The mental health service directory
for refugees and asylum seekers in Wales

ما هو الغرض من هذا الدليل ومن يمكنه الاستفادة منه؟

نهما دايزيكاهيربيه بو جيبيه و بارمهتي كن ديدات؟

اين راهنما به جه منشور و برای کمک به چه کسانی تهیه شده است؟
This Mind Cymru publication was developed in partnership with Diverse Cymru staff and service users.

The need for this work was identified by some research undertaken in Wrexham in 2011 by Mind Cymru and Welsh Refugee Council.

Every effort has been made to ensure that the information in this directory is accurate. However, the details of organisations listed may change from time to time, so please do contact services directly for the most up to date information.

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Project managed by Ginny Scarlett, Mind Cymru mind.org.uk/mind_cymru
Designed by Sam Charrington Design samcharringtondesign.com
The agencies listed in this directory are independent organisations and therefore Mind Cymru cannot take any responsibility for the quality of services provided. Any complaints regarding any organisations listed in this directory should be made directly to the organisation concerned.
Published in May 2013
What is this directory for and who can it help?

This directory lists projects, organisations and services that can help refugees and asylum seekers who are experiencing mental health problems. It is meant to be useful both for people who have been diagnosed with a mental illness by a doctor, and equally for people who are distressed, but do not have a mental health diagnosis.

It has been translated into Farsi, Arabic, and Kurdish, and these translated versions can be found on the Mind Cymru website. Please go to mind.org.uk/mind_cymru.

If you don’t read English, Farsi, Arabic, or Kurdish, please take a copy of this directory to someone who can work through it with you and contact any organisations which may be helpful on your behalf.

This publication is also intended to be a useful resource for staff or volunteers working with refugees and asylum seekers.
We won't give up until everyone experiencing a mental health problem gets both support and respect.
Emergency information – what to do if you or someone else needs help now

Ring 999 or 211 (Emergency Services) from any telephone if for any reason you believe that somebody’s life is in danger. For example, if the person is:

• A risk to themselves (or others)
• Unconscious
• Having difficulty in breathing
• Bleeding heavily
• Seriously injured or burned

If you are having thoughts about taking your own life (suicide), or you believe that somebody else is feeling that way, ring 999, or ring the Samaritans on 0845 790 9090.

If you do not believe that anybody’s life is in danger but you (or another person) need help quickly, ring NHS Direct Wales on 0845 46 47

If you would like to talk to someone about feeling distressed, depressed or about any other strong emotions, ring one of the telephone helplines listed on page 8.

What are mental health problems?

Some mental health problems are described using words that are in everyday use, for example, ‘depression’ or ‘anxiety’. This can make them seem easier to understand, but can also mean people underestimate how serious they can be.

Mental ill health feels just as bad, or worse, than any other illness – only you cannot see it.

Although mental health problems are very common – affecting around one in four people in Britain in any given year – stigma and discrimination towards people with mental health problems is still widespread and there are a lot of myths about what different diagnoses mean.

However, despite these challenges, it is possible to recover from a mental health problem and live a productive and fulfilling life. It is important to remember that having a mental health problem is not a sign of weakness.

Getting help with mental health problems

This directory lists projects, organisations and services that can help refugees and asylum seekers who are experiencing mental health problems. If you have experience of feeling depressed, anxious, or distressed in other ways then this directory can help you find support.

Most of the services listed are voluntary sector organisations, which means that they are not run by the government or the National Health Service (NHS).

Please note that the organisations listed are not a substitute for seeking medical advice. If you are worried about your own mental health or that of someone you know, please make an appointment to see a doctor as soon as possible.

If you have not been able to register with a doctor (GP) please phone NHS Direct on 0845 46 47. Once you have claimed asylum in the UK, you have the right to free NHS treatment, even if your asylum application has been turned down.

Refugees, asylum-seekers and mental health problems

Every year thousands of people arrive in the UK seeking sanctuary, fleeing conflict, political upheaval and persecution. Once here, their problems are often far from over. They face the uphill battle of gaining leave to stay, racism, isolation, separation from friends and family, and for many, poverty and destitution.

The combined impact of these experiences on the mental health and wellbeing of refugees and asylum-seekers can be devastating.
How to use this directory

To find services that are available near you, you can either go to the section in the directory covering your geographical area, (page numbers are listed in the contents page), or look at the map on the following page to help you identify which area is most relevant to you.

If you are viewing this online, just click on the sections below – or on the map opposite.

**Telephone helplines** covering all of Wales

- **Light purple pages**
- Organisations that cover **all of Wales**

- **Light blue pages**
- Organisations covering **South East Wales**

- **Purple pages**
- Organisations covering **West Wales**

- **Blue pages**
- Organisations covering **North Wales**

- **Yellow pages**

Finding help for a specific kind of mental health problem

At the beginning of each geographical section there is a list of different types of services available in that area, including for example: counselling, advocacy, children’s services and befriending.

A full list of what is included in this directory is on the contents page.

Commonly used phrases in this directory

**Self-referral.** This means that you can contact the service yourself in order to use it. You do not need a doctor or social worker to arrange an appointment for you.

**Drop-in.** A drop in service is a service where you can just turn up and join in. You do not need to make an appointment.

Map of Wales

The towns marked on this map are where most asylum seekers & refugees live in Wales.

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Telephone helplines covering all of Wales
If you are not sure of how to start to find help with mental health problems, you could begin by ringing one of the following telephone numbers. These are telephone numbers for organisations that may be able to help you find the information that you need.

It does not matter which part of Wales you are in. You can use these numbers wherever you are.

**Children and Young People’s Services**

RD4U (support for Bereaved Children & Young People – a Cruse project)

**Emergency Help**

Emergency Services

**Emotional support**

C.A.L.L. helpline
The local Mind network in Wales
Mind Infoline
Samaritans
County Mental Health Development Projects
Community mental health teams

**Mental Health Information**

C.A.L.L. helpline
The local Mind network in Wales
Mind Infoline
NHS Direct Wales
County Mental Health Development Projects
Community mental health teams

**Domestic Abuse and Sexual Violence**

All Wales Domestic Abuse & Sexual Violence Helpline
BAWSO (National Helpline)
Emergency Services

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**All Wales Domestic Abuse & Sexual Violence Helpline**

PO Box 82, Caernarfon LL54 6ZH

Phone: 0808 8010 800

info@allwaleshelpline.org.uk

Website: allwaleshelpline.org.uk

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**What does the service offer?**

We provide a 24 hour, English & Welsh information signposting service, to help and guide people with experience of domestic abuse or sexual violence who are in need of access to services such as advice, emergency support, safety, and knowledge of their rights and options.

**Who can access this service?**

Anyone.

**How can you access this service?**

If you live in Wales you can phone the All Wales Domestic Abuse & Sexual Violence Helpline (free phone) on 0808 8010 800. You will be able to speak personally to a professionally trained helpline staff member.

**What are the open hours of this service?**

24 hours every day.

**How much does this service cost?**

This service is free.

**Are there facilities for children at this service?**

No.

**Which languages are spoken at this service?**

If you need advice and information in a language other than English, we offer advice in over 150 languages via Language Line.

**Are there any women/men only services available?**

We are a gender neutral service. Anyone can access the helpline service at anytime. All helpline workers are female.
Is this service accessible to physically disabled people?
Text phone users may also contact us via Text Talk on 1800 108088 010800.

What else does this service offer?
Calls to the helpline will not show up on landline phone bills, and are free from all UK landlines and the following mobile providers: 3 Mobile, O2, Orange, T-Mobile, Virgin Mobile and Vodafone. We don’t offer ongoing support as a rule. We are a first point of contact for callers experiencing domestic abuse and sexual violence.

BAWSO (National Helpline)
9 Cathedral Rd, Cardiff CF11 9AH
Phone: 24 hour helpline 0800 731 8147
info@bawso.org.uk
Website: bawso.org.uk

What does the service offer?
BAWSO supports people from Black and Minority Ethnic backgrounds who are affected by domestic abuse and other forms of abuse, including female genital mutilation, forced marriage, human trafficking and prostitution.

Who can access this service?
Anyone in need of support and advice.

What else does this service offer?
BAWSO offer a variety of other services. See the individual listings in your area or contact the service for further information.

C.A.L.L. Helpline
Phone: 0800 132 737
Or text ‘help’ to 81066
mail@callhelpline.org.uk
Website: callhelpline.org.uk

What does the service offer?
The C.A.L.L. Helpline offers emotional support, information and leaflets on mental health and related matters to anyone living in Wales.

Anyone concerned about their own mental health or that of a relative or friend can access the service. C.A.L.L. helpline offers a confidential listening and support service.

Who can access this service?
Anyone living in Wales.

How can you access this service?
Ring 0800 132 787 or text ‘help’ to 81066.

What are the open hours of this service?
24 hours, every day.

How much does this service cost?
This is a free helpline.

Is this service accessible to physically disabled people?
C.A.L.L. will address the needs of disabled people at all times. Check with the service for further details.

What else does this service offer?
You can search the C.A.L.L. database on their website which includes 1500 agencies which might be relevant to your needs. You can also order up to three free mental health related leaflets from a wide selection available.

Check with the service if you require any further information.
RD4U
Support for Bereaved Children & Young People – a Cruse project
43 Charles Street, Cardiff CF10 2GB
Phone: 0808 808 1677
wales.cymru@cruse.org.uk
Website: rd4u.co.uk

What does the service offer?
RD4U is a website developed by Cruse Bereavement Care’s Youth Involvement Project which aims to support young people after the death of someone close to them. We believe that the best way of doing this is to involve young people in planning, developing and delivering the services.

Who can access this service?
Bereaved people up to 25 years of age.

How can you access this service?
Visit the website or ring the helpline number.

What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?
This service is free.

Other information
Cruse also supports adults after the death of someone close to them. For further information see the Cruse Cymru section on page 22.
Contact the service if you require any further information.

Emergency Services
You should always call 999 or 112 in a life-threatening emergency or if you believe a crime is happening now. This means a situation where someone is seriously ill or injured and their life is at risk or if you need police assistance immediately.

For example if anyone:
• is seriously ill
• needs an ambulance urgently
• is injured or threatened
• believes that a crime is taking place
• believes that a person committing a crime is near
• is in danger or trapped because of a fire
• is in trouble, or missing

What does the service offer?
When you contact the emergency services they will talk to you to find out what kind of help you need. They will then arrange to get help to you as quickly as possible. For example, they might send the police, the fire service or an ambulance to the place where the emergency is taking place.

Who can access this service?
Anybody.

How can you access this service?
By ringing 999 or 112. You must only ring these numbers in an emergency.

What are the open hours of this service?
24 hours, every day.

How much does this service cost?
This service is free.

Which languages are spoken at this service?
If you do not speak English, emergency services will try to find a translator to deal with your call.

Are there any women/men only services available?
You can ask to speak to a man or woman. Wherever possible, the service will try to provide somebody you are happy to talk to, but in an emergency, this might not always be possible.

If you are in a situation where you are unable to speak
Dial 999 or 112 even if you are unable to speak for any reason – for example if you are too
afraid or unwell. Listen to the phone and follow any instructions you are given.

If you have a hearing or speech impairment.

People with a hearing or speech impairment can register their mobile phone so that they can text 999 if they are in an emergency in the future. You will only be able to use this service if you have registered with emergency SMS first.

Register now: don’t wait for an emergency!

To register, text ‘register’ to 999. You will get a reply, then you must follow the instructions you are sent.

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**Mind Infoline**

Mind Infoline, PO Box 277,
Manchester M60 3XN
Phone: 0300 123 3393
info@mind.org.uk
Website: mind.org.uk

What does the service offer?

Mind Infoline answers more than 30,000 enquiries each year on a wide variety of questions about mental health. Our teams can send out printed information to individuals in unmarked envelopes, or they can help guide you to online information available on our website on a range of topics including:

- types of mental health problem
- where to get help
- medical and alternative treatments
- advocacy

We aim to provide details of help and support for people in their own area.

Who can access this service?

Anyone.

How can you access this service?

Ring 0300 123 3393.

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**NHS Direct Wales**

Phone: 0845 46 47
Website: nhsdirect.wales.nhs.uk

What does the service offer?

NHS Direct Wales is a health advice and information service.

Who can access this service?

Anyone.
How can you access this service?
Ring 0845 46 47.

What are the open hours of this service?
24 hours, every day.

How much does this service cost?
Calls cost a maximum of five pence per minute from a BT landline. The cost of calls from mobiles and other networks may vary. Your service provider may charge a minimum cost per call.

