

# Advice and Information Services in Bridgend County

## **BAVO**

### **Bridgend Association of Voluntary Organisations**

**Address: 112-113 Commercial Street, Maesteg. CF34 9DL**

**Tel: (01656) 810 400**

**Email: [bavo@bavo.org](mailto:bavo@bavo.org)**

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

*BAVO is the umbrella organisation for voluntary activity throughout Bridgend County Borough.*

*We support voluntary groups, self-help groups, user/carer initiatives, help with organisation of a group, help with funding, Distributing grants to voluntary and community groups.*

*We also provide information about volunteering and issues of interest to voluntary organisations.*

## **Bridgend Family Information Service**

**Tel: (01656) 643 643**

**Email: [familyinfo@bridgend.gov.uk](mailto:familyinfo@bridgend.gov.uk)**

*The Family Information Service provides free advice and information on a wide range of childcare options and their activities for children aged 0-20, their families and their carers.*

*We provide information on Childcare and children's issues (such as bullying, child protection, children's behaviour) and information on training for childcare workers. Parenting, including information on work-life balance, health services (including support groups for parents of children with additional needs), Leisure activities and educational services and more.*

## Carers Wales

Address: River House, Ynys Bridge Court, Cardiff, CF15 9SS

Tel: 02920 811 370

Email: [info@carerswales.org](mailto:info@carerswales.org)

Website: [www.carersuk.org/wales](http://www.carersuk.org/wales)

*Carers Wales (part of Carer's UK) is a charity that supports people who care for an elderly relative, disabled family member or a sick friend. We work with and on behalf of carers to help them recognise their role and status on society. We campaign on behalf of carer's and raise awareness of carers issues with all levels of government, service providers and the wider public.*

*Caring will affect us all at some point in our lives.*

*We'll be here when that happens.*

## Change Step

Tel: 0300 777 22 59

Email: [ask@change-step.co.uk](mailto:ask@change-step.co.uk)

*Change Step is a CAIS led and DACW managed peer mentoring and advice service for military veterans and others with post-traumatic stress disorder (PTSD) and a range of psychological problems who want to make positive changes to their lives.*

*We work collaboratively with statutory bodies and other relevant organisations to ensure an accessible and comprehensive framework by which to guide individuals towards the most appropriate service.*

*The service is delivered by veterans for veterans.*

# Citizen's Advice (Bridgend County)

Address: 26 Dunraven Place, Bridgend. CF31 1JD

Tel: (01656) 654 951

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

*Bridgend and District Citizen's Advice provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. Our trained advisors can:*

- *Interview clients face to face and by phone.*
- *Access our regularly updated database for up-to-the-minute information.*
- *Help Write letters or phone companies and service providers on behalf of clients.*
- *Help clients to prioritise their problems, for example, to sort out which debts are most important.*
- *Assist clients with form filling, for example, to claim welfare benefits.*
- *Represent clients in court and at tribunals.*
- *Refer clients to specialist caseworkers for complex problems or to other agencies when appropriate.*
- *clients negotiate with companies or service providers.*

## **Drop-in Advice Times:**

*Monday - Friday 09:30 - 14:00*

*Bridgend and District Citizen's Advice offer a short introductory 'Gateway Assessment' to decide how you can be best advised.*

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## Citizens Advice (Bridgend County)

### *Outreach Times/Locations*

- *ARC, Quarella Road, Bridgend - Mon 12:00 - 16:00*
- *Maesteg Citizen's Advice - Tue, Wed, Thu 09:30 - 15:00*
- *Blaenllynfi School, Caerau - Call (01656) 810 369*
- *Coity Clinic, Princess of Wales, Bridgend - Tue 14:00 - 17:00*
- *Riversdale Surgery, Bridgend - Wed 10:00 - 13:00*
- *Y Centre, Porthcawl - Mon 10:00 - 12:00*
- *Tyn Y Coed Surgery, Sarn - Wed 14:00 - 17:00 (fortnightly)*

## Disability Wales

Address: Bridge House, Van Road, Caerphilly. CF83 3GW

Tel: 02920 887 325

Email: [info@disabilitywales.org](mailto:info@disabilitywales.org)

*Disability Wales is the national association of disability groups working to promote the rights, inclusion, equality and support of all disabled people in Wales. We are your first port of call for information, comment, opinion and opportunities for getting involved in campaigning for disability equality.*

## Just @sk Plus

Tel: (01656) 815 146    Email: [ask@bridgend.gov.uk](mailto:ask@bridgend.gov.uk)

*Information, advice and guidance to young people aged 16-25. The project meets the needs of young people through one to one support as well as signposting and supporting young people to access services and agencies within Bridgend County Borough.*

## Information Service

### at MHM Wales

Address: Union Offices, Quarella Road, Bridgend. CF31 1JW

Tel: (01656) 651 450 Email: [info@mhmwales.org](mailto:info@mhmwales.org)

Website: [www.grapevines.info](http://www.grapevines.info)

The information service, available to professionals and public, provides information on and promotes awareness of mental health and wellbeing services throughout Bridgend County through telephone and email enquiries, face to face at community events and through the website Grapevines Bridgend.

