



# **Agencies that provide help and advice to people living in Swansea**

## Direct public access

### Swansea Neath Port Talbot Citizens Advice

Second Floor, City Gates, Wind Street, SA1 1EE

Provide a full range of free advice on benefits, debt, housing, employment, consumer etc.

Offer PIP form filling workshops to get a better understanding of the process of claiming PIP and what happens once the form has been submitted in terms of the assessment of the claim.

Also offer assistance with benefit checks.

**Drop in times:** Monday, Tuesday, Friday 9.00am – 3.00pm, Wednesday – 9.00am - 12 noon

**Local Advice Line** (for telephone advice): 0300 3309 082 Monday to Friday; 9.00am – 4.00pm

**National Advice Line:** 03444 77 20 20

**Appointment line:** 01792 474882 - various outreach centres by appointment only

**Outreach venues:** Mayhill Family Centre, Phoenix Centre, Morriston JobCentre, The ARC Blaenymaes, South Penlan CC, Communities First Building - Caernarvon Way, Access Point, The Strand.

**NB: Citizen's Advice will write paper submissions for benefit appeals but have no representation service.**

For useful information, factsheets and sample letters:

[www.citizensadviceSNPT.org.uk](http://www.citizensadviceSNPT.org.uk)

**Now offering Energy Best Extra appointments** – Warm home discount, metre readings, priority services register, free annual gas boiler check for certain groups of vulnerable people. NEST energy efficient smart metres.

*(Updated 13/08/2018)*

### Age Cymru Swansea Bay:

Ty Davies, Tawe Business Village, Phoenix Way, Enterprise Park, Swansea, SA7 9LA

Provides **free benefit advice and information** to people over 50.

Will carry out **benefit checks** for people over 65.

Will provide help with **filling in benefit claim forms** for people over 65, with home visits for those who require help filling in Attendance Allowance claim forms.

Other advice and information, including housing, help is offered to understand energy bills. Also a wide range of services, including support for people who feel lonely or isolated, support for people being discharged from hospital, practical assistance with small jobs and cleaning in your home, to name just a few. There is a charge for some services.

Ring **01792 648 866** to ask advice or find out more about their services, You can also e-mail enquiries to [enquiries@agecymruswanseabay.org.uk](mailto:enquiries@agecymruswanseabay.org.uk)

*(Updated 13/08/2018)*

### **Carer's Support Centre:**

104 Mansel Street, Swansea: **01792 653344**

Provide a wide range of services and information for carers. Free benefit advice and services for carers and people with disabilities they look after. Discuss your eligibility for benefits or help you to make an application and carry out benefit checks.

**Telephone advice:** Monday – Friday – 9.00am – 4.30 pm

**Call in:** Monday – Friday – 11.00am – 4.00 pm

Home visits can be made if necessary because you cannot attend an appointment for health reasons. Clients may have to wait longer for an appointment if home visit is required.

**e-mail:** [admin@swanseacarerscentre.org.uk](mailto:admin@swanseacarerscentre.org.uk)

[www.swanseacareerscentre.org.uk](http://www.swanseacareerscentre.org.uk)

*(Updated 13/08/2018)*

### **Money guidance:**

Provides advice on anything to do with money, insurances, pensions, mortgages etc. **Provide benefits advice and carry out benefit checks** but do not fill in claim forms.

**Tel: 0344 477 2020**

Appointments can be made directly with Marie and can normally take place within a week.

**Email:** [marie.james@rctcab.org.uk](mailto:marie.james@rctcab.org.uk) **Tel: 07758621644 / 01443 409284**

*(Updated 03/01/2017)*

### **Kin Cymru:**

**Part of TA Law** – This is a new charity currently being set up. They are in the process of finding 10 volunteers and fundraising. Currently, they are offering help with filling in DLA claim forms. They can do home visits. **This service is FREE.**

*\*They will be expanding into other benefits as well as DLA but as they are only just starting, it is just DLA claim forms at the moment.\**

[www.kincymru.org.uk](http://www.kincymru.org.uk)

**TA Law 01792 485100**

*(Updated 20/10/2017)*

## **Employability**

### Swansea Working:

- Personalised employment action plans
- Training to meet your needs
- CV development, help with interview skills and support with job applications
- Work experience, placements, apprenticeships and job opportunities
- In work support.