Which languages are spoken at this service?
If English isn’t your first language, NHS Direct Wales can provide confidential interpreters, in over 120 languages within minutes of taking your call. All you need to do is state in English the language you would prefer to use and wait on the line until you are connected to an interpreter who will help NHS Direct Wales give you the health information or advice you need. Our website also provides information in a variety of languages on how to contact the NHS Direct Wales telephone service in other languages.

Are there any women/men only services available?
Check with the service for further details.

Is this service accessible to physically disabled people?
NHS Direct Wales has a national textphone number for the deaf, hard of hearing and those with speech difficulties. The NHS Direct Wales textphone number is 0845 606 46 47. You can ring the NHS Direct Wales textphone number 24 hours a day, 7 days a week or call us through BT typetalk on 1 8001 0845 46 47. Calls cost a maximum of five pence per minute from a BT landline. The cost of calls from mobiles and other networks may vary. Your service provider may charge a minimum cost per call. For patients’ safety, calls to NHS Direct Wales are recorded.

What else does this service offer?
The NHS Direct website contains lots of information about how to keep yourself healthy and how to get help with health issues.

Samaritans
Freepost RSRB-KKBY-CYJK, Chris, PO Box 9090, Stirling FK8 2SA
Phone: 08457 90 90 90
a.lloyd@samaritans.org
Website: samaritans.org

What does the service offer?
We can help you explore your options, understand problems better, or just show you that someone is always prepared to care.

It doesn’t matter who you are, how you feel, or what has happened. If you feel that things are getting to you, get in touch.

Talk to us any time you like, in your own way, about whatever’s getting to you. You don’t have to be suicidal. Any contact you have with Samaritans is treated as confidential. We do not record details of any contact you have with us.

Who can access this service?
Anyone can call Samaritans, whatever their age or and whatever the problem.

How can you access this service?
Ring, email or call in to one of our branches. To find your nearest branch, visit the website or ring 08457 90 90 90. You can also write to us at the address above.

What are the open hours of this service?
24 hours, every day.

How much does this service cost?
Calls from BT residential lines will be charged as follows:
Monday – Friday, 7.00am to 7.00pm: 4.032p per minute including VAT – connection charge 12.5p.
Monday – Friday, 7.00pm to 7.00am and all day Saturday and Sunday: 1.021p per minute. No connection charge.
Mobile and other providers’ charges vary.

What else does this service offer?
You can also contact us if you are concerned about someone else. Contact the service if you require any other information.
The local Mind network in Wales

There are over 20 local Mind groups in Wales, all of which work to deliver high quality and accessible services for people with mental health problems. These organisations deliver a wide range of services include supported housing, crisis helplines, drop-in centres, employment and training schemes, counselling and befriending.

Each local Mind is an independent charity run by local people, for local people. Each is responsible for its own funding and the services it provides, but all are affiliated to Mind.

Local Mind groups that offer services specifically for Refugees and Asylum Seekers have been listed in the following pages under the different areas of Wales. Whilst not all of the groups offer specialist services, every local Mind group will extend a warm welcome to refugees and asylum seekers who are seeking support in relation to their mental health. Wherever you live in Wales, your local Mind group will do its best to support you if you have mental health problems. If they cannot provide you with what you need, they will put you in touch with another organisation which may be more appropriate.

On the next page are contact details for all of the local Mind groups in Wales. If you would like to find out if they can help you, get in touch with them directly to find out what they can offer.

List of contact details for local Mind groups in Wales

Aberconwy Mind
3 Trinity Square, Llandudno, Conwy LL30 2PY
01492 879 907

Merthyr & the Valleys Mind: Pontypridd Centre
28 Morgan Street, Pontypridd CF37 2DS
01443 484 300

Pembroke Mind
The Old Wool Market, Quay Street, Haverfordwest SA16 1BG
01437 769 982

Aberystwyth Mind
The Mill, Riverside Terrace, Mill Street, Aberystwyth, Ceredigion SY23 1JB
01970 626 225

Mid Powys Mind
Crescent Chambers, South Crescent, Llandrindod Wells, Powys LD1 5DH
01597 824 411

Swansea Mind
66 St Helens Road, Swansea SA1 4BE
01792 642 999

Cardiff Mind
166 Newport Road, Cardiff CF24 1DL
02920 402 040

Merthyr & the Valleys Mind: Merthyr Tydfil Centre
107 High Street, Merthyr Tydfil CF47 8AP
01685 727 522

Torfaen Mind
24 George Street, Pontypool NP4 6BY
01495 757 393

Caerphilly Borough Mind Association
Unit A 34-36 Pendrilla Road, Ystrad Mynach CF82 7AN
01443 816 945

Mind in the Vale of Glamorgan
29 Ty Newydd Road, Barry CF62 8HB
01446 749 743

Mind Ynys Môn
The Priory, Richmond Hill, Holyhead LL65 2HH
01407 761 611

Carmarthen Mind
Priory Centre, 132b Priory Street, Carmarthen SA31 1LR
01267 222 990
Monmouthshire Mind  
45b Cross Street, Abergavenny NP7 5ER  
01873 858 275

Ystradgynlais Mind  
18 Heol Eglwys, Powys SA9 1EY  
01639 841 345

Flintshire Mind  
The Wellbeing Centre, 23b Chester Street,  
Mold CH7 1EG  
01352 757 637

Neath Port Talbot Mind  
Ty Croeso,  
32 Victoria Gardens,  
Neath SA11 3BH  
01639 643 510

Vale of Clwyd Mind  
15 Bedford Street,  
Rhyl LL18 1SY  
01745 336 787

Llanelli Mind  
46 Thomas Street,  
Llanelli SA15 3JA  
01554 752 751

Newport Mind  
100-101 Commercial Street,  
Newport NP20 1LU  
0163 3258 741

Carmarthen  
Phone: 01267 238 367  
carmarthenshire@wwamh.org.uk

Ceridigion  
Phone: 074359 63647  
ceredigion@wwamh.org.uk

Cardiff Vale Action for Mental Health Development  
Website: cvmhd.org.uk

Neath Port Talbot Mind  
Ty Croeso,  
32 Victoria Gardens,  
Neath SA11 3BH  
01639 643 510

Vale of Clwyd Mind  
15 Bedford Street,  
Rhyl LL18 1SY  
01745 336 787

Llanelli Mind  
46 Thomas Street,  
Llanelli SA15 3JA  
01554 752 751

Newport Mind  
100-101 Commercial Street,  
Newport NP20 1LU  
0163 3258 741

County mental health development projects

These organisations can provide information about mental health related services in your area.

West Wales Action For Mental Health  
Website: wwamh.org.uk

Pembroke
Phone: 01437 769 422  
annecline@wwamh.org.uk

Carmarthen
Phone: 01267 238 367  
carmarthenshire@wwamh.org.uk

Ceridigion
Phone: 074359 63647  
ceredigion@wwamh.org.uk

Cardiff Vale Action for Mental Health Development  
Website: cvmhd.org.uk

Neath Port Talbot Mind  
Ty Croeso,  
32 Victoria Gardens,  
Neath SA11 3BH  
01639 643 510

Vale of Clwyd Mind  
15 Bedford Street,  
Rhyl LL18 1SY  
01745 336 787

Llanelli Mind  
46 Thomas Street,  
Llanelli SA15 3JA  
01554 752 751

Newport Mind  
100-101 Commercial Street,  
Newport NP20 1LU  
0163 3258 741
Community mental health teams (CMHTs)

What does the service offer?
Counselling, support and advice to people experiencing mental health problems who have been referred by their doctor.

Who can access this service?
Anyone who has been referred by a doctor (usually their own GP).

How can you access this service?
By referral from your doctor. You can also contact Community Mental Health Teams by phone for general information about how to access mental health services, or if you are very concerned about someone you believe is experiencing mental health problems.

What are the open hours of this service?
Times vary but are usually Monday – Friday, 9.00am to 5.00pm. Some services can provide emergency support. Contact the service for more details.

How much does this service cost?
This service is free provided you qualify for treatment under the National Health Service (NHS). Contact the service for more details.

What else does this service offer?
Contact the service if you require any further information.

Contact details for local Community Mental Health Teams are listed on the following pages.
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<td>Flintshire</td>
<td>NE Wales</td>
<td>North Delyn</td>
<td>01352 750 252</td>
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<td>NE Wales</td>
<td>Mold</td>
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<td>Flintshire</td>
<td>NE Wales</td>
<td>Deeside</td>
<td>01244 834 921</td>
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<td>Wrexham</td>
<td>Central</td>
<td>Wrexham</td>
<td>01978 355 783</td>
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<td>Rural</td>
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<td>Denbigh</td>
<td>Conwy &amp; Denbigh</td>
<td>South</td>
<td>01978 860 787</td>
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<td>Denbigh</td>
<td>Conwy &amp; Denbigh</td>
<td>Dyffryn Clwyd</td>
<td>01745 813 138</td>
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<td>Rhuddlan</td>
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<td>01492 532 164</td>
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<td>Conwy &amp; Denbigh</td>
<td>Aberconwy</td>
<td>01492 860 926</td>
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<td>Ynys Môn</td>
<td>NW Wales</td>
<td>Ynys Môn</td>
<td>01248 682 508</td>
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<td>Guynedd</td>
<td>NW Wales</td>
<td>Dwyfor</td>
<td>01758 614 647</td>
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<td>Guynedd</td>
<td>NW Wales</td>
<td>Arfon</td>
<td>01248 363 470</td>
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<td>Guynedd</td>
<td>NW Wales</td>
<td>Meirionydd</td>
<td>01341 422 122</td>
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<td><strong>Mid and West Wales</strong></td>
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All Wales organisations
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Refugee Voice Wales
Welsh Refugee Council

Advocacy

Hafal
Refugee Voice Wales

Bereavement support

Cruse Cymru

Children and Young People’s services

Action for Children
Barnardos Cymru
Tros Gynnal Plant

Abuse and Violence

Emergency services
Hafan Cymru
Victim Support

Emotional Support

Bipolar UK
Gofal
Hafal
Hafan Cymru
Refugee Voice Wales

Faith based

Henna Foundation

Mental Health Information

Bipolar UK
Gofal
Hafal
Hafan Cymru
Mind Infoline

Older People’s Services

Age Cymru

Race/Culture specific

Kurdi Cymru

Action for Children

Phone: 02920 222 127
Phone to find the email address of the service you need.
Website: actionforchildren.org.uk

What does the service offer?

Our services aim to:

• Work with young people to identify and overcome barriers in their lives.
• Help them plan to get where they want to be.
• Build self-confidence and self-esteem.
• Help them to make more positive choices.

Who can access this service?

Services are provided to children of all ages who are:

• Children in care
• Disabled children
• Young people

What else does this service offer?

Adoption and fostering services, family support services, specialist schools.

How can you find out about services in your local area?

Action for Children provides services in all parts of Wales.

Services and facilities vary from area to area so to find out more, visit the website actionforchildren.org.uk or ring on 02920 222 127.
Age Cymru
Tŷ John Pathy, 13/14 Neptune Court, Vanguard Way, Cardiff CF24 5PJ
Phone: 0800 169 6565 (advice line) 02920 431 555 (general information)
enquiries@agecymru.org.uk
Website: agecymru.org.uk

What does the service offer?
We provide confidential, impartial, simple information and advice.
We help people to claim their entitlements.

Who can access this service?
Anyone with a query about someone over 50.

How can you access this service?
Contact the service to find out more about projects near to you.

How much does this service cost?
This service is free.

What else does this service offer?
• We celebrate creativity in later life.
• We make physical activity available.
• We work to make residential care a positive experience.
• We promote healthy living throughout the year.

Other information
Please contact the service if you require any further information.

Barnardos Cymru
Phone: 02920 493 387
Phone to find the email address of the service you need.
Website: barnardos.org.uk

What does the service offer?
Barnardos Cymru provides 88 services across the country working with vulnerable children, young people, families and communities, helping them to build a better future.

How can you find out about services in your local area?
Barnardos Cymru provides services in all parts of Wales.
Services and facilities vary from area to area so to find out more, visit the website or telephone the office on 02920 493 387.

Bipolar UK
4th Floor, Clarence House, Clarence Place, Newport NP20 6GY
Phone: 01633 244 244
walesinfo@bipoalruk.org.uk
Website: bipolaruk.org.uk

What does the service offer?
Support for anyone affected by bipolar. Mentoring Service, self help groups, e-community and information. Bipolar – sometimes known as manic depression – is a mental health problem characterised by significant mood swings including manic highs and depressive lows. The majority of individuals with bipolar experience alternating episodes of mania and depression.

