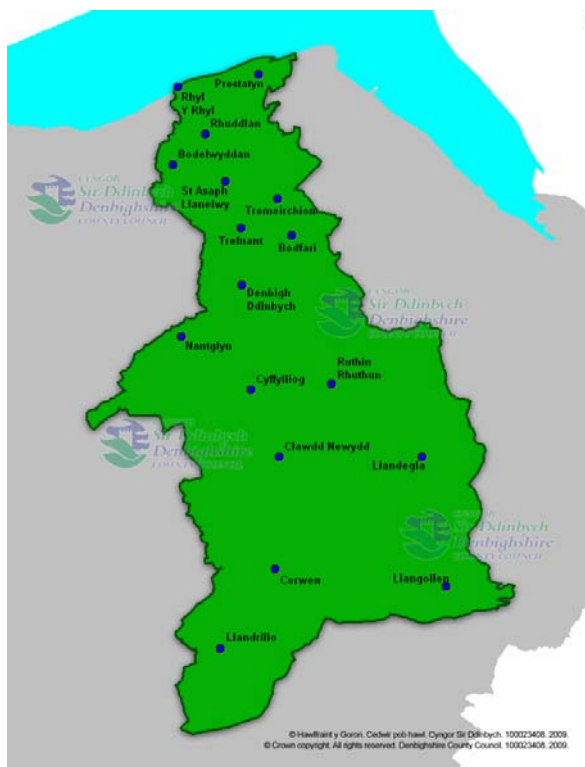


Migrant Worker Information Guide for Denbighshire



Language Signpost

If you need further information, please ask someone you know who speaks English or Welsh to telephone 01824 706146

Jeżeli potrzebują państwo dalszych informacji, proszę poprosić kogoś, kto mówi po angielsku lub walijsku żeby zadzwonił pod numer 01824 706146

اگر آپ کو مزید معلومات درکار ہوں تو برائے مہربانی انگریزی یا ویلش زبان جاننے والے اپنے کسی واقف کار سے کہیں کہ وہ آپ کی جانب سے فون نمبر 01824 706146 سے رابطہ کریں۔

আপনার যদি আরো তথ্যের প্রয়োজন হয়, তাহলে আপনার জানা ইংরেজী অথবা ওয়েলশ ভাষা বলতে পারেন এমন কাউকে অনুগ্রহ করে 01824 706146 নম্বরে টেলিফোন করতে বলুন

如果你需要更多信息，请让一位你认识的且会说英文或威尔士语的人电话联络 01824 706146

Kung kailangan ninyo ng karagdagang pabatid, magtanong po lamang kayo sa sino mang marunong mag-salita ng English o kaya ng Welsh sa pamamagitan ng telepono 01824 706146

ถ้าท่านต้องการรายละเอียดเพิ่มเติม โปรดถามผู้ที่ท่านรู้จักที่พูดภาษาอังกฤษหรือภาษาเวลช์ได้ เพื่อโทรศัพท์หมายเลข 01824 706146

This document is available in other languages and/or formats



Contact Corporate Equalities Officer
Denbighshire County Council
Strategic Policy Unit
County Hall, Wynnstay Road
Ruthin LL15 1YN
Telephone: 01824 706161
e-mail policyunit@denbighshire.gov.uk

Introduction

This guide aims to give you all the information you need to know to access services in Denbighshire. It has been put together with a view to helping people who have recently relocated to the area from overseas.

Denbighshire County Council covers an area which runs from the North Wales coastal resorts of Rhyl and Prestatyn down through the Vale of Clwyd, south as far as Corwen and the popular tourist town of Llangollen. Along the way it takes in the historic towns of Rhuddlan, Denbigh and Ruthin, each with its own castle, and the tiny cathedral city of St. Asaph. Denbighshire is largely a rural county with tourism and agriculture the main industries.