Employability support is available – contact your nearest centre for help:

Caernarvon Way, Bonymaen 01792 464751

Phoenix Centre, Townhill 01792 457025

ARC, Portmead – 01792 578632

Email: [swanseaworking@swansea.gov.uk](mailto:swanseaworking@swansea.gov.uk)

*(Updated 13/02/2019)*

## **Local Area Coordinators**

Local Area Coordination is all about supporting people to feel stronger, safer and more connected to family, friends and the wider community. Local area coordinators support people to access specialist support as and when needed regarding benefits and income-related issues. Anyone can 'self-refer' or they can be 'introduced' by professionals, friends or others from the local community.

The contact details are:

- **Pontarddulais & surrounds** – Richard Davies – 07900 702812
- **Gorseinon, Penyrheol, Kingsbridge & Garden Village** – Ronan Ruddy – 07471 145353
- **Blaen-y-maes, Fforestfach, Portmead, Penplas & Ravenhill** – Pete Russell - 07833 095498
- **Townhill, Mayhill & Gors** – Bethan Jones - 07976 677451
- **Sketty, Sketty Park & Tycoch** – Tara Hughes – 07976 395630
- **Uplands, Brynmill, Ffynone & St Helens** – Fiona Hughes – 07966 246033
- **Manselton, Gendros, Cwmdu, Cwmbwrla & Brynhyfryd** – Emma Shears – 07966 246024
- **Llansamlet, Trallwn, Winch Wen & Bonymaen** – Anne Robinson – 07966 245623
- **St Thomas & SA1 Waterfront** – Dan Morris – 07471145352
- **Dyfatty, Mount Pleasant & Waun Wen** – Claire McCarthy-Reed – 07900 702829
- **City Centre, Sandfields, Marina & Brunswick** – Dan Garnell – 07966 246037

*(Updated 20/08/2019)*

## **Barnardo's Bay Youth Homelessness Service:**

32-36 High Street, Swansea, SA1 1LG.

**01792 455105** or email: [bayspartnership@barnardos.org.uk](mailto:bayspartnership@barnardos.org.uk)

Support young people aged 16 - 21 who are homeless or at risk of homelessness with general advice, housing, discrimination and benefits. They can provide a home visiting service as well as face to face appointments.

- benefits advice for 16-17 year olds, help with filling in claim forms and, if you require, accompany you to appointments.

BAYS Plus @ Info-Nation, 47 The Kingsway, Swansea, SA1 5HG

**01792 460007**

Barnardo's BAYS project have teamed up with LAC 14 plus team to become the BAYS Plus @ info-nation service.

They provide:

- 16-17 year olds with accommodation advice / support;
- 18-21 year olds with housing advice / support;
- 16-21 year olds (24 if continuing education) who are homeless with general advice, housing and benefits;
- general benefits advice;
- support to ensure young people have access to doctors / dentist / health care.

*(Updated 14/08/2018)*

### **Infonation :**

01792 484 010, 47 The Kingsway, Swansea, SA1 5HG

Opening hours: Monday and Tuesday 12.30pm – 4.30pm, Wednesday 12.30pm – 5.30pm, Thursday 12.30pm - 4.30pm, Friday 12.30pm – 4.15pm

They offer information, advice and specialist support across a range of issues, to young people, aged 11-25, and their families.

*(Updated 14/08/2018)*

### **YMCA:**

1 The Kingsway, Swansea, SA1 5JQ

01792 652032 or email: [info@swanseaymca.org.uk](mailto:info@swanseaymca.org.uk)

- Emergency accommodation & supported living;
- A wide range of family services such as creches, nurseries and children's centres, holiday clubs, parenting programmes and family mediation;
- More than 270 health and well-being facilities, including gyms, swimming pools and community halls;
- A range of education, skills-based training, placement and apprenticeship schemes;
- Support and advice on:
  - Employment and careers,
  - Mental health and counselling,
  - Sexual health,
  - Drug and alcohol,
  - Welfare and benefits,
  - Housing advice,
  - Food banks

Opening times:

Weekdays – 6:30am – 9pm

Saturdays – 8am – 6pm

Sundays 9am – 4pm

*(Updated 14/08/2018)*

### **Community Legal Advice (CLA):**

Assist with applications for legal aid to assist with debt, housing and family law and taking welfare benefit cases to the Upper Tribunal. A financial assessment is done on the telephone, and if you do not qualify you will be signposted to an organisation that can help you.