Who can access this service?
Anyone affected by bipolar including people who experience bipolar, their families and their friends.

How can you access this service?
Contact the service to find out more about services near to you.
What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Not usually – we would assess each situation.

Which languages are spoken at this service?
English.

Are there any women/men only services available?
Yes.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
Possibly – dependant on particular meeting place. Contact the service to find out more about services near to you.

Cruse Cymru

Address 43 Charles Street,
Cardiff CF10 2GB
Phone: 02920 226 166
wales.cymru@cruse.org.uk
Website: crusebereavementcare.org.uk

What does the service offer?
Cruse is the national organisation for all bereaved people, including the widowed and their children. Cruse offers practical advice, support, counselling and the opportunity to share experiences with others who have been bereaved.

Who can access this service?
Anyone.

How can you access this service?
Via telephone, email or post or visit the Cruse website.

What are the open hours of this service?
Contact your local group for details.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Cruse also provides a website for bereaved children and young people called RD4U, which is backed up by a young people’s helpline 080 8808 1677.

Which languages are spoken at this service?
Clients can request support in their own language and where possible we hope to provide that service.

Are there any women/men only services available?
Contact the service for further details.

Is this service accessible to physically disabled people?
Yes, support is provided in homes as well as local counselling venues.

Does this service have a prayer space?
Not applicable.

Local Branch Contact details
All Pembrokeshire Branch
01437 891 006 westwales@cruse.org.uk
Cardiff and The Vale Branch
02920 226 166 cardiff@cruse.org.uk
Carmarthenshire Branch
01267 235 130 westwales@cruse.org.uk
Ceredigion Branch
01239 521 141 westwales@cruse.org.uk
Gwent & Caerphilly Branch
01633 251 982 gwent@cruse.org.uk
Merthyr Tydfil, RCT
01685 876 020 merthyr.rct@cruse.org.uk
All Wales organisations

Morgannwg Branch, Swansea
01792 462 845 morgannwg@cruse.org.uk

North Wales Area
08445 617 856 northwales@cruse.org.uk

Powys Area
01686 610 220 powys@cruse.org.uk

What else does this service offer?
The personal help that is provided is free and confidential and is backed up by a wide range of specialist publications. Contact the service if you require any further information.

Gofal
2nd floor, Derwen House, 2 Court Road, Bridgend CF31 1BN (head office)
Phone: 01656 647 722
enquiries@gofal.org.uk
Website: gofal.org.uk

What does the service offer?
We provide a wide range of mental health and well being services that support independence and promote recovery.

Who can access this service?
The services we offer will vary from area to area. Contact us to find out about services in your area.

Other information
Contact the service if you require any further information.

Hafal
Suite C2, William Knox House, Britannic Way, Llandarcy, Neath SA10 6EL (head office)
Phone: 01792 816 600
hafal@hafal.org
Website: hafal.org

What does the service offer?
Hafal delivers a range of services to people with serious mental health illness including: direct support and advice; support in a crisis; contact with others by phone; advocacy; support in a group setting; introductions for befriending and employment and training projects. We also give clients a much-needed voice in the planning of mental health services.

Underpinning our services to clients, families and members is our own Recovery Programme. This Programme is based on modern principles of self-management and empowerment. It encourages clients and families to work towards recovery with the help of Hafal’s staff and other supporters by taking a more methodical approach to improving all areas of life.

Who can access this service?
The services we offer will vary from area to area. Contact us to find out about services in your area.

Other information
Contact the service if you require any further information.

Hafan Cymru
Stephen’s Way, Carmarthen SA31 2BG (head office)
Phone: 01267 225 555
enquiries@hafancymru.co.uk
Website: hafancymru.co.uk

What does the service offer?
Hafan Cymru works with women (and more recently men) of all ages and their children (if any), who require support to assist them in meeting their needs and to enable them to develop the necessary independence to take control over their own lives. Hafan Cymru offers a whole-person approach to the provision of support that covers a wide range of issues, for example: for women recovering their mental health, ex-offenders, people who misuse substances, and in particular for women or men who have experienced domestic abuse, resulting in complex or multiple needs.
Who can access this service?
Women (and in some areas men) who are in need of support.

How can you access this service?
Contact Hafan Cymru by phone, email, or via our website.

What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?
Rents are charged in our supported housing projects. There are no charges for our support service.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
English / Welsh / access to translation facilities for other languages.

Are there any women/men only services available?
Yes – women only services.

Is this service accessible to physically disabled people?
Yes some of our supported housing projects are accessible for physically disabled people.

Does this service have a prayer space?
No.

What else does this service offer?
Young Women’s Project and Young People’s Project
Temporary Supported Housing for women and children
Floating Support Services
Hafan Cymru services are provided in 17 Local Authorities across Wales.

Henna Foundation
2 St Martins Row, Albany Road, Cardiff CF24 2JJ
Phone: 02920 496 920
info@hennafoundation.org
Website: hennafoundation.org

What does the service offer?
The Henna Foundation, (formally known as All Wales Saheli Association), is a third sector registered charity, committed to strengthening families within the Muslim community. The Foundation works nationally and internationally to advance the needs, concerns and aspirations of Muslim women, children and the families that they live within. Henna Foundation believes that Muslim communities require culturally sensitive support, advice, assistance and awareness in dealing with the issues that they face. The Foundation’s ground-breaking approach is to engage with all members of the family. Henna Foundation is committed to strengthening families and building safer, strong communities within civil society. The Foundation recognises that the benefits of psychologically healthy families in every way are critical to social and community cohesion. Our area of work includes honour-based violence, forced marriage, domestic abuse and abandoned spouses.

We provide the Muslim Family with:
• Advice
• Support
• Advocacy
• Training
• Policy research

Who can access this service?
Anyone.

How can you access this service?
If you wish to self refer and want to discuss a referral or get more information about the services we provide, please call and speak to a member of the team or email us on info@hennafoundation.org
All Wales organisations

What are the open hours of this service?
Monday – Friday, from 10.00am to 5.00pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Contact the service for further details.

Which languages are spoken at this service?
English, Urdu and Malay.

Are there any women/men only services available?
Our services are open to both men and women. However we are able to make arrangements to ensure that we provide privacy to our clients.

Is this service accessible to physically disabled people?
Unfortunately our current office does not have disabled access; however we are able to visit clients in premises that cater to their needs.

Does this service have a prayer space?
Yes.

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**Kurdi Cymru**

C/o Welsh Refugee Council, Phoenix House, 389 Newport Road, Cardiff CF24 1TP
Phone: 07915 829582
kurdycymru@gmail.com
No Website

What does the service offer?
We work closely with other statutory and non statutory organisations to help improve the lives of and unite all Kurdish people living in Wales. We offer friendship, help and emotional support.

Who can access this service?
Kurdish people from all countries who now live in Wales.

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**Refugee Voice Wales**

389 Newport Road, Cardiff CF24 1TP
Phone: 02920 432 987
info@refugeevoicewales.org
Website: refugeevoicewales.org

What does the service offer?
- Information
- Referrals and signposting
- Identification of the needs of refugees and asylum seekers
- Advocacy
- Capacity Building and training for refugees and asylum seekers
Tros Gynnal Plant
12 North Road, Cardiff CF10 3DY
Phone: 029 2039 6974
admin@trosgynnal.org.uk
Website: trosgynnal.org.uk

What does the service offer?
Tros Gynnal Plant is a leading Welsh children’s charity working with some of our country’s most vulnerable and marginalised children and young people. Their project ‘Young People Speak Out’ focuses specifically on young refugees and asylum seekers. They may be experiencing difficulties in accessing appropriate services in health, education and social care – these include children with disabilities, children with emotional health needs and children seeking asylum.
Tros Gynnal Plant has projects across Wales offering independent and confidential support to children and young people and families through advocacy, participation, counselling, family group meetings and conflict resolution. We also offer advocacy support for those experiencing problems with emotional health and wellbeing.
Contact the service if you require any further information.

Victim Support
1st Floor, 1 Alexandra Gate, Ffordd Pengam, Tremorfa, Cardiff CF24 2SA
Phone: 0845 612 1900
Email via website
Website: victimsupport.org.uk

What does the service offer?
Emotional and practical support to anyone who has been a victim of crime. People can use the service for as long as they need to.

Who can access this service?
This is a Wales wide service for anyone who has been a victim of crime whether they have reported the crime to the police or not.

How can you access this service?
Ring the Victim Care Unit on the number above. Victims of crimes reported to the Police will automatically be referred to Victim Support. People may also be referred by other agencies.

What are the open hours of this service?
Monday – Friday, 8.00am to 8.00pm. Saturday, 9.00am to 5.00pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
This depends on where the service is being accessed so would need to be arranged on an individual basis.

Which languages are spoken at this service?
Services can be provided in any language as we use a translation service.

Are there any women/men only services available?
Yes.
Is this service accessible to physically disabled people?
Yes, fully accessible.

Does this service have a prayer space?
This depends on where the service is being accessed so would need to be arranged on an individual basis.

What else does this service offer?
Support can be offered at home or at one of the many outreach facilities in the community.

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**Welsh Refugee Council**

info@welshrefugeecouncil.org
Website: welshrefugeecouncil.org

**Cardiff**
Phoenix House, 389 Newport Road, Cardiff CF24 1TP (head office)
Phone: 02920 489 800
Out of hours service: 07773 034534

**Newport**
High Street Chambers, 51 High Street, Newport NP20 1GB
Phone: 01633 266 420

**Swansea**
Third Floor Grove House, Grove Place, Swansea SA1 5DF
Phone: 01792 630 180

**Wrexham**
Trinity House, Trinity Street, Wrexham LL11 1NL
Phone: 01978 367 890

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What does the service offer?
The Welsh Refugee Council is an independent charity helping refugees and asylum seekers to rebuild their lives in Wales. We have offices in Cardiff, Wrexham, Swansea and Newport.

Our work:
- We provide an average of 400 specialist advice and support sessions per week to newly arrived asylum seekers, those who are awaiting a decision for their applications, refused asylum seekers, unaccompanied children and refugees who have been granted permission to stay in the UK.
- We work with the Welsh Government and the United Kingdom Border Agency to develop fair and effective policies for refugees and asylum seekers.
- We coordinate and implement innovative and artistic events alongside refugee and asylum seeker communities.
- We provide an informed perspective based on experience and commitment to work, in partnership with other sector organisations, individuals and Refugee Community Organisations, to achieve our core business objectives through promoting the inclusion of refugees in local communities throughout Wales.
- Our advice services take us to the heart of the issues that asylum seekers and refugees experience when fleeing their country. In many cases, we are the first point of contact for people suffering from the after effects of torture, rape and other issues. Our work saves lives on a daily basis.

We welcome enquiries about how to get involved in our work.

How can you access this service?
Ring, email or call into the office.

What are the open hours of this service?
See opening hours on website or ring the office for further details.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
A play area is available in Cardiff, however parents have to take full responsibility for child safety at all times.

Which languages are spoken at this service?
Many languages – contact the service for further details.
Are there any women/men only services available?

Female case workers are available. There is also an LGBT asylum seeker group that meets on Wednesday afternoons at the Cardiff Office.

Is this service accessible to physically disabled people?

Some but not all offices are accessible.

What else does this service offer?

A range of partners operate from all our offices: please contact individual offices or check our website for details.
South East Wales
Abuse and Violence

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Advice and Information for Refugees

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ABCD Cymru

Suite 1, West Wing, Ivor House, Bridge St, Cardiff CF10 2TH
Phone: 02920 250 055
infoabcymru@aol.com
Website: abcdcymru.org.uk

What does the service offer?

• We undertake direct casework with children, young people and their families on issues of social care, health, education and related issues.

• We provide information resources for disabled children, young people and their families on services relevant to them in appropriate language and format.

• We arrange and facilitate referrals to agencies, social services, play/leisure providers, housing, employment, training, carers groups and others.

• We provide supported and culturally appropriate play and leisure activities for disabled children and young people.

Who can access this service?

Children and young people up to the age of 25 and their families.

How can you access this service?

Contact us on 02920 250 055 or call into the office.

What are the open hours of this service?

Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?

This service is free.

Are there facilities for children at this service?

Our services are for young people and children.

Which languages are spoken at this service?

English, Urdu, Punjabi, Hindi, Cantonese, Arabic and Bangladeshi.

