

Directory of Support Services for Practitioners and Families

All information correct as of August 2024

Most descriptors in the 'About' section is directly from the organisation website.



Contents Page Fuel Poverty

Organisation	About	Access and contact information
Warm Wales	Can provide advice, referrals, and access to energy support grants.	Tackling Fuel Poverty in Wales Together - Warm Wales Phone: 01656747622 Email: information@warmwales.org.uk
Nest	The Nest scheme offers a range of free, impartial advice and, if you are eligible, a package of free home energy efficiency improvements such as a new boiler, central heating, insulation, solar panels or a heat pump. This can lower your energy bills and benefit your health and wellbeing.	https://nest.gov.wales/ Phone: 08088082244
National Energy Action Cymru	Offers advice and support to fuel-poor households in England, Wales and Northern Ireland, as well as advocating for policy and regulation to protect the most vulnerable households.	National Energy Action (NEA) - the UK's leading fuel poverty charity Phone: 08003047159

The Rainy Day Trust	If you're struggling financially and have worked for a qualifying company, i.e. a company involved in the home improvement or enhancement industry for one year then The Rainy Day Trust can help.	Apply For Help - Rainy Day Trust Phone: 08009154627 Email: info@rainydaytrust.org.uk
Fuel Poverty Action	Provides support and advice to anyone to is having difficulty in paying utility bills.	Where to get help – Fuel Poverty Action Email: contact@fuelpovertyaction.org.uk
Turn2Us	Can support access to financial support such as welfare benefits and charitable grants.	Tackling Financial Insecurity Together Turn2us
Fuel Bank Foundation	Can provide advice and support to people who are having difficulty paying utility bills. They work with partner organisations e.g. Foodbanks and Charities to provide fuel vouchers for those in crisis and using prepayment metres.	Our Story Fuel Bank Foundation
Care & Repair Cymru, 70+ Cymru	Designed and intended for older people. Advisors conduct home visits and provide advice and support on home energy saving techniques and housing improvements. Advisors are based across Wales.	careandrepair.org.uk/get-help/
South East Wales Energy Agency	Provides advice and support for accessing energy grants. Specifically support South East Wales.	Phone: 08006226110 Email: advice@sewenergy.org.uk
Money Super Market	Designed to compare Energy Prices across UK companies.	Compare Electricity Prices, Tariffs & Deals MoneySuperMarket

Caerphilly Cares	The 'Caerphilly Cares' team offer a new centralised coordination and response triage service for those county borough residents in need of support for issues such as food poverty, debt or rent arrears, isolation or loneliness. Support with fuel poverty is also available.	Email: caerphillycares@caerphilly.gov.uk Call: 01443 811490 The Caerphilly Cares team are available during office hours. Monday-Friday (9am-5pm).
Eco Funding	Caerphilly County Borough Council is working with Energy Companies and Cardiff Capital Region (CCR; representing the ten local authorities of Southeast Wales) to support households in poorly insulated homes - making those households more energy efficient and helping lessen the impact of rising energy bills.	Caerphilly - Caerphilly County Borough Call: 01443 811378
Citizens Advice	Advice on grants and benefits to help you pay your energy bills	Grants and benefits to help you pay your energy bills - Citizens Advice

Energy Supplier Support Fund

Organisation	About	Access and contact information
British Gas Energy Trust	Provides support for non-customers.	Grants Available - British Gas Energy Trust

E.ON Next Energy Fund	Provides support for customers only.	- E.ON Next Energy Fund (eonnnextenergyfund.com)
EDF Energy Customer Support Fund	Provides support for customers only.	Extra support and personal assistance EDF (edfenergy.com)
OVO Energy Fund	Provides support for customers only.	Struggling to Pay Your Energy Bills? We Can Help (ovoenergy.com)
Scottish Power Hardship Fund	Provides support for customers only.	Financial Assistance Octopus Energy
Octo Assist Fund	Provides support for customers only.	Financial Assistance Octopus Energy

Service Families

Organisation	About	Access and contact information
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<p>Lisa Rawlings</p>	<p>Your Regional Armed Forces Covenant Liaison Officer (AFLO) is committed to fostering understanding and support, they play a crucial role in enhancing the lives of our military personnel (regular and reservist), veterans, and their families. The AFLO is not just an officer; they're a friendly face dedicated to serving our armed forces community. With a background rooted in support and advocacy, the AFLO is here to ensure that no member of our Armed Forces Community is disadvantaged due to their military service. The AFLO tirelessly works to:</p> <ul style="list-style-type: none"> “ Raise Awareness: Promoting understanding of the Armed Forces Covenant, ensuring everyone knows the commitment we share to support our military community. ” Build Partnerships: Collaborating with local organisations, businesses, and authorities to create a network of support for our armed forces community. ” Support Service Personnel: Offering assistance and guidance to military personnel, veterans, and their families in navigating local services, such as healthcare, education, housing, and employment. 	<p>Armed-Forces-Directory-of-Support-inGwent-2022.pdf (covenantfund.org.uk)</p> <p>Email armedforces@caerphilly.gov.uk Call: 01443 864447 Caerphilly - Caerphilly County Borough</p>
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ABF The Soldiers Charity	-Support for homeless veterans or those at risk of homelessness. Grants can be obtained by individuals and families, including spouses/civil partners, widows, and dependent child(ren), essential household goods and repairs, funeral costs, essential family needs, elderly care, and mobility. Tuition fees for first degrees will be considered if the applicant has been disadvantaged by Service or the course can lead to gaining or retaining employment.	Individual Grants - Army Benevolent Fund
Royal AirForce Benevolent Fund	Financial assistance, emotional wellbeing support, relationship counselling, telephone friendship groups, breaks for serving families, youth support, housing and care, and care breaks.	Royal Air Force Benevolent Fund Leading welfare charity (rafbf.org)
Armed Forces Education Trust School and Organisation Applications Only.	A charity working for children and young adults whose education has been compromised or put at risk as a result of parents' past or current service in the Armed Forces. The grants given make a difference to young lives, helping improve their educational opportunities or supporting special skills or talents. Individual and collective grants. Can be applied for by schools and organisations to actively improve outcomes for Service children.	Home - Armed Forces Education Trust

The AFF – Army Families Federation	Wraparound Childcare Scheme for 4–11year-olds. Families are able to claim up to 20 hours a week of capped by region funding for	MOD Wraparound Childcare (WAC) Scheme - Army Families Federation (aff.org.uk)
	before and after school care for each child during term time. Additionally, can provide advice on many areas affecting Service families.	

