

BRIDGEND COUNTY DIRECTORY OF CHILDREN, YOUNG PEOPLE'S & FAMILIES' EMOTIONAL WELLBEING RELATED SERVICES



2012



Focus On Children & Young People
Ffocws Ar Blant a Phobl Ifanc

Brugyd y Ffocws ar blant a phobl ifanc / Ffocws ar blant a phobl ifanc / Ffocws ar blant a phobl ifanc



BRIDGEND COUNTY
DIRECTORY OF CHILDREN, YOUNG
PEOPLE'S & FAMILIES'
EMOTIONAL WELLBEING RELATED
SERVICES
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Introduction

This Directory has been compiled by Mental Health Matters and provides information on services that have been set up to provide help for young people with mental health or emotional problems. It also includes other services that might be helpful.

We have tried to concentrate on local services, but where these do not exist or where there is a national organisation or helpline that may be useful, we have included them.

Most of the information in the Directory comes from the organisations or services themselves, and the wording used is their own as far as possible. We do recognise that there may be errors and omissions! Inclusion in this Directory does not necessarily mean a recommendation.

If you have any further information not included in the Directory, or if you would like to make any (positive or negative) comments about it, please contact:-

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Mental Health Matters Wales
63 Nolton Street BRIDGEND CF31 3AE

Tel; 01656 767045 Fax: 01656 663397
Email: info@mhmwales.org

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ACTION FOR CHILDREN

Address: 3-4 Clos y Waun
Brackla
Bridgend CF31 2QN

Tel: 01656 766067

Fax: 01656 766960

Email: bracklameadows.neighbourhood@actionforchildren.org.uk

Website: www.actionforchildren.org.uk

Aims/objectives:

To provide a range of family support services for children and families in Bridgend County.

What we can do for you:

Playgroup, After Schools Club, Drop In, Laundry, Credit Union, Wales and West Housing Surgery, Nearly new shop, parenting courses, handling children and teenage behaviour, Individual work.

How to get in touch:

Telephone:	Mon – Thurs	9am – 5pm
	Friday	9am – 4.30pm

Choice of male/female worker? No

Languages spoken: English and Welsh

Wheelchair access? Limited

ACTION FOR CHILDREN BRIDGEND YOUNG CARERS PROJECT

Address: 3-4 Clos Y Waun
Brackla
Bridgend CF31 2QN

Tel: 01656 766067

Fax: 01656 766960

Email:

Website: www.actionforchildren.org.uk

Aims/objectives:

Promote awareness of the rights & needs of young carers both as children and as carers. Provide direct support to young carers in Bridgend. Promote multi-agency support for young carers and families. Influence the development of services for all young carers.

What we can do for you:

Provide information, advice & signpost to other help available. Listen, advocate and enable young carers and their families to receive an assessment of their needs. Access to support in school and at home. Provide respite and social opportunities through young carers groups, trips and activities.

How to get in touch:

Telephone or call:	Mon – Thurs	9.00am – 5.00pm
	Friday	9.00am – 1.00pm

Choice of male/female worker? No

Languages spoken: English

Wheelchair access? Yes

ASSOCIATION FOR POST- NATAL ILLNESS

Address: 145 Dawes Road
Fulham
London SW6 7EB

Tel: 020 7386 0868

Fax: 020 7386 8885

Email: info@apni.org

Website: www.apni.org

Aims/objectives:

Provide support to mothers suffering from post-natal illness.
Increase public awareness of the illness. To encourage research into its cause and nature.

What we can do for you:

The Association provides a telephone helpline, information leaflets for sufferers and healthcare professionals as well as a network of volunteers (telephone and postal), who have themselves experienced postnatal illness.

How to get in touch:

By letter, phone Mon - Fri 10am - 2pm (no face to face appointments)

Choice of male/female worker? All female

Languages spoken: English

Wheelchair access? No

BCBC CHILD AND YOUTH COUNSELLING SERVICE

Address: BCBC Youth Service
Old Church School
Maesteg Road, Tondu
Bridgend, CF32 9BT

Tel: 01656 754920
Telephone Counselling Service: 0844 6933114

Fax: 01656 754920

Email: julie.armytage@bridgend.gov.uk

Aims/objectives:

Counselling support for children and young people aged 3-25 years. Counselling can be accessed via primary and secondary schools and various community venues throughout Bridgend. Encourage family involvement in the therapeutic process if appropriate and provide information, advice and guidance so that parents and family members understand more about the issues that are affecting their young people.

What we can do for you:

We can offer one to one counselling support to children and young people for as long as they need it through a team of qualified counsellors, whose work is underpinned by the British Association of Counsellors and Psychotherapists (BACP) ethical framework for good practice in counselling and psychotherapy.

In addition, we also offer a telephone counselling service to 15-25 year olds. For those who find it difficult to travel, or who are isolated, this provides an effective and convenient way of getting the help you need at the time you need it.

The service is also able to give guidance, advice and information to family members who want to offer informed support to their young people outside of the counselling room.

How to get in touch:

We can offer face to face counselling appointments up to 7pm weekdays to fit in with young peoples' lifestyle. In addition our

telephone counselling line is available weekdays 3pm to 9pm and Saturdays 11am to 4pm.

This can be done via any professional who is supporting you such as a social worker or youth worker, nurse, teacher or head of year.

You, a friend or family member can also ring directly for an appointment or email for information about the service; our team are all easy to talk to and accessible; they will talk you through the process if you are not sure about whether or not counselling is for you.

Choice of male/female worker? Yes

Languages spoken: English and Welsh

Wheelchair access? Yes

BEHAVIOUR SUPPORT TEAM

Address: BCBC
'Ty-Morfa'
Hafan Deg, Aberkenfig
Bridgend, CF32 9AW

Tel: 01656 815230

Fax: 01656 815245

Email: nicky.sturgess@bridgend.gov.uk

Aims/objectives:

To support pupils with social, emotional and / or behavioural difficulties in mainstream school. To work in partnership with school staff and parents. To encourage the positive behaviour pupils with social, emotional and / or behavioural difficulties. To modify pupils' behaviour sufficiently so that they can flourish within a mainstream school.

What we can do for you:

Delivery of training in behaviour management systems and strategies. Assessments and advice for schools and parents. Help developing effective Individual Behaviour Plans for use in schools. Delivering courses to pupils to help them moderate their behaviour in schools. Providing in-class support as appropriate. Liaising with parents and other agencies as appropriate.

How to get in touch:

Via email.

Choice of male/female worker? Yes

Languages spoken: English and Welsh

Wheelchair access? Yes

BETHLEHEM CHURCH LIFE CENTRE

Address: Bethlehem Church Life Centre (BCLC)
Cefn Road, Cefn Cribwr
Bridgend CF32 0AA

Tel: 01656 745655

Email: centremanager@mybclc.org

Website: www.mybclc.org

Aims and objectives:

Bethlehem Church Life Centre opened in April 2005 and our commitment has been to continue to evolve to meet the needs of our growing and changing community. As a group of people and individuals we want to make a difference, through helping and serving you.

The Church We See:-

- is God centred, purpose driven and people empowering.
- is exciting and full of life.
- is not religious, believes in an awesome God, and is incredibly fun to be a part of. We believe in developing and maintaining character and integrity, as we express our love for God to one another.
- is attractive, relevant, confident and enables everyone to live a life of high expectation!
- equips and enables ordinary people to live extraordinary lives.
- is a deeply committed, loving, caring family where you can find refuge, new hope and a sense of belonging.

What we can do for you:

For the size of our organisation, we have some of the most gifted and talented professionals in their fields on our team, a warm committed set of volunteers, a dynamic worship team and

developing youth, sports and children's departments that serve or community.

We also have ground breaking projects like a health and fitness centre as well as our furniture recycling project Community Connections, which has furnished over 700 homes over the past 3 years, shifting over 120 tonnes of furniture.

How to get in touch:

The centre is open Mon – Fri 9am – 9.30pm. Saturday as requested. Sunday 9am – 2pm. Telephone: 01656 745655 or email: centremanager@mybclc.org

Choice of male/female worker? Yes, as required

Languages spoken: English - Welsh speakers available

Wheelchair Access: Yes

BETWS PRIMARY SCHOOL

Address: Betws Road
Betws
Bridgend
CF32 8YD

Tel: 01656 815650

Fax: 01656 815654

Email: admin.betwsprimary@bridgend.gov.uk

Website: www.betwsprimaryschool.co.uk

Aims/objectives:

Primary School with Local Authority Nurture Classes.