Are there any women/men only services available?

Can be arranged.

Is this service accessible to physically disabled people?

Yes.

Does this service have a prayer space?

Yes.

Other information

All our services are confidential.
**African Light Association**

Welsh Refugee Council, Phoenix House, 389 Newport Road, Cardiff CF24 1TP

Phone: 07956 332853  
africanlight@yahoo.co.uk  
No Website

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**What does the service offer?**

We provide friendship, informal support and advice to refugees and asylum seekers, and our aim is to take them out of isolation and to include and integrate them into UK culture, environment and British society.

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**Who can access this service?**

Anyone.

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**How can you access this service?**

Ring or email.

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**How much does this service cost?**

This service is free.

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**Which languages are spoken at this service?**

English, French and various African languages.

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**Is this service accessible to physically disabled people?**

Yes.

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**What else does this service offer?**

Check with the service for further details.

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**Axis Community Engagement Project**

NewLink Wales, Meridian Court, North Road, Cardiff CF14 3BE

Phone: 02920 529 002  
info@newlinkwales.org.uk  
Website: newlinkwales.org.uk

---

**What does the service offer?**

Our friendly approachable team is here to talk and discuss issues that are bothering you. You may be experiencing difficulties yourself or it may be a friend or family member. We can provide one to one support in a culturally sensitive manner. We can help and support you in getting the most appropriate help available and advice on how to access the right services and treatment for you. If support is needed for families or groups we are here.

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**Who can access this service?**

We can provide confidential and culturally appropriate information to young people from the age of 12 and over and to communities that need to find out more about the issues surrounding drug and alcohol misuse.

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**How can you access this service?**

Contact our team via telephone or e-mail or approach us at one of our information desks or group sessions in the community.

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**What are the open hours of this service?**

9.00am to 4.00pm.

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**How much does this service cost?**

This service is free.

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**Are there facilities for children at this service?**

There is no specific childcare however we will always do our best to accommodate needs.

---

**Which languages are spoken at this service?**

English, Urdu, Bengali, Arabic, Somali, French, Farsi.
Are there any women/men only services available?
Yes.

Is this service accessible to physically disabled people?
Yes, the premises has ground floor meeting rooms and staff are able to meet you in a venue to suit your needs.

Does this service have a prayer space?
Yes, the premises has a quiet room for use for prayers or any form of worship.

What else does this service offer?
We can provide group sessions, social activities and workshops that will help build a support network for those in need. We also provide training in cultural awareness and substance misuse. This features on our training programme or can be provided in-house to your organisation.

BAWSO (Cardiff and Newport)
9 Cathedral Road, Cardiff CF11 9HA
Phone: 02920 644 633
112/113 Lower Dock Street, Newport NP20 2AF
Phone: 01633 213 213
Website: bawso.org.uk
24 hour helpline 0800 731 8147
info@bawso.org.uk

What does the service offer?
BAWSO supports people from Black and Minority Ethnic backgrounds who are affected by domestic abuse and other forms of abuse, including female genital mutilation, forced marriage, human trafficking and prostitution.

Who can access this service?
Anyone in need of support and advice.

How can you access this service?
Appointments can be made, or we have drop-in advice, information centres and outreach services from our offices in Cardiff, Swansea, Carmarthen, Wrexham, Newport and Merthyr.

What are the open hours of this service?
Drop-in and advice centres open 9.30am to 4.30pm. Helpline is open 24 hours every day.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
We have translators who speak over 60 different languages.

Are there any women/men only services available?
Yes.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
Yes.

What else does this service offer?
Outreach workers may be able to meet with service users at a location convenient to them.

Other services offered include:
• Advice on Housing and Tenancy issues
• Support in moving home and resettlement
• Welfare Benefit Advice
• Employment Issues
• Budgeting & Debt Management
• Life skills and training advice

Contact the service if you require any further information.
**British Red Cross (Newport and Cardiff)**

Bradbury House, Mission Court, Newport, South Wales NP20 2DW  
Phone: 01633 245 750  
Website: www.redcross.org.uk

**What does the service offer?**

The Red Cross has a long tradition of providing practical and emotional support to vulnerable refugees and asylum seekers in the UK. As a leading humanitarian organisation, we often need to respond quickly and effectively to crises – for example, by supporting large-scale arrivals or providing emergency provisions for those facing severe hardship.

**How do we help people?**

The Red Cross supports refugees in a wide number of ways, from providing emergency provisions for those facing severe hardship to giving orientation support and friendly advice to the most vulnerable.

**What are the open hours of this service?**

Monday – Friday, 9.00am to 5.00pm.

**Other information**

Finding missing family members. When families are separated by conflict or disaster, we work through a global network to put them back in touch – wherever they are.

Transport service. Our transport service gives you freedom and independence if you can’t get about easily yourself or use public transport.

Medical equipment. We provide short term loans of equipment to people in need. Loan items include wheelchairs, commodes, walking sticks and walking frames.

Care in the home. Need help after a stay in hospital? Our volunteers can provide extra support and care at home, preventing unnecessary stays or readmissions.

Contact the service if you require any further information.

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**Caerphilly Borough Mind Association**

34-36 Penallta Road, Ystrad Mynach, Caerphilly CF82 7AN  
Phone: 01443 816 945  
rvmind@btinternet.com  
Website: caerphillyboroughmind.co.uk

**What does the service offer?**

Support around mental health issues, signposting to relevant services, community recovery programme, volunteering opportunities.

**Who can access this service?**

Anyone over the age of 16 and living in Caerphilly County Borough.

**How can you access this service?**

Ring and make an appointment.

**What are the open hours of this service?**

Monday – Friday, 9.00am to 3.00pm (appointment only).

**How much does this service cost?**

This service is free.

**Are there facilities for children at this service?**

There are no crèche facilities.

**Which languages are spoken at this service?**

English.

**Are there any women/men only services available?**

People using the service can choose to speak to a man or a woman.

**Is this service accessible to physically disabled people?**

Partially, contact the service to find out more.

**Does this service have a prayer space?**

Will be made available if needed.
What else does this service offer?
Contact the organisation for more details.

Cardiff City Temple Church
39–47 Cowbridge Road East,
Cardiff CF11 9AD
Phone: 02920 387 741
info@citytemple.info
Website: citytemple.info

What does the service offer?
We are a large, Pentecostal Church in the heart of Cardiff, the vibrant capital city of Wales, part of the Elim Pentecostal Church Network. City Temple is a city church with an international congregation from over 40 nationalities of all ages and drawing people from many different backgrounds.

The City Temple is made up of ordinary people responding to the love of God and the life changing message of Jesus Christ.

Who can access this service?
All are welcome, it may be more suitable for those open to the Christian faith but many people are a part of our Church.

How can you access this service?
Anyone is welcome to attend on Sundays. We have over 600 people meeting on Sunday mornings and we have helped over 50 refugees in great depth in the last few years.

What are the open hours of this service?
Sunday meetings are at 9am, 11am, and 6:30pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Yes we have full children’s programme for 0-14s.

Which languages are spoken at this service?
English and Eritrean and we have a lot of French speaking Africans too.

Are there any women/men only services available?
Public services are mixed gender but it is possible to ask to speak to someone of a specific gender.

Is this service accessible to physically disabled people?
Yes and we have people signing for the deaf at our 11am Sunday meeting.

Does this service have a prayer space?
This is a Christian prayer based service so there is always space for prayer.

Congolesse Community of Wales
183 City Rd, Cardiff CF24 3JB
Phone: 07989 041495
congolesecommunityofwales@ymail.com
No website

What does the service offer?
We give support to Congolese members and any other nationalities on asylum and refugee issues.

Who can access this service?
Anyone but especially asylum seekers and refugees.

How can you access this service?
They can call and arrange an appointment with us.

What are the open hours of this service?
Daily, as we deal with day to day issues of community members.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
People who need to access the service can bring their children with them.
Which languages are spoken at this service?
Lingala, French and English.

Are there any women/men only services available?
No.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
Yes.

What else does this service offer?
We sign-post if we cannot handle certain issues.

Diverse Cymru
Alexandra House, Third Floor, 307–315 Cowbridge Road East, Cardiff CF5 1JD
Phone: 02920 368 888
suzanne@diversecymru.org.uk
Website: diversecymru.org.uk

What does the service offer?
• Black & Minority Ethnic (BME) Mental Health Service – provides services to BME people who are affected by mental health problems. We provide information and advice, befriending, advocacy and confidential support for individuals, family members and carers. The service is accessed by a referral form process. Contact Diverse Cymru to find out more.

• Children & Young People’s Service – Diverse Cymru runs a service for the children of families using our BME mental health services. We provide children and young people with short day breaks from the adult responsibilities of caring and advocating for their parents.

• There is no limit to how many times you can use the services.

• If you use your Direct Payments to pay someone to support you, our Direct Payment service can help you to manage your payments and also offers support with your needs and responsibilities as an employer. You can access this service for as long as you need to.

• For the BME mental health project, we would support you for up to 2 years under special circumstances.

Who can access this service?
Anyone experiencing inequality in Wales. Currently Diverse Cymru only has an office in Cardiff and so our main delivery area is Cardiff & the Vale of Glamorgan. For the different projects that are on offer, ring the office and ask to speak to someone from that particular project.

How can you access this service?
Ringing the office in the first instance and making an appointment, but the BME Mental Health Service and Children & Young People’s Service are by referral only. Contact the office for further details.

What are the open hours of this service?
Monday to Friday, 9.00am to 5.30pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
• English and Arabic, in the BME mental health project.

• Farsi, Kurdish-Sorani and Badinani dialects are spoken in the befriending and BME mental health projects.

• Some Asian dialects for the Children & Young People’s project.

Are there any women/men only services available?
Yes on some projects. Please contact the service for further information.

Is this service accessible to physically disabled people?
Yes.
Does this service have a prayer space?
Not a dedicated prayer room but a private space would be made available for you.

What else does this service offer?
• Diverse Cymru has a vast library of information and a wide range of contacts that may be useful.
• Direct Payments (DP) Service, which we offer to anyone who is eligible for Direct Payments and who is currently using, (or who have been assessed as needing), community care services by Cardiff Local Authority’s Community Care Division.
• Our Direct Payments service includes: supporting service users in becoming employers; providing a free, safe and secure managed banking service; helping Personal Assistants (PA’s) to fulfil a wide variety of support needs for a person. We also offer a five session accredited course for PA’s.
• The Disability Access Group is made up of 15-20 committed local volunteers and Diverse Cymru staff who want to help improve accessibility in their area. We work not just with local authorities, but also with other organisations and individuals within the public, private and third sectors, giving input and consultancy on design and builds refurbishments and planning.
• Volunteering – Diverse Cymru supports people from groups that are currently under-represented in volunteering to become active participants in their community. We have numerous volunteer placements available both within Diverse Cymru and with other organisations. These include: Cardiff & Vale Health Board, Victim Support and the National Museum of Wales. Volunteers have the opportunity to have their volunteering experience accredited through the Credit and Qualifications Framework for Wales, and through Agored credits from levels one to four.
• Citizen Involvement – Diverse Cymru believes that people’s life stories make them ‘experts by experience’. They are best placed to know what they need and how to access routes to services and what information can be improved. This is why we have developed a Citizen Involvement project, so we can work together to have a louder voice in the community, service development and decision-making processes.
• Hate Crime Reporting Centre – Diverse Cymru will listen to you if you have been a victim of hate crime; for example, if you have been called abusive names, been attacked physically or had graffiti sprayed on your property. We want you to tell us about any attacks that have happened to you.

We will only pass your personal details to the police if you agree. We will pass them brief anonymous details of what happened to help to stop this happening again to you or someone else. This scheme is only used in Wales.

EYST (Ethnic Youth Support Team)
Units B & C, 11 St Helen’s Rd, Swansea SA1 4AB
Tel: 01792 466 980
info@eyst.org.uk
Website: eyst.org.uk

What does the service offer?
EYST provides mentoring, advice, guidance and support to young Black and Minority Ethnic (BME) people.

Who can access this service?
Young BME people aged 11–25.

How can you access this service?
Drop in or contact the service by phone or email.

What are the open hours of this service?
Contact the service by phone or email or check the website for details of specific projects.