**0845 345 4345:** Monday – Friday 9.00am – 8.00pm, Saturday 9.00am – 12.30pm

### **Swansea Law Clinic:**

Free and confidential advice for members of the public, students and University staff. Free initial advice about a legal problem.

They provide benefits advice, help with landlord and tenant disputes, freehold and leasehold disputes, relationship breakdown, employment issues, consumer issues, equality issues and contracts.

Open for appointments on Tuesdays between 11am – 1:30pm during term time only.  
Based in the College of Law and Criminology at the University's Singleton Park campus.

To make an appointment, call: **01792 604663** or download the Appointment Request form on the website: [www.swansea.ac.uk/law/lawclinic](http://www.swansea.ac.uk/law/lawclinic)

**They provide a front line service to help people with their benefits – from claim to appeal. Email: [lawclinic@swansea.ac.uk](mailto:lawclinic@swansea.ac.uk)**

*(Updated 26/02/2019)*

### **Benefit Sanction Help and Advice**

**The Public Law Project** - An independent, national, legal charity.

They are able to take referrals of individual cases where there are concerns that a person is being/at risk of being unfairly or unlawfully sanctioned. They can provide advice on the range of remedies available – Mandatory Reconsiderations, appeals, complaints and judicial reviews.

**In some cases, they may be able to provide an advocate for a hearing.**

Issues on which they may be able to assist include:

- challenging decisions to sanction, including assisting with requesting reconsiderations and representation for appeals.
- problems relating to interim payments or hardship payments.
- assisting to modify or amend claimant commitments (for example, due to disability or caring responsibilities).

To refer, call: **020 7843 1260**

or email: [sanctions@publiclawproject.org.uk](mailto:sanctions@publiclawproject.org.uk)

*(Updated 13/03/2018)*

### **Housing**

#### **Housing Options:**

**01792 533100** or email: [housing.options@swansea.gov.uk](mailto:housing.options@swansea.gov.uk)

**Call in:** 17 High Street, Swansea; Monday – Thursday – 10.00am – 4.30pm, Friday – 10.00am – 4.00pm

Provide housing advice and assistance for those accepted as eligible  
Provide general housing advice, assessment of applications for council housing and council tenant transfers and maintenance of the council housing needs register. If you are at risk of losing your accommodation, contact Housing Options for help.

*(Updated 08/06/2017)*

### **Shelter Cymru:**

25 Walter Road, Swansea; **01792 469400**

Shelter provides specialist housing advice, debt and benefit advice relating to housing issues. Support includes Court duty, where clients have received repossession orders; Shelter website [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk) provides a range of factsheets relating to housing issues, access to face to face appointments for advice on housing issues and debt.

A telephone advice and support service is also available: 0345 075 5005.

*(Updated 08/06/2017)*

### **Gwalia:**

**Tel: 0800 012 1080 (01792 488288 if calling from a mobile)**

**Email: [enquiries@gwalia.com](mailto:enquiries@gwalia.com)**

Provide general, intermediate and sheltered rental housing options to people looking to move into a home of their own.

*(Updated 26/10/2017)*

### **Family Housing Association:**

A registered social landlord based in Swansea. Provides housing related support to people living in their own homes.

**Repairs: 0800 435223 email: [repairs@fha-wales.com](mailto:repairs@fha-wales.com)**

**Housing: 0800 0213930 / 01792 482702 email: [lettings@fha-wales.com](mailto:lettings@fha-wales.com)**

**Rent/income recovery: 01792 482705 email: [rent@fhs-wales.com](mailto:rent@fhs-wales.com)**

**Finance: 01792 482768 email: [finance@fha-wales.com](mailto:finance@fha-wales.com)**

*(Updated 26/10/2017)*

### **Coastal Housing:**

**Tel: 01792 479200 Text: 0777564775 email: [ask@coastalhousing.co.uk](mailto:ask@coastalhousing.co.uk)**

Phone lines open 8.00am – 5.30pm Monday – Thursday, 8.00am – 4.30pm Friday

**Repairs line: 01792 619200**

*(Updated 26/10/2017)*

### **Crisis:**

YMCA, 1 The Kingsway, Swansea, SA1 5JQ

**Tel: 01792 674900 email: [southwales@crisis.org.uk](mailto:southwales@crisis.org.uk)**

Support people out of homelessness for good through education, training and support with housing, employment and health. They offer one to one support, advice and courses for homeless people in areas across Wales.