What we can do for you:

Following referral from Behaviour Support manager, a place in the Nurture Class maybe offered for the maximum of three terms.

How to get in touch:

School terms only, via Nicky Sturgess, Manager of Behaviour Service.
Email: nicky.sturgess@bridgend.gov.uk

Choice of male/female worker? N/A

Languages spoken: English, Welsh as a second language

Wheelchair access? Yes

(THE) BRIDGE MENTORING PLUS SCHEME

Address: 46-48 Dunraven Place
Bridgend
CF31 1JB

Tel: 01656 647891

Fax: 01656 647891

Email: angela@thebridgemps.org.uk

Website: www.thebridgemps.org.uk

Aims/objectives:

To provide one to one support to young people aged 10-25 using trained volunteer mentors. To provide educational, recreational and social activities to enhance confidence and self-worth. To provide Emotional Wellbeing Programmes for young people and adults addressing self-management, relationships, peer support, etc.

What we can do for you:

Provide 1-2-1 support. Training opportunities. Work experience opportunities.

How to get in touch:

By email or telephone:

Mon – Thurs, 9am – 4pm.

Youth evenings:

Tues & Thurs 5.30pm – 8pm.

Choice of male/female worker?

Yes

Languages spoken:

English (some Welsh speakers available)

Wheelchair access?

No

BRIDGEND & DISTRICT YMCA

Address: Angel Street
Bridgend
CF31 4AD

Tel: 01656 654613

Email: bridgendymca@hotmail.com

Website: Facebook: [bridgendymca@hotmail.com](https://www.facebook.com/bridgendymca)

Aims/objectives:

Young people are at the heart of all we do. Our activities, services and campaigns are about things young people need and want. We give them a platform to have their say and challenge discrimination and facilitate a greater understanding of themselves and others. In all the work we do we aim for young people to: be inspired and determined, be healthy and safe, be in control, speak out and be listened to, gain opportunities, and give back to their community. We work with young people of any age or background who need us.

What we can do for you:

Recreational classes and activities, vocational classes and activities, youth work, youth clubs, counselling, mediation and advocacy, youth cyber lounge and coffee shop, indoor BMX and scooter park, fitness classes, dance classes, martial arts classes, special needs activity club, global education, volunteering opportunities, etc.

How to get in touch:

Office open 7 days a week

Bridgend: 9.00am – 10.00pm

Drop in, email, facebook or telephone

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Limited

BRIDGEND LIBRARY AND INFORMATION SERVICE

Address: Wing 1, Ravenscroft
Brewery Lane
Bridgend
CF31 4AP

Tel: 01656 754800

Fax: 01656 642431 (please make very clear who the fax is being sent to)

Email: BLIS@bridgend.gov.uk

Website: www.bridgend.gov.uk/libraries

Aims/Objectives:

To promote the enjoyment of reading to all residents, students, employees and visitors to Bridgend. To collate, index and make available local and family information.

What we can do for you:

We offer free internet access, free books, storytimes for children, Bounce & Rhymes for babies, Reading Groups for adults and teenagers, free LearnDirect courses, free Basic Skills courses at the Ton Pentre Suite, CDs, DVDs, free eBook downloads, free Audiobook downloads, council information points in some of our branches, and a friendly welcome in all our branches.

How to get in Touch:

Our office at Ravenscourt (not open to the public) is available 8.30am – 5.00pm Monday – Friday. Please see our website for our branch opening times.

Choice of male/female worker?	N/A
Languages spoken:	English
Wheelchair access?	Yes

BRIDGEND says END BULLYING

Address: BCBC Youth Service
First Floor, Old Church School
Maesteg Road, Tondy
Bridgend CF32 9BT

Tel: 01656 754920

Fax: 01656 754950

Email: bseb@bridgend.gov.uk or
nicola.davies2@bridgend.gov.uk

Aims/objectives:

The aim of the project is to raise awareness of bullying issues and the consequences to the recipients of such treatment. The project will challenge oppression and prejudice and will instil into young people the seriousness of the harm and effect of bullying and oppression. The project will look at causes of bullying and attempt to change attitudes towards it by addressing such behaviour and treatment.

What we can do for you:

We will consider a whole family approach and focus on interventions that all the family can endeavour to fulfil. An open referral structure is in place that enables young people to self-refer along with other family members and organisations. The project can provide a range of prevention and intervention activities to 11-25 year olds, which includes consultation, workshops & accreditation using innovative methods, one to one support, advocacy & mediation, group work, peer education & support, self-esteem & confidence building, all enhancing the coping and social skills of young people keeping them safe and free from abuse while supporting young people with varying emotional and wellbeing issues.

How to get in touch:

Contact a member of the Bridgend says End Bullying team via contact details above

Choice of male/female worker?

Yes

Languages spoken:

English

Wheelchair access:

Yes, within approximately 90% of venues.

BRIDGEND YOUNG ADULT CARERS

Address: 87 Park Street
Bridgend
CF31 4AZ

Tel: 01656 658479
Fax: 01656 659498
Email: carerswellbeing@bridgendcarers.co.uk
Website: www.carers.org/local-centre/bridgend

Aims/Objectives:

We support people caring for family members, partners, friends or neighbours. We can help with information, support and social events.

What we can do for you:

We hold social groups for people aged 18-25 years old who act as carers. We offer a listening ear, social events and opportunities to meet with other carers and people in similar positions.

We run a young adult carers group on the last Wednesday of every month from 4pm – 6pm. If you would like to come along, or find out more just give us a call.

How to get in Touch:

Call 01656 658479 or drop in to the office:
Mon 10.00am – 1.00pm & Wed 1.00pm – 4.00pm

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Yes

BRIDGEND YOUTH COUNCIL

Address: Based at Just @sk
6/6a Wyndham Street
Bridgend

Tel: 01656 815146

Fax:

Email: bridgendyouthcouncil@live.co.uk

Aims/objectives:

The overall aim is to give young people a voice enabling them to campaign on young peoples' issues, promote citizenship, challenge the stereotypical images of young people, promote participation and involve young people in the decision making process and open dialogue between young people and the powers that be.

What we can do for you:

The council will look at ways of consulting with other young people, link with various agencies and are often invited to attend events, meetings and discussions with adults who influence the services and facilities for young people across Bridgend. The youth council looks at ways of encouraging links with all young people.

How to get in touch:

By telephoning 01656 815146

or email bridgendyouthcouncil@live.co.uk

Or call into Just @sk

Choice of male/female worker?

Just female on a regular basis but there is a male if needed

Languages spoken: English, but some young people speak Welsh. Sign Language

Wheelchair access? Yes

BRIDGEND YOUTH SERVICE

Address: BCBC Youth Service
First Floor, Old Church School
Maesteg Road, Tondy
Bridgend CF32 9BT

Tel: 01656 724057
Fax: 01656 728587
Email: youthservice@bridgend.gov.uk

Aims/objectives:

It strives to encourage, involve and empower young people in a democratic and decision-making process, which will enable them to become active citizens in their community and an overall global society. The youth service also provides a range of innovative and diverse range of opportunities that address the identified needs of all young people. Through the work of the Youth Service young people are supported in a process that enables them to become valued citizens within their communities.

What we can do for you:

We can provide activities that enable young people to gain skills, knowledge and attitudes needed to identify their rights and responsibilities.

Activities provided enable young people to express thoughts and emotions through creative and challenging activities.

Accessible information relevant to young people is widely available.

How to get in touch:

Telephone above number

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access:	Yes, within approximately 90% of venues.

CHILD AND FAMILY CENTRE, TONTEG

Address: CAMHS
Tonteg Hospital Church Road,
Tonteg, Pontypridd CF38 1HE

Tel: 01443 443008/443014
Fax: 01443 443010

Aims/objectives:

To assess, diagnose and treat mental health problems in children and young people.

To achieve this work with partner agencies.

To promote secondary prevention and support first access services in supporting and promoting good mental health.

What we can do for you:

The service provides a range of interventions and treatments. These include consultation, psychiatric assessment, developmental assessment, family therapy, individual therapy, behavioural therapy, medication, and group work.