The A55 Expressway gives speedy links to the Irish ferry routes at Holyhead, airports at Manchester and Liverpool, and the major UK networks. There are also direct train service from Rhyl to Cardiff (three and half hours), London (three and a quarter hours) and other major UK towns and cities. Information on the services provided by Denbighshire can be found on the website: <http://www.denbighshire.gov.uk>

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1. Where to go for help and advice

One Stop Shops

Denbighshire has an expanding network of [One Stop Shops](#) where you can make payments and get information on all Council services. :

Ruthin County Hall Wynnstay Road LL15 1YN Telephone: 01824 706001	Corwen Neuadd Edeymion The Square LL21 0DR Telephone: 01490 412378 Fax: 01490 413480	Denbigh Library Hall Square Denbigh LL16 3NU Telephone: 01745 816313 Fax: 01745 816427
Llangollen The Chapel 19 - 21 Castle Street LL20 8NY Telephone: 01978 869606 Fax: 01978 869613	Prestatyn Council Offices Ty Nant LL19 9LG Telephone: 01824 706600	Rhuddlan, Rhyl Rhuddlan Library Vicarage Lane LL18 2UE Telephone: 01745 590719
St Asaph St Asaph Library The Roe LL17 OLU Telephone: 01745 582253 Fax: 01824 708402		

Library Services

The following services and facilities are available at all libraries.

Books for all ages
Large print books
Newspapers and magazines
Services for children and families
Free computer use and internet access
Reference and information resources
Enquiry service
Local history collections
Fax and photocopier
Publications for sale
Community directory
Tickets for local theatres

Specialist services and facilities available at some libraries

Libraries: <http://www.denbighshire.gov.uk>

<p>Corwen Library Neuadd Edeyrnion London Road Corwen LL21 0DR Telephone: 01490 412378 Fax: 01490 413230</p>	<p>Denbigh Library Hall Square Denbigh LL16 3NU Telephone - 01745 816313 Fax - 01745 816427</p>	<p>Llangollen Library The Chapel 19 - 21 Castle Street Llangollen LL20 8NY Telephone - 01978 869600 Fax - 01978 861906</p>
<p>Prestatyn Library Nant Hall Road Prestatyn LL19 9LH Telephone - 01745 854841 Fax - 01745 855208</p>	<p>Rhuddlan Library Vicarage Lane Rhuddlan Rhyl LL18 2UE Telephone - 01745 590719</p>	<p>Rhyl Library Church Street, Rhyl LL18 3AA Telephone - 01745 353814 Fax - 01745 331438</p>
<p>Ruthin Library Record Street Ruthin LL15 1DS Telephone - 01824 705274 Fax - 01824 702580</p>	<p>St Asaph Library The Roe Saint Asaph LL17 OLU Telephone - 01745 582253 Fax - 01824 708402</p>	

Citizens Advice Bureau (CAB)

The Citizens Advice service helps people resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems. The service is free, independent and confidential. Advice is available face-to-face and by telephone. Most bureaux offer home visits and some also provide email advice.

There are CABs or outreach venues on the following telephone numbers, though they will only be open certain days. An adviser should be available by phone though this may be for an introductory interview only to help decide how you can best be advised.

- | | | |
|--------------|--|-------------------|
| • Denbigh | Telephone: 01745 814 336 | Fax: 01745 818080 |
| • Llangollen | Telephone: 01978 860 983 | Fax: 01978 869216 |
| • Rhyl | Telephone: 01745 334 568 | Fax: 01745 343036 |
| • Ruthin | Telephone: 01824 703 483 | Fax: 01824 704804 |
| • | www.adviceguide.org.uk/wales.htm | |

Welfare Rights

You can find out about important local benefits such as council tax benefit, housing benefit and travel concessions.

Welfare Rights Services will help you find information, advice and help about:

- Social security benefits, pensions and tax credits;
- Housing rights
- Employment rights
- Personal debt
- Saving energy and
- Contacting relevant community services.

