

Denbighshire Advice Network's

Advice Services in Denbighshire

What they do and
how to contact them



Produced by participating members of
Denbighshire Advice Network

All of the organisations listed in this leaflet will also try to signpost you to relevant support groups or services if that is part of the advice you require.

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Age Concern North Wales Central

Aim:

To promote the relief of older people in any manner deemed by law to be charitable in and around Conwy County Borough and Denbighshire.

What do we do:

Provision of information, advice and advocacy, including a financial advocacy, welfare rights service, on a range of issues, which include community and residential care, housing, welfare benefits.

How we deliver:

Initial contact and provision of information primarily by telephone. On-going work by way of home visits.

When we deliver:

Between 9.30 a.m. and 5.00 p.m., Monday to Friday.

How to contact us:

Telephone: 01745-816947

Or: 01745-815912

Email: enquiries@acnwc.org

The Benefit Advice Shop

Aim:

To ensure that no person loses out financially due to lack of information about or understanding of the Social Security system, this is achieved by providing free, independent, professional advice on all aspects of Welfare Benefits.

What we do:

Specialist, independent advice on Social Security law and welfare benefits, including representation at tribunals.

How we deliver:

Drop-in service at the office, telephone service including free phone, home visits (only by referral through the Denbighshire County Council Welfare Rights Unit)

When we deliver:

Monday to Friday 9a.m. to 5 p.m. over the telephone, Monday, Wednesday and Friday 9.30a.m. to 2p.m. at the office.

How to contact us:

Telephone: 01745 345145
Freephone: 0800 0740333
Email: Info@bashop.tv

Care and Repair

Aim:

To provide a quality service to enable older people to remain independent in their own homes in safety, comfort, warmth and security.

What we do:

Provide advice and practical help to older people about:-

- Housing options and solutions to help people stay independent in their own homes
- Repairs and adaptations
- Recommending contractors from our approved list
- Practical help with organising and monitoring work
- Help with applying for welfare benefits

When we deliver:

Monday – Thursday	9am – 5pm,
Friday	9am – 4.30pm

How to contact us:

56, Vale Street, Denbigh, LL16 3BW.

Telephone: 01745 814484

Citizens Advice Bureau

Aim:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

What we do:

We provide a free, confidential, impartial and independent advice service on a wide range of subjects as well as specialist advice on debt and welfare benefits.

We have bureaux in Rhyl, Denbigh, Ruthin and Llangollen and outreaches in Prestatyn, Corwen and Ablett Unit in Ysbyty Glan Clwyd.

When we deliver:

Monday to Friday, across Denbighshire.

How to contact us - Call in or phone:

- Rhyl CAB 11 Water Street. 01745 353568
- Denbigh CAB 23 High Street 01745 814336
- Ruthin CAB The Old Fire Station, Market Street, 01824 703483
- Llangollen CAB 33 Hall Street, Llangollen 01978 860983
- Prestatyn Pop In Centre, Meliden Road, (phone Rhyl for an appointment)

Cymdeithas Tai Clwyd

Aim:

To assist in supporting and enhancing local communities, in partnership with statutory and voluntary bodies, by providing high quality housing and services.

What we do:

We are registered social landlord based in Denbigh and operate all over North Wales.

In addition to providing accommodation, we give support and assistance to residents.

How we deliver:

Residents are welcome to visit our offices, in Denbigh or Bala, or we can arrange a home visit.

We're also happy to communicate over the phone or my e-mail.

When we deliver:

Monday to Friday, 9a.m. to 5p.m.

How to contact us:

Cymdeithas Tai Clwyd

54 Stryd y Dyffryn, Dinbych LL16 3BW

Telephone: 0345 230 3140

Email: taiclwyd@taiclwyd.com

Website: www.taiclwyd.com

Denbighshire Family Information Service

Aim:

Denbighshire family information service will provide information on a full range of family services, resources and issues. All led by the needs of children, young people and their families and carers.

What we do:

We aim to improve the lives of children, young people and their families and carers by giving them support and information, offering them a pathway to services available in Denbighshire and wider community to follow and support their growing family.

We deliver our service to families through:

- Information the phone (24 hour answer machine)
- Website, email and leaflets
- Out reach events
- Local Libraries, Health Clinics and Schools.

When we deliver:

Our office hours are from 9-3pm Monday to Friday, with a 24 hour answer phone facility available, please leave a message and we will reply as soon as we return to the office.

How to contact us:

Family Information Service

Yr Hen Garchar, 46 Stryd Clwyd, Ruthann, LL15 1HP

Telephone: 01824 70 8220

Email: fis@denbighshire.gov.uk

Website: www.denbighshire.gov.uk/fis

Glyndŵr Women's Aid

Aim:

To support women and children affected by domestic abuse.

What we do:

Offer free and confidential service to women and children affected by domestic abuse in refuge or in the community.

How we deliver:

On the telephone, face to face.

When we deliver:

24 hours a day.

How to contact us:

Telephone: 01745 814494 (24 hr)

Email: glyndwrwomensaid@tiscali.co.uk

Hafan Cymru

Aim:

To prevent abuse and promote independence.

What we do:

Provide temporary supported housing and a wide range of floating support services for single people, single parents and families with children.

How we deliver:

Face to face support, telephone advice.

When we deliver:

Monday to Friday 9a.m. to 5p.m.

24 hour on call facility for service users.

How to contact us:

Office: Morfa Hall, Bath St, Rhyl

Telephone: 01745 336524

Website: www.hafancymru.co.uk

Conwy and Denbighshire Mental Health Advocacy Service (CADMHAS)

Aim:

To ensure that people with mental health problems in Conwy and Denbighshire have access to free, confidential and independent advocacy services.