How to get in touch:

By letter

Referral system in place from G.P.s

Choice of male/female worker? Yes

Languages spoken: English

Wheelchair access? Yes

CHILD DEATH HELPLINE

Address: c/o York House
37 Queen Square
London WC1N 3BH

Tel: 0800 282 986 (Helpline)
020 7813 8551 (Admin)

Fax: 020 7813 8516

Email: contact@childdeathhelpline.org

Website: www.childdeathhelpline.org.uk

Aims/objectives:

The Child Death Helpline aims to provide a quality free-phone service to anyone affected by the death of a child of any age. Callers to the Helpline might be parents, grandparents, siblings, other family members, friends or involved professionals.

What we can do for you:

We offer a confidential, safe environment within which a caller can talk openly about the child's life and death. Callers are given the opportunity to freely express their worries and emotions.

We provide support not only at times of crisis but also for ongoing needs of callers over their lifetime.

How to get in touch:

Through the freephone helpline number

Every evening 7.00pm - 10.00pm Mon – Fri mornings 10.00am–
1.00pm Tues & Wed afternoon 1.00pm – 4.00pm

Your call will be answered by a bereaved parent

Choice of male/female worker?

No

Languages spoken:

English; any required. An interpreting service is available

Wheelchair access?

N/A

CHILDLINE CYMRU

Address: 9th Floor
Alexandra House Alexandra Road Swansea
SA1 5ED

Tel: 0800 1111 (Helpline)

Office: 0870 336 2935

Fax: 0870 336 2936

Email: childline@southwales-admin@nspcc.org.uk

Website: www.childline.org.uk

Aims/objectives:

A freephone service for children and young people with any problem or difficulty that they want to discuss. We are a confidential counselling service, aiming to listen, comfort and protect.

What we can do for you:

Support through listening to young people. A confidential service (unless life threatening situation), and to empower callers.

How to get in touch:

Childline is a 24 hour service.

Choice of male/female worker? Yes

Languages spoken: English / Welsh

Wheelchair access? N/A

CHRISTIAN YOUTH OUTREACH

Address: Solid Rock Youth Centre
77 Nolton Street
Bridgend
CF31 3AE

Tel: 01656 659695

Fax:

Email: ljames@christianyouthoutreach.org

Website: www.christianyouthoutreach.org

www.solidrock.eclipse.co.uk

Aims/objectives:

[Solid Rock Youth Centre](#) is situated in Bridgend Town Centre. It operates as an open access coffee bar, providing a place for young people to meet, socialise and chill out in a safe environment.

What we can do for you:

Its ideal location means that students from local schools and colleges meet every lunchtime and approximately 40 young people 11 – 18 years meet on Wednesday, Thursday & Friday evenings. We hold weekly discussion groups for 14 -25 yr olds where they can explore their beliefs & values.

How to get in touch:

Telephone or email

Call in at Solid Rock: Monday – Friday 12.00pm – 2.30pm

Wed & Thurs: 7.00pm - 9.00pm; Fri 7.00pm - 10.00pm

Choice of male/female worker?

Yes

Languages spoken:

Welsh, English and for others
please ask

Wheelchair access?

Yes, limited

CREATION DEVELOPMENT TRUST

Address: Blaengarw Workmen's Hall
Blaengarw
Bridgend CF32 8AW

Tel: 01656 871911

Fax: 01656 870507

Email: creationdev@hotmail.com

Website: www.creation.me.uk

Aims/objectives:

Creation aims to promote rural regeneration for public benefit. Creation Development trust is a community inspired and led organisation working towards cultivating enterprise, developing community assets and transforming communities for good.

What we can do for you:

- Community based projects.
- Advancement of education through training.
- Providing unemployed people with work experience.
- Business advice for other community based groups and individuals.
- Improvement of public facilities.
- Protection and conservation of the local environment.
- Promotion of public safety and prevention of crime.

How to get in touch:

Telephone: Mon – Fri, 9 am – 5 pm

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	Yes

CRUSE BEREAVEMENT CARE

Address: PO Box 800
Richmond, Surrey
TW9 1RG

Tel: 0844 477 9400 (daytime helpline)
0808 808 1677 (RD4U helpline)

Admin: 0208 939 9530

Local Branch: 01792 462845

Fax: 0208 940 1671

Email: morgannwg@cruse.org.uk
info@rd4u.org.uk (for young people)

Website: www.cruse.org.uk
www.rd4u.org.uk (for young people)

Aims/objectives:

To provide the highest standard of counselling, information and social support to anyone who has been bereaved. To provide training, support, information and publications to those working for bereaved people and increase public awareness.

What we can do for you:

Bereavement Help Line, counselling, literature/leaflets. Home counselling by Cruse-trained volunteer bereavement counsellors. Cruse friendship group for support after counselling.

How to get in touch:

Email/Telephone: Mon – Fri 9.30am – 5.00 pm

Choice of male/female worker? Yes

Languages spoken: English

Wheelchair access? N/A

ECODYSGU-ECOLEARN

Address: Tondu House Farm,
Tondu, Bridgend CF32 9HF
Tel / Fax: 01656 728137
Website: www.ecodysgu.org.uk
Email: info@ecodysgu.org.uk

Aims/objectives:

To bring groups of children, young people and adults onto site to take part in the 'Learning to Heal–Healing to Learn' model of education. This model works with 3 elements CREATIVITY in a NATURAL ENVIRONMENT supported by HEALING PRACTICES.

The day consists of being tutored in such skills as willow weaving, woodcarving, gardening, woodland work and much more. In addition each participant is offered a session of Reiki Healing, Indian Head Massage or Hands on Healing.

What we can do for you:

Offer you a day's experience to do something different! Previous participants have claimed that a day at EcoDysgu is a life changing experience. It is empowering, increases self-esteem and confidence and teaches you a new skill. We offer an opportunity to reconnect with nature, a sense of wellbeing and yourself.

We have a farmhouse café that is open Tuesday – Friday 9.00am – 3.00pm. We also have a meeting room that holds 14 people and a 12 bed bunkhouse, with a lounge. All have wheelchair access and disabled toilets and are available for hire. Volunteers are always welcome – under 16s should be accompanied by an adult.

How to get in touch:

By telephone or email

Choice of male/female worker? Yes depending on what tutors/healers are available and the chosen workshop.

Languages spoken: English

Wheelchair access? The site is steeply sloping with rough ground. It can be managed by wheelchair users with help.

EDUCATIONAL PSYCHOLOGY SERVICE

Address: Hafan Deg
Aberkenfig
Bridgend
CF32 9AW

Tel: 01656 815229
Fax: 01656 815245
Email: alun.lawthom@bridgend.gov.uk
Website: under development

Aims/objectives:

To promote the positive development for children, young people, families and organisations, through the application of psychology.

What we can do for you:

- Interventions to promote learning.
- Interventions to promote emotional wellbeing and address and behavioural issues.
- Training for school staff and others.
- Advice on preventative approaches.

How to get in touch:

Email or letter: Office hours 8.30am – 5pm Mon – Thurs
8.30am – 4.30pm Fri.

Choice of male/female worker? Yes, but limited

Languages spoken: Welsh/English

Wheelchair access? Yes

EPILEPSY WALES

Address: PO Box 4168
CF14 0WZ

Tel: 0800 228 9016

Email: weabradbury@btconnect.com

Website: www.epilepsy-wales.org.uk

Aims/objectives

Epilepsy Wales helps to improve the lives of people with epilepsy, their families and carers.

What we can do for you:

Information and advice from our Helpline. Direct support from our Fieldworkers. Raising public awareness and understanding. Support Groups. Epilepsy Youth Club. Activities include pool, computers, football, Arts & Crafts

There is a local support group held at:-

Bethlehem Church Life Centre, Cefn Cribwr, Bridgend

Date/Time: 2 Tuesdays per month 5.30pm – 7.30pm

Contact: Lisa Phillips, Fiona John

Telephone: 01656 752 233

How to get in touch:

Telephone, email, website

Choice of male/female worker? Yes

Languages spoken: English

Wheelchair access? At the youth club

FAMILY LIVES (formerly Parentline Plus)

Address: Can Mezzanine
49 – 51 East Road
London N1 6AH

Tel: 0808 800 2222 (parentline)
Email: parentsupport@familylives.org.uk
Website: www.familylives.org.uk

Aims/objectives:

To provide support to families. To develop understanding of parenting, to highlight the diverse nature of modern families and those who parent.

To increase the support available to all who parent, by increasing people's understanding of parenting.