Welfare Rights Helpline

Telephone: 0800 169 6625 (calls to this number are free) 10am to 4pm,
Monday to Friday

E-mail: welfare.rights@denbighshire.gov.uk

Website: www.denbighshire.gov.uk

2. Citizenship Ceremonies

Citizenship Ceremonies came into being on 1st January 2004 as a result of provisions contained within the Nationality, Immigration and Asylum Act 2002. This Act introduced the legal requirement for all applicants for British Citizenship over the age of 18 years, to take part in a Citizenship Ceremony, where they are required to swear or affirm an Oath of Allegiance to the Sovereign and to make a Pledge of Commitment to the United Kingdom.

Denbighshire County Council is responsible for organising Ceremonies for successful Citizenship applicants who live in Denbighshire or who request to have their Ceremony in Denbighshire.

The Ceremony will be conducted by a Superintendent Registrar or a Deputy Superintendent Registrar. Also in attendance, to welcome the new Citizen to Denbighshire, will be the Chairman or Vice Chairman of Denbighshire County Council, who will, following the Ceremony, present a commemorative gift. The Lord Lieutenant of Clwyd, or his Deputy, will also be in attendance to welcome the new Citizen to the United Kingdom, on behalf of the Sovereign, and to present the Citizenship Certificate, which grants full rights as a British Citizen.

Ceremonies are normally held on the second Thursday of each month at the Town Hall in Ruthin. However, it is possible to hold a private, individual ceremony, either at the Town Hall or at one of the venues within Denbighshire which have been approved for Civil Ceremonies. Additional fees will apply for private ceremonies.

For further information contact Superintendent Registrar on 01824 706174
Citizenship Foundation: <http://www.citizenshipfoundation.org.uk>

3. Council Services

- Advice and Emergencies
- Benefits, Tax Credits and Money Issues, Welfare Rights Advice
- Business and Regeneration
- Council and Democracy
- Customer Service Centre
- Education
- Environmental Health
- Planning, Public Protection
- Housing
- Homelessness
- Jobs and Careers
- Leisure and Libraries
- Museums and Heritage
- Social Care and Health
- Social Services (Adult and Children services)
- Trading Standards
- Transport and Highways
- Refuge and Recycling

Customer Service Contact Details

Operating between 8am and 6pm, Monday to Friday, the Customer Service Centre has a team of dedicated staff who provide a single point of contact for enquiries relating to the services listed below.

By Phone

Customer Service Centre numbers:

01824 706100 - Welsh
01824 706101 - English

By Other Methods

- E-mail - customerservice@denbighshire.gov.uk
- Fax - 01824 706180
- Internet - [Online Forms](#)
- Text Message (SMS) - 07800 140088
- Minicom - 01824 706170
- All other general enquiries, please phone: 01824 706000

All other general enquiries, phone: 01824 706000 (8.00a.m. - 6p.m., Monday to Friday)

Out of hours emergency numbers: Social Services 0845 0533116 All other Services 01745 351205.

Compliments and Complaints

Customers can give their feedback in the way they feel most comfortable with. It does not have to be made using official council forms. It can be made by telephone, in person, text, by letter, by e-mail or by web enquiry.

Customers are encouraged to give their contact details, but anonymous feedback will also be considered and, where necessary, appropriate action taken.

Staff will treat complaints in a confidential manner and will not disclose the identity of a complainant without their express permission.

Feedback can also be given by a person acting on behalf of and at the request of the customer.

All complaints are recorded by the Feedback Officer for the department concerned. All complaints will be investigated to try to reach a satisfactory solution. Keeping records of all complaints will help to identify areas where we can improve service delivery. It is important that complaints are seen as a positive force for change. All complaints will be recorded by the Feedback Officer on the corporate database, ensuring uniformity across the county. Any elected member or member of staff can receive a complaint. Members and staff should immediately report the complaint to the appropriate department's Feedback Officer. They will record and deal with the complaint.

The customer care service will co-ordinate records for all services.

Cash Offices

Denbighshire has a network of Cash Offices throughout the County where you can make payments and get information on Council services.

