - a Welsh Government anti-poverty programme that works with residents, community organisations, business and other key agencies in four cluster areas in Cardiff, focusing on the long term sustainability and wellbeing of communities. Involving local people in all aspects of this work is an essential feature of the programme. Communities' First aims to contribute, alongside other programmes, to narrowing the education/ skills, economic and health gaps between our most deprived and more affluent areas.

### **Families First Freephone – 0808 800 0038**

Provides an access point to the Families First programme in Cardiff for families and professionals:

- You can phone this number if you or your family would like to know more about Families First services. Someone will be able to come and see you to talk you through what services there are and to support you to access them.
- You can phone this number if you are a professional and would like more information about Families First in Cardiff or would like someone to visit a family you are working with to discuss the services they could access.

You will need to make sure that you have permission from the family or individual concerned before you make a referral. You are also reminded that e-mail is not necessarily a secure method of communication so please do not include personal or medical information unless you are confident that it will be transferred securely.

For any other general enquires about the Families First programme please contact the **Families First team on:**

**familiesfirst@cardiff.gov.uk or via telephone on 02920 872395**