What we can do for you:

A helpline for anyone caring for children. Call us about any family issues, big or small.

We run accredited parenting courses. Develop projects to support families; provide information and publications; training/consultancy to professionals; parents together groups and workshops in local area.

How to get in touch:

Email, Parentline: 0808 800 2222 (open 7am – midnight, 7 days a week).

Textphone: Helpline 0800 783 6783 for hearing / speech impaired people.

Skype: Live online expert family support chat (see website)

Choice of male/female worker? Yes

Languages spoken: English

FAMILY MEDIATION CARDIFF

Address: 42 Charles Street
Cardiff CF10 2GE

Tel: 02920 229 692

Fax: 02920 399 505

Email: familymediation@btconnect.com

Website: www.familymediationcardiff.co.uk

Aims/objectives:

To provide mediation to couples experiencing divorce or separation and assist them to make decisions about their children, property and finances.

We are a registered charity: no 515222

What we can do for you:

We can see people at our premises in Cardiff, Bridgend or Barry and offer an initial meeting (either separately or together) to decide whether mediation is right for you.

How to get in touch:

Phone, fax, email or letter either directly or by asking your solicitor or similar person to refer you.

Choice of male/female worker?

Yes. Please ask.

Languages spoken:

English, Welsh, an interpreter service is available

Wheelchair access?

We will see people at home or at a suitable venue if premises are inaccessible.

FAMILY RIGHTS GROUP (FRG)

Address: The Print House
18 Ashwin Street
London E8 3DL

Tel: 020 7923 2628
Fax: 020 7923 2683
Email: office@frg.org.uk
Website: www.frg.org.uk

Aims/objectives:

Established in 1974, Family Rights Group is the charity in England and Wales that advise families whose children are involved with or need children's services because of welfare needs or concerns.

We promote policies and practices, including family group conferences and a support framework for children living with family and friends carers, so that children and their families have a greater say and influence over decisions about their lives and services they need or use and more children are raised safely and securely within their families.

What we can do for you:

- Provide an advice and advocacy service for families
- Free confidential advice line offers advice & info to families involved with Social Services and is available weekdays 9.30am - 3.30pm on 0808 801 0366 with a 24 hour answer machine.
- Undertake policy & research projects.
- Produce a range of publications involving advice matters for families and models of good practice
- Provide training & consultation for Local Authorities & Voluntary agencies.

How to get in touch: Email, freephone, advice line, post, fax

Choice of male/female worker?	Yes
Languages spoken:	English
Wheelchair access?	N/A

GIRLGUIDING CENTRAL GLAMORGAN

Address: All enquiries through the website

Website: www.ggcg.org.uk

Aims/objectives:

The aim of guiding is to help girls and young women develop emotionally, mentally, physically and spiritually so that they can make a positive contribution to their community and wider world.

Girlguiding UK enables girls and young women to develop their potential and to make a difference to the world.

What we can do for you:

Girlguiding UK is the largest voluntary organisation for girls and young women in the UK. Modern guiding aims to help girls and young women gain the confidence, skills and experience necessary to broaden their horizons and reach new goals.

- We provide a unique girl only space.
- We promote equality and diversity.
- We're relevant to today's girls.
- We give girls and young women a voice.

How to get in touch: Via the website.

Units run at various times and days:

Rainbows: age 5 – 7 years

Brownies: age 7 – 10/11 years

Guides: 10 – 14/16 years

Senior Section: 14 – 26 years

Adult Leaders and Helpers: 18 years and over

Choice of male/female worker?

Leaders must be female. Males can be Unit helpers.

Languages spoken:

Mostly English, some Welsh

Wheelchair access?

Varies

HAFAL FAMILY SUPPORT & ADVOCACY SERVICE

Address: 112/113 Commercial Street
Maesteg
Bridgend
CF34 9DL

Tel: 01656 729191
Mobile: 07702 886963 (out of hours)
Fax: 01656 723187
Email: bridgend@hafal.org
Website: www.hafal.org
www.mentalhealthwales.net

Aims/objectives:

To provide support, advice, advocacy & access to information for carers and families of individuals; and empowers people with severe mental illness and their families to achieve a better quality of life.

What we can do for you:

Offer a flexible service to families and individuals through an out of hours helpline, direct support and advice, support in a crisis, contact with others by phone. Advocacy support in a group setting, introductions for befriending, training and providing a voice in the planning of mental health services.

How to get in touch:

Tel: 01656 729191 9am – 5pm Mon – Fri
Out of hours: 07702 886963 5pm – 8pm Mon – Fri
10am – 2pm Sat – Sun

Choice of male/female worker? Not at present

Languages spoken: English (Welsh speakers available)

Wheelchair access? Yes and home visits arranged

HAFOD CARE ASSOCIATION LTD

Address: Bridgend Young Person Scheme
St Hilary Court
Culverhouse Cross
Cardiff CF5 6ES

Tel: 02920 675800

Fax: 02920 675898

Email: enquiries@hafodcare.org.uk

Website: www.hafodcare.org.uk

Aims/objectives:

The scheme provides tenancy support to 16-25 year olds for approximately 2 years. The scheme seeks to empower the young person to live independently and maintain their tenancy.

What we can do for you:

Support is based on the needs of the young person. Support can help with the following:-

- Budgeting
- Education
- Training
- Employment
- Lifestyle Support
- Network Health / Domestic Abilities

Each tenant has their own one bedroom flat allocated through Hafod Housing Association. Once support has finished you will remain in the property on an Assured Tenancy. Hafod Care will help you sustain your tenancy.

Two support workers are available to provide support to the tenants between the hours of 9am and 5pm, Monday to Friday.

How to get in touch:

By phone or email.

Choice of male/female worker?

Yes

Languages spoken:

English

Wheelchair access?

Yes

HEALING THE WOUNDS

Address: Office 26
Enterprise Centre
Bryn Road, Tondy
Bridgend CF32 9BS

Tel: 01656 728281

Email: carol@healingthewounds.co.uk

Website: www.healingthewounds.co.uk

Aims/objectives:

Provide treatment and support for Armed Forces Personnel, Veterans and their families who suffer from Post Traumatic Stress or Post Traumatic Stress by proxy.

The charity also offers access to organisations for re-training purposes and job opportunities.

Healing the Wounds works closely with SSAFA, RBL and Army benevolent fund to aid veterans financially, etc if required.

What we can do for you:

Treatment, support and aftercare for Armed Forces Personnel. Healing the Wounds also offers treatment to those in the Emergency Services, e.g. Fire, Police and Ambulance.

How to get in touch:

By telephone between 9am & 5pm, Monday to Friday.

Choice of male/female worker? Yes

Languages spoken: English

Wheelchair access? Yes

HOME-START BRIDGEND

Address: 49a Nolton Street
Bridgend
CF31 3AA

Tel: 01656 668111

Email: homestartbridge@btconnect.com

Website: www.homestartbridgend.co.uk

Aims/objectives:

Voluntary organisation committed to promoting the welfare of families living in Borough of Bridgend.

What we can do for you:

Our volunteers offer regular support, friendship and practical help to families under stress in their own home, helping to prevent family crisis and breakdown.

How to get in touch:

Phone or email: Mon-Fri, 9am-3.30pm

Choice of male/female worker? If possible

Languages spoken: English

Wheelchair access? No. Home visiting service

INCLUSION SERVICE

Address: Building to Progress (KS3) Schools Refusals –
Anxiety, Mental Health Related Disorders
BCBC Inclusion Service
EOTAS
Persondy, Aberkenfig
Bridgend CF32 9RF

Tel: 01656 815227

Email: paula.richards@bridgend.gov.uk
sarah.gavermark@bridgend.gov.uk

Website: In process of setting up

Aims/objectives:

The aim of the provision is to work with KS3 students who have been referred from mainstream school, due to non-attendance related to mental health disorders. Students spend several months working with staff and parental involvement is key. The goal is re-integration to their mainstream school.

What we can do for you:

- Parental support and guidance;
- Confidence and self-esteem building for the young person;
- Multi-agency networking;
- School liaison and gradual exposure programme for successful reintegration;
- Monthly vulnerable groups panel (also multi-agency);
- Excellent links with PMHT (Primary Mental health team), CAMHS and CITT;
- FRIENDS programme;
- Living Well programme;
- Educational input.

How to get in touch: Via Sarah Gavermark (Project Manager) or Paula Richards on email addresses above.

