



# **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, Thursday, Friday 9.00am – 3.00pm, Wednesday – 9.00am - 12 noon

**Local Advice Line** (for telephone advice): 0300 3309 082 Monday, Tuesday, Thursday, Friday; 9.00am – 3.00pm, Wednesday – 9.00am - 12 noon

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

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

**Outreach venues:** Phoenix Centre, Morriston JobCentre, The ARC Blaenymaes, Communities for Work 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 May 2019)*

### **Age Cymru West Glamorgan:**

Forge Fach Community Resource Centre, Hebron Road, Clydach, Swansea SA6 5BX

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.

**Call 01792 648 866** to ask advice or find out more about their services. You can also e-mail enquiries to [enquiries@agecymruwestglamorgan.org.uk](mailto:enquiries@agecymruwestglamorgan.org.uk) *(Updated May 2019)*

## **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 May 2019)*

## **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 Citizens Advice: 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:**

Since 2017 Kin Cymru have been running a pilot project assisting parents with children with special needs and learning disabilities to access Disability Living Allowance (DLA). They are offering help with filling in DLA claim forms. They can do home visits. **This service is FREE.**

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

**Tel: 01792 485151**

*(Updated May 2019)*

## **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

The ARC, Portmead – 01792 578632

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

*(Updated May 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:

- **Loughor, Gowerton & Penlleger – 07966 245623**
- **City Centre North (including Dyfatty, Mount Pleasant & Waun Wen) – 07900 702829**
- **Swansea Centre, Sandfields, Brunswick & Marina – 07966246037**
- **St Thomas & Bonymaen (including Dan y Graig, Port Tennant, SA1 Waterfront & Pentrechwyth – 07471 145352**
- **Brynhyfryd, Cwmbwrla, Cwmdru, Gendros & Manselton – 07966 246024**
- **Pontarddulais area (including Pontlliw, Tircoed, Penllergaer, Garnswllt, Felindre, Waun Gron, Grovesend & Penyrheol – 07900 702812**
- **Uplands, Brynmill, Ffynone & St Helens – 07966 246033**
- **Gorseinon, Kingsbridge, Garden Village & Penyrheol – 07471 145353**
- **Llansamlet, Trallwn, Winch Wen & Bonymaen – 07966 245623**
- **Townhill, Mayhill & Gors – 07976 477451**
- **Sketty, Sketty Park & Tycoch – 07976 395630**
- **Blaenymaes, Portmead, Penplas, Ravenhill & Fforestfach – 07833 095498**

*(Updated May 2019)*

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

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

**01792 460007** 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.

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 May 2019)*

## **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 May 2019)*

## **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 crèches, 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 May 2019)*

## **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.

National Tel: 0845 345 4345 (calls are 4p/min or you can request a call back): Monday – Friday 9.00am – 8.00pm, Saturday 9.00am – 12.30pm

*(Updated May 2019)*

## **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 Mondays between 9am – 11am during term time only.

Based in the School of Law at Richard Price Building on the University's Singleton Park campus.

To make an appointment, call: **01792 295399** 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 May 2019)*

## 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. **Phoneline** open Monday – Thursday 8.30am – 5pm, Friday – 8.30am – 4.30pm)

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 May 2019)*

### 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 Monday – Friday 9.30am-4pm

*(Updated May 2019)*

### Gwalia:

**Tel: 0800 012 1080 (01792 488288 if calling from a mobile)** Monday – Thursday 9am-5pm, Friday 9am-4.30pm

**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 May 2019)*

### Family Housing Association:

43 Walter Road, Swansea SA1 5PN

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)

**Rent or Housing: 0800 0213930 option 2 / 01792 450044** email: [lettings@fha-wales.com](mailto:lettings@fha-wales.com)

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

*(Updated May 2019)*

### Coastal Housing:

3rd Floor, 220 High Street, Swansea SA1 1NW

**Tel: 01792 479200** **Text: 07775654775** 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 619400**

*(Updated May 2019)*

**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 May 2019)*

**British Red Cross:**

Kidwelly House, Charter Court, Phoenix Way, Swansea Enterprise Park, Swansea SA7 9FS: **0344 412 2808**

Two routes to receiving support: (1) Tenancy Support Unit (Swansea 774360) for tenancy support (client must be aged 55 and over) 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.

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. *(Updated May 2019)*

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

**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 May 2019)*

**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 May 2019)*

### **T. A. Law Solicitors:**

1<sup>st</sup> Floor, 8 Castle Square, Swansea, SA1 1DW

**Tel: 01792 485222**

Provides free Housing and Immigration advice and representation for people who qualify for legal aid and appeal representation to the Upper Tribunal in welfare benefit cases.

There is a fixed fee for advice and benefit appeal representation for those who are not eligible for legal aid. Appointments can be made by telephone.

*(Updated May 2019)*

### **Kin Cymru:**

Since 2017 Kin Cymru have been running a pilot project assisting parents with children with special needs and learning disabilities to access Disability Living Allowance (DLA). They are offering help with filling in DLA claim forms. They can do home visits. **This service is FREE.**

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

**Tel: 01792 485151**

*(Updated May 2019)*

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

17 High Street, Swansea SA1 1LF; **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.

*(Updated May 2019)*

## **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 and Morriston Hospitals by contacting Karen Harris-Barfoot, Macmillan Welfare Benefits Adviser on 01639 685228 or email [macmillan@npt.gov.uk](mailto:macmillan@npt.gov.uk)

*(Updated May 2019)*

### **- 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 12.00pm for people with cancer and their families.

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

*(Updated May 2019)*

### **- Tenovus:**



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**.