Are there facilities for children at this service?
Yes – for children over 11 years of age.
Contact the service if you require any further information.
FAN Groups in Cardiff

N.B. Each group has a different contact number.
See next page for details of individual groups.
For general information on FAN contact details are:
c/o Oxfam Cymru, 5–7 St Mary Street, Cardiff CF10 1AT
Phone: 07989 041495
welcome_all@thefancharity.org
Website: thefancharity.org

What does the service offer?
FAN stands for Friends and Neighbours. Come to a FAN Group and you’ll meet friends and neighbours and feel more hopeful for the world. It’s a great opportunity for local people and newcomers to the area to meet one another.

FAN Groups provide a place where the wider community can meet. Many asylum seekers and refugees have said it has been a wonderful help to them. It is an opportunity to be included in the society where they are living. People give each other emotional support and often practical support too.

Who can access this service?
Anyone willing to come and join in the meeting in a spirit of friendship. We all agree to listen to each person quietly and we chat together afterwards.

How can you access this service?
Anyone can come if they want to make friends. We learn more about each other every week.

What are the open hours of this service?
See next page for details of individual groups. Most groups are held weekly – people can come every week or just when they like.

How much does this service cost?
This service is free. There is usually a cup of tea or coffee available too. Occasionally a meeting may ask for a donation for anyone who wants to give – but this is not often. There is no problem if people are unable to donate.

Are there facilities for children at this service?
The Women’s FAN Group at the Salvation Army Grangetown has children too.

Which languages are spoken at this service?
English. If English is not your first language we may be able to arrange for help in understanding the meetings. Get in touch with the service for further details.

Are there any women/men only services available?
One group is for women only – all the rest are mixed groups.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
This is not relevant as our meetings are only one hour.
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<td>Monday</td>
<td>IKEA restaurant, Grangetown</td>
<td>Meeting every Monday. But we do not meet in school holidays. For more info ring Gill 07989 041495 or Dave 07901620453 we’ll be happy to tell you more.</td>
<td>11am</td>
</tr>
<tr>
<td>Tuesday</td>
<td>GABALFA Community Centre</td>
<td>For info Tel: 07817 099145. Newcomers are always welcome. For the moment we are meeting on first Tuesday of each month at 2.30pm.</td>
<td>2.30pm</td>
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<tr>
<td>Tuesday</td>
<td>Splott Moorland Community Centre</td>
<td>This group meets at the Community Centre, Moorland Road (near Splott Park/railway bridge), and is hosted by Communities First. Please come and support this new group. Further information from Samina on 029 2087 3664.</td>
<td>2pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Yemeni Centre, Cardiff Bay</td>
<td>New FAN Group starting – women who want to be friendly and meet others of all backgrounds welcome – local and newcomers to Cardiff.</td>
<td>Ring to check times</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Severn Road Adult Centre, Severn Road, Canton</td>
<td>For information, please call the Centre – 029 2023 1652. Closed for the summer.</td>
<td>12 noon – 1pm</td>
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<tr>
<td>Wednesday</td>
<td>IKEA restaurant, Grangetown</td>
<td>A meeting for women at IKEA restaurant. Ring 07989 041495 for more information.</td>
<td>11am</td>
</tr>
<tr>
<td>Thursday</td>
<td>Tav’s, Tavistock Street (just off City Road), CF24 3BE</td>
<td>For information 07966 305334. Free help with English too. We welcome helpers who are local English speakers.</td>
<td>2.30pm</td>
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<td>Thursday</td>
<td>St Mellons Community Education Centre, Crickhowell Road</td>
<td>Please email: <a href="mailto:raamla@hotmail.co.uk">raamla@hotmail.co.uk</a> if you are interested in coming along (or ring: 07951 515417)</td>
<td>Contact group for details</td>
</tr>
<tr>
<td>Thursday</td>
<td>Howardian Education, Centre Penylan</td>
<td>Please ring 07989 041495 or 07972 299313 for more information. We’ll be pleased to meet you!</td>
<td>6.30pm</td>
</tr>
<tr>
<td>Friday</td>
<td>Salvation Army, Corporation Road, Grangetown</td>
<td>Please come at 10.30 if you would like some help with English. For more information, please call (029) 2064 0714. Closed until September.</td>
<td>10.30am</td>
</tr>
<tr>
<td>Saturday</td>
<td>City Centre, Quaker Meeting House, 43 Charles Street</td>
<td>Anyone friendly is welcome. You won’t be lonely if you come to FAN! For information 07880 630553 or 07989 041495.</td>
<td>11.30am</td>
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Four Winds User Led Association

65 Clare Road, Grangetown, Cardiff CF11 6QP
Phone: 02920 388 144
contact@4winds.org.uk
No Website

What does the service offer?

Summary of aims & objectives:
• To promote the recovery of people experiencing mental health difficulties so that individuals can lead fulfilling lives within the community.
• To provide a safe, warm, welcoming space with access to opportunities for social contact and peer support, emotional support, information and vocational support.
• To redress the social exclusion and disempowerment often faced by people living in Cardiff and the Vale who are experiencing/have experienced mental health difficulties.
• To enable users of the centre to become involved in its running and future development.

Other information
Contact the service if you require any further information.

ISSA Wales – Ihsaan Social Support Association (Cardiff and Newport)

62 Whitchurch Road, Cathays, Cardiff CF14 3LX
Phone: 02920 345 294
info@issa-wales.org
Website: issawales.org

What does the service offer?

ISSA Wales offers advocacy, befriending and counselling to support the social, emotional and spiritual wellbeing of BME and Muslim communities in Wales by using a culturally sensitive person centred approach that empowers our service users and challenges barriers and stigma that remain within society.

Who can access this service?

People from Black and Minority Ethnic and Muslim communities in Wales. Most people who use the service are living in Cardiff but the service also covers Swansea and Newport.

How can you access this service?

By ringing to make an appointment, or dropping in to the office.

What are the open hours of this service?

Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?

Advocacy, befriending and counselling services are free. Contact the organisation for further details.

Are there facilities for children at this service?

Generally we would prefer to see clients without their children, however if the client can’t get childcare cover then we would allow them to bring their children.

Which languages are spoken at this service?

English and we have staff that speaks several other languages, such as, Bengali, Arabic, Urdu, and Punjabi.

Are there any women/men only services available?

People using the service choose to speak to a man or a woman.

Is this service accessible to physically disabled people?

Yes.

Does this service have a prayer space?

Yes.

What else does this service offer?

The service also offers Islamic marriages and divorces for which a fee is payable. Contact the organisation for more details.
Journeys
38 Albany Road, Roath, Cardiff CF24 3RQ
Phone: 02920 692 891
info@journeysonline.org.uk
Website: journeysonline.org.uk

What does the service offer?
We offer:
• Self-management training for people with depression
• Counselling
• Information and guidance
• Peer support groups

No limit to how long you can use the service. Length of counselling is decided in agreement between client and counsellor.

Who can access this service?
Anyone over 18 based in Wales. You can access this service by self referral.

How can you access this service?
By ringing to make an appointment.

What are the open hours of this service?
Monday – Friday, 10.00am to 4.00pm.

How much does this service cost?
We offer some training courses for which a fee may be charged, depending on circumstances.

Are there facilities for children at this service?
No.

Which languages are spoken at this service?
English and Welsh.

Are there any women/men only services available?
People using the service choose to speak to a man or a woman.

Lean On Me
(A Crossroads Project)
Cardiff
Phone: 02920 577 300
Website: cardiffvalecrossroads.org.uk

What does the service offer?
Cardiff & Vale Crossroads provide carer centred services to a variety of groups and communities including: adults with mental health problems and people from Black and Minority Ethnic communities/multicultural groups.

Crossroads “Lean On Me Project” provides carers who are looking after a relative or a friend, a break from their caring role, whilst a professional support worker supports the cared for person. The project offers support to the cared for person by introducing them to additional health, social care and well being activities which are chosen by the individual.

Who can access this service?
All referrals must undertake a “Carers Assessment” from their local Community Mental Health Team (CMHT) in order to access the Respite Service. The CMHT will liaise with Crossroads “Lean On Me” Project regarding services required.
The LIBERATE Project
(Bridgend, Merthyr Tydfil and Risca)
New Pathways, Willow House, 11 Church Street, Merthyr Tydfil CF47 0BW
Public contact telephone number
Merthyr (head office) 01685 379 310
Bridgend: 01656 750 115
Risca: 01495 233 971
liberate@newpathways.org.uk
Website: newpathways.org.uk

What does the service offer?
The LIBERATE Project provides advocacy support to female, male and child victims of human trafficking. Clients may have been trafficked for the purpose of: sexual exploitation, forced labour (including cannabis farming, domestic servitude, forced begging and labour force exploitation), organ harvesting, female genital mutilation, honour based violence and/or forced marriage.

Who can access this service?
• Anyone who feels they are now, or have previously been, at risk of becoming a victim of human trafficking.
• Members of the public/professionals who have concerns about a potential victim or about trafficking in their area.

The LIBERATE Project is able to provide support to male, female and child clients who have been trafficked recently or in the past, or who are currently at risk of being trafficked. This can be into the UK, out of the UK or within the UK.

We accept self-referrals as well as those from statutory and voluntary agencies. We will also support members of the public and professionals who have concerns about potential trafficking activity.

How can you access this service?
• Prospective clients are able to self-refer by calling one of our offices and asking for a member of the LIBERATE team, or by email or post.
• We have child and adult referral forms which can be submitted by clients or other agencies either via post or email.
• We will take telephone queries from clients, members of the public and professionals within office hours.
• Human Trafficking Advocates can offer face to face support either in one of our office sites or at another suitable venue. We are also able to offer telephone and/or email support.

What are the open hours of this service?
Monday – Thursday, 9.00am to 5.00pm.
Friday, 9.00am to 4.30pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
If the children are accessing support, yes. However, we are not able to offer or arrange child-minding services.

Which languages are spoken at this service?
The LIBERATE Project is able to provide interpretation services where necessary.

Are there any women/men only services available?
Clients can work with someone of a specific gender if necessary.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
There is no official prayer space, however we will always take into account people’s religious needs when booking support sessions, and if required we could provide room space for prayer.

What else does this service offer?
Our service is attached to the Sexual Assault Referral Centres (SARCs) in Wales. In addition, we are able to make internal referrals to specialist counselling. Clients can also access these services through the LIBERATE project.

Our Project offers a free, client led, holistic advocacy support service including:
through the criminal justice system, support with housing issues, referral to counselling, emotional support, safety, advocacy and support with financial issues. We aim to promote independence and self-esteem, support clients to submit anonymous information and also support clients through the National Referral Mechanism. The Human Trafficking Advocates work closely with the SARCs to ensure that victims can access all services available to them. The project also works with:

- Professionals who require training/awareness raising for staff.
- Community groups who would like the team to attend events for the purpose of awareness raising.

Support agencies who require awareness raising for vulnerable groups, for example young people in or leaving care.

**MENFA**

Phone: 02920 487 058
enquiries@menfa.org.uk
Website: menfa.org.uk

**What does the service offer?**

MENFA stands for Mentoring For All. MENFA was established to support the advancement in the education of young people through advice, counselling and mentoring in schools and colleges, and within the local community.

We offer mentoring support. A mentor is someone who will listen to you, help you clarify what’s stopping you from reaching your goals, and support and motivate you towards achieving them. MENFA aims to encourage the emotional and academic development of those who feel socially disadvantaged, and empower them to reach their full potential in today’s society.

**Who can access this service?**

Anyone.

**How can you access this service?**

You can access the service by either telephoning us or emailing us.

**What are the open hours of this service?**

9:00am to 5:00pm Monday – Friday.

**How much does this service cost?**

This service is free.

**Are there facilities for children at this service?**

We run a Saturday Club for children aged 4–12 during term time to help them with their homework, Literacy and Numeracy. We also run a summer scheme for kids for two weeks during the summer holidays where children learn to be creative, take part in drama sessions, painting and go on trips.

**Which languages are spoken at this service?**

English.

**Are there any women/men only services available?**

We run women only English for Speakers of Other Languages course (ESOL) and sewing classes.

**Is this service accessible to physically disabled people?**

Yes.

**Does this service have a prayer space?**

No. The classes last for only two hours.

**What else does this service offer?**

MENFA offers accredited training courses for you to become a volunteer mentor, and follow up your training with opportunities to put your skills into practice. We also offer accredited courses in Childcare, Information and Communications Technology, Positive Parenting, Basic Skills and ESOL.
MEWN Cymru ( Minority Ethnic Women’s Network)   
Cardiff and Newport
113-116 Chamber Of Commerce Building, 2nd Floor East Bute Street, Cardiff CF10 5EQ
Please check the website for other contact details: mewn-cymru.org.uk

What does the service offer?
Emotional support.