Tier 1: Full-time

5 mornings a week for full-time provision.

Tier 2: Part-time

School and provision.

Tier 3: Re-integration

Student at school, but we maintain support and guidance to avoid relapse.

Choice of male/female worker?

We have male and female teachers.

Languages spoken:

English

Wheelchair access?

Yes

Just @sk Plus

Address: 6a Wyndham Street
Bridgend Town Centre
Bridgend CF31 1EF

Tel: 01656 724057

Fax: 01656 728587

Email: mel.davies@bridgend.gov.uk
stephen.driscoll@bridgend.gov.uk

Aims/objectives:

Just @sk Plus is a new integrated multi-agency service for young people aged 16-25, which will broaden the support available to young people who are experiencing difficulties, as they move towards adulthood and independence. Although a universal service, some of the main users groups will be either: looked after children who are over 16; young people not in education, employment or education; homeless young people; and young people that have emotional health, mental health or substance misuse needs. Just @sk Plus combines the services and staff of the council's current After Care team and the Youth Service's Just @sk project with staff from BCBC Housing Department, Llamau and Hafod.

Generally, vulnerable young people have multiple needs which are often inter-related and require the services of more than one agency. Just @sk Plus will provide consistent specialist help to stop the 'pillar to post' syndrome that young people often find confusing and frustrating, and keeps the focus on the needs of service users in Bridgend County Borough.

What we can do for you:

Bridgend's After Care team provides practical support and advice to young people aged 16 to 21 who are either leaving or have left local authority care. The BCBC Youth Service staff provide initial assessments, leading to the provision of information, advice, guidance and rights based advocacy for young people from 16 to 25 years on a range of issues including benefits, employment, training, health and housing. BCBC Youth Service also provide a programme of drop-in services and accredited programmes including confidence building, sexual health and relationships advice, money management, peer support programmes, volunteering programmes, preparation for work and job clubs. BCBC Housing staff are available to advice on homelessness issues and undertake initial needs assessment. Family Mediation is available and is provided by Llamau and Hafod provides a one to one worker for advice and support on securing accommodation, maintaining tenancy and ensuring access to housing rights and entitlements. Just @sk Plus also offers timetabled services which include full time provision for face to face counselling and timetabled volunteer support and signposting provided by BAVO's Gwirvol worker.

How to get in touch:

Telephone

01656 815150

Choice of male/female worker?

Yes

Languages spoken:

English

Wheelchair access: Yes throughout ground floor, all activities can be offered on ground floor level if required.

KPC YOUTH

Address: Off Pyle Inn Way,
Pyle, Bridgend CF33 6AB
Tel: 01656 749219 / 745399
Fax: 01656 749219
Email: kpcyouth@hotmail.com
Website: www.kpcyouth.com

Aims/objectives:

To offer young people a wide range of diversionary / preventative activities to young people aged 8 – 25 years, living in Bridgend County.

What we can do for you:

A range of activities for young people including sports, IT, dance, music, art/crafts. Accredited Training Opportunities via our Agored Cymru Programme which includes addressing issues such as: Alcohol/Drug Awareness, Self Esteem, Bullying, Independent Living, Dealing with Aggression. One to one support to young people. Advice and information. Work with young unemployed to help them with job searches, CV, writing, completion of applications, etc., and developing skills to make them more employable.

How to get in touch: Via phone or email

Mon-Fri 9am-3pm: Focussed work with Pupil Referral Unit, Years 10 & 11, and work with young unemployed.

Mon, Weds & Fri: 5.30pm-8pm: Open Access for ages 8-12.
8pm-10pm: Open Access for ages 13+

Tues & Thurs: 5.30pm-10pm: Open Access for ages 13+

Choice of male/female worker?	Yes
Languages spoken:	English/Welsh
Wheelchair access?	Yes

LEO at TROS GYNNAL

Address: 4 Dunraven Place
Bridgend
CF31 1JD

Tel: 01656 669354
Fax: 01656 750642
Email: leo@trosgynnal.org.uk
Website: www.leogroup.org.uk

Aims/Objectives:

We are an independent and confidential Children's Rights Project that provides friendly, helpful advocates.

We work with young people from 11 years to 25 years living in Bridgend County and with young people between 10 and 18 years living in care.

What we can do for you:

- Help you to sort differences with other people.
- Tell you your rights.
- Help sort things out with workers/carers.
- Give you support and help you to speak up at meetings.
- Help you make a complaint! Don't keep quiet.
- Help you speak out, with others, about what's good or what needs to be changed for children and young people in care.
- We can help with mediation between young people and their family.
- Family Group Meetings can be arranged.

How to get in touch: Freephone 0800 328 7289 **Text:** 07864 032 921

Choice of male/female worker? Yes
Languages spoken: English/Welsh
Wheelchair access? Not at the office, but we go out to meet people.

LLAMAU LTD

Address: 97 Park Street
Bridgend
CF31 4AZ
Tel: 01656 767111
Email: enquiries@llamau.org.uk
Website: www.llamau.org.uk

Aims/objectives:

Our vision is that the services we provide, and the way we provide them, will result in people being able to use our advice and support to build a more independent, acceptable and sustainable lifestyle within their chosen community. No young person or woman - whatever their problems and background - will be without access to a comprehensive and holistic package of support until they are truly capable of sustaining an independent and acceptable lifestyle within their chosen community.

What we can do for you:

- Seek to resolve any immediate homelessness.
- Define the problems that have resulted in homelessness.
- Re-establish positive family contact, where appropriate.
- Work to re-integrate young people with their families, where appropriate.
- Support our service users to develop living skills and become independent.
- Ensure people are receiving the statutory service support and financial assistance they are entitled to.
- Encourage and motivate people to take up education and training (for those not ready for mainstream training we offer our own unique Learning 4 Life service).

How to get in touch:	By telephone or email.
Choice of male/female worker?	Yes
Languages spoken:	English

MENTER BRO OGWR

Address: Ty'r Ysgol,
Pen yr Ysgol, Maesteg
Bridgend, CF34 9YE

Tel: 01656 732200

Fax: 01656 732200

Email: menter@broogwr.org

Website: www.menterbroogwr.org

Aims/objectives:

Our aims and objectives are to promote and develop the use of the Welsh language across the County Borough; we aim to provide opportunities at all levels of public lives.

What we can do for you:

We provide Welsh language lessons, opportunities to meet other people of the community for a coffee and chat, and a series of community social evenings.

We also provide a range of projects and activities for children and young people such as Welsh youth clubs; trips; fun days; breakfast and after school clubs; clubs in English Comprehensives and much more.

If you have any ideas of what you would like to see happening through the medium of Welsh please contact us at any time.

How to get in touch: By telephone, letter or come and visit us

Choice of male/female worker? Yes

Languages spoken: English and Welsh

Wheelchair access? Some of our projects have access, others don't.

NATIONAL DEAF CHILDREN'S SOCIETY (NDCS)

Address: NDCS Wales, 4 Cathedral Road, Cardiff CF11 9LJ
NDCS Head Office, 15 Dufferin Street, London EC1Y 8UR

Tel: Freephone Helpline: 0808 800 8880 (voice and text)

Fax: 0207 251 5020

Email: helpline@ndcs.org.uk

Website: www.ndcs.org.uk

Aims/objectives:

The National Deaf Children's Society (NDCS) is an organisation of families, parents and carers with deaf children and young people and the professionals working with them.

What we can do for you:

It provides emotional and practical support through a Freephone Helpline, a network of trained support workers, a wide range of other support services and publications. As a leading provider of impartial information and individual advocacy on every aspect of childhood deafness, NDCS can help with welfare rights, making education choices, advising on health and audiology and technology, or simply as someone to talk to.

How to get in touch: Contacting the Freephone Helpline.

Mon – Thurs: 9.30am to 9.30pm,

Fri: 9.30am to 5pm.

Languages spoken: English. We can also speak to families via a telephone interpreting service. It can translate over 150 different languages. They can call the Helpline and be able to give their name, telephone number and the language they would prefer to speak in. We will then call them back in a few minutes with an interpreter.

Wheelchair access? N/A

NATIONAL SELF-HARM NETWORK

Address: NSHN
PO Box 7264
Nottingham NG1 6WJ

Telephone: Freephone Helpline: 0800 622 6000

Email: info@nshn.co.uk

Website: www.nshn.co.uk

Aims/objectives:

- To support individuals who self-harm to reduce emotional distress and to improve their quality of life.
- To empower and enable individuals that self-harm to seek further support and alternatives to self-harm.
- Support and provide information for family and carers of individuals who self-harm.
- Educate service providers and carers on matters relating to self-harm, raise awareness, dispel myths and challenge misconceptions through providing information and training.
- To influence health and social care policies at local and national levels.