The Information Service is not an advice service

## Local Community Coordination

Tel: 07815 579 082

Email: [laura.semmens@bridgend.gov.uk](mailto:laura.semmens@bridgend.gov.uk)

Website: [www.lcc.community](http://www.lcc.community)

*The Local Community Coordinator (LCC) works with people in the Llynfi Valley who are vulnerable, frail, lonely or isolated, or who lack the confidence to do the things they want to do.*

*The LCC will work with you, your family, friends and community to:*

- Get to know you and your family and assist you to set goals for your future.*
- Build and strengthen support networks and friendships*
- connect you to other families to share ideas and experiences.*
- Help you to maintain or gain more independence*
- Link you to practical assistance.*

## **Mental Health Foundation**

**Address: Castle Court, 6 Cathedral Road, Cardiff. CF11 9LJ**

**Tel: 02920 647 728**

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

*We are committed to improving mental health services and promoting mental wellbeing for everyone in Wales.*

*We work closely with members of the Welsh Assembly to inform policy and improve services. We also provide consultancy for the Welsh Assembly Government to improve service user and carer involvement across Wales.*

*We aim to maximise knowledge, skills and resources by working with service users, government and service providers.*

*Visit our website to access information for the public and people working in relevant fields.*

## **Mind Infoline**

**Address: 3rd Floor, Quebec House, Castlebridge, 5-19 Cowbridge Road East, Cardiff. CF11 9AB**

**Tel: 02920 395 123**

**Email: [contactwales@mind.org.uk](mailto:contactwales@mind.org.uk)**

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

*We provide a mental health information service to anyone in England and Wales who contacts us by letter or telephone.*

*We offer support and understanding at the time of contact and suggest possible actions. Fact Sheets and Advice Booklets are available on the website.*

## Public Health Network Cymru

Website: [www.publichealthnetwork.cymru](http://www.publichealthnetwork.cymru)

*Public Health Network Cymru supports professionals from all sectors who contribute to public health development in Wales, by providing a 'one-stop shop' for instant access to comprehensive public health information, current and emerging news items.*

## Rethink Mental Illness

Tel 0121 522 7007

Email: [info@rethink.org](mailto:info@rethink.org)

Website: [www.rethink.org/home](http://www.rethink.org/home)

*We believe a better life is possible for millions of people affected by mental illness.*

*Though the organisation covers services in England, you can access a wide range of over 100 factsheets through the website.*

## Valrec - The Valleys Regional Equality Council

Address: Venture House, Navigation Park, Abercynon. CF45 4SN

Tel: 01443 742 704

Email: [info@valrec.org](mailto:info@valrec.org)

*Valrec promotes good practice in the fields of equality, diversity and human rights across the mandates of Age, Disability, Gender, Race, Religion and/or Belief, Sexual Orientation, Transgender and Human Rights. We challenge prejudice and disadvantage, use our influence to ensure equality and human rights remain a top priority for public service providers .*



## Welsh Refugee Council

Address: 120-122 Broadway, Cardiff. CF24 1NJ

Tel: 02920 489 800

Email: [info@welshrefugeecouncil.org](mailto:info@welshrefugeecouncil.org)

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

We raise awareness of the needs of refugees across Wales, contribute to policy and practice, assist in monitoring of services, strengthen the network of refugee representation groups and support the development of services to meet the needs of refugees.

We provide advice, counselling and support to refugees and asylum seekers.

## Advice and Information Helplines

**Carers UK**

**0808 808 77 77**

*Caring will affect us all at some point in our lives.*

*We'll be here when that happens.*

**Citizen's Advice**

**Adviceline: 03444 77 20 20**

*Adviceline, our national phone service, is fully operational in*

*Wales for people who live or work there.*

## **Family Rights Group**

**0808 801 0366**

*We can advise if you are a parent, friend or relative and social workers are involved in your child's life, or you need extra support from Children's Services.*

## **NHS Direct Wales**

**Tel: 0845 46 47**

**(Calls from landlines and mobiles cost 2p per minute, this will be in addition to the telephone providers access charge.)**

**Textphone: 0845 606 4647**

**BT Typetalk: 1 8001 0845 46 47**

*NHS Direct Wales is a health advice and information service available 24 hours a day, every day.*

## **Rethink Mental Illness**

**0300 5000 927**

*Support and advice for people living with mental illness.*

## **YoungMinds**

**0808 802 5544**

*Information for Parents and Professionals on Child and Adolescent mental health.*