*(Updated 26/10/2017)*

### **British Red Cross:**

Kidwelly House, Charter Court, Phoenix Way, Swansea Enterprise Park, Swansea SA7 9FS: **01792 772146**

Two routes to receiving support: (1) Tenancy Support Unit (Swansea 774360) for tenancy support (client must be aged 55 and over) and refugee re-settlement or (2) Self-referral to access the supported discharge from hospital scheme.

The aim of tenancy support is to help clients remain living independently in their own home and the support available includes help with utilities, liaising with 3<sup>rd</sup> parties, managing household issues, understanding official letters; dealing with debt and welfare benefits.

Refugee resettlement can assist claimant integrate in to communities by accessing services and accommodation.

Supported discharge from hospital scheme is a self-referral scheme to ensure clients are discharged to a safe environment; assessments can include disability aids and adaptations, grants, potential re-location or home adaptations.

[www.redcross.org.uk](http://www.redcross.org.uk)

*(Updated 14/08/2018)*

### **Swansea Bay Race Equality Council (SBREC):**

Mansel House, 101 Mansel Street, Swansea, SA1 5UE

Tel: 01792 457035 [info@sbrec.org.uk](mailto:info@sbrec.org.uk)

Open Monday – Thursday 9.00am – 5.00pm and Friday 9.00am – 5pm

SBREC activities cover education, employment, equality awareness, housing, health, social services, community development and criminal justice. Provides advice and information about discrimination and equal opportunities and can provide advice and support regarding housing / homelessness.

*(Updated 14/08/2018)*

### **Family Fund: Help for families with children with disabilities:**

The Family Fund is a charity that provides grants for families raising disabled or seriously ill children and young people who are on low incomes.

The family fund provide grants for a wide range of items, such as washing machines, sensory toys, family breaks, bedding, tablets, furniture, outdoor play equipment, clothing and computers.

Visit their website on <https://www.familyfund.org.uk/> or ring them on 01904 550055 or write to them at 4 Alpha Court, Monks Cross Drive, York, YO32 9WN

*(Updated 14/08/2018)*

### **Bristol Law Centre:**

Bristol Law Centre Can provide advice and advocacy under Legal Aid on welfare benefit appeals to the Upper Tribunal against the decision of a local tribunal.

Phone: 01179248662 (Reception) or Website: <https://www.bristolawcentre.org.uk>

*(Updated 02/08/2019)*

### **Kin Cymru:**

**Part of TA Law** – This is a new charity currently being set up. They are in the process of finding 10 volunteers and fundraising. Currently, they are offering help with filling in DLA claim forms. They can do home visits. **This service is FREE.**



*\*They will be expanding into other benefits as well as DLA, but as they are only just starting, it is just DLA claim forms at the moment.\**

### **Tenancy Support Unit (TSU):**

71 Creswell Road, Clase, Swansea; **Tel: 774360/774320 or by email to: [tsu@swansea.gov.uk](mailto:tsu@swansea.gov.uk)**  
The Tenancy Support Unit (TSU) provide free advice and support to tenants and owner occupiers with tenancy related issues, this can include moving to a new home or not coping well in their current accommodation and requiring support and guidance over a range of issues.

## **Benefits for people who have cancer**

### **Macmillan:**

Macmillan Benefits Advice Services offers a free, confidential welfare benefits service to people living with cancer and their carers.

Appointments can be arranged at Singleton Hospital by contacting Jasmine Roberts, Macmillan Welfare Benefits Adviser on 07816 290260 or email [j.roberts@npt.gov.uk](mailto:j.roberts@npt.gov.uk)

### **- Maggie's Cancer Care Centre:**

Singleton Hospital, Sketty Lane, Swansea SA2 8QA.

**Cover's South West and South East Wales. 01792 200 000.**

The centre is open Monday – Friday 9.00am – 5.00pm. Benefit advice is available via a drop in service from Tuesday to Friday 10.00 am to 1.00pm for people with cancer and their families.

[www.maggiescentres.org/our-centres/maggies-swansea](http://www.maggiescentres.org/our-centres/maggies-swansea)

### **- Tenovus:**

Residents living in the Swansea area can contact Neil Jones on 07748 117859 or email [neil.jones@tenovuscancercare.org.uk](mailto:neil.jones@tenovuscancercare.org.uk).