What we can do for you

We provide an online support forum: www.nshn.co.uk/forum which provides 24 hour support and information for service providers, service users and carers.

How to get in touch:

Write Email or Helpline:

Thursday to Saturday

7pm to 11pm

Sundays

6.30pm to 10.30pm

Choice of male/female worker: Yes

OGWR D.A.S.H.

Address: 74 Nolton Street
Bridgend
CF31 3BP

Tel: 01656 650686

Fax: 01656 653312

Email: information@ogwrdash.org.uk

Aims/objectives:

Harm reduction, education and prevention of drug / alcohol misuse for young people and their families. Sexual health advice and education.

What we can do for you:

Counselling support advice and prevention for young people using drugs or alcohol. Also, the DASH YES Project (Youth Empowering Service) provides activities and support for 6-16 year olds who are affected by someone else's use of drugs / alcohol. Issue based work includes self-esteem, bullying and keeping safe.

How to get in touch:

Telephone or call in

Monday to Friday

Every Monday

9.30am - 6 pm

2pm-6pm, Young Person
Service only (under 18 years)

Choice of male/female worker?

Yes

Languages spoken:

English

Wheelchair access?

Yes

ON TRACK BRIDGEND

Address: Caerau Community Centre
Woodlands Terrace
Caerau
Maesteg CF34 0SR

Tel: 01656 642474

Fax: 01656 739291

Email: ontrack@bridgend.gov.uk

Aims/objectives:

To develop an early preventative Multi – Agency Approach to working with children aged 4-18 years and their families in the Llynfi Valley & Bettws

What we can do for you:

- Evaluated Early Parenting Intervention Programme
- Learning support
- Family support
- Health promotion
- Parent support/training
- Home visiting
- Family therapy

How to get in touch:

Referrals by self, schools, health visitors, social workers, police.
Phone Mon – Fri 8-30am to 5pm 01656 642474 or welcome to call at Caerau Community Centre.

Choice of male/female worker? No

Languages spoken: English/Welsh

Wheelchair access? Yes

Pre-VENT 14-19

Address: Studio 34
Village Farm Road
Pyle
Bridgend CF33 6BL

Tel: 01656 815071

Email: localpre-vent14-19@bridgend.gov.uk

Website: www.prevent1419.org.uk

Aims/objectives:

The project aims to deliver activities to prepare young people aged 14-19 for future employment, raising their aspirations and increasing participation in learning. It puts in place targeted learning; coaching and personal support for learning, as well as developing and making available a range of interventions to enhance young people's learning readiness through improving their motivation, participation and emotional intelligence.

What we can do for you:

The project aims to help young people develop the skills they need, to motivate them, to become more confident in their own abilities so that they are able to work towards achieving their goals.

Support available:

- Basic Skills / Work Skills
- Confidence raising
- Advice and guidance
- Careers information
- Mentoring and coaching
- Support for independent learning
- Work and enterprise education

How to get in touch:

By phone or email

Mon – Fri, 8am – 5pm

Choice of male/female worker?

Yes

Languages spoken:

English/Welsh

Wheelchair access?

Yes

PRIMARY MENTAL HEALTH RESOURCE TEAM

Address: Child and Family Clinic
Princess of Wales Hospital
Bridgend CF31 1RQ

Aims/objectives:

Primary Mental Health works as part of the Child and Adolescent Psychiatry Service. Primary Mental Health acts as a bridge between Tier 1 (all professionals who work with children and young people in the professional role), and Tier 2 & 3 which is the Specialist Child & Adolescent Psychiatry Service based in clinic in the hospital.

Primary Mental Health is commissioned by the Welsh Assembly Government to work with professionals in Tier 1, to help address the emotional wellbeing needs of children and young people and help in early detection of mental health problems.

Primary Mental Health Specialists do not case hold and do not accept referrals, but work with professionals already involved with the family.

Primary Mental Health also provide training to Tier 1 professionals and consultation either by meeting with the professional, or on the dedicated telephone consultation line for professionals on Wednesday afternoons between 1.30pm & 4.30pm.

What we can do for you:

- Training for Tier 1 professionals.
- Consultation to Tier 1 professionals.
- Joint consultation with Tier 1 professional where the professional arranges a meeting with the family they are working with and want further advice/assessment for the child/young person's needs.
- Joint work with a Tier 1 professional.

How to get in touch:

Telephone line for PROFESSIONALS ONLY.

Monday to Friday: 8.30am to 5pm.

Choice of male/female worker? Female only.

Languages spoken: English

Wheelchair access? N/A

SAFEGUARDING & FAMILY SUPPORT SERVICE

Address: Children's Directorate
Bridgend County Borough Council
Sunnyside
Bridgend CF31 4AR

Tel: 01656 642200

Fax: 01656 648689

Email: assessmentteamduty@bridgend.gov.uk

What we do:

We work in partnership with parents, carers and all agencies working with children to:

- provide services that will support children in need within their families and communities,
- safeguard children in need to protection and
- secure the best possible outcomes for looked after children.

Who do we help?

Advice and information is always available to anyone who contacts us. However, we must make sure we help those children and families who are in the greatest need, so not everyone who asks us for help can be given a service.

To help us decide who needs our services most, we use eligibility criteria. A copy of these and the sort of things we provide is available on request. Our priorities for services are children / young people in serious need – those whose chances in life will be greatly reduced without services from us.

This includes:

- children with disabilities
- children / young people we look after (in care)
- young people moving on (leaving care)
- children /young people at risk of being mistreated.

How to get in touch:

Referral to the Duty and Assessment Team on the number above

Monday to Thursday
Friday

9.00am to 5.00pm
9.00am to 4.30pm

Choice of male/female worker?

Yes

Languages spoken:

English/Welsh and others if
required through
interpreters.

Wheelchair access?

Yes

SAMARITANS (BRIDGEND)

Address: 2 Green Street
Bridgend CF31 1HF

Tel: 01656 662333 or 08457 909090

Email: jo@samaritans.org

Website: www.samaritans.org.uk

Aims/objectives:

Samaritans are available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

We are not a religious or a political organisation. We don't make judgments and we don't offer advice. Instead, we believe in the value of having time and space to explore difficult feelings.

We also believe that being listened to in confidence, and accepted without prejudice, can alleviate despair and suicidal feelings.

What we can do for you:

Samaritans offer a 24 hour confidential, non-judgemental emotional support service which you can contact at any time to talk and tell us about how you are feeling. You can do this by:

Bridgend Samaritans volunteers attend any youth groups, schools, clubs, organisations, etc. to discuss our services that we offer.

We also offer the following services around the Bridgend area:-

Prison - Bridgend Samaritans provides support through another listening and training scheme in partnership with the local prison HMP Parc.

Feet on The Street - Bridgend Samaritans also provides support through its FOTS initiative; this sees volunteers from the local branch going out on the streets of Bridgend on a Saturday night to meet and support the public.

Bereaved by Suicide - One of our newest initiatives is a self-help group for people who have been bereaved by suicide. It is a forum for people to talk openly about their situation and experiences with the support from Bridgend Samaritan volunteers.

How to get in touch: Telephone our support number 08457 90 90 90 (24 hours a day, 7 days a week). Email us on jo@samaritans.org Visit us at our branch between 11am to 9pm to talk to a volunteer in person.

Choice of male/female worker? Yes, on request

Languages spoken: English, Welsh and Sign Language

Wheelchair access? Yes

SCHOOL HEALTH NURSING SERVICE (SHN)

Address: ABMU Health Board
Every school-aged child has a named SHN.

Tel: Contact your local school

Aims/objectives:

Every comprehensive school and its partner primary schools across the three Health Board Localities have a named School Health Nurse. Our aim is to ensure that school aged children receive up to date information and advice to enable them to make informed lifestyle choices now and in the future and to be someone they can approach for support and advice whenever they need it.

Although we work closely with all the staff in school we are the school aged child's nurse. We will discuss any problems and concerns about your physical, emotional or sexual health. Most of the time it will be confidential and we won't need to discuss it with anybody else, but, if we do we will tell you first.