*(Updated May 2019)*

## **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 Monday – Friday 9am-7pm, Saturday 10am-2pm.

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 May 2019)*

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

Telephone: (Main office) 0333 2001 285 / [enquiries@paulpophamfund.co.uk](mailto:enquiries@paulpophamfund.co.uk)

(patients' support services) 0800 038 8989 / [support@paulpophamfund.co.uk](mailto:support@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 May 2019)*

## **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 May 2019)*

## **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>

*(Updated May 2019)*

### **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)

*(Updated May 2019)*

### **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**

*(Updated May 2019)*

## 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 May 2019)*

### 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 May 2019)*

### Christians Against Poverty (CAP):

**Freephone: 0800 3280006** Lines open Monday – Thursday 9.00am-5:00pm, Friday 9.30am-3.30pm

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 May 2019)*

### 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)

*(Updated May 2019)*

### Money Advice Service:

**0800 138 7777 (English) 0800 138 0555 (Welsh) Typetalk: 18001 0800 915 4622**

Lines open Monday – Friday 8am-6pm. Saturday 8am-3pm (web chat only)

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 May 2019)*

## **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 May 2019)*

## **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.

*(Updated May 2019)*

## **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 May 2019)*

## **Government Departments:**

**Attendance Allowance:** Attendance Allowance Unit, Mail Handling Site A, Wolverhampton, WV98 2AD. Telephone: 0800 731 0122; Textphone: 0800 731 0317 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: 0800 121 4600; Textphone: 0800 121 4523. Monday to Friday, 8am to 7.30pm

**Disability Living Allowance:** Disability Living Allowance (born before 8 April 1948) Mail Handling Site A, Wolverhampton, WV98 2AH. Telephone: 0800 731 0122 Textphone: 0800 731 0317. Monday to Friday, 8.00am to 6.00pm

**Carer's Allowance Unit:** Mail Handling Site A, Wolverhampton, WV98 2AB  
Tel: 0800 731 0297. Textphone: 0800 731 0317. Monday – Friday - 8.00am – 6.00pm.

**Personal Independence Payment:** Freepost RTEU-HAGT-SLBL'

PIP 1, Mail Handling site A, Wolverhampton, WV98 1AH

Tel: 0800 121 4433. Textphone: 0800 121 4493.

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 0800 731 0469 (English), 0800 731 0453 (Welsh).

Textphone: 0800 731 0464. Monday – Friday 8am-7.30pm.

If you are claiming for the first time: 0800 731 7898 (English), 0800 731 7936 (Welsh). Textphone: 0800 7317339

Administer benefits for those over women's pensionable age and over. Go to **[www.direct.gov.uk](http://www.direct.gov.uk)** for online information including state pension age calculator.

*(Updated May 2019)*

## **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) Tel: 01792 636377.

**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. Tel: 0345 605 0525, Textphone: 0345 601 0132. 7.00am-7.00pm every day except Christmas Day. [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

**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 car scheme	01792 899933
Gower voluntary transport	01792 851942
Pontarddulais car scheme	01792 884944
Swansea DANSA	01639 751067

Further information can be obtained from the Community Transport Office: Tel: 01792 522976/522982 email: [robert.lloyd@swansea.gov.uk](mailto:robert.lloyd@swansea.gov.uk)

**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. Tel: 0300 456 456, Textphone: 0300 037 0100 Monday – Friday 8am-7pm, Saturday 9am-1pm.  
[www.motability.co.uk](http://www.motability.co.uk)

**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 West Glamorgan can advise on where you can get a wheelchair, including where you can hire one.  
*(Updated May 2019)*

## 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.

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

**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 handyman service that can react positively to the small repairs and minor adaptation needs of older and disabled people in Swansea.

Tel: 01792 798599 Monday – Thursday 8am-4pm, Friday 8am-3.30pm.

*(Updated May 2019)*

## Financial:

### 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**

**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. Tel: 01792 635330.

**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.

[www.swansea.gov.uk/finance-and-benefits-for-carers](http://www.swansea.gov.uk/finance-and-benefits-for-carers)

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. Tel: 01792 653344 Monday – Friday 11am-4pm email:

[admin@swansecarerscentre.org.uk](mailto:admin@swansecarerscentre.org.uk)

**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 a discount off your electricity bill for Winter 2019-20. 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.

**The Warm Homes Discount Scheme is now closed. The helpline will open on 14 October 2019.** Tel: 0800 731 0214 (*Mon-Fri 8:30-4:30*) [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

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

See the website: [moneysavingexpert.com](http://moneysavingexpert.com) for details of available offers. Some energy providers are currently offering free insulation to some customers. Check with your local provider.

**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 £15,300.

WaterSure 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.

Further information can be found at Dwr Cymru: Tel: 0800 052 0145 Monday – Friday 8am-8pm, Saturday 8.30am-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

*(Updated May 2019)*

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