Army Welfare Service	<p>Personal Support services help with matters such as Domestic Abuse, Child & Adult Safeguarding, Bereavement, Relationship Difficulties, Stress & Anxiety Management, Emotional Well-being, and Signposting. Community Support secures or directly provides learning and personal development opportunities for military personnel and their families wherever they are living. Non-formal education opportunities are provided within Community, Youth and Play Centres and Projects to children, young people and their families throughout the year and across the UK and overseas. Community Support delivers additional activities during school holidays, including Easter and Summer programmes and offsite residential experiences. Community Support staff adopt best practices, are compliant with government legislation and guidelines, and in doing so promote a stronger sense of community and wellbeing.</p>	<p>Intake Assessment Team Email RC-AWS-IAT0Mailbox@mod.gov.uk</p> <p>Phone: 01904882053 (Civilian) Phone: 947773053 (Military)</p>
Help for Heros	<p>Physical Health, Mental Health and Wellbeing, Sports and Social Activities, Grants, Recovery College, Welfare Services, Family Support.</p>	<p>Main Website - The Veterans War Help for Heroes Help For Heroes</p>

		Ask For Help - Ask for help from our team and get the support you need Help For Heroes
Huggable Hero (Cost attached)	Everyone has someone special in their lives that they miss. Whether it be Military life, a bereavement, relationship breakdown, missing bedtime due to long shifts/work commitments or children struggling to settle into nursery/school, Huggable Heroes® will help. They use a Photo of the child's loved one, edit and then print into Fabric ready to make into the perfect sized Huggable Hero. The Heroes fit perfectly under little arms to carry around and they are small enough for older children to tuck into school bags.	Huggable Heroes - Helping with separation anxiety
Naval Children's Charity	We provide financial and holistic support to help children (up to the age of 25) of Naval families, serving and veterans. Support for children 0 -25, of serving or served in The Royal Navy, The Royal Fleet Auxiliary, The Royal Marines, The Queen Alexandra's Royal Nursing Service, The Women's Royal Naval Service, or the Reserves of those Forces.	Naval Childrens Charity – Supporting Naval Children since 1825 Speak to a caseworker 9am-4pm Monday to Friday – 02392639534 careworkers@navalchildrenscharity.org.uk

Royal Navy Royal Marines Families Federation	Support, advice and guidance on: - • Accommodation • Education • Employment • Family Life • Finance • Overseas Assignments	NFF Championing Royal Navy & Royal Marines families
	• Leaving the Service • Health and Wellbeing • UK Visas & Citizenship	
Naval Service Family and People Support	RN FPS delivers a range of services to support Service Personnel & their Families wherever you live or are based in the UK and Overseas.	Family support - Support (mod.uk) Information for Families - Families (mod.uk) To request a Deployment information pack or Children's Memory Box: rnrmwio@royalnavymail.mod.uk http://www.facebook.com/RoyalNavyFPS Phone: 08001456088 or 02392728777

Scotty's Little Soldiers	Scotty's Little Soldiers is a charity dedicated to supporting children and young people who have lost a parent whilst serving in the British Armed Forces. the charity is currently providing assistance to hundreds of bereaved Service children around the UK. Support offered to the children includes fun activities such as holiday breaks and group events, personal development assistance through educational grants and access to professional bereavement counselling.	Charity for Bereaved Military Children Scotty's Little Soldiers (scottyslittlesoldiers.co.uk) hello@scottyslittlesoldiers.co.uk or a contact form is available under 'Contact' on the website.
The Children's Education Advisory Service (CEAS) (Includes ALN)	Part of the MOD's DCYP, the CEAS is a small, dedicated team, experienced in advising Service parents on a wide range of issues regarding the education of Service children in the UK and overseas. CEAS can offer support, advice and guidance on the following: School Admissions and admission appeals Special Educational Needs and Disability/Additional	Children's Education Advisory Service (CEAS) - GOV.UK (www.gov.uk) Email: enquiries@ceas.uk.com SENDS information sheet (publishing.service.gov.uk)

	Needs Retention of Service Family Accommodation on Educational Grounds Education Overseas Continuity Of Education Allowance (CEA) and the Special Educational Needs Addition (SENA) Children's Education Advisory Service (CEAS) - GOV.UK (www.gov.uk) Email: enquiries@ceas.uk.com SENDS information sheet (publishing.service.gov.uk) Many other educational queries or concerns Service parents may have.	
The Family Foundation	The provision of targeted Skills Programmes to support Veterans and Armed Forces Families. Skills and workshops to support many in the community with Mental Health and PTSD. Community & Family learning programmes. Training & Support developed around individual learning plans.	The Family Foundation – The Family Foundation Wales Call - 07761958219
SSAFA – The Armed Forces Charity	SSAFA understands that behind every uniform is a person. They are there for that person – any time they need them, in any way they need them, for as long as they need them.	SSAFA, the Armed Forces charity Need to talk? Contact Forcesline – 08002606767 open 9am-5pm Monday-Friday. Live chat with advisors also available.
Reading Force For home and school.	Keeping Forces families close & connected through sharing stories. Supporting Forces and Ex-Forces families with free fun sharing reading resources & activities.	Home - Reading Force Call: 07566200299

Storybook Wings	Storybook Wings enables the deployed Service person to record a bedtime story for their children.	storybookwings@rafa.org.uk or contact your station HIVE.
Royal AirForce Families Federation Support for children with ALN	The RAF Families Federation works to improve quality of life for the RAF family around the world – at work or at home. This could include resolving problems with access to education or healthcare, for children and young people; sorting out problems with accommodation, benefits, and visas; helping military spouses find meaningful employment. The team can provide practical support and advice, as well as lobbying for change with politicians, the Chain of Command and policy makers in the British Government and across Scotland, Wales and NI. The Federation works with a multitude of other organisations and agencies – from the NHS to the big banks – to ensure that RAF personnel and their families are treated fairly and do not face disadvantage because of the unique nature of service life.	Education and childcare Service children and young people < RAF Families Federation (raf-ff.org.uk) (Including ALN Support) Mental health < RAF Families Federation (rafff.org.uk) Deployment Royal Air Force (mod.uk) Deployment support for children < RAF Families Federation (raf-ff.org.uk)

<p>Little Troopers For home and school.</p>	<p>Families Little Troopers was founded to empower parents; to enable you, no matter where in the world you are based, to easily access specific resources and initiatives to help you support your little troopers at home. Living military life can bring unique challenges; moving home, moving school, periods of separation and deployments. Here you can find lots of hands-on advice, fantastic resources and ways to get through those challenges. School Little Troopers at</p>	<p>Home - Little Troopers</p>
	<p>School project aims to educate schools; Primary and Secondary, about the unique needs, through circumstance, of military children and make available easily accessible resources to you. We want to ensure all military children get fair and consistent support within their education setting wherever that may be, for all circumstances and however many times they move schools.</p>	

Woody's Lodge	Woody's Lodge is a meeting place for those who've served in the Armed Forces or Emergency Services. At Woody's Lodge you will find expert advice & support, friendship & camaraderie as well like-minded people who have similar experiences to you. With locations in North, South and West Wales, we provide Armed Forces support across Wales.	Support for Veterans and Emergency Service leavers Woody's Lodge (woodyslodge.org)
Lightning Reach To access Royal British Legion support.	Create a profile to be matched to grants in 3 simple steps: 1. Register and complete your profile using the attached link. When asked if you or a member of your immediate family serve/have served in the Armed Forces, make sure to select 'Yes' to ensure you are matched to the Royal British Legion. 2. Once your profile is complete, you should match to the Royal British Legion. Click 'continue' to complete and submit your application. 3. Provide supporting evidence and submit your application to the Royal British Legion. Once	Application Portal Lightning Reach
	your application has been submitted a member of the team will be in touch with you within 5 working days.	