What we can do for you:

Our role is to keep healthy school aged children in good health for the future and ensure that children & young people with special health needs are being supported.

We want to ensure all children achieve to the best of their ability during their school years and grow up to be as healthy and possible. Our work in school includes weighing and measuring children in primary schools and giving vaccinations at certain ages in the comprehensive schools.

We work closely with the teachers in all our schools and help to provide and organise lessons on things that can affect children's health like smoking, alcohol, substance abuse, healthy eating, and sex and relationships education.

We are based in the community and work during school holidays as well so children & young people and their family and carers can contact us for information, advice and support throughout the year.

We don't work school hours either so you can contact us at our office after school has finished up to 5 o'clock on Monday to Friday.

As a lot of our time is spent in our schools you may need to leave a message on our office phone if you phone during school hours but we check our messages daily and one of us will contact you as soon as your message is picked up.

How to get in touch:

You can get in touch with us either at your school or by phoning the number that the office staff at the school will be able to give you.

Choice of male/female worker? All female

Languages spoken: English

Wheelchair access? Usually

SOCIAL SERVICES
BRIDGEND COUNTY BOROUGH COUNCIL

Address: Sunnyside Bridgend CF31 4AR
Tel: 01656 642279
Fax: 01656 642300
Email: firstcontactteam@bridgend.gov.uk
Website: www.bridgend.gov.uk

Aims/objectives:

Social services offer care, support and assistance to a wide range of people who live in Bridgend County Borough.

We provide help and support for the most vulnerable people within the community including children in need, older people with physical or learning disabilities or mental health problems.

What we can do for you:

We provide and commission a range of services. These include giving advice and information, providing direct care within the home, support services within the community, family support and long-term residential care. We work in partnership with other agencies including health and the voluntary sector.

We have a legal responsibility to ensure the welfare and protection of children and vulnerable adults. We always assess individual needs before developing a plan of care and referring someone to the most appropriate service.

How to get in touch:

Telephone, email, by letter. Minicom: 01656 642383 or Mobile Text: ABC+447976972020.
8.30am to 5pm Monday – Thursday, 8.30am to 4.30pm Friday

Choice of male/female worker? Yes

Languages spoken: English and Welsh.

Wheelchair access? Yes

SOCIAL SERVICES EMERGENCY TEAM

Address:

Tel: 01443 849944
Fax: 01443 849955
Website: www.bridgend.gov.uk

Aims/objectives:

To provide emergency Social Work cover in the Bridgend, Rhonda Cynon Taf and Merthyr areas outside of normal office hours.

What we can do for you:

Emergency contact with duty Social Worker out of office hours.
Open access.

How to get in touch:

By telephone:

Mon – Thurs	5.00pm – 8.30am
Friday	4.30pm – 8.30am
Weekends	

Choice of male/female worker?	No
Languages spoken:	English
Wheelchair access?	N/A

STARFISH SELF-HELP GROUP

Address: The Library,
Lifelong Learning Centre
Merfield Close, Sarn
Bridgend CF32 9SW

Tel: 08000 435 600

Email: starfish@groups4life.com

Aims and objectives:

To provide a safe, caring, discrimination free environment for people with mental wellbeing issues to share feelings and experiences with each other. To provide the latest relevant information about conditions, diagnoses, treatment and support and to facilitate access to resources. To provide a friendly non-judgemental support at meetings and via our helpline and referral to appropriate crisis services where applicable.

What we can do for you:

We have considerable skills in our membership but as we are all sufferers these may not always be available. For the present, we offer the following:

- Weekly informal meetings at the above address every Monday 6.30pm – 8.30pm.
- Resource library – books and leaflets related to mental health which will grow to multimedia.
- Helpline (free from most landlines and some mobiles) Open at various our of normal service hours according to availability. Messages replied to promptly.

How to get in touch: Via free Helpline or email.

Choice of male/female worker? We have no ‘workers’, per say. We are a sufferers group. We have a mixture of male and female service users. Starfish will find a way to sensitively accommodate all needs.

Languages spoken: English

Wheelchair Access: Yes

STREET PASTORS

Address: Ascension Trust
PO Box 3916
London SE19 1QE

Tel: 07810 090915

Email: bridgend@streetpastors.org.uk

Website: www.streetpastors.org.uk

Aims/Objectives:

Bridgend Street Pastors Project was set up in conjunction with the Ascension Trust in July 2007. It is run by a local coordinator with support from Ascension Trust and local churches and community groups, in partnership with Police, Council and other statutory agencies.

What we can do for you:

There are now 37 trained Street Pastors working in Bridgend Town on Friday & Saturday nights from 10pm - 4.00am. Currently there are volunteers from 16 churches in the town. They have had many opportunities to be a positive influence in the lives of the people who are part of the night life in Bridgend.

The work is still expanding & in recent weeks Street Pastors have been asked to do special projects at the request of the Police to support the needs of various communities in the Borough e.g. Pyle, Pencoed & Betws.

'Street Pastors' has an inter-denominational Church response to urban problems, engaging with people on the streets to care, listen and support. It was pioneered in London in January 2003 by Rev Les Isaac, Director of the Ascension Trust, and has seen some remarkable results, including drops in crime in areas where teams have been working.'

How to get in touch: Telephone or email Coordinator, Mark Thomas.

Choice of male/female worker? Yes

Languages spoken: English

VALLEY AND VALE COMMUNITY ARTS

Address: Sardis Media Centre
Heol Dewi Sant
Betws Bridgend CF32 8SU

Tel: 01656 729246

Fax: 01656 729185

Email: mail@valleyandvale.co.uk

Website: www.valleyandvalecommunityarts.co.uk

Aims/Objectives:

Valley and Vale Community Arts is a Community Arts for Development Charity. We prioritise working with people and communities who are often marginalized, vulnerable or at risk. We have a reputation for innovative and creative Community Arts processes, projects, products and performances.

Our Values at Valley and Vale:

- We believe that creativity is an essential human right and that it is fundamental to our physical, spiritual and emotional wellbeing.
- We believe that everyone should have the opportunity to express themselves creatively.
- We believe that through creativity we can create opportunities for individual and community development and that we can stimulate social change.
- We approach our Community Arts work with a respect for others, a commitment to people, empathy, integrity and the ability to provide participants with a safe place for sharing creativity.

Our ethos:

- We facilitate rather than dictate the process.
- We offer a person-centred approach.
- We engage with people and ensure that all participants are involved in decision-making.
- We endeavour to pass on our skills and expertise to those people with whom we work.
- We strive for excellence in all we do.

- We try to ensure that the ownership of the final product is with the people who created it.
- We reflect on what we've done in order to refine our approach and improve the service we can offer.

What we can do for you:

We offer workshops and training programmes in a range of courses including: Person-Centred Creativity, Employability and Personal Development, Target Setting, Emotional Health, Relationships, Team Building and Anger Management. We offer these courses in many settings including Mental Health, Education, Inclusion, Criminal Justice, Community Arts and Social Care.

Workshops can also be tailor-made based on individual needs. We are also developing new creativity training as alternative ways to help address issues such as stress and depression in the workplace, bullying and mental health in schools and a new “Arts on Prescription” Programme.

How to get in touch:

Telephone or email. Office opening times: Mon – Fri 9am – 5pm. Project work can also be organised for evenings and weekends.

Choice of male/female worker? Yes

Languages spoken: English

Wheelchair access? Yes

WAMES

Address: Working for ME in Wales

Tel: 02920 515061

Email: helpline@wames.org.uk

Website: www.wames.org.uk

Aims/objectives:

The Welsh Association of ME & CFS Support is a voluntary organisation which gives a national voice to people with ME & CFS in Wales, their carers and families, in order to improve services, access to services, awareness and support.

What we can do for you:

- Campaigning for recognition of ME as a neurological illness in line with the WHO classification and the results of biomedical research.
- Campaigning for appropriate health, education, social care services, benefits and research.
- Raising awareness of ME.
- Offering support to young people with ME.
- Providing information in Welsh and English for people with ME, their families and professionals.
- Aiding local support groups.

How to get in touch:

By telephone or email. Helpline between 8am & 8pm, Mon - Sun

Choice of male/female worker? Female only

Languages spoken: English

WELLBEING

Address: BCBC
'Ty-Morfa'
Hafan Deg, Aberkenfig
Bridgend, CF32 9AW

Tel: 01656 815230

Fax: 01656 815245

Email: iain.ashton@bridgend.gov.uk

Aims/objectives:

To deliver a pro-active approach and to build capacity within schools linked to children and young people's social and emotional aspects of learning. This is achieved through a range of support aimed at whole school, group or individual levels.