Tenovus Cancer Support Advisers will advise and support anyone in Wales affected by cancer, including patients, relatives and carers, and recently bereaved relatives. The advice includes benefits and grants, and some debt, housing and community care advice. Also have a counselling service and a telephone nursing support service. For those living outside the Swansea area you may ring the Tenovus Freephone Support Line on **0808 808 1010** (8am - 8pm 365 days a year) or email [refertous@tenovuscancercare.org.uk](mailto:refertous@tenovuscancercare.org.uk) or FAX to **029 2076 8880**.

## **Advice for people with specific health conditions**

### **Parkinson's UK Charity:**

[www.parkinsons.org.uk](http://www.parkinsons.org.uk)

Free, confidential service. Email: [hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk) Telephone: 0808 800 0303

Text phone: 18001 0808 800 0303

If you have Parkinson's or care for someone who does, there is support available.

They provide information and support to help everyone feel in control of life with Parkinson's. They also fund research to find new and better treatments.

They provide benefits advice for people with Parkinson's and those who care for people that do – help identify what benefits you could be entitled to, provide information on other help and financial

support that may be available for people with Parkinson's.

*(Updated 14/08/2018)*

### **Paul Popham Fund, Renal Support Wales:**

Telephone: (Main office) 0333 2001 285 / (patients support services) 0800 038 8989

Email: [support@paulpophamfund.co.uk](mailto:support@paulpophamfund.co.uk) / [enquiries@paulpophamfund.co.uk](mailto:enquiries@paulpophamfund.co.uk)

Provides support for kidney patients in Wales to lead a better quality of life. They provide support, advice and information services, fund welfare and well-being projects and support projects for facilities. There is a 'befriending' service where kidney patients can be trained to become a befriender to provide peer-to-peer support to new kidney patients or carer of a kidney patient.

They provide benefits advice for kidney patients and their carers.

*(Updated 14/08/2018)*

## **Benefits advice for those with sight or hearing loss**

### **Royal National Institute for the Blind (RNIB):**

**How to contact us:** Tel: 029 2082 8500;

E-mail: [cymru@rnib.org.uk](mailto:cymru@rnib.org.uk)

RNIB Cymru is working with Action on Hearing Loss Cymru, Deafblind Cymru and Sense Cymru to provide information, advice and support to people with sight or hearing loss in Wales. The service can check that you are getting the benefits and concessions that you are entitled to and let you know about other services and support that is available to you in your area. We will arrange for any benefit application forms to be completed for you and provide support through the claim process. We also have a team of specialist case workers who will be able to support you in challenging the most complex of benefit decisions if your decision is wrong. [www.rnib.org.uk/wales](http://www.rnib.org.uk/wales)

*(Updated 23/08/2018)*

## **Benefits and Debt Advice specifically for Ex-Service Personnel**

Ex-service personnel can access any of the agencies in Swansea providing benefits advice, but there are also some organisations which provide help specifically to the armed forces and war veterans. This may be particularly helpful where war related benefits could be claimed.

### **SSAFA:**

Based in the TA Centre, Alamein Road, Morfa Industrial Estate, Swansea, SA1 2HP.

To arrange for a caseworker from SSAFA to assist you with benefits, **phone 01792 653432 between 10.00am and 12 noon, Monday, Wednesday or Fridays.**

They can arrange for a caseworker to visit you at your home. Help provided with all benefit issues, including war pension benefits. Appeal representation with benefit issues may be available. SSAFA are unable to provide direct advice on debt issues, but may be able to signpost you to specialist advice.

SSAFA help with many other issues as well as benefits, such as housing issues. For more information see their website: <http://www.ssafa.org.uk>

### **Royal British Legion:**

The RBL has a Benefits and Money Advice Service which offers advice on benefits, debt, to serving men and women, veterans and their families. They may be able to provide benefit appeals representation at tribunal.