The Royal British Legion	The Royal British Legion can provide essentials for you and your family in times of need. A grant could help with: -Vouchers to buy food -Funds for accommodation when someone is street homeless-Help to buy essentials; like clothing -Support with short notice travel costs (bus fare, petrol costs, etc).	Crisis Help Finance Support Royal British Legion Phone: 0808 802 8080 Email: info@britishlegion.org.uk
Armed Forces Bikers	The Armed Forces Bikers (AFB) is a United Kingdom based motorcycle charity which aims to assist former serving members of the armed forces in charitable need as a result of injury or other harmful experience suffered during their service, to resettle and rehabilitate into civilian life, also to relieve the needs of former members of the armed forces and their dependants.	Home (armedforcesbikers.co.uk)
Veteran Support Hubs	Torfaen, every Weds 10-12 Army Reserve Barracks, Cwmbran Abergavenny, every Mon 10-12 St Johns Ambulance hall Caerphilly/Ystrad Mynach, ever Sat 10-12 Upstairs, centre for sporting excellence	Contact hello@caerphillyveteranshub.org

Parenting & Parent Wellbeing Support

Organisation	About	Access and contact information
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Home Start Cymru	Support families who are facing challenges such as post-natal depression, isolation, physical health problems, bereavement and many other issues. They will receive the support of a volunteer who will spend around two hours a week in a family's home supporting them in the ways they need.	Contact Us - Home-Start Cymru (homestartcymru.org.uk)
Huggable Hero (Cost attached)	Everyone has someone special in their lives that they miss. Whether it be Military life, a bereavement, relationship breakdown, missing bedtime due to long shifts/work commitments or children struggling to settle into nursery/school, Huggable Heroes® will help. They use a Photo of the child's love one, edit and then print into Fabric ready to make into the perfect sized Huggable Hero. The Heroes fit perfectly under little arms to carry around and they are small enough for older children to tuck into school bags.	Huggable Heroes - Helping with separation anxiety Can be followed on Instagram.

Caerphilly Early Years Team	We value parents, carers, and wider families as the first and most important educators of children. This is central to all the services we provide. Our team are here to work with families to support them to achieve 'What Matters' to them.	Child and family support - Caerphilly Early Years If a Flying Start area you can email- Fsparenting@ccbc.gov.uk If you would rather support in completing a referral, please speak to your child's teacher, the Headteacher, or the schools Family Engagement Officer. This will involve a JAFF form.
Healthy Start – GOV.UK	If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops. Your benefit will be added to this card every 4 weeks.	Healthy Start - GOV-UK Find a grant (findgovernment-grants.service.gov.uk)

School Essentials Grant	If you are the parent or guardian of a child in education from Reception to year 11, you may be eligible for a grant to help to pay for essential school items. You can use the grant to pay for: • school uniforms, coats and footwear • sports equipment and kit • equipment for school activities, including musical lessons, outdoor learning and after school clubs • classroom essentials, including pens, pencils and school bags • equipment and materials for new subjects or courses.	Caerphilly - Caerphilly County Borough
Families First Project (Caerphilly)	The Families First Programme provides a range of services to support families, with children aged 0 - 25 years, who live in Caerphilly County Borough. The Families First Programme makes sure the families' needs come first. By doing this the Families First Programme can support families before their needs reaches crisis point.	Caerphilly - Caerphilly County Borough
DAD.info Support for Fathers	Europe's largest advice and support website for Fathers.	DAD.info Free expert advice and support for Fathers Email: info@dad.info

Parent Advocacy	This is a confidential, independent service for parents. It helps parents to have their voice heard. The project works on a 1:1 basis. The service can help parents resolve a range of issues. This may include making changes, engaging with support services and navigating systems.	National Youth Advocacy Service (NYAS): 0808 8081001 Children and Young People Advocacy: help@nyas.net Parent Advocacy: caerphillyparentadvocacy@nyas.net
Parent Network	The Parent Network supports parents in Caerphilly County borough to have a voice in decisions that affect their families. Parents can participate in local planning groups to help shape local services and policies for families, children, and young people.	The Parent Network - Caerphilly Early Years For more information or if you're interested in joining a group, call 01443 875444 or email admin@parentcaer.org.uk during office hours.
Maternal and Infant well-being (SPACE)	SPACE-Wellbeing is a multi-agency process to co-ordinate help, including both early intervention and specialist provision, for children's mental health and emotional wellbeing. The process brings together professionals from different agencies who support children's mental health and emotional wellbeing, in order to help children and their families to get the right help, first time. The SPACE-Wellbeing process is hosted by ABUHB's five Local Authority partners (Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen).	Telephone: 01495 233225 / 07970166968 Email: Contactandreferral@caerphilly.gov.uk%20or%20griffe2@caerphilly.gov.uk

Caerphilly Antenatal Support	You can attend a local Antenatal Information session which provides information on all services available before and after birth. These are open to all expectant parents following their 20-week scan. There is an opportunity to speak to a midwife, health visitor and staff from the Responsive Feeding Team.	Pregnancy support - Caerphilly Early Years
Dad Matters Cymru	The project aims to help dads have positive parent experiences during pregnancy and early years and to support them with anxiety, stress and mental health issues.	Cymru – Dad Matters
If you feel like you need support with parenting, speak to your schools Family Engagement officer, Class Teacher or Headteacher who can help you access the correct support.		

Adults and Children with Additional Learning Needs

Organisation	About	Access and contact information
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SNAP Cymru	SNAP Cymru offers free and independent information, advice and support to help get the right education for children and young people with all kinds of special educational needs (SEN)/additional learning needs (ALN) and disabilities. We give advice and support on a range of issues including assessments, individual education plans, statements of special educational needs, bullying, school attendance, exclusion, health and social care provision and discrimination. SNAP Cymru also provide advocacy,	Our Services - Snap Cymru Helpline – 0808 801 0608 Monday – Friday 9:30am – 4:30pm. Alternatively, a phone appointment can be booked online.
	disagreement resolution, discrimination advice, advocacy and training for young people, parents and professionals.	
CCBC Short breaks	Short breaks enable parents and carers to have time for themselves which can be a few hours during the day, evening or overnight if a child has complex disabilities while the child has an enjoyable and stimulating time mixing with their peers and making new friendships.	Caerphilly - Caerphilly County Borough List of contacts: Microsoft Word - Short Breaks Holidays for Carers 2012.doc (caerphilly.gov.uk) Caerphilly - Caerphilly County Borough Young Carers

National Deaf Children's Society	The National Deaf Children's Society is the leading charity for deaf children. Suitable for every deaf child who needs support – no matter what their level or type of deafness or how they communicate. The National Deaf Children's Society give expert support on childhood deafness, raise awareness and campaign for deaf children's rights, so they have the same opportunities as everyone else.	Contact our Helpline National Deaf Children's Society (ndcs.org.uk) For free and independent advice – 0808 800 8880 – Monday to Thursday – 9am to 5pm and Friday 9am to 12:30pm. SMS – 07860022888 - Monday to Thursday – 9am to 5pm and Friday 9am to 12:30pm. Sign Video - Monday to Thursday – 9am to 5pm and Friday 9am to 12:30pm. Contact form – Complete online and receive a response within 10 days. Live chat - Monday to Thursday – 9am to 5pm and Friday 9am to 12:30pm.
GOV.UK Adults and Children	Disabled Facilities Grants can help meet the cost of making changes to your home so you or someone you live with can live safely and independently. People of all ages and tenures can apply to their local council for a grant.	Disabled Facilities Grants - GOV-UK Find a grant (find-governmentgrants.service.gov.uk)
National Autistic Society Cymru	The National Autistic Society Cymru works with autistic people across Wales. We provide a wide range of quality, personalised support services for people on the autism spectrum and their families.	Wales (autism.org.uk)