Who can access this service?
MEWN Cymru represents ethnic minority (visible and non visible) women across Wales, regardless of their age, religious observance, ethnicity or life choices.

How can you access this service?
People can access our services through referral by GP, social worker, friends and family, walk-in, referral by partnership organisations/projects, Black and Minority Ethnic community centres/groups etc.

What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
English.

Are there any women/men only services available?
Meun Cymru is a women only service.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
Yes.

What else does this service offer?
The Ethnic Minority Mental Health Awareness Project (EMHAP) project includes:
Mental health education and promotion: Capacity and confidence building: Education and training and coping etc.

Mental Health Matters
63, Nolton Street, Bridgend CF31 3AE
Phone: 01656 651 450
info@mhmwales.org
Website: mhmcbcb.com

What does the service offer?
Befriending (only for people over 50), community advocacy, tenancy support and drop-in sessions.

Who can access this service?
Anyone over 18 living in Bridgend County Borough.

How can you access this service?
Ring, email or call in.

What are the open hours of this service?
Generally Monday – Friday, 9.00am to 5.00pm but contact the service to check. Evening sessions may be provided in the future.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
No.

Which languages are spoken at this service?
English, Italian, German.

Are there any women/men only services available?
People using the service can choose to speak to a man or a woman.
Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
Yes.

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**Multicultural Health and Information Centre**

Butetown Health Centre, Louden Square, Cardiff CF10 5UZ
Phone: 02920 440 184
No email address
No Website

What does the service offer?
To enable people from ethnic minority populations to access health care and social services and to enable people to independently and confidently access health care services e.g. to attend appointments. There is no limit to how long people can use the service.

Who can access this service?
Anyone from an ethnic minority living in the Cardiff and Vale University Health Board area. The service is open to anyone of any age.

How can you access this service?
By asking a Cardiff and Vale University Health Board professional to refer them.

What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?
This service is free for people referred by Cardiff and Vale University Health Board professionals.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
Sylheti, Bengali, Urdu, Punjabi, Hindi, Somali.

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Are there any women/men only services available?
Yes.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
No.

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**Newport and District Refugee Support Group**

89 Lower Dock Street, Newport NP20 2AH
Phone: 07855 514379
info@cspartnership.org
Website: cspartnership.org

What does the service offer?
The organisation:

- Provides support (including emotional support) to individual refugees and people seeking sanctuary – as well as refugee community groups – to create a network of support services.
- Works in partnership with other agencies to promote and share information; raise awareness and promote understanding of refugee and asylum and migrant issues. This work is done through drop-in sessions, projects, seasonal parties and activities and volunteer activities.

Contact the organisation if you require any further information.
Newport Mind

2nd Floor, 100-101 Commercial Street, Newport NP20 1LU
Phone: 01633 258 741
admin@newport-mind.org
Website: newport-mind.org

What does the service offer?
We work for the better mental health of people in Newport by providing a range of services which include our Black and Minority Ethnic Outreach Services Ashianna and Dostana.

What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

What else does this service offer?
• Young person’s support
• Volunteering
• Tenancy Support
• Accommodation Services
• Drop-in Services
• Women in Mind Group
• Men in Mind Group
• Welfare Rights
• Advocacy
• Peer Advocacy
Contact the organisation to find out any further information.

NYAS Cymru (National Youth Advocacy Scheme)

4B Swanbridge Court, Bedwas Industrial Estate, Bedwas, Caerphilly CF82 6GX
Phone: 0300 330 3131
sharon.lovell@nyas.net
Website: nyas.net

What does the service offer?
We provide advocacy services to children and young people known to social services in the following areas:
Caerphilly, Torfaen, Blaenau Gwent, Vale of Glamorgan, Flintshire, Wrexham, Denbeighshire, Gwynedd, Ynys Mon and Conwy.

Who can access this service?
• Children and young people who are deemed as looked after
• Children in need who are known to social services
• Young people leaving care
• Young people wishing to make a complaint who are known to social services

How can you access this service?
If individuals meet the criteria they can self refer using the helpline number above. Referrals can also be made via a third party but need to have the consent of the young person.

What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?
The service is free. Where translation is needed, there may be a charge. Contact the service for further details.

Are there facilities for children at this service?
Our services are for young people and children.

Which languages are spoken at this service?
Our helpline has access to Language Line.
**Oasis Cardiff**

Postal address: c/o YMCA, The Walk, Cardiff CF24 3AG
Drop In Centre address: Tav’s Centre, Tavistock Street, Roath, Cardiff CF24 3BE
Phone: 07966 305334
reynette@oasiscardiff.org
Website: oasiscardiff.org

**What does the service offer?**

Drop in with different projects all free including: cookery, English, CV workshop and interview skills, bike maintenance, food bank, lunch and refreshments.

**Who can access this service?**

All refugees and asylum seekers.

**How can you access this service?**

Drop in.

**What are the open hours of this service?**

Monday 10.30am to 12.30 women only
Tuesday- Friday, 10.00am to 3.00pm (men and women).

**How much does this service cost?**

This service is free.

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**Race Equality First**

1st Floor, 113-116 West Bute Street, Cardiff CF10 5EQ
Phone: 02920 486 207
info@raceequalityfirst.org.uk
Website: refweb.org.uk

**What does the service offer?**

Race Equality First is an independent charity working in Cardiff and the Vale of Glamorgan to promote race equality. We offer a range of services including free, confidential advice and support to victims of racial discrimination/racial harassment. We also offer advice, training and information relating to equalities and diversity.

**Who can access this service?**

Anyone living in Cardiff and the Vale of Glamorgan.

**How can you access this service?**

Through our drop-in service, telephoning Race Equality First, calling into our office at Bute Street in Cardiff or using our online service to report discrimination.

**What are the open hours of this service?**

Monday to Friday, 9.00am to 5.00pm.
How much does this service cost?
This service is free.

Are there facilities for children at this service?
Only if supervised by a parent or guardian.

Which languages are spoken at this service?
All languages are available on request and advance notice.

Are there any women/men only services available?
Yes.

Is this service accessible to physically disabled people?
Yes – advance notice required (for ramp access to be made available).

Does this service have a prayer space?
Yes.

Other information
Advice, support, advocacy and referral services for any individual who has suffered discrimination / harassment on the grounds of any characteristic protected under the Equality Act 2010. These are: Age; Disability; Gender Reassignment; Race; Religion or Belief; Sex; Sexual Orientation; Marriage and Civil Partnership and Pregnancy and Maternity.

We also provide:
• training and information relating to: equality and diversity; projects focused on education; raising awareness; community cohesion and local community development.
• support and partnership to local organisations in Cardiff and the Vale of Glamorgan on Equality and Human Rights Policy Issues.

South East Wales Regional Equality Council (SEWREC)
St Davids House, 137 Commercial Street, Newport NP20 1LN
Phone: 01633 250 006
info@sewrec.org.uk
No Website

What does the service offer?
Advocacy, advice and casework for members of the public who feel they have been discriminated against on the grounds of race, religion or sexuality.

Other information
Contact the service if you require any further information.

SOVA (Cardiff Refugee Service)
57-58 St Mary Street, Cardiff CF10 1FE
Phone: 02920 495 281
wales@sova.org.uk
Website: sova.org.uk

What does the service offer?
The aim of the project is to support newly arrived asylum seeking or refugees families through their journey to becoming integrated into the communities of Cardiff and Newport. Helping them to adapt to a new way of life, a new culture and a new environment.

The support offered includes helping them to become familiar with the cities of Cardiff or Newport, using public transport and accessing local services, visiting museums, shops, libraries, leisure activities, community centres, and providing them with lots of opportunities to improve their English language skills along the way.

The Cardiff Refugee Service also provides practical support such as understanding the asylum process, basic money management, helping with clothing concerns and providing the emotional support required to deal with the anxiety of going through the asylum process.
We can also accompany asylum seekers to tribunal hearings and help them to deal with other concerns such as family issues. Throughout all our support work we aim to build their feelings of confidence and inclusion in the community.

Those that have been given refugee status will be given support with job seeking and benefits processes, including: job search, C.V. writing and interview preparation in order to empower them to overcome the barriers to gaining employment.

The volunteer plays a crucial role as a mentor, befriending and supporting the individuals or families gaining training and other support.

**Who can access this service?**
Refugees and Asylum seeker families.

**How can you access this service?**
Either through self referral or by referral from an agency.

**What are the open hours of this service?**
Monday – Friday, 9.00am to 5.00pm.

**How much does this service cost?**
This service is free.

**Are there facilities for children at this service?**
No; we support families in the community.

**Which languages are spoken at this service?**
Our volunteers speak a number of languages including Arabic, Urdu, French and Lingali.

**Are there any women/men only services available?**
No, although a participant can choose whether they would prefer a man or women volunteer.

**Is this service accessible to physically disabled people?**
The office is accessible by lift.

**Does this service have a prayer space?**
A private prayer space/room would be made available if required.
South East Wales

Does this service have a prayer space?
Yes we have prayer space.

Other information
We take the carers to trips, picnics and walks every now and then.

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Valleys Regional Equality Council (VALREC)
Ty Menter, Navigation Park, Abercynon
CF45 4SN
Phone: 01443 742 704
info@valrec.org
Website: valrec.org

What does the service offer?
The Valleys Regional Equality Council is an organisation that provides leadership and promotes good practice in the fields of Equality, Diversity and Human Rights. VALREC are equipped to take on casework relating to discrimination and/or harassment. We provide help and support to victims of harassment, violence and other hate crimes.

Other information
Contact the service if you require any further information.

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Vanguard Project
Somali Refugees Mental Health Development
37 Stacey Road, Cardiff CF24 1DS
Phone: 02920 488 951
No email address
No Website

What does the service offer?
Objectives:

• To form a strong intermediary link between service providers and those in need.
• To empower the community including carers by identifying needs and bridging the gaps.
• To gather information on a variety of services and direct people to appropriate services.

Services:

• Signposting
• Building Trust
• Social Groups
• Interpreting
• Befriending
• Tenancy and support

Contact the service if you require any further information.

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Women’s Aid Newport
55 Stow Hill, Newport NP20 1JG
Phone: 01633 840 258
office@nptwomensaid.co.uk
Website: nptwomensaid.org.uk

What does the service offer?
Newport Women’s Aid has two refuges in Newport and these can house up to nine families or single women at any one time. Both refuges are staffed during the day with two refuge workers and child workers. Each worker is there to support the families’ needs while they work out what their best options are.

Both our refuges are spacious and well laid out, providing one private room per family — the rest of the house is communal. Each refuge has a garden and a special playroom for children. Our refuge locations are kept private and details are not revealed to the public — hence no pictures from the outside. The contact address details given are for our Information Centre on Stow Hill, in Baneswell, close to Newport City centre.

Who can access this service?
The refuges provide temporary, safe, emergency accommodation to women and children who wish to leave an abusive environment.
How can you access this service?
The Information Centre at Stow Hill is the first point of contact for women who need practical and emotional support and/or refuge due to domestic abuse.

What are the open hours of this service?
Monday – Friday, 9.00am to 4.30pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
English.

Are there any women/men only services available?
This is a women only service.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
No.

What else does this service offer?
Families are supported in their move out of refuge and into their own homes with the support of an Aftercare worker. Areas of aftercare support may include: help with moving out of refuge, furnishing the property, accessing grants, education, benefits, housing issues, police and legal proceedings. Support is also provided with regard to feelings of isolation, parenting and issues surrounding personal safety.

Women Seeking Sanctuary Advocacy Group (WSSAG)
Adamsdown Resource Centre, 10G Moira Terrace, Cardiff CF24 0EJ
Phone: 02920 450 899 or 07902 562111 or 07944 693218
wssagwales@yahoo.co.uk
Website: wssagwales.wordpress.com

What does the service offer?
Our members are women from all backgrounds who seek to create a self-led organisation to gain ownership of our own destiny. WSSAG is a group where women can come and meet and learn from one another and share experiences with total confidence, also making friends and connections. We are a lobbying, advocacy and research group which works with and for refugee women and their families in order to bring about positive changes in the refugee system and to enhance the ability to rebuild lives.

Who can access this service?
All women and children welcome.

How can you access this service?
Ring one of the numbers above or come along to our drop in on the second and fourth Saturday of the month.

What are the open hours of this service?
Every second and fourth Saturday of the month, 1.00pm to 3.00pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
English, Arabic, French.