To arrange for a local adviser to contact you to arrange to visit you at home, you need to contact the RBL national helpline: **0808 802 8080 - 8am-8pm 7 days per week.**

You will need to provide your service number, details of your regiment and NI number. Someone can call the helpline on your behalf. The RBL website provides more detailed information:

[www.britishlegion.org.uk/can-we-help/financial-assistance/benefits-and-money-advice](http://www.britishlegion.org.uk/can-we-help/financial-assistance/benefits-and-money-advice)

### **Veterans UK:**

The helpline staff offer **specific advice on war disablement pension** and armed forces compensation scheme claims. The helpline also offers advice on other issues including **benefits**, pensions, loans and grants, emergency accommodation, finding a job, retraining, health issues, welfare concerns, service records and medals. They can also be contacted for **telephone help and assistance in completing claim forms.**

Helpline 0808 1914 2 18 or Email: [veterans-uk@mod.uk](mailto:veterans-uk@mod.uk)

Monday – Friday 8.00am – 5.00pm

## **Debt**

### **Swansea Bay Credit Union (Celtic Credit Union):**

13 Portland Street, Swansea, SA1 5LR.

**0333 006 3002** email: [admin@celticcreditunion.co.uk](mailto:admin@celticcreditunion.co.uk) website: [www.celticcreditunion.co.uk](http://www.celticcreditunion.co.uk)

Set up to help local people – providing straightforward, affordable financial services to its members. Offers loans at fair interest rates with no hidden costs, advice on budgeting, debit cards and savings. Branch office public opening times are:

**Monday – Thursday 9:30 - 4:30**

**Friday 9:30 - 4:00**

**Saturday 9:30 – 12noon**

(Updated 08/12/2017)

### **Step Change:**

**0800 138 1111** *Lines open Monday to Friday 8.00am - 8.00pm and Saturday 8.00am - 4.00pm*

Provides free and impartial debt advice. With a StepChange Debt Management Plan (DMP) they can help you repay your debts by making one affordable payment each month. They also have their online Debt Remedy tool – a great budgeting tool even if you don't have any debts.

(Updated 08/12/2017)

### **Christians Against Poverty (CAP):**

**Freephone: 0800 3280006** *Lines open Monday – Friday 8:30am-5:00pm*

Provides free debt advice and help to provide a practical solution to debts. CAP receives donations from Christians and individuals. Once you call CAP, a debt coach will visit you in your home. This service is not just for Christians.

(Updated 08/12/2017)

### **Shelter Cymru – Swansea Debt Advice:**

25 Walter Road, Swansea, SA1 5NN

**01792 469400**

Free, specialist, independent, confidential debt advice on a wide range of debt.

**Tuesdays and Thursdays:** Appointment only as Shelter Cymru Swansea Office.

**Mondays and Wednesdays:** Telephone advice (see above number).

Email advice also available. **Email:** [melanien@sheltercymru.org.uk](mailto:melanien@sheltercymru.org.uk)

**Melanie Nicholas** - Senior Debt Adviser Shelter Cymru is also available to offer advice at: Eastside Foodbank (28 Mansel Road, Bonymaen, Swansea, SA1 7AU) on Fridays 11am-1pm.

*(Updated 08/12/2017)*

### **Money Advice Service:**

**0300 500 5000** *Lines open Monday – Friday 8am-8pm & Saturday 9am-1pm*

Free and impartial money advice including:

-Advice and guides to help improve your finances;

-Tools and calculators to help keep track and plan ahead;

-Support over the phone and online.

*(Updated 08/12/2017)*

### **Citizens Advice Swansea Neath Port Talbot:**

**01792 474882**

Free, confidential and impartial advice on all aspects of the law, including your rights and responsibilities. Provides advice on debt and money. Also, advice available online.

*(Updated 08/12/2017)*

### **Debt Panic Button:**

Packed with free information on how to manage debt and avoid trouble in an easy to follow step-by-step guide. [www.debtpanicswansea.org.uk/](http://www.debtpanicswansea.org.uk/) - Info to help you deal with debt – whether large or small.

### **Money Made Clear Wales:**

**Website:** [www.moneymadeclear.wales](http://www.moneymadeclear.wales)

Free, impartial advice about managing your money, dealing with debt and cutting costs.

*(Updated 08/12/2017)*

### **National Debtline:**

**0808 808 4000** *Monday to Friday: 9am - 8pm, Saturday: 9.30am - 1pm*

**Website:** [www.nationaldebtline.org/](http://www.nationaldebtline.org/)

Free, independent & confidential debt help online or by phone or webchat with an adviser.