Autism Wales	On the site you will find information about what autism is, and what services and training opportunities are available online and across Wales. The website is helping to deliver the Welsh Government autism vision and strategy and has a key place in ensuring that Wales is an autism friendly nation.	Home - Awtistiaeth Cymru Autism Wales National Neurodivergence Team
Disability Grants Adults and Children	Find grants that you or your child may be eligible for.	Grants UK Wales (disability-grants.org)
ALN Pathfinder	Our aim is to help young people with ALN to make a successful transition from school to further education. Designed to help young people with ALN and their families to make informed choices and plan their next steps.	ALN Pathfinder
Additional Learning Needs & the ALN System	Information for Parents and Carers.	Caerphilly - Caerphilly County Borough - ALN Caerphilly - Caerphilly County Borough - Info
Sparkle		Sparkle, helping special children shine (sparkleappeal.org)
Contact Cymru	Charity for families with disabled children. Supporting families, bring families together and help families take action for others.	Contact: the charity for families with disabled children
The Challenging Behaviour Foundation	Understanding challenging behaviour.	Homepage for the Challenging Behaviour Foundation

The 3H Foundation	The 3H Foundation was formed in 1975 by a family who found that there are very limited holiday opportunities for families with a disabled member. 3H supports people with disabilities to have a break whether on independent group holidays, through family holiday grants or short break activities. We support adult and young carers to have a period of respite both through days out, breaks away or through home based respite hampers.	Holiday Grants - The 3H Foundation Applications for Holiday Grants re-open at the end of February.
Scope	UK Disability Charity. Can support with: Family services – Sleep services for Children, emotional support, and family support. Employment support services – Find out what employment support services is right for you. Disability Energy Support – Energy and water advice over the phone for disabled people. Community engagement – Empowering disabled people to take action and create change in their local communities. Cerebral Palsy Network – Find information and support or make new friends and socialise.	https://www.scope.org.uk/ Helpline – 0808 800 3333 - Monday to Friday, 9am to 6pm. Saturday and Sunday, 10am to 6pm and most bank holidays. Or, helpline@scope.org.uk also offering support for video calls with sign language interpreters.
Play and Childcare Information	Information on Childcare, playgroups in the Caerphilly area.	Gwybodaeth Gofal Plant Cymru - Child Care Information Wales

Engage to Change	The Engage to Change project has worked across Wales to support young people aged 16-25 who have a learning difficulty, learning	Home - Engage to Change
	disability and/or autism to achieve their full potential.	
1 Voice	1Voice takes a family and social perspective on communication and recognises the great need for adult role models to inspire children and families alike. 1Voice promotes families supporting each other to overcome the isolation that being unable to speak can bring. Can provide specialist support for children with ALN.	1Voice Phone: 07943618525 Email: info@1voice.info
CCBC Disabled Facilities Grant (DFG)	Disabled facilities grants are available to owner occupiers and tenants for a range of works necessary to help a disabled person to remain living independently at home. They include facilitating access to your home, providing level access showers, stairlifts, hoists and door entry systems, ground floor washing/WC facilities and grab rails. The grant is: <ul style="list-style-type: none"> • Subject to an assessment by the Community Occupational Therapy Service • Subject to a statutory Test of Resources • Limited to £36,000 • For mandatory works of adaptation only • May be subject to repayment Conditions 	Caerphilly - Caerphilly County Borough -DFG

Sports Health & Wellbeing

Organisation	About	Access and contact information
Disability Sport Wales	Insport is a Disability Sport Wales programme delivered with the support of Sport Wales, which aims to support the	Official Website of Disability Sport Wales
	physical activity, sport, and leisure sectors in delivering inclusively of disabled people.	
Echoyoga – Yoga for people with learning disabilities (Online)	Online Yoga for Groups and charities that support Teenagers (age 11+) and adults with physical and learning disabilities. Including their families and support workers.	Echo Yoga
Fun and Friendship (Online)	Focusing on abilities rather than disabilities and identifying opportunities, growing and developing skills through the delivery of creative and interactive events. All sessions are now held online, and access is gained through an annual membership.	Home Follow Your Dreams helps children and young people with Learning Disabilities and Special Needs Email: Vicky@followyourdreams.org.uk
Rhyming Multisensory Stories – Storytelling through the senses.	Free, fully resourced, step by step multisensory stories and poems for parents, carers, teaching and childcare professionals, librarians and storytellers and anyone with an interest in storytelling through the senses.	Home Rhyming Multisensory Stories Email: rhymingmultisensorystories@outlook.com

Getting into Work

Organisation	About	Access and contact information
Job Centre Plus	The Job Centre Plus provides resources to support job seeker to find work through Jobpoints (computer terminals), Jobseeker Direct (phone service) and the Jobcentre Plus website. They also offer information about training opportunities. Additionally, the	Contact Jobcentre Plus - Find your nearest office - GOV.UK (dwp.gov.uk) Phone: 08456043719 – Caerphilly
	Jobcentre Plus administer claims for benefits such as Income Support, Incapacity Benefit, and Universal Credit.	Bargoed - Telephone: 0800 169 0190 Textphone 0800 169 0314
Careers Wales	At Careers Wales we can help you to plan your career, prepare to get a job, and find and apply for the right apprenticeships, courses and training.	Careers Wales Careers Wales (gov.wales) Phone: 0800 028 4844 Email: post@careerswales.gov.wales Webchat & BSL Web Chat available

Funding for Retraining

Organisation	About	Access and contact information
Student Finance	Student Finance Wales are now processing all applications. Student Finance Wales, based in Llandudno Junction, is now responsible for processing, assessing and paying student finance for all applications.	Home Student Finance Wales Phone: 0300 200 4050

To employability support for types of families e.g. Service Families, please see relevant section.

Benefits, Grants, Grant Finder, Financial Advice and Comparison Sites

Organisation	About	Access and contact information
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Job Centre Plus	Apply for new and existing benefit claims, find a job, apply for a National Insurance number, or if you're an employer, advertise a job.	Contact your local JobCentre Plus; Contact Jobcentre Plus - Find your nearest office - GOV.UK (dwp.gov.uk)
Citizens Advice	Support with benefits, work, debt and money, housing, family, law and courts, immigration and health.	Citizens Advice
Gov.UK	Find out what support you might be able to get to help with your living costs. You can get benefits and other financial support if you're eligible.	Check benefits and financial support you can get - GOV.UK (www.gov.uk)
Turn2Us	Use our free and easy-to-use Benefits Calculator and Grants Search tools to check what benefits you might be able to claim and what grants you might be able to apply for.	Turn2us Grants Search
Lightning Reach	Let's you know what grants you might be eligible for, and helps you apply. It'll also point you in the direction of other financial support, such as benefits, you might qualify for too.	Application Portal Lightning Reach
Get Grants	Get Grants are the grant funding experts, providing practical support, advice and information to grant fundraisers and grant makers.	Get Grants Grant Fundraising Training & Support
Government Grant Finder	Find personal and community grants.	Searching for all grants, 116 results - Find a grant (find-governmentgrants.service.gov.uk)

Pen Bryn Oer Wind Farm	The Community Fund has been established for the benefit of the communities hosting the wind farm in and around the located within the Community Council areas of Rhymney and Tredegar.	Pen Bryn Oer Wind Farm Community Benefit Fund - Grantscape Grantscape
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Faith Specific Funding - Please note: Some Faiths are not listed due to there being no grant information listed on the source website, however, you can speak to your local Faith Leader who may know of more support opportunities in your local area. Alternatively, use the Turn2Us grant finder website and input your details to see what support you may be eligible for.