Are there any women/men only services available?
This is a women only service.
Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
Yes.

What else does this service offer?
Organising training, workshops on refugee issues. Empowerment for one another, sharing knowledge and information, skills and experiences. Providing a safe and secure woman only space and a source of social and emotional support for each other.

The Yemeni Community Centre
Alice Street, Cardiff CF10 5LB
Phone: 02921 156 546
amanda_yemenicentre@hotmail.co.uk
No Website

What does the service offer?
We hold a coffee morning and light exercise for over 50’s (to relieve stress and alleviate loneliness).

Who can access this service?
Women over 50 years of age.

How can you access this service?
Just drop in.

What are the open hours of this service?
Wednesdays, 10.00am to 11.30am.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
A crèche facility can be arranged however prior notice is required.

Which languages are spoken at this service?
The service is provided in English however, translators from all language backgrounds are on call for those that are in need.

Are there any women/men only services available?
This is a women only project.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
We are on site of the South Wales Islamic centre and the Masjid is available for prayer.

Other information
We have a variety of projects accessible to anyone, such as: cooking; recycling old clothes in our dressmaking club; a youth club where young people can socialise and take part in informal educational activities; a free homework club supported by Cardiff university student services three evenings per week - and much more.

Drop into the centre for a timetable and to see what’s on. We also offer free advice on entitlements.
West Wales
Abuse and Violence
Amani Trauma and Therapeutic Counselling Project 54
BAWSO (Swansea) 55
Emergency Services 11
Hafan Cymru 23
LIBERATE (A New Pathways project), Swansea and Carmarthen (support to victims of human trafficking) 58
Women’s Aid, Swansea 60

Advice and Information for Refugees
British Red Cross (Swansea) 56
Swansea Bay Asylum Seekers Support Group (SBASSG) 61

Advocacy
ISSA Wales – Ihsaan Social Support Association (support for BME/Muslim people) 58

Befriending
Swansea Bay Asylum Seekers Support Group (SBASSG) 61
Cyrenians Cymru 56
ISSA Wales – Ihsaan Social Support Association (support for BME/Muslim people) 58

Children and Young People’s Services
LIBERATE (A New Pathways project), Swansea and Carmarthen (support to victims of human trafficking) 58

Emotional support and/or counselling
Amani Trauma and Therapeutic Counselling Project (Women only) 54
British Red Cross (Swansea) 56
Cyrenians Cymru 55
Hafan Cymru 23
ISSA Wales – Ihsaan Social Support Association (support for BME/Muslim people) 58
LIBERATE (A New Pathways project), Swansea and Carmarthen (support to victims of human trafficking) 58
MEWN (Minority Ethnic Women’s Support Network) Swansea 60

Faith Based
ISSA Wales – Ihsaan Social Support Association (support for BME/Muslim people) 58

Homelessness
Cyrenians Cymru 56

Housing
Hafan Cymru 23

Race/Culture specific
ISSA Wales – Ihsaan Social Support Association (support for BME/Muslim people) 58

Racial Discrimination
Swansea Bay Regional Equality Council 61

Mental Health Information Practical Support
Cyrenians Cymru 56
British Red Cross (Swansea) 56

Tracing lost family members
British Red Cross (Swansea) 56

Women’s Services
Amani Trauma and Therapeutic Counselling Project 54
Hafan Cymru 23
MEWN (Minority Ethnic Women’s Support Network) Swansea 60
Women’s Aid, Swansea 60

Amani Trauma and Therapeutic Counselling Project
2 Humphrey Street, Swansea SA1 6BG
Phone: 01792 470 298
info@africancommunitycentre.org.uk
Website: africancommunitycentre.org.uk

What does the service offer?
The project provides an environment for women to come together and build friendship.
Who can access this service?
Asylum seeking and refugee women living in Swansea.

How can you access this service?
Referrals from doctors' surgeries, by dropping-in or via the therapeutic activity offered by the service.

How much does this service cost?
The services are free to asylum seeking and refugee women living in Swansea.

Are there facilities for children at this service?
Yes, child care will be provided for the sessions.

Which languages are spoken at this service?
English. However, if an interpreter is needed we might be able to provide one. Contact the service for further details.

Are there any women/men only services available?
This is a women only trauma and therapeutic service.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
Yes this can be arranged if there is need for it.

Other useful information about this service
Counselling offered to beneficiaries is limited to a specific number of counselling sessions. Contact the service for further details.
In some cases, there may be help towards some costs (e.g. travel costs) for women using the service. Each case is treated differently.
Please contact the service for any further information.

BAWSO (Swansea)
63 Mansel St, Swansea SA1 5TN
Phone: 01792 642 003 or 24 hour helpline 0800 731 8147
info@bawso.org.uk
Website: bawso.org.uk

What does the service offer?
BAWSO supports people from Black and Minority Ethnic backgrounds who are affected by domestic abuse and other forms of abuse, including female genital mutilation, forced marriage, human trafficking and prostitution.

Who can access this service?
Anyone.

How can you access this service?
Appointments can be made, or we have drop-in advice, information centres and outreach services from our offices in Cardiff, Swansea, Carmarthen, Wrexham, Newport and Merthyr.

What are the open hours of this service?
Drop-in and advice centres open 9.30am to 4.30pm. Helpline is open 24 hrs.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
We have translators who speak over 60 different languages.

Are there any women/men only services available?
Yes.

Is this service accessible to physically disabled people?
Yes.
Does this service have a prayer space?
Yes.

What else does this service offer?
Outreach workers may be able to meet with service users at a location convenient to them.

Other services offered include:
- Advice on Housing and Tenancy issues
- Support in moving home and resettlement
- Welfare Benefit Advice
- Employment Issues
- Budgeting & Debt Management
- Life skills and training advice

Contact the service if you require any further information.

Other information
- Finding missing family members. When families are separated by conflict or disaster, we work through a global network to put them back in touch – wherever they are.
- Transport service. Our transport service gives you freedom and independence if you can’t get about easily yourself or use public transport.
- Medical equipment. We provide short-term loans of equipment to people in need, including wheelchairs, commodes, walking sticks and frames.
- Care in the home. Need help after a stay in hospital? Our volunteers can provide extra support and care at home, preventing unnecessary stays or readmissions.

Contact the service if you require any further information.

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British Red Cross (Swansea)

Villiers House, Charter Court, Phoenix Way Enterprise Park, Swansea SA7 9FS
Phone: 01792 772 146
Website: redcross.org.uk

What does the service offer?
The Red Cross has a long tradition of providing practical and emotional support to vulnerable refugees and asylum seekers in the UK. As a leading humanitarian organisation, we often need to respond quickly and effectively to crises – for example, by supporting large-scale arrivals or providing emergency provisions for those facing severe hardship.

How do we help people?
The Red Cross supports refugees in a wide number of ways, from providing emergency provisions for those facing severe hardship to giving orientation support and friendly advice to the most vulnerable.

What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

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Cyrenians Cymru

Cyrenians Community Centre,
Rear of St Mathews Church, High Street, Swansea SA1 1LW
Phone: 01792 457 926
cyrenians@cyrenians.co.uk
Website: cyrenians.co.uk

What does the service offer?
For four decades Cyrenians Cymru have worked to tackle entrenched poverty and deprivation in South West Wales. We now offer a wide range of services to homeless and disadvantaged adults as. Our ethos is simple. We exist to help people afflicted by poverty to improve their lives and achieve brighter futures. Our Unity and Diversity Group offers friendship, support and advice to refugees and asylum seekers.

Who can access this service?
Any refugee or asylum seeker can access our Unity and Diversity Group.

How can you access this service?
Drop in during the hours below.
What are the open hours of this service?
Tuesday and Thursday 4.00pm – 6.00pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
By arrangement. Please contact the service for further details.

Which languages are spoken at this service?
English and Farsi.

Are there any women/men only services available?
Yes.

Is this service accessible to physically disabled people?
Yes by arrangement. Please contact the service for further details.

Does this service have a prayer space?
No.

What else does this service offer?
- Hot meal
- English lessons
- Shower facilities
- Clothes washing facilities
- Internet access
Please contact the service for further details.

Hafan Cymru

Stephen’s Way, Carmarthen SA31 2BG (head office)
Phone: 01267 225 555
enquiries@hafancymru.co.uk
Website: hafancymru.co.uk

What does the service offer?
Hafan Cymru works with women (and more recently men) of all ages and their children (if any), who require support, to assist them in meeting their needs and to enable them to develop the necessary independence to take control over their own lives. Hafan Cymru offers a whole-person approach to the provision of support that covers a wide range of issues: for women recovering their mental health, ex-offenders, substance mis-users, and in particular for women / men who have experienced domestic abuse, resulting in complex or multiple needs.

Who can access this service?
Women (and in some areas men) who are in need of support.

How can you access this service?
Contact Hafan Cymru by phone, email, or via our website.

What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?
Rents are charged in our supported housing projects. There are no charges for our support service.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
English / Welsh / access to translation facilities for other languages.

Are there any women/men only services available?
Yes – women only services.

Is this service accessible to physically disabled people?
Yes some of our supported housing projects are accessible for physically disabled people.

Does this service have a prayer space?
No.

What else does this service offer?
- Young Women’s Project and Young People’s Project
West Wales

- Temporary Supported Housing for women and children
- Floating Support Services

Hafan Cymru services are provided in 17 local authorities across Wales.

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ISSA Wales – Ihsaan Social Support Association (Swansea)

62 Whitchurch Road, Cathays, Cardiff CF14 3LX (this office serves Swansea)

Phone: 02920 345 294
info@issa-wales.org
Website: issawales.org

What does the service offer?

ISSA Wales offers advocacy, befriending and counselling to support the social, emotional and spiritual wellbeing of BME and Muslim communities in Wales by using a culturally sensitive person centred approach that empowers our service users and challenges barriers and stigma that remain within society.

Who can access this service?

BME and Muslim communities in Wales. Most people using the service live in Cardiff, but the service also covers Swansea and Newport.

How can you access this service?

By ringing to make an appointment, or dropping in to the office.

What are the open hours of this service?

Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?

Advocacy, befriending and counselling services are free.

Contact the organisation for further details.

Are there facilities for children at this service?

Generally we would prefer to see clients without their children, however if the client can’t get childcare cover then we would allow them to bring their children.

Which languages are spoken at this service?

English and we have staff that speaks several other languages, such as, Bengali, Arabic, Urdu, and Punjabi.

Are there any women/men only services available?

People using the service choose to speak to a man or a woman.

Is this service accessible to physically disabled people?

Yes.

Does this service have a prayer space?

Yes.

What else does this service offer?

The service also offers Islamic marriages and divorces for which a fee is payable. Contact the organisation for more details.

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The LIBERATE Project
(Swansea and Carmarthen)

New Pathways, Willow House, 11 Church Street, Merthyr Tydfil CF47 0BW (Head office, also serves Swansea and Carmarthen)

Public contact telephone number
Merthyr (head office) 01685 379 310
Swansea: 01792 206 885
Carmarthen: 01267 235 464
liberate@newpathways.org.uk
Website: newpathways.org.uk

What does the service offer?

The LIBERATE Project provides advocacy support to female, male and child victims of human trafficking. Clients may have been trafficked for the purpose of; sexual exploitation, forced labour (including cannabis farming, domestic servitude, forced begging and labour force exploitation), organ harbouring, female genital mutilation, honour based violence and/or forced marriage.
Who can access this service?

• Anyone who feels they have been or are at risk of becoming a victim of human trafficking.

• Members of the public/professionals who have concerns about a potential victim or about trafficking in their area.

The LIBERATE Project is able to provide support to male, female and child clients who have been trafficked recently or in the past, or who are currently at risk of being trafficked. This can be into the UK, out of the UK or within the UK.

We accept self-referrals as well as that from statutory and voluntary agencies. We will also support members of the public/professionals who have concerns about potential trafficking activity.

How can you access this service?

• Prospective clients are able to self-refer by calling one of our offices and asking for a member of the LIBERATE team, or by email, post or fax.

• We have child and adult referral forms which can by submitted by clients or other agencies either via post or email.

• We will take telephone queries from clients, members of the public and professionals within office hours.

• Human Trafficking Advocates can offer face to face support either in one of our office sites or at another suitable venue. We are also able to offer telephone and/or email support.

What are the open hours of this service?

Monday – Thursday, 9.00am to 5.00pm.
Friday, 9.00am to 4.30pm.

How much does this service cost?

This service is free.

Are there any women/men only services available?

Clients can work with someone of a specific gender if they wish to.