*(Updated 08/12/2017)*

## **Government Departments:**

**Attendance Allowance:** Attendance Allowance Unit, Mail Handling Site A, Wolverhampton, WV98 2AD. Telephone: 0345 605 6055; Textphone: 0345 604 5312 Monday to Friday, 8.00am to 6.00pm

**Disability Living Allowance for a child under the age of 16:** Disability Benefit Centre 4, Post Handling Site B, Wolverhampton, WV99 1BY. Telephone: 0345 712 3456; Textphone: 0345 722 4433. Monday to Friday, 8am to 6pm

**Disability Living Allowance 65+:** Disability Living Allowance DLA65+ Mail Handling Site A, Wolverhampton, WV98 2AH. Telephone: 0345 605 6055 Textphone: 0345 604 5312. Monday to Friday, 8.00am to 6.00pm

**Carer's Allowance Unit:** Mail Handling Site A, Wolverhampton, WV98 2AB  
**Tel: 0345 608 4321. Textphone: 0345 604 5312.** Monday – Thursday - 8.30am – 5.00pm; Friday - 8.30am – 5.00pm

**Personal Independence Payment:** Freepost RTEU-HAGT-SLBL'  
PIP 1, Mail Handling site A, Wolverhampton, WV98 1AH  
To make a new claim phone: **0800 917 2222**; Textphone: 0800 917 7777  
Other enquiries: Telephone: 0345 850 3322; Textphone: 0345 601 6677

Monday to Friday, 8.00am to 6.00pm

**The Pension Service:** The Pension Service 8, Post Handling Site B, Wolverhampton, WV99 1AN:  
If you are already getting state pension **0345 6060265. Textphone: 0345 606 0285**  
If you are claiming for the first time: **0800 731 7898 Textphone: 0800 7317339**  
Administer benefits for those over women's pensionable age and over. Go to **www.direct.gov.uk** for online information including state pension age calculator.

**Service Personnel and Veterans Agency (SPVA):** Veterans UK, Ministry of Defence  
Norcross, Thornton Cleveleys, FY5 3WP. Email: [veterans-uk@mod.uk](mailto:veterans-uk@mod.uk)  
Freephone (UK only):0808 1914 218; Telephone (overseas):+44 1253 866 043  
7.30 am to 6.30 pm Monday to Thursday and 7.30 am to 5.00 pm Friday

## **Transport:**

**Car Badge (Blue Badge):** If you have problems/difficulties with walking or find walking causes you pain or discomfort you may qualify for a car badge. You may also qualify if you are registered blind or have an adapted vehicle due to severe upper limb disabilities. You do **not have** to be in receipt of the mobility component of Disability Living Allowance, the enhanced rate of the mobility component of PIP or meet certain descriptors of this component, but if you are, you will automatically qualify for a car badge. To claim please ring the Civic Centre on 01792 637366 or obtain information from their web site at: [www.swansea.gov.uk/bluebadge](http://www.swansea.gov.uk/bluebadge)

**Bus Pass:** Provides concessionary travel for the elderly and disabled people. If you are aged sixty and over, or any age with certain disabilities and are permanent residents of the City and County of Swansea you will qualify for a bus pass. Bus passes are issued free of charge and allow free travel on all registered local bus services in Wales without restriction.

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

**Rail Travel:** If you have a disability that makes travelling by train difficult you might qualify for a Disabled Persons Railcard. This railcard allows you and your adult travelling companion a 1/3 off most rail fares. To apply for this card, contact National Rail Enquiries.

Arrangements can be made for staff to meet you at your departure station, accompany you to the train and see you safely on board. Similar arrangements can be made at your destination station and other stations.

**Motability Taxis / Community Transport:** Provide essential transport for older and disabled people. There may be a charge for this service. Some of the schemes have wheelchair accessible cars.

Gorseinon	01792 899933
Gower	01792 851942
Pontarddulais	01792 884944
Swansea	01792 463675 <a href="http://www.dansa.org.uk">www.dansa.org.uk</a>

**Motability Scheme:** To be able to access this scheme you must have at least 12 months entitlement to the higher rate of the mobility component of Disability Living Allowance, Enhanced Rate mobility of Personal Independence Payment, or receive war pensioner's mobility supplement. The Disability Contact and Processing Unit will make payment directly to motability.

**Swansea Mobility Hire (previously Shopmobility):** Lends electrically powered scooters and wheelchairs to help people with walking difficulties to do their shopping more easily. There is a small annual charge to join the scheme and a minimal charge each time you use the scheme. A daily visitor's rate is also available. You need to book equipment 2 days in advance. To register contact Swansea Mobility Hire on 01792 461785 or go into their office at the City Centre Bus Station, Plymouth Street, Swansea SA1 3AR. You will need two forms of ID with your name and address on.