The Cash Offices are conveniently sited in the main towns of Rhyl, Prestatyn, Denbigh and Ruthin. (You can also make payments at one of the many One Stop Shops around the County.)

St Asaph Library

The Roe
St Asaph
LL17 OLU
Tel - 01745 582253
Fax - 01824 708402

Prestatyn

Council Offices
Ty Nant
LL19 9LG
Telephone: 01824 706600

<p>Ruthin County Hall Wynnstay Road LL15 1YN Telephone: 01824 706001</p>	<p>Denbigh Library Hall Square Denbigh LL16 3NU Telephone: 01745 816313 Fax: 01745 816427</p>
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4. Community

Denbighshire Volunteer Centre

Help individuals to find the voluntary work that's best suited to their skills and interests.

No Age Limit - No Minimum Time Commitment

Registering with the Bureau has many benefits:

For Individuals:

- Using your skills and experience to help others
- Learning new skills
- Meeting people and making new friends
- Work experience to help find paid employment

Denbighshire Voluntary Services
Naylor Leyland Centre
Well Street
Ruthin LL15 1AF
Telephone 01824 702441
Fax: 01824 705412
email office@dvsc.co.uk

5. Education and Training

Denbighshire Education Department

Any enquiries relating to primary, secondary and special education Admissions Procedure, School Transport Policy, Welsh Language Policy, General Information for Parents, Policies in relation to Education and Welfare Benefits, List of Schools, should be addressed to:

The Corporate Director of Lifelong Learning,
Denbighshire County Council,
County Hall,
Wynnstay Road,
Ruthin LL15 1YN
Tel: 01824 716014
Email: education@denbighshire.gov.uk
Website: www.denbighshire.gov.uk

Schools

In Denbighshire there are infant (ages 4-7), junior (7-11), primary (4-11) and secondary (11-18) schools. In addition, Denbighshire has two special schools providing education for 3-18 years old.

- Parents have the option to enroll their child(ren) at nursery school from the term after their 3rd birthday. This is known as non-statutory nursery provision.
- Parents also have the option to enroll their child(ren) in a reception class, at either an infant or primary school, the term after their 4th birthday. This provision is not statutory until the term following the child's 5th birthday.
- Statutory school age starts the term after the child's 5th birthday and it is the responsibility of the parent to ensure that the child is enrolled at school.

The Children's Information Service provides information to parents or carers of 0-20 year olds about childcare and children and young people's services. They provide information on relevant benefits, organisations, helplines and children and young people's issues generally.

childrensinformation@denbighshire.gov.uk

Further Education (Post 16)

Contact Information can be found by contact local colleges, libraries and one stop shops.

Learning Welsh

Welsh for Adults is one of the biggest learning programmes for adults in Wales and are offered by 31 providers across the country. The provision is planned by six language centres located in regions or sub-regions in Wales to provide a strategic lead for Welsh for Adults locally.

For further information about the Welsh language and culture and how to integrate fully into the new community you may be joining visit the Moving to Wales website at: www.movingtowales.com

<http://www.mentrau-iaith.com/>

Learning Welsh for Adults

Telephone: 01248 383928 email: learncymraeg@bangor.ac.uk

website: learncymraeg.org

Learning English

Contact Information can be found by contact local colleges, libraries and one stop shops.

6. Emergency Services

- Police
- Ambulance
- Fire Service

Emergency & Non Emergency Numbers

In case of an **emergency call 999**. Use this number in case of: Life threat, violence or threatening, serious crime (with use of violence or break in) taking or about to take place, traffic accident involving injuries or threat to other driving this road, when vulnerable person needs immediate support.

Non emergency 0845 458 0000 Non emergency accidents are those which will not qualify as urgent, but still require police action. These are i.e.: Break-in and robbery, when the intruders managed to run away.

7. Employment

Worker Registration Scheme (WRS) - if you are a national of the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, or Slovenia, you are required to register with the Workers Registration Scheme (WRS) within 1 month of starting work. You can do so by submitting a completed WRS Application Form. If you change jobs you will have to complete and register again, but do not have to pay for a second time. It is important you register and follow this guidance as you may be treated as working illegally if you do not. If you are a national of another country not listed above, you may have a work permit issued to you.