What we can do for you:

- Supporting schools to review the social and emotional aspects of their learning environment through the use of online assessment tools.
- Planning of early interventions linked to the findings.
- The delivery of interventions, where appropriate.
- Building capacity in schools through the delivery of training and development programmes within schools to support social and emotional aspects of learning.
- Supporting schools in the planning of whole school approaches for wellbeing,
- To work with identified SEAL coordinators within schools through the development of professional learning communities.

How to get in touch: Via email in school hours during term time.

Choice of male/female worker? N/A

Languages spoken: English

WGCADA - West Glamorgan Council on Alcohol and Drug Abuse

Address: 4 Gaylard Buildings
Court Road
Bridgend CF31 1BD

Tel: 01656 667717

Fax: 01656 657557

Email: adminbridgend@wgcada.co.uk

Website: www.wgcada.org

Aims/objectives:

WGCADA is a registered charity and limited company founded in 1979 by, among others, Mr Alan Douglas and Dr Allan Hawkins. It aims to prevent, treat and reduce the harm caused by alcohol and drugs to individuals, their families and the community.

What we can do for you:

WGCADA has been delivering services to substance users, their families and the wider community for over 30 years. These services include:

- Information & Advice (including telephone support, crisis intervention, overdose awareness)
- Needle Exchange (Neath Port Talbot and Bridgend)
- Assessment, Care Planning and Co-ordinating
- Health Promotion (Blood Borne Virus/Safe Sex information)
- Harm Reduction
- Detox Support – Hospital and Community
- Pre-treatment group work - Education & Awareness
- 12-Step Abstinence treatment Programme
- Structured Counselling
- Group work
- SWITCH, Young Person's Service (Neath Port Talbot and Bridgend)
- Hidden Harm (Swansea) and Women & Families Services (Swansea and Neath Port Talbot)
- Older and Disabled Person's Service (Neath Port Talbot)
- Family support and Counselling
- Benefit, Debt and Financial Advice
- Tenancy Support

- Community Support and Outreach
- Relapse Prevention
- Aftercare
- CORUS Partnership
- Inter-Agency Working
- Training
- Education and Awareness
- Student Placements

WGCADA also provides unique opportunities for individuals affected by substance misuse to become economically independent and live an enhanced quality of life.

How to get in touch:

Phone, fax or email.

Call in Monday – Thursday:

9.00am - 4.45pm

(closed 1pm - 1.30pm)

Friday:

9.00am - 4.00pm.

Choice of male/female worker?

Yes

Languages spoken:

English. Welsh available

Wheelchair access?

Yes

YELLOW WALES

Address: Ty Llynfi
Llynfi Road, Maesteg
Bridgend CF34 9DS

Tel: 01656 737494 / 07772 109798
Email: enquiries@yellowwales.org.uk
Website: www.yellowwales.org.uk

Aims/objectives:

Yellow Wales is a holistic service in Bridgend County Borough driven by a vision to '**Promote Brighter Futures**'.

Working with vulnerable young people who are struggling with training, employment and accommodation issues, empowering them to find a voice in their own community.

We aim to tailor our provision to meet a variety of needs as we seek to prevent misdirection in the lives of vulnerable young people and their families. We are continually evolving and looking to develop new opportunities for intervention as they arise from the constantly changing social landscape with which we engage.

What we can do for you:

- Prevent your homelessness or find and support you to be safe and secure.
- Help you get housing and benefits.
- Support you to overcome barriers to progress and moving on in your life.
- Signpost, or go with you to get SERVICES that will help you.
- Help you get involved in your community.
- Support you to help others in your situation through the 'young people's housing forum'.
- Assist agencies to develop young people customer friendly services and can deliver training to support this.

How to get in touch: Initial enquiries to the office

Languages spoken: English; access to welsh speakers

YOUNGMINDS

Address: Suite 11, Baden Place
Crosby Row
London SE1 1YW

Telephone: 0808 802 5544 (Parents Helpline Service)

Fax: 0207 407 8887

Email: [ymenquiries@youngminds.org.uk](mailto:ymentquiries@youngminds.org.uk)

Website: www.youngminds.org.uk

Aims/objectives:

YoungMinds was established in 1993 and is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people.

Our work is embedded in the UN Convention on the Rights of the Child. The views of children, young people and parents are at the heart of the organisation.

Our aim is to improve the lives and futures of many more children and young people experiencing mental distress. Our vision is of a society that promotes and protects good mental health for all children and young people. A society where children's views are respected and they are loved, safe and enjoy life.

What we can do for you:

Driven by children and young people's experiences we campaign, research and influence policy and practice. We also provide expert knowledge to professionals, parents and young people through our Parents' Helpline, online resources, training and development, outreach work and publications. We empower children and young people. We support parents and carers. We train and support professionals. We make mental health information accessible. We change attitudes and policies.

How to get in touch: Parents Helpline Service: Mon-Fri, 9.30am - 4.00pm. Chat online: Mon-Fri, 11am-1pm.

Languages spoken: English

GP Out of Hours service for Bridgend, Neath Port Talbot and Swansea:

The new ABM-wide GP Out-of-Hours Service was launched in July 2011 and has a single new telephone number covering Bridgend, Neath Port Talbot and Swansea.

The new number, 0330 123 9180, is a local charge rate number for landlines and mobile phones.

Patients needing to contact a GP between 6.30pm and 8am Monday to Friday, at weekends and bank holidays, can ring this number. A call handler will ask them for some basic information, and they will then be called back and a GP will assess the patient's needs.

Patients may be offered self-help advice or an appointment at one of the three existing primary care centres at Morriston Hospital; Neath Port Talbot Hospital or the Princess of Wales Hospital. Or, a home visit will be arranged if it is considered necessary by a GP.

Whenever possible, however, it is preferable to see patients at a centre where there is immediate access to medical equipment and medication.

Type Talk and Language Line services are both available to patients in the out of hour's period.

The out of hour's period runs from:

Monday	6.30pm 8.00am	–	Friday	6.30pm ongoing	–
Tuesday	6.30pm 8.00am	–	Saturday	Ongoing	
Wednesday	6.30pm 8.00am	–	Sunday	Ongoing 8.00am	–
Thursday	6.30pm 8.00am	–			

Please note that attendance at these centres is by appointment only. Please ring 0330 123 9180 first, for advice and an appointment if needed.

You will need to make your own way to the Primary Care Centre. In exceptional circumstances transport may be provided for people with access difficulties.

NHS DIRECT WALES

You can also get health advice by calling NHS Direct Wales 24 hours a day on 0845 4647., by Minicom on 0845 606 4647 or visit the website at www.nhsdirect.wales.nhs.uk.

If you have a severe injury, chest pain, difficulty breathing or serious accident you should dial 999.

A home visit will only be made if it is considered necessary by a health professional. Visits will occur in order of clinical priority. The out of hours service is not designed for the request of repeat prescriptions, test results or for making appointments.

Please contact your GP surgery during normal opening hours to arrange this. Remember to arrange repeat scripts with your GP in good time.

GP's SURGERIES

Bridgend

Ashfield Surgery, Merthyr Mawr Road, Bridgend CF31 3NW

Tel: 01656 652774 **Fax:** 01656 661187

New Street Surgery, 3 New Streets, Aberkenfig CF32 9BL

Tel: 01656 726070 **Fax:** 01656 724607

Newcastle Surgery, Llangewydd Road, Cefn Glas CF314XX

Tel: 01656 652721 **Fax:** 01656 662864

Oak Tree Surgery, Whitethorn Drive, Brackla CF31 2PQ

Tel: 0844 477 1795 **Fax:** 01656 637134

Riversdale House, Merthyr Mawr Road, Bridgend CF31 3NL

Tel: 01656 766866 **Fax:** 01656 673333

Tyncoed Surgery, 20 Merfield Close, Bryncethin CF32 9SW

Tel: 01656 720334 **Fax:** 01656 721998

Pencoed

The New Surgery, Primary Care centre, Min Y Nant, Pencoed CF35

6YP **Tel:** 01656 860343 **Fax:** 01656 864451

The Medical Centre, Heol Yr Onnen, Pencoed CF