Is this service accessible to physically disabled people?

Yes.

Does this service have a prayer space?

There is no official prayer space, however we will always take into account people’s religious needs when booking support sessions, and if required we could provide room space for prayer.

What else does this service offer?

Liberate is a project set up and managed by New Pathways. Therefore our service is attached to the four Sexual Assault Referral Centres (SARCs) managed by New Pathways in Wales. In addition, we are able to make internal referrals to specialist counselling. Clients can also access these services through the LIBERATE project.

Our Project offers a free, client led, holistic advocacy support service including: support through the criminal justice system, support with housing issues, referral to counselling, emotional support, safety, advocacy and support with financial issues. We aim to promote independence and self-esteem, support clients to submit anonymous intelligence and also support clients through the National Referral Mechanism. The Human Trafficking Advocates work closely with the SARCs to ensure that victims can access all services available to them.

The project also works with:

• Professionals who require training/awareness raising for staff.

• Community groups who would like the team to attend events for the purpose of awareness raising.

• Support agencies that require awareness raising for vulnerable groups, for example young people in or leaving care.

Which languages are spoken at this service?

The LIBERATE Project is able to provide interpretation services where necessary.
MEWN Swansea
24 Mansel Street, Swansea SA1 5SQ
Phone: 01792 467 722
meun@meunswansea.org.uk
Website: meunswansea.org.uk

What does the service offer?
Emotional support and advice on immigration, benefits and housing.

Who can access this service?
Minority ethnic women.

How can you access this service?
People can access our services through referral by GP, Social Worker, Friends and family, Walk-in, Referral by partnership organisations/projects, BME Community centres/groups etc.

What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
English, Bengali, Arabic, Urdu, Spanish, French, Turkish, Russian, Igbo, Erubal.

Are there any women/men only services available?
This is a women only service.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
Yes.

What else does this service offer?
Courses in various subjects. Contact the organisation for more details.

Swansea Women’s Aid
PO Box 363, Swansea SA1 2YG
Phone: 01792 644 683
swa@swanseawa.org.uk
Website: welshwomensaid.org.uk

What does the service offer?
Welsh Women’s Aid is the national umbrella organisation representing local Women’s Aid Groups situated throughout Wales. Our member groups provide direct services for women and children who have experienced or are experiencing domestic abuse.

Who can access this service?
Any woman who is experiencing or has experienced domestic abuse.

How can you access this service?
By ringing the number above.

What are the open hours of this service?
The helpline is open 24hrs, contact Swansea Women’s Aid to find out about local opening hours.

How much does this service cost?
This service is free, but standard charges will apply to telephone calls.

Are there facilities for children at this service?
Yes.

Which languages are spoken at this service?
English but we can access interpreters if needed.

Are there any women/men only services available?
This is a women only service.

Is this service accessible to physically disabled people?
Yes.

What else does this service offer?
Courses in various subjects. Contact the service for details.
Does this service have a prayer space?
Space can be made available by prior arrangement subject to availability. Contact the service for details.

What else does this service offer?
Outreach services. We also offer office based appointments for emotional and practical support, supported housing and refuge, counselling, complimentary therapies.
We also offer the ‘Freedom Programme’ which is a 12 week training and education programme for women who wish to know more about domestic abuse.
Women using the service are welcome to attend with a female friend or female support worker.

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Swansea Bay Regional Equality Council (SBREC)
3rd Floor Grove House, Grove Place, Swansea SA1 5DF
Phone: 01792 457 035 beverley@sbrec.org.uk or director@sbrec.org.uk
Website: sbrec.org.uk

What does the service offer?
SBREC undertakes work in the fields of policy development, public education and community development; and it provides support to victims of discrimination and harassment.
SBREC’s activities cover education, employment, equality awareness, housing, health, social services, community development, criminal justice system, and the way in which goods and services are provided to the public. We help other agencies take action on harassment and attacks. Anyone who suffers discrimination has the right to take legal action in a court or industrial tribunal. We can provide help to complainants directly in employment cases, and in other cases it can put them in touch with other agencies.
Contact the service if you require any further information.

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Swansea Bay Asylum Seekers Support Group (SBASSG)
Brunswick Methodist Church, St Helen’s Road, Swansea SA1 4DG (next to Exotica)
St Phillips Community Centre, Bathurst Street, Swansea SA1 3RY
No contact telephone number marilyn-thomas@lineone.net
Website: swanseabassgroup.org

What does the service offer?
Friendship. Twice weekly drop-ins. If you are too shy to come alone, email marilyn-thomas@lineone.net and we will arrange for someone to meet you somewhere and come along with you to the drop in.

Who can access this service?
Anyone. The service is focused on asylum seekers and refugees and locals who want to become part of this community.

How can you access this service?
Drop in when the sessions are running.

What are the open hours of this service?
Brunswick Methodist Church
Fridays, 5.00pm to 7.00pm.
St. Phillips Community Centre
Saturdays, 2.00pm to 5.00pm.

How much does this service cost?
This service is free.

Are there facilities for children at this service?
Yes, children over 5 can join in our “Welcome to Play” project staffed by professionally trained play workers. Children under 5 can attend this with their parent or carer in the room, or play workers could provide play equipment for them to use in the main hall.

Which languages are spoken at this service?
People speak a range of languages so we can often find someone to translate.
Are there any women/men only services available?
It would certainly be possible to ask to speak to a man or a woman. Also we have close contacts with various women’s projects and their staff visit us or could do so on request.

Is this service accessible to physically disabled people?
Ground floor access but not wheelchair accessible toilets.

Does this service have a prayer space?
No.

What else does this service offer?
We also offer a Play project for 5 – 14 year olds, some language support, refreshments, signposting, trips and cultural activities.
We are an active partner in Swansea City of Sanctuary.
We are involved in Share Tawe, a hosting project for people who are destitute and a representative of Share Tawe can often be available to talk to people about this scheme. We provide (limited) opportunities for volunteering and also can refer people to other volunteering projects – e.g. through City of Sanctuary.
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Emotional support and/or counselling

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Informal Emotional Support

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Racial Discrimination

NWREN (North Wales Regional Equality Network) 66

BAWSO (Wrexham)

33 Grosvenor Road, Wrexham LL11 1BT
Phone: 01978 355 818 or 24 hour helpline 0800 731 8147
info@bawso.org.uk
Website: bawso.org.uk

What does the service offer?

BAWSO supports people from Black and Minority Ethnic backgrounds who are affected by domestic abuse and other forms of abuse, including female genital mutilation, forced marriage, human trafficking and prostitution.

Who can access this service?

Anyone in need of support and advice.

How can you access this service?

Appointments can be made, or we have drop-in advice, information centres and outreach services from our offices in Cardiff, Swansea, Carmarthen, Wrexham, Newport and Merthyr.

What are the opening hours of this service?

Drop-in and advice centres are open 9.30am to 4.30pm. The helpline is open 24 hrs.

How much does this service cost?

This service is free.

Are there facilities for children at this service?

Yes.

Which languages are spoken at this service?

We have translators who speak over 60 different languages.

Are there any women/men only services available?

Yes.

Is this service accessible to physically disabled people?

Yes.
Does this service have a prayer space?
Yes.

What else does this service offer?
Outreach workers may be able to meet with service users at a location convenient to them.

Other services offered include:
- Advice on Housing and Tenancy issues
- Support in moving home and resettlement
- Welfare Benefit Advice
- Employment Issues
- Budgeting & Debt Management
- Life skills and training advice

Contact the service if you require any further information.

Ponthafren Association
Newtown

Longbridge Street, Newtown,
Powys SY16 2DY

Phone: 01686 621 586
admin@ponthafren.org.uk

Website: ponthafren.org.uk

What does the service offer?
Sign-posting, one to one support, counselling.
Courses/activities. Support for people with mental health issues, those who may be socially isolated and/or excluded.

Who can access this service?
Open to all.

How can you access this service?
Drop in or ring up.

What are the open hours of this service?
Monday and Wednesday, 10.00am to 9.00pm.
Tuesday, Thursday and Friday, 10.00am to 5.00pm.
Saturday and Sunday, 12.00pm to 4.00pm.

How much does this service cost?
£2 yearly membership fee for those who wish to access activities/courses/counselling. This then entitles them to access all of the above free of charge and also vote at AGM. If they only want to access for peer support etc, there is no pressure to become a paid member.

Are there facilities for children at this service?
Yes, but we do have a children’s policy, which sets out ground rules etc.

Which languages are spoken at this service?
English and Welsh at present, but we would do our best to access other languages if and when needed.

Are there any women/men only services available?
It is possible to ask to speak to a male or female staff member.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
No.

What else does this service offer?
We have volunteer drivers who are paid travel expenses to support people to access our service, but this would only be on a short term basis and could not be open ended.

Ponthafren Association
Welshpool

The Enterprise Centre, 42 Broad St,
Welshpool SY21 7RR

Phone: 01938 552 770
admin@ponthafren.org.uk

Website: ponthafren.org.uk

What does the service offer?
Sign posting, one to one support, counselling.
Courses/activities. Support for people with
mental health issues, those who may be socially isolated and or excluded.

Who can access this service?
Anyone.

How can you access this service?
Drop in or ring up.

What are the open hours of this service?
Monday and Wednesday 10.00am to 9.00pm
Tuesday, Thursday, Friday and Sunday 10.00am to 3.00pm
Saturday closed.

How much does this service cost?
£2 yearly membership fee if people wish to access activities/courses/counselling. This then entitles them to access our services free of charge and also vote at AGM. If they only want to access for peer support etc, they is no pressure to become a paid member.

Are there facilities for children at this service?
Yes, under certain circumstances. Contact the service for further details.

Which languages are spoken at this service?
English and Welsh at present, but we would do our best to access other languages if and when needed.

Are there any women/men only services available?
It is possible to ask to speak to a male or female staff member.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
No.

What else does this service offer?
Occasionally we can arrange for someone to transport you to our services for a limited time. Contact the service for more information.

NWREN (North Wales Regional Equality Network)
The Equality Centre, Bangor Road, Penmaenmawr, Conwy LL34 6LF
Phone: 01492 622 233
info@nwren.org
Website: NWREN.org

What does the service offer?
The North Wales Regional Equality Network is a charity that has the following objectives:
• To work towards the elimination of discrimination.
• To promote equality of opportunity and good relations between all persons including those that fall within the protected characteristics as defined in the Equality Act 2010 and to promote understanding of issues of discrimination and inequality.
• To work towards upholding the rights of citizens as set out in the European Convention of Human Rights and the Human Rights Act.

Contact the service for any further information.

NYAS Cymru (National Youth Advocacy Service)
4B Swanbridge Court, Bedwas Industrial Estate, Bedwas, Caerphilly CF82 6GX
(This office serves North Wales)
Phone: 0300 330 3131
sharon.lovell@nyas.net
Website: nyas.net

What does the service offer?
We provide advocacy services to children and young people known to social services in the following areas:
Caerphilly, Torfaen, Blaenau Gwent, Vale of Glamorgan, Flintshire, Wrexham, Denbeighshire, Gwynedd, Ynys Mon and Conway.
Who can access this service?
Children and young people who are deemed as looked after.
Children in need who are known to social services.
Young people leaving care.
Young people who have had contact with Social Services can contact us if they have a complaint about the services they have received.

How can you access this service?
If individuals meet the criteria they can self refer using the helpline number above. Referrals can also be made via third party but need to have the consent of the young person.

What are the open hours of this service?
Monday – Friday, 9.00am to 5.00pm.

How much does this service cost?
This service is free. Translation costs may need to be arranged with the local authority. Contact service for more details.

Are there facilities for children at this service?
Our services are for young people and children.

Which languages are spoken at this service?
Our helpline has access to language line.

Are there any women/men only services available?
Yes.

Is this service accessible to physically disabled people?
Yes.

Does this service have a prayer space?
No.

Other information
Occasionally we can arrange for someone to transport you to our services for a limited time. Contact the service for more information.
which are in the interest of social welfare and improve their conditions of life.

**What are the open hours of this service?**
Monday – Friday, 10.00am to 2.00pm.

**How much does this service cost?**
This service is free. Occasionally, there are costs for translation. Contact the service for more details.

**Are there facilities for children at this service?**
Contact the service for further information.

**Which languages are spoken at this service?**
Our helpline has access to Language Line.

**Are there any women/men only services available?**
Yes.

**Is this service accessible to physically disabled people?**
Yes.

**Does this service have a prayer space?**
No.