Asylum Seekers

Asylum seekers are not permitted to do paid work in Wales. However there are several organisations which organise voluntary work for asylum seekers. Denbighshire Voluntary Services Council (DVSC) is the umbrella organisation for voluntary activity throughout Denbighshire, supporting, developing and representing voluntary organisations, volunteers and communities.

Denbighshire Voluntary Services

Naylor Leyland Centre
Well Street
Ruthin LL15 1AF
Telephone 01824 702441
Fax: 01824 705412
email office@dvsc.co.uk

Morfa Clwyd Business Centre
84 Marsh Road
Rhyl
Telephone 01745 369973
Fax: 01824 705412
email office@dvsc.co.uk

You can also check out the Volunteering Wales website which has a range of opportunities www.volunteering-wales.net

Refugees

Refugees can find information about work opportunities through local newspapers, private employment agencies or by visiting a government operated Job Centre Plus office.

To find a Job Centre in Denbighshire go to www.jobcentreplus.gov.uk or <http://www.jobs1.co.uk/>

Advice on work and careers opportunities is available on the Careers Wales website <https://www.careerswales.com/home.asp?language=English>

Migrant Workers

On arrival in the UK, you should use the 'EEA/EU' channel where is it available. An Immigration Officer will check the validity of your passport or national identity card.

You do not require a work permit to work in the UK. You should not be discriminated against in terms of conditions of employment, pay or working conditions. You may be self-employed, or an employee of a company or organisation.

The Immigration and Nationality Directorate website: www.workingintheuk.gov.uk or phone 0870 606 7766 (automated system), or www.ind.homeoffice.gov.uk
There is a minimum wage agreement in the UK.

Residency Permit - Living in the UK for a longer period

Residency Permit - If you have a right to live in the UK, you do not need a residence permit or need to register with the police. You may still apply for a residence permit if you wish. One case in which you may like to do this is if your family members wish to apply for a residence document. Residence permits are usually valid for a period of five years. However, they may be issued for a shorter time if you are working or studying in the UK for less than 12 months.

How to get a National Insurance Number

In order to get the National Insurance Number, first you have to call JobCentre Plus on 0845 600 0643. You will have to go through some options so make sure there is someone with you who understands English. Once you will get through to the operator ask them for a translator. They will arrange the time to call you with the Language Line – that's how you'll go through the process of application.

Afterwards they will write to you to call you for an interview. If your application is successful, your National Insurance Number will be sent to you through the post.

Job Centre Plus

Jobcentre Plus is a government agency supporting people of working age from welfare into work, and helping employers to fill their vacancies. ([part of the Department for Work and Pensions \(DWP\)](#)) and play a major role in supporting the Department's aim to 'promote opportunity and independence for all through modern, customer-focused services'

They will tell you about the advice and support you can get if you:

- are out of work and looking for a job
- want to find out about learning or training opportunities
- can't work at the moment, or need financial help.

Contact Job Centre Plus on Telephone: 0845 600 0643

8. Equal Opportunities

Telephone and Translation Services

'thebigword' on-call language service provides document translations and interpretation services for Denbighshire County Council.

Further information available from the council's strategic policy unit on 01824 706146 email policy.unit@denbighshire.gov.uk

The bigword website: www.thebigword.com Telephone: 0870 748 8044

Challenging Discrimination

Legislation in Britain makes it unlawful to discriminate against anyone on grounds of their sex, race or national origins, disability, religion, sexuality or age. There are some differences in the laws but they all apply to employment issues and most apply to other areas of life such as access to housing, education of goods, facilities and services. The things they may cover include how you are recruited (or perhaps denied access to a job), your pay, how you are treated at work by management or colleagues.

It all depends on whether or not you are being treated differently because you are, say, Polish or Catholic. If you are being treated differently it may be possible to take a legal case to a court termed an 'Employment Tribunal' for employment issues or a County Court for other areas.