**Wheelchairs, crutches, zimmer frames and scooters:** For long term needs your doctor can arrange for you to have one free. However, the British Red Cross provide short term loans of wheelchairs. Age Cymru Swansea Bay can advise on where you can get a wheelchair, including where you can hire one.

## **Household matters:**

**Assisted Refuse Collection:** If you find it difficult to put out your rubbish where you have to, and there are no able bodied persons living with you, you can apply for assisted refuse collection where a more suitable location will be identified for you to place your rubbish/recycling. To access this service, please contact Waste Management in the Local Authority.

**Odd jobs and gardening:** A variety of agencies provide 'home services' that can assist people who have outstanding jobs around their home and in some circumstances grants may be available to assist with the costs. To find out more about home services, contact Age Cymru or Care and Repair,

**Care and Repair:** Is a voluntary sector independent home improvement agency for older and disabled people and their carers. Staff provide clients with a range of support for their housing problems including helping to guide clients through the housing grants process to providing a handyperson service that can react positively to the small repairs and minor adaptation needs of older and disabled people in Swansea.

**01792 798599**

## Financial:

### Credit Unions:

#### Swansea Bay Credit Union (Celtic Credit Union):

0333 006 3002 email: [admin@nptcu.co.uk](mailto:admin@nptcu.co.uk)

Set up to help local people – providing straightforward, affordable financial services to its members. Offers loans at fair interest rates with no hidden costs, advice on budgeting, debit cards and savings. (Updated 16/11/2018)

**Disabled Facilities Grants:** Are designed to help meet the cost of adapting a property for the needs of a disabled person. A means-test is applied to the person with the disabilities (requiring the grant) and their partner, if they have one. The means-test differs to other types of means-testing. Contact the council for further information on Disabled Facilities Grants.

**Carer's Grants/Payments:** If you are a carer, you have a right to a Carer's Assessment which will be undertaken by Social Work Teams. If you are assessed as providing 'substantial and regular' care, the assessment will identify the impact and sustainability of your role and what additional services could be put in place to support you. Any extra cost/charges that could be incurred due to the services/support identified as being required could be funded by these payments.

There are also grants available for carer's which differ from time to time, depending on funding. To find out what grants are available and what services there are for carers, contact the Carer's Centre (listed above)

**Gas/Electricity:** Most energy providers have to offer social tariffs to help their most vulnerable customers cope with the high costs of gas and electricity. All social tariffs must equal the suppliers' cheapest deals. Speak to your energy supplier to see if you can be moved to a cheaper tariff.

**Warm Home Discount:** You could get £140 off your electricity bill for Winter 2017-2018. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out. [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)  
**0345 603 9439** (Mon-Fri 8:30-4:30)

#### Free loft and cavity wall insulation grants:

See the website: [moneysavingexpert.com](http://moneysavingexpert.com) for details of available offers. British Gas are currently offering free insulation to some customers. To see if you qualify: **0800 294 0237**

**Water Rates:** Welsh water has a number of schemes/social tariffs to help customers pay their water bills. HelpU supports households whose total income (excluding some benefits such as PIP/DLA) is less than £15,000.

Water Sure Wales supports households on a water meter who are on a means tested benefit and have a certain medical condition or because of a medical condition you require the use of significant more water; or you have three or more dependent children. If you qualify, your water rates for the year will be capped which is set every year. This is back datable to April 1<sup>st</sup> of the year in which the reduction is applied.

Water Meters can be installed free of charge. Their debt schemes include Water Direct and the Customer Assistance Fund. **0800 052 0145** Monday – Friday 8.00am-8.00pm; Saturdays 8.00am

– 1.30pm; or obtain an application form at [www.dwrcymru.com](http://www.dwrcymru.com) and follow links for My Account and Help Paying My Bill.

**TV Licence:** When you reach the age of 74 you can apply online at the TV Licensing website for a free over 75 TV Licence. For more information, ring 0300 555 0286 or visit their website: <http://www.tvlicensing.co.uk/>

**Insurance:** If you have medical problems or over a certain age you may find it difficult to secure insurance, especially holiday insurance. Age Cymru provide information on all types of insurance.

**Store discounts:** Several stores operate a discount scheme if you are aged over sixty, such as Boots the Chemist. Other stores provide discount to those aged sixty or over if you shop on certain days of the week.

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