Organisation	About	Access and contact information
Christianity		
Christians Against Poverty	Key information to help you make the right choices with your finances, including help with budgeting and some key terms explained.	Home CAP UK
Islam		
National Zakat Foundation	National Zakat Foundation gives grants to Muslims living in the UK who need financial assistance with essential items. The average grant amount is £750 and may be used for: • Food, clothing and shelter • Debts, including rent and energy bills • Education and training • Maternity • Housing	National Zakat Foundation - UK Zakat Charity - NZF
Judaism		

Mercaz Torah Vechesed Limited	The charity was formed for the advancement of the orthodox Jewish faith, orthodox Jewish religious education, and the relief of poverty and infirmity amongst members of the orthodox Jewish community specifically for those people who are in need. Applicants should: • be a member of the orthodox Jewish community • in hardship, sickness or need of benefit/relief	Contact the charity directly: Email: umarpeh@gmail.com
Spanish & Portuguese Synagogue Welfare Board	We provide financial help and a range of other services for Sephardim (Spanish and	S and P Sephardi Community The home of the Sephardi Community since 1656
	Portuguese Jews) living in the United Kingdom regardless of their membership to the congregation. The assistance we give includes: • Home visits from time to time by our volunteer visitors who make an independent assessment of clients' needs • Festival grants given at Pesach and Rosh HaShanah • Fuel grants provided in the winter • One-off grants given towards the cost of household items, such as cookers, fridges, beds, as well as help with outstanding bills and clothing • Grants for school uniforms. Summer holiday grants – for families where either or both children and parents have serious physical, mental health or financial problems.	Email: welfare@sephardi.org.uk Applicants will be asked for evidence of their Jewish status

The Engler Family Charitable Trust	The principal object of the charity is to provide relief of poverty and hardship of members of the Jewish faith living in England or Wales or to pay or apply the same to or for the charitable purposes of such other charities.	Contact the charity directly: jengleruk@yahoo.co.uk
Friends of Boyan Trust	The charity was formed for the advancement of the orthodox Jewish faith, orthodox Jewish religious education, and the relief of poverty in the orthodox Jewish community.	Please write or phone the Trust directly. Address: 23 Durley Road, London. N16 5JW Phone: 02088096051
The Natlas Trust	A grant for Jewish people in the UK living in hardship.	A third party professional should apply on the individual's behalf.
		Contact the trust to apply. 32 Brampton Grove London NW4 4AQ
Closehelm LTD.	Closehelm Ltd gives grants to families of the Jewish faith to help with housing costs.	Write to or phone the charity for more information. 30 Armitage Road London NW11 8RD Phone: 02082018688

Young Carers

Organisation	About	Access and contact information
Carers Trust	Carers Trust runs a network of local carer organisations in England, Scotland and Wales. They offer information, advice, practical support and/or care in the home to unpaid carers of all ages. Many of these local carer organisations in our Network have dedicated services for young carers and young adult carers. Support in accessing benefits and funding and understanding your rights.	Young Carers - Help & Support Carers Trust
The Mix	The Mix provides support for young people aged 25 and under on things such as mental health, relationships and money. They run an online group chat for young carers/young adult carers which takes place on Friday evenings.	The Mix - Essential support for under 25s
The Children's Society	Provides support for young carers. Current featured articles: education, further education and employment, carers rights and creating change, young carers' mental health and wellbeing, money and bills and living with an alcohol dependant adult.	Advice and support for young carers The Children's Society (childrenssociety.org.uk) Phone: 01962 711511

Meic	Meic is the helpline service for children and young people up to the age of 25 in Wales. From finding out what's going on in your local area to help dealing with a tricky situation, Meic will listen even when no-one else will. We won't judge you and will help by giving you information, useful advice and the support you need to make a change.	Home - Home - Meic (meiccymru.org) Freephone: 08088023456 Text: 84001 Online Chat
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Housing: Caerphilly County Borough Council

Organisation	About	Access and contact information
The Wallich	Supporting homelessness in Wales.	The Wallich Welsh Homelessness and rough sleeping Charity
United Welsh	Building homes to create communities. Homes to rent or buy.	Find a home - United Welsh United Welsh
		You can call us on 0330 159 6080 between 8.30am – 5pm, Monday to Friday.
Caerphilly Keys	Caerphilly Keys is a project led by Caerphilly County Borough Council's Housing Solutions team which helps private landlords find long term tenants for their properties, whilst also preventing homelessness.	Home - Caerphilly Keys Caerphilly Keys

	We offer effective advice and support, working with partners to improve access to suitable and affordable housing.	
Housing CCBC	Information on housing within Caerphilly Borough County Council.	Caerphilly - Caerphilly County Borough
Turn2Us	Service offered: Assessment of entitlement to housing for people who are homeless or threatened with homelessness. Housing provided for people considered in priority need of housing. Temporary accommodation may be available while enquiries are made about eligibility.	Turn2Us - Advice Finder - Caerphilly County Borough Council - Housing Allocations & Advice - Bargoed
Pobl	The long-term vision is to deliver quality affordable homes, care and support services that make a positive difference to people and communities.	About - Pobl (poblgroup.co.uk)
Also, for private renting, additional advice can be sought from Citizens Advice.		

Supporting Bereaved Children

Organisation	About	Access and contact information
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Meic Cymru	Blogs with supporting advice, including: Anticipatory Grief: Feeling Loss Before Death, Supporting a Friend Through Grief, Video Games to Cope with Grief, Coping with Pet Loss, and Coping with Grief at Christmas.	Living With Loss: Grief Campaign - Home - Meic (meiccymru.org) Free Phone: 08088023456 Free Text: 84001
Young Minds	Read information and advice on how to access counselling or therapy for your child, and ways you can support them through the process.	Counselling & Therapy Parents Guide To Support YoungMinds
Cruse Bereavement Support – Cruse Morganwg	We provide grief support to children and young people across England, Wales and Northern Ireland.	Home - Cruse Bereavement Support To refer a child or young person please contact the helpline: 08088081677
Hope Again	Young people living after loss. Hope Again is the youth is the youth website of Cruse Bereavement Support. It is a safe place where you can learn from other young people, how to cope with grief, and feel less alone. You will find information about services, a listening ear from other young people and advice for any young person dealing with the loss of a loved one. Hope Again provides somewhere to turn when someone dies.	Hope Again

<p>Child Bereavement UK</p> <p>*Provides training for professionals.</p>	<p>Child Bereavement UK helps families to rebuild their lives when a child grieves or when a child dies. We support children and young people (up to the age of 25) when someone important to them has died or is</p>	<p>Phone: 08000288840 available Monday to Friday 9am – 5pm.</p> <p>Email: helpline@childbereavementuk.org</p>
	<p>not expected to live, and parents and the wider family when a baby or child of any age dies or is dying.</p>	<p>Child Bereavement UK</p>
<p>Winston's Wish *Provides training for professionals.</p>	<p>Winston's Wish provides specialist child bereavement support services across the UK. Winston's Wish provides emotional and practical bereavement support to children, young people (up to 25) and those who care for them. Expert teams offer one off and ongoing bereavement support, and we also provide online resources, specialist publications and training for professionals.</p>	<p>About Winston's Wish Charity for bereaved children Winston's Wish (winstonswish.org)</p> <p>Email: ask@winstonswish.org</p> <p>Freephone Helpline: 08088 020 021</p>

Grief Encounter	Working closely with individuals, families, schools and professionals to offer a way through the anxiety, fear and isolation so often caused by grief. Services include: • One-to-one counselling • Group workshops • Music, art and drama therapy • Residentials and Family Fun Days • A National, free and confidential helpline called grieftalk offering web chat service too • Bespoke support for schools, universities and colleges • A dedicated Trauma Team for support following a sudden or traumatic bereavement. • Accredited training courses and webinars for professionals • Award-winning resources including our unique Grief Relief Kit, Grief Encounter Workbook and Journal.	Free and confidential helpline: 08088020111 available weekdays 9am-9pm For referrals: familyliaison@griefencounter.org.uk Refer a bereaved child or young person - Grief Encounter
Rainbow Bereavement Support Great Britain	Rainbow Bereavement GB's vision is for every child and young person in every school in	What we do. - Rainbows Bereavement Support GB (rainbowsgb.org)
	Great Britain, grieving a significant and often devastating loss in their lives, to be understood and supported appropriately. Rainbows Bereavement Support GB offers high quality training in bereavement and loss and supports communities in reviewing or developing their own bereavement policy and procedures.	

Your child's school can offer support for School Based Counselling, Nurture and Thrive sessions in school. Please contact the school directly to see what resources are available.

Support for Children with a Parent in Prison

Organisation	About	Access and contact information
Prisoners' Families Helpline	The National Prisoners' Families Helpline can offer support for families who have a loved one in contact with the criminal justice service.	Prisoners' Families Helpline (prisonersfamilies.org) Phone: 0808 808 2003 Monday to Friday 9am – 8pm Saturday and Sunday 10am – 3pm
Barnados	Provides advice for parents and carers supporting a child with a parent or relative in prison.	Children with a parent or relative in prison Barnardo's (barnardos.org.uk)
Safeguarding Network	Provides advice for parents and carers supporting a child with a parent or relative in prison	Children with Family Members in Prison Safeguarding Network
Childline	Provides advice for parents and carers supporting a child with a parent or relative in prison. Additionally, there is a Helpline.	Parents in prison Childline Phone: 0800 1111
Children Heard and Seen	Children Heard and Seen support children, young people and their families who are	Home - Children Heard and Seen

	<p>impacted by parental imprisonment. Striving to support children's needs, listen to their concerns and ensure that their voices are heard. All support is offered at no cost to the family and without the need for agency referral. Children Heard and Seen offer 1 – 1 support with trained staff, volunteer mentoring, parent support, peer support groups for children, online activities for children, and activity days.</p>	<p>Phone: 07557339258 Email: info@childrenheardandseen.co.uk</p>
National Information Centre on Children of Offenders (NICCO)	<p>Support services are provided for offenders' children and families both in prison and in the community. The NICCO Directory of Services enables you to find out what is available in the prison where children and families are visiting a family member as well as what services are provided nationally and, in the region where they live.</p>	<p>Directory of Services - Prison Services NICCO</p>
National Information Centre on Children of Offenders (NICCO) For schools and families.	<p>The NICCO Directory of Resources provides details of the huge number of tools, activities, practice models and guidance that have been developed by agencies to support offenders and their children and families.</p>	<p>Directory of Resources NICCO</p>
National Information Centre on Children of Offenders (NICCO) For practitioner	<p>Find quality assessed research to inform your practice, development and study.</p>	<p>Directory of Research NICCO</p>

Parent Talk – Action for Children	Parent Talk is a free online service for parents and carers, provided by the charity Action for Children.	Supporting a child with a family member in prison - Support for Parents from Action For Children
Your child's school can offer support for School Based Counselling, Nurture and Thrive sessions in school. Please contact the school directly to see what resources are available.		

LGBTQIA+

Organisation	About	Access and contact information
LGBT+ Cymru	The LGBT+ Cymru Helpline is a service that provides counselling service for Lesbian, Gay Bisexual, Trans, Intersex, Allies & families in Wales. The LGBT+ Cymru Helpline. It is a safe and confidential helpline to support those in need who were part of the LGBTQ+ community.	08009179996 LGBT+ Cymru Helpline
Umbrella Cymru	Improving the lives of LGBTQ+	Umbrella Cymru – Gender and Sexual Diversity Support Specialists in Wales
Calan DVS - Myriad	Specifically developed for lesbian, gay, bi, trans and other gender, relationship & sexuality diverse Individuals; this 8 week recovery and resilience programme has been developed in partnership with LGBTQ+ survivors of domestic abuse and the University of South Wales. We offer a safe space to chat, learn and support each other.	Home - Calan DVS - Providing Sanctuary, Inspiring change. Myriad Programme - Calan DVS - Providing Sanctuary, Inspiring change. For a chat about the support on offer, or to register your interest email: myriad@calandvs.org.uk

Thrive Women's Aid	Thrive welcomes calls from anyone who is being abused.	Male and LGBT+ Victims – Thrive Womens Aid Phone: 01639 894864
Galop	The team has decades of experience in supporting LGBT+ people who are victims of domestic abuse, sexual violence, hate crime, so-called conversion therapies, honour-based	Galop - the LGBT+ anti-abuse charity Phone: 0800 999 5428 Email: help@galop.org.uk
	abuse, forced marriage, and other forms of abuse.	Referrals: Make a referral - Galop the LGBT+ anti-abuse charity - Galop
Safer Wales Dyn Project	The Safer Wales Dyn project provides support to Heterosexual, Gay, Bisexual and Transgender men who are experiencing domestic abuse from a partner.	What we do — Cymru Ddiogelach - Safer Wales Dyn Wales Helpline: 0808 8010 321 – Open Monday to Friday 9am-5pm. Email: dyn@saferwales.com 24 hour support Live Fear Free Helpline: 0808 8010 800

Health, Wellbeing, Self-Harm and Mental Health

If you need urgent help with Self Harm or suicidal thoughts, please dial 999 or Samaritans 116123

Organisation	About	Access and contact information
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Kooth	For young people who are feeling sad, anxious, or finding life hard. Kooth is a free, safe and anonymous site that offers confidential support to people in Swansea Bay aged 11-18. This online counselling and wellbeing service is staffed by fully trained and qualified counsellors who are available until 10pm each night, 365 days per year.	Home - Kooth Phone: 0203 984 9337 Email: contact@kooth.com
Platform	Working with people who are experiencing challenges with their mental health, and with communities who want to create a greater sense of connection, ownership and wellbeing in the places that they live.	Projects - Platform Phone: 01792 763340 Email: connect@plattform.org
Young Minds	Providing young people with reassurance and advice to help them make positive choices	YoungMinds Mental Health Charity For Children And Young People YoungMinds
	for their mental health and know what to do next if they are struggling.	Phone Parent Helpline: 08088025544
Mind Hub Wales	Created for young people, by young people providing links to information and services that can support you. Covering depression and low mood, suicidal thoughts, panic attacks, stress and anxiety, bullying, temper and mood swings, sexuality and gender identity, body image and eating disorders, addiction and substance misuse, family and	Mind Hub

	relationship difficulties, self-harm, PTSD and bereavement and loss.	
CAHMS	Aneurin Bevan University Health Board Specialist CAMHS is the specialist mental health service for children and young people under the age of 18 years living in Gwent, covering the five boroughs of Newport, Torfaen, Monmouthshire, Blaenau Gwent and Caerphilly.	Child and Adolescent Mental Health (CAMHS) - Aneurin Bevan University Health Board (nhs.wales) CAMHS service can be accessed by asking your GP to consider making a referral. New contact: 01633749519
Adferiad Early Intervention in Psychosis	The Aneurin Bevan University Health Board – Early Intervention in Psychosis Service (EIP) is an NHS community-based service that focuses on the early detection and recovery from psychosis for individuals aged 14-35 years across Gwent. Adferiad Recovery form part of this service working with individuals for up to three years who are experiencing their first episode of Psychosis.	Gwent Early Intervention in Psychosis Service (adferiad.org)

Childline	Child Line provides confidential support to children and young people under the age of 19.	Childline Childline Phone: 0800 1111
Samaritans	Helps explore your options, understand your problems better, or just have someone there to listen. There is a helpline available for anyone going through a difficult time or for anyone who is having suicidal thoughts.	Samaritans Every life lost to suicide is a tragedy Here to listen Phone: 116123 available 24/7 365 days a year.
Silver Cloud	If you live in Wales or you are registered with a Welsh GP, are aged 16 years or above, and want access to an effective online CBT therapy without having to first have an appointment with your local GP or other health professional and think SilverCloud is suitable for you, visit the SilverCloud website.	SilverCloud. Making Space For Healthy Minds (silvercloudhealth.com) Phone: 01874 712428 Email: silver.cloud@wales.nhs.uk
Men.Talk.Walk	Near Caerphilly, all men welcome, walking every Sunday morning.	Email: Mentalkwalk@gmail.com
Upper Rhymney Valley Men's Den	War Memorial Park, Rhymney, unwind gardening, every Tuesday 2-4pm.	Contact Phil on 07312101523.
Speak Easy Men's Group	White Rose Centre, New Tredegar	meeting every Monday 5-7pm
Womans Wellness Circle	Markham	

Wellbeing Connectors	Caerphilly Council has Wellbeing Connectors working with adults throughout the borough. They will aim to re-connect people with their communities by helping them find suitable activities and groups, linking people together who have similar	Caerphilly - Caerphilly County Borough
	interests and encouraging participation within their community.	
Cwtsh Guide	Cwtsh is the name we use for the Integrated Wellbeing Networks in the Caerphilly County Borough area. Integrated Wellbeing Networks work with local people and services and provide information to support and strengthen wellbeing and health in our communities.	Cwtsh Wellbeing Network - home Cwtsh
Beat Eating Disorders	Beat is the UK's eating disorder charity. Support anyone affected by an eating disorder, their friends and family, as well as professionals working with or worried about an individual in their care.	The UK's Eating Disorder Charity - Beat (beateatingdisorders.org.uk) Phone: 0808 801 0433

The Mix	Support and advice for under 25s, including a crisis messenger service, email and webchat. Includes articles and selfhelp resources around sex and relationships, the body, mental health, drugs and alcohol, housing, money, work and study, crime and safety, and travel and lifestyle.	The Mix - Essential support for under 25s
Self-Harm and Suicidal Thoughts		
Papyrus UK	Prevention of young suicide, from coping techniques to conversation starters, distraction techniques and dealing with anxiety, a broad range of help and advice resources for you to access.	Papyrus UK Suicide Prevention Prevention of Young Suicide (papyrusuk.org) Email: pat@papyrus-uk.org Phone: 0800 068 4141 Text: 88247
Papyrus Helpline 247	Advisers are all trained to help you focus on staying safe from suicide.	Phone: 0800 068 4141
Self-Injury Support	Providing a helpline, text line and selfhelp information and resources.	Self Injury Support Phone Helpline: 0808 800 8088 Text line: 07537432444 Open 7pm-10pm Mondays and Thursdays.

SANE	Offers emotional support and information for anyone affected by mental health problems, including a helpline.	Helpline: 0300 304 7000 Call back service: 0300 124 7900 – Leave your first name and number and someone will call you back within a few days.
DistACT App	Provides easy, quick and discreet access to information and advice about selfharm and suicidal thoughts.	Download the App from the App Store

Domestic Violence, Support for Specific Types of Abuse

If you need immediate help, please dial 999 and ask for the police.

Organisation	About	Access and contact information
Thrive Women's Aid	Women's Aid can support with accommodation, provide advice and support, therapeutic interventions, children and	For 24/7 advice, please contact the Live Fear Free Helpline on: 0808 8010 800 A professional can make a referral,

	young people, support for parents, survivors, sexual exploitation, minoritised women, amongst a host of others. The service is fully inclusive.	alternatively, a self-referral can be made and sent to: referrals@thrivewa.cjsm.net or in a password protected format to: referrals@thrivewa.org.uk For advice and finding the right service, please contact: 01639 894864
Police call and text service.	If you are in danger and unable to talk on the phone, call 999 and listen to the questions from the operator and, if you can, respond by coughing or tapping on the handset.	Call: 999 Alternatively, You can register with the https://www.emergencysms.net/ Text REGISTER to 999. You will get a text which tells you what to do next.

Men's Advice Line	The Helpline for male victims of domestic abuse.	Webchat: Domestic Abuse Helpline for Men Men's Advice Line UK (mensadviceline.org.uk) Phone: 0808 8010 327
Galop LGBT+	The team has decades of experience in supporting LGBT+ people who are victims of domestic abuse, sexual violence, hate crime, so-called conversion therapies, honour-based abuse, forced marriage, and other forms of abuse.	Galop - the LGBT+ anti-abuse charity Phone: 0800 999 5428 Email: help@galop.org.uk Referral: Make a referral - Galop the LGBT+ anti-abuse charity - Galop
Safer Wales Dyn Project Male & LGBT+	The Safer Wales Dyn project provides support to Heterosexual, Gay, Bisexual and Transgender men who are experiencing domestic abuse from a partner.	What we do — Cymru Ddiogelach - Safer Wales Dyn Wales Helpline: 0808 8010 321 – Open Monday to Friday 9am-5pm. Email: dyn@saferwales.com 24 hour support Live Fear Free Helpline: 0808 8010 800
Bright Sky App	Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else. The app can be downloaded for free from the app stores. Only download the app if it is safe to do so and if you are sure your phone isn't being monitored.	Bright Sky: You are not alone: practical support and information on how to respond to domestic abuse. (bright-sky.org)

Victim Support	Victim Support run these services for victims and survivors of any abuse or crime, regardless of when it occurred or if the crime was reported to the police.	Free, independent and confidential 24/7 Support line: 08 08 16 89 111 Live chat - Victim Support My Support Space My Support Space
Ask for ANI Ask for Angela	Ask for 'ANI' (Action Needed Immediately) is a codeword scheme that provides a safe, discreet and confidential way for victims of domestic abuse to access immediate help from their local pharmacy or Job Centre. Ask for Angela is a national scheme that helps anyone who is feeling vulnerable on a night out to get the support they need.	Go to the location, approach a member of staff and Ask for ANI ('Please can I speak to ANI') or to ask to use a Safe Space ('Do you have a Safe Space available?'). Ask any member of staff for 'Angela' and they will help you get the support you need.
Claire's Law	If you are concerned that a new, former or existing partner has an abusive past you can ask the police to check under the Domestic Violence Disclosure Scheme (also known as 'Clare's Law'). This is your 'right to ask'. If records show that you may be at risk of domestic abuse, the police will consider disclosing the information. A disclosure can be made if it is legal, proportionate and necessary to do so.	You can make a request to the police for information about a person's previous violent offending in person at the police station or elsewhere, by telephone, by email, online or as part of a police investigation. Support agencies and services can also help you ask the police about this.
National Domestic Abuse Helpline	Domestic abuse advisers will offer confidential, non-judgemental information and advice on the options available to you helping you to keep safe and make informed choices.	Phone: 0808 2000 247 This service is available 24/7

JobCentre	Jobcentres are a safe space and the DWP supports victims of domestic abuse. This includes helping you access temporary accommodation and supporting you to make new applications for Universal Credit and putting you in touch with local experts and support networks.	Contact your local jobcentre
Support For Specific Types of Abuse		
Financial Support Line – Surviving Economic Abuse	The Financial Support line can provide specialist advice for anyone experiencing domestic abuse who is struggling to manage their money. The phone number can be given direct to the client (can be accessed anonymously if required). Surviving Economic Abuse (SEA) has also launched a Survivors’ Forum – an online forum for victim-survivors of economic abuse. The Forum is a safe and supportive space for women over ages of 18 to anonymously share their experience of economic abuse and access a community of victim-survivors. The Forum provides an opportunity to share	<p>Phone: 0808 196 8845 (Financial Support Line – Mon-Fri, 9am-1pm, 2pm)</p> <p>Email: info@survivingeconomicabuse.org (Information only)</p> <p>Website The Financial Support Line for Victims of Domestic Abuse (moneyadviceplus.org.uk)</p> <p>Website Survivors’ forum - Surviving Economic Abuse Survivors Forum</p>
	experiences and connect with others. All posts are anonymous.	

NSPCC Female Genital Mutilation (FGM) Helpline	FGM is illegal. NSPCC are there to support individuals and families and provide advice to help keep girls and young women safe from FGM.	NSPCC FGM Confidential Helpline available 8am-8pm Monday to Friday and 9am-6pm on weekends: 0800 028 3550 Email: help@nspcc.org.uk
Karma Nirvana 'Honour'-based abuse, forced marriage and domestic abuse.	Karma Nirvana are there to listen to and help anyone who is affected by Honour Based Abuse. If you are in an emergency situation, please dial 999.	Get help – Karma Nirvana Helpline: 0800 5999 247 Monday – Friday 9am-5pm
National Stalking Helpline	Provides an online tool that can offer information on services local to you, the law, as well as tips on how to gather evidence. If you need urgent help, please dial 999	National Stalking Helpline Suzy Lamplugh Trust Helpline: 0808 802 0300 The Helpline is open: 09:30 - 20:00, Monday and Wednesday 09:30 - 16:00, Tuesday, Thursday, Friday.
Sexual Assault Referral Centres (SARCs)	SARCs offer medical, practical and emotional support to anyone who has been raped, sexually assaulted or abused. SARCs have specially trained doctors, nurses and support workers to care for you.	Find a rape and sexual assault referral centre - NHS (www.nhs.uk)
Modern Slavery Helpline	Provides safehouses and support in the community for survivors of trafficking and modern slavery. Also runs the UK Modern Slavery & Exploitation Helpline and work with individuals, communities, business, governments, other charities and statutory agencies to stamp out slavery for good.	Modern Slavery Helpline Phone: 08000 121 700 Alternatively, you can report your concern online: File a report (modernslaveryhelpline.org) https://www.modernslaveryhelpline.org/report

Substance Misuse and Addictions

Organisation	About	Access and contact information
Talk to Frank	Phone, Text, Live Chat and Email Service to provide friendly and confidential advice, and information about drugs, their effects and the law. You can talk to FRANK in 120 languages – just call the same number and an interpreter will be there if you want.	Honest information about drugs FRANK (talktofrank.com) Phone 24/7 Service: 0300 1236600 Text: 82111 Live Chat: Open 2pm-6pm 7 days a week. Email: https://www.talktofrank.com/contact
Alcoholics Anonymous	Help of support for anyone with alcohol problems.	Home - Alcoholics Anonymous Great Britain (alcoholics-anonymous.org.uk) Email: help@aamail.org Phone: 0800 9177 650
Alcohol Change UK	Information and support options for people worried about how much alcohol they are drinking. Information available in English and in Welsh.	Alcohol Change UK charity: Alcohol harms. Time for change. Alcohol Change UK
Change Grow Live	Find information and local support services for alcohol and drug use Also offers support for mental wellbeing, and issues like housing and work.	Change Grow Live Charity We can help you change your life
We Are With You	Supports people with drug, alcohol or mental health problems, and their friends and family.	Drug and Alcohol Support WithYou (wearewithyou.org.uk)

Cocaine Anonymous UK	Help and support for anyone who wants to stop using cocaine.	- Cocaine Anonymous CAUK Area Email: helpline@cauk.org.uk Phone: 0800 612 0225
DAN 24/7	A bilingual English and Welsh helpline for anyone in Wales in need of further information or help relating to drugs or alcohol. Also known as the Wales Drug & Alcohol Helpline.	DAN 247 – Wales Drug and Alcohol Helpline Phone: 0808 808 2234 Text DAN: 81066
Marijuana Anonymous	Help for anyone worried about cannabis use.	Marijuana Anonymous UK (ma-uk.org) Email: helpline@marijuana-anonymous.org Phone: 0300 124 0373
Narcotics Anonymous	Support for anyone who wants to stop using drugs.	Welcome to UKNA UKNA Narcotics Anonymous in the United Kingdom Phone: 0300 999 1212
Release	National charity that offers free and confidential advice about drugs and the law.	Release Drugs, The Law & Human Rights Email helpline: ask@release.org.uk Phone: 020 7324 2989
Adfam	Information and support for friends and family of people with drug or alcohol problems.	Home Page - ADFAM
Al-Anon	Offers support meetings across the UK for anyone whose life is affected, or has been affected, by someone else's drinking. Also provides online support meetings, and a confidential helpline.	Al-Anon UK For families & friends of alcoholics Email: helpline@al-anonuk.org.uk Phone: 0800 0086 811

DrugFAM	Provides support to anyone affected by someone else's harmful use of drugs, alcohol or gambling.	Website: Drugfam.co.uk Phone: 0300 888 3853
Families Anonymous	Support for friends and family of people with drug problems.	Families Anonymous UK (famanon.org.uk) Phone: 0207 4984 680
National Association for Children of Alcoholics (NACOA)	Provides information, advice and support for anyone affected by a parent's drinking, including adults.	Nacoa: Helping everyone affected by their parent's drinking - Nacoa Email: helpline@nacoa.org.uk
		Phone: 0800 358 3456

Social Services

Organisation	About	Access and contact information
Social Service	Contact and information for social services Caerphilly.	Caerphilly - Caerphilly County Borough
Turn2Us	Provides a range of social services for children/families, older people, people with disabilities, learning difficulties and mental health problems through 5 locality offices. Several specialist teams.	Turn2Us - Advice Finder - Caerphilly Social Services - Head Office - Hengoed

Youth Services

Organisation	About	Access and contact information
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Youth Respect Project	Youth Respect is a project for children over the age of 10. These children will show very challenging behaviours in their family and relationships. This may include abusive, aggressive, and controlling behaviours. Only Supporting Family Change and the Youth Offending Service can refer to this service.	Tel: 01495 235623 Email: wwwyos@caerphilly.gov.uk
Youth engagement and progression (Caerphilly)	Youth Engagement and Progression is a Welsh Government Implementation Plan with the aim of ensuring better outcomes for young people aged 11 to 24 regarding education, employment and training. To enable us to manage this area of work effectively, we have a coordinator and team of youth workers who have the responsibility	For further advice or support on opportunities for young people, please contact John Poyner on 01443 864970 or email poynej@caerphilly.gov.uk
	to deliver a plan of work geared to delivering the framework.	

Attendance Support

Organisation	About	Access and contact information
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