For advice when it comes to employment go to a Trade Union in the first place or the local Citizens Advice Bureau or Equality and Human Rights Commission, for fuller advice or assistance go to one of the special statutory Commissions set up to ensure discrimination law is followed.

REMEMBER: the law goes both ways, just as others must not discriminate against you so you must not discriminate against anyone as well. This includes, for instance, not using abusive language against work colleagues because of their race or colour, their sex or sexuality, a disability or their age or faith.

Racial Harassment

The Welsh Assembly Government is committed to tackling racism and creating an inclusive society in Wales. If you are the victim of racial harassment at home, work or in a public place, then you are strongly advised to report the matter to the police. Harassment can include verbal abuse, attacks on property and physical assault. Most forms of racial harassment are criminal offences. In all cases the calls are dealt with in confidence. For more information contact:

North Wales Race Equality Network
Bangor Road
Penmaenmawr
Conwy, LL34 6LF
Tel: 01492 622 233
Fax: 01492 623 707
E-mail: nwren@tiscali.co.uk
Website: <http://www.nwren.org.uk>

Equality and Human Rights Commission

The helpline gives information and guidance on discrimination and human rights issues. They offer a bilingual service with advisors who are happy to discuss your enquiry in both Welsh and English. Read more detailed information on their webpage.

0845 604 8810 - Wales telephone number
0845 604 8820 - Wales textphone
0845 604 8830 - Wales fax
Opening hours: Mon, Tue, Thu, Fri 9:00 am-5:00 pm; Wed 9:00 am-8:00 pm
(last call taken at 7:45pm)

Write to:
Equality and Human Rights Commission Helpline Wales
Freepost RRLR-UEYB-UYZL
3rd Floor
3 Callaghan Square
Cardiff
CF10 5BT

Website: www.equalityhumanrights.com

9. The National Health Service (NHS)

Your entitlement to free National Health Service (NHS) treatment depends on the length and purpose of your residence in the UK, not your nationality.

There may be charges for some NHS services (e.g. dental treatment, medical certificates, prescription medicine, opticians etc).

For further information see: <http://www.wales.nhs.uk/directory.cfm> or call 0845 46 47 48.

The website contains information about the following:

- GP surgeries
- Pharmacies

Details of Dentists in Wales are at: <http://www.wales.nhs.uk/directory.cfm>

- Opticians
- Hospitals

Generally you can receive free NHS hospital treatment if you have:

- been living legally in the UK for at least 12 months;
- come to the UK to take up permanent residence;
- come to the UK to work either as an employee or self-employed.

10. Housing

Denbighshire County Council have published six short guides to assist on a range of housing issues. These can be downloaded from the Council website, housing options section or by contacting housing services department.

- A. Housing Advice – where to get help
- B. Housing Options – what is best for you?
- C. Affordable Housing
- D. Privately Rented Housing
- E. Council and Housing Association Housing
- F. Housing for Young People

Housing Services, Denbighshire County Council, 64 Brighton Road, Rhyl
Denbighshire, LL18 3HN, Telephone: 01824 708367,
email housing@denbighshire.gov.uk

Homelessness

Under Part VII of the Housing Act 1996 (as amended by the Homelessness Act 2002) Denbighshire County Council has certain responsibilities towards anyone who is either homeless or threatened with homelessness. This may mean advice or providing temporary accommodation depending on individual circumstances.

If you think you will become homeless and haven't got the means to find your own accommodation – get advice.