What we do:

Specialist mental health advocacy, access to information regarding welfare rights, housing, debt and many other issues, signposting to other agencies, and support to access these services. Representation at care planning meetings and Independent Mental Health Act Advocacy (IMHA).

How we deliver:

Drop-in sessions are run in both county borough areas, for further information or to make an appointment telephone the office.

When we deliver:

Monday to Friday 9a.m. to 5 p.m.

How to contact us:

Telephone: 01745 813999

Website: www.cadmhas.co.uk

NEWCIS - North East Wales Carers Information Service

Aim:

To support carers who are looking after a relative or friend who could not manage without their help.

What we do:

We aim to improve the lives of carers by giving them support, information, training and a voice.

We deliver our service to Carers through:

- **Monthly carers groups meetings.**
- **A carers' newsletter.**
- **Information and support on the phone.**
- **Home visits for carers who have difficulty getting out.**
- **Training, days out and events.**
- **Research carers' needs to influence the delivery of Health and Social Services.**
- **Work with GP surgeries to identify carers and make them aware of support that's available.**

When we deliver:

Our office hours are from 9- 5 Monday to Friday.

If no-one is in, please leave a message and we will reply.

How to contact us:

**NEWCIS. Unit W5 Morfa Clwyd Business Centre,
Marsh Road, Rhyl, LL18 2AF**

Telephone: 01745 331181

Email: denbigshire@newcis.org.uk

Or: carolyn@newcis.org.uk

Shelter Cymru Denbighshire Service

Aim:

To provide free confidential legal advice for people in housing need.

What we do:

We provide a free independent specialist legal housing advice service. We can represent and advocate for clients at all levels including court.

When we deliver:

- 10am to 2pm Monday, Tuesday Thursday and Friday at our mainly in our Rhyl Station offices.
- 1pm to 4pm Thursday at Denbighshire County council Offices in Brighton Road Rhyl.
- 1pm to 4pm Thursday at Co-options Office Building in Presatyn
- Rural Denbighshire venues by appointment.

How to contact us:

Call into our office Unit 5, Station Buildings, Bodfor Street, Rhyl LL18 1AE.

Telephone: 0845 075 5005

South West Rhyl Communities First

Aim:

To improve the lives of local people by offering opportunities to take part in activities, events and training that they may otherwise be excluded from.

What we do:

We work with a wide range of agencies who deliver services local people say they need.

How we deliver:

By organising events, activities and training across the South West Rhyl Ward in partnership with other agencies.

When we deliver:

To suit the needs of local people.

How to contact us:

South West Rhyl Communities First
John Davies Building
82 Marsh Road
Rhyl L18 2AE.
Telephone: 01745 332528
Email: Maria.mielczarski@co-operative.coop
(co-ordinator)
Website: www.swrcf.org.uk

Denbighshire Voluntary Services Council

Aim:

To promote, support and develop Third sector organisations in Denbighshire.

What we do:

We are an independent local body supporting and promoting voluntary action. We provide information, support, advice and advocacy services, training, volunteer placements and sign posting to community and voluntary groups. We provide advice on issues such as governance, legal matters, community buildings, funding and a lot more. We send out mailings on a regular basis to our members.

How we deliver:

Face to face contact and other communication such as email or telephone.

When we deliver:

Monday to Thursday 8.30am – 4.30pm

Friday 8.30am – 4.00pm

If we are closed please email us or leave a voicemail message and we will get back to you.

How to contact us:

Telephone: 01824 702441

Email: office@dvsc.co.uk

Website: www.dvsc.co.uk

Welfare Rights Unit - Rights4Life

Aim:

- Improve people's independence, health, life chances and enable them to take part in society more.
- Promote the Welsh Assembly Government's and Denbighshire County Council's plans to reduce poverty and end child poverty.

What we do:

Rights4Life. Advice and help with benefit and tax credit claims and disputes plus information on employment and housing rights, energy efficiency, debts and accessing other relevant services.

How we deliver:

We deliver a Freephone Welfare Rights Helpline for all Denbighshire residents and a visiting service to users of Social Services, Council Tenants and people with living with cancer.

How to contact us:

Freephone Welfare Rights Helpline 0800 169 6625 -
Monday to Friday 10 to 4pm.

Rhyl Youth Inclusion Programme (YIP)

Aim:

We aim to reduce youth crime and anti-social behaviour through voluntary early intervention.

What we do:

- Rhyl YIP deliver tailor-made programme for 13 to 17yr olds who are at high risk of involvement in crime or anti-social behaviour
- Diversionary activities in school holiday periods
- We offer parents/carers support and guidance in managing sometimes challenging situations and behaviours.

How we deliver:

Referrals from individuals, statutory and voluntary agencies for one to one or group work.

When we deliver:

Our normal office hours are Monday – Thursday 9am – 5pm and till 4.30pm on Fridays. However, these times are flexible and are based on the needs of the individuals we work with so are extended dependent on circumstances.

How to contact us:

Rhyl YIP, 64 Brighton Road, Rhyl, LL18 3HP

Telephone: 01824 712928

Or: 01824 712277

Or: 01824 712276

North Wales Energy Advice Centre

Aim:

To advise members of the public on how to reduce energy waste and achieve warm homes affordably.

What do we do:

Advice on sorting out billing difficulties, finding the cheapest energy suppliers, ways to save energy without changing life style, solving problems with heating and insulation, grants for heating and insulation, assistance over health problems caused by cold and damp.

How we deliver:

Free phone telephone 0800 954 0658

Advice events at prominent sites around the county.

When we deliver:

Between 9.30am and 5.00pm, Monday to Friday.

How to contact us:

Telephone: 01352 753902

Fax: 01352 756319

Email: steve@nweeac.org.uk