Denbighshire Council Out of Hours:
(Genuine emergency homelessness only **01745 351205**)

If you think you may be becoming homeless or are homeless you will need to contact our Homelessness Team:

Denbighshire County Council
Housing Services – Homelessness Team
64 Brighton Road
RHYL
Denbighshire
LL18 3HP Main telephone number : 01824 712800

Also at:
Denbighshire County Council
Housing Services – Housing Options Officer
County Hall
RUTHIN
Denbighshire
LL15 1YN Telephone : 01824 706064

Housing Associations - are independent bodies who receive government money to build and manage rented housing and some housing which can be brought on a part owned part rented basis. To find out about a housing association in your area check:

<http://www.welshhousing.org.uk/housingassociations>

Clwyd Alyn Housing Association

Unit 72, Ffordd William Morgan, St. Asaph Business Pk, St. Asaph, LL17 0JD
Telephone: 01745 536800 www.clwydalyn.co.uk

Wales and West Housing Association

Unit 2, Acorn Business Park, Aber Road, Flint CH6 5YN
Telephone 0800 052 2526, Minicom 0800 052 5205, Cardiff Fax 029 20415380 Flint 013 5273 6340 Fax 013 5273 6340 (Flint) www.wwha.net

Cymdeithas Tai Clwyd

Denbigh Office (Main Office), 54 Stryd Y Dyffryn, Dinbych, LL16 3BW
Telephone: 0345 230 3140, Fax: 0345 230 3145 email:
taiclwyd@taiclwyd.com

North Wales Housing Association

Plas, Blodwel, Broad Street, Llandudno Junction, Conwy, LL31 9HL
Telephone: 01492 572727 email: customerservices@nwaha.org.uk

Private Landlords

Waiting to be housed by the council or a housing association can take a long time because vacancies are very limited and waiting lists are lengthy. You may wish to consider other housing options. For many people, the most realistic option is renting a property from a private landlord, at least in the short term. More properties have become available in recent years as property investors have bought homes and rented them out.

Private rented properties can be found advertised in local newspapers, on the internet and through estate agents, letting agencies, through colleges and notices in shop windows.

Council Tax

Council Tax is a locally set tax that is payable on all domestic properties. There is one council tax bill for each dwelling, whether it is a house, bungalow, flat, maisonette, mobile home or houseboat and whether it is owned or rented.

The Council Tax is the way in which local authorities raise funds to pay for their services. A bill is sent to the owner or resident of each dwelling in the area of every local authority. The Council Tax must be paid either if you own or rent the house (dwelling).

The amount of the bill reflects the value of the dwelling, had it been sold on the open market by a willing vendor on 1 April 2003. Example (: For a house with a value between £91,000 and £123,000 (average house) the Council Tax is about £1165 per year. (£97.10 per month)

Our booklet, "Money Matters" provides financial information for Council Tax and Non-Domestic rate payers and is available in hardcopy or on-line.

Enquiries to:
Revenues
Russell House
Churton Road
Rhyl
LL18 3DP
Telephone 01824 706468
Fax 01824 706306

The Benefits Department is responsible for calculating customer's entitlement to Housing Benefit and Council Tax Benefit and for promoting the availability of these benefits. Both Benefits are available to people on low income.

Housing Benefit

sometimes called rent rebate or rent allowance, is a Government benefit to help you pay your rent.

Council Tax Benefit

is a Government benefit to provide help with your council tax bill. Denbighshire County Council administers these schemes for people living within it's area, who are liable to pay rent and/or Council Tax

Benefits Department,
Denbighshire County Council,
Russell House,
Churton Road,
Rhyl,
LL18 3DP

Telephone:

01824 706302, 01824 706312, 01824 706316, 01824 706400

Fax: 01824 706332

Email: benefits@denbighshire.gov.uk

11. Public Transport:

Some bus services and trains do not operate on Sundays and Public Holidays
Timetables: <http://www.denbighshire.gov.uk>

Bus

Bus Pass and Concessionary Travel Scheme for Denbighshire Residents

The Denbighshire County Council Free Local Bus Travel Scheme provides free travel on local bus services for Senior Citizens and people with disabilities who are permanent residents of Denbighshire.

Transport
Caledfryn
Smithfield Road
Denbigh LL16 3RJ
Phone 01824 706101 (English) 01824 706100 (Cymraeg)
Fax 01824 706180 email: publictransport@denbighshire.gov.uk

Cheaper Travel for Young People

If you are aged between 19 and 22, you can claim a pass that gives about 25 per cent discount on any Arriva bus service operating in, to or from North East Wales.

Telephone: 01824 706886 for further information

Community Transport Solutions - Rural Car Schemes

For people who live in rural areas who have little public transport, or for people who may find it difficult to use the bus, there are eight rural car schemes for people in rural areas, covering Clawddnewydd, Corwen, Denbigh, Llanaron-yn-Iâl, Llandegla, Corwen, Llangollen and Ruthin.

Telephone 01824 706858 or the Council website www.denbighshire.gov.uk for more details

Nightrider

Currently available to anyone over 50 in Rhyl, Prestatyn, Dyserth and St Asaph, this new venture operates on Thursday and Friday evenings.

Telephone 01824 708373 for details or the Council website www.denbighshire.gov.uk for more details

Dial-a-Ride

If you live in the north of Denbighshire and find it difficult through disability to use the bus service, you may be eligible to join Dial-a-Ride. Dial-a-Ride also operates on some days as far south as Denbigh.

There is a membership fee but holders of Cerdyn Cymru free bus passes for disabled people travel free of charge.

Phone Dial-a-Ride 01745 344222 direct line for more information

Train

Train stations in Prestatyn and Rhyl

Traveline Cymru –

Help to Travel by Public Transport

If you need help to make your journey ie, timetables, travel alerts for bus, coach, train and community transport,

Telephone: 0871 200 22 33

Website: www.traveline-cymru.info

12. Social Services

provide and arrange many different services for a wide range of people, including:

- children and families;
- disabled people;
- people with learning disabilities;
- elderly people;
- people with mental-health problems;
- people who are blind, partially sighted, deaf or hard of hearing;
- people who have drug or alcohol problems; and
- people who are carers.

Social Services Enquiries:

We have First Contact offices in both the North and South of the County. They provide a confidential service for any individual who needs support, has concerns about child protection or the protection of vulnerable adults, advice and information for carers, and responses to all other general enquiries.

First Contact Team North,

64 Brighton Road,
Rhyl
LL18 3HP
Telephone: 01824 712900
Fax: 01824 712888
Minicom: 01745 345160
Videophone 01824 706418
Text Phone - 07917597993

First Contact Team South,

Council Offices,
Wynnstay Road,
Ruthin
LL15 1YN
Telephone: 01824 712448
Fax: 01824 706276
Minicom: 01824 704811
Videophone 01824 704046
Text phone 07917598011

If you need emergency help outside of office hours (5pm to 9am), please phone Denbighshire's Emergency Social Work Service on 0845 05 33 116.

Welfare Rights

Welfare rights services in Denbighshire help you find information, advice or help about:

- social security benefits, pensions and tax credits;
- housing rights;
- employment rights;
- personal debt;
- saving energy;
- health promotion and
- contacting other services relevant to you.

We support these advice services by funding:

- our Welfare Rights Unit;
- Rhyl Benefits Advice Shop; and
- Denbighshire Citizens Advice Bureau.

Between April 1996 and April 2009, these services helped people gain £71.9 million in social security benefits and tax credits.

Contact details for information, help and advice about your welfare rights:

Welfare Rights Helpline

Phone: 0800 169 6625 10am to 4pm, Monday to Friday
(calls to this number are free, so ask for a call-back in you have a mobile)

E-mail: welfarerights@denbighshire.gov.uk

Website: www.denbighshire.gov.uk

Benefits Advice Shop

Phone: 0800 074 0333 (calls to this number are free)

Shelter for Housing Advice

Phone: 0808 800 4444 (calls to this number are free)

Age Concern North Wales Central

Phone: 01745 816947

Disability Resource Centre

Phone: 01745 534525

Denbighshire Citizens Advice Bureau

Rhyl – 01745 334 568

Denbigh – 01745 814 336

Ruthin – 01824 703 483

Llangollen – 01978 860 983

Money Advice Unit for debt advice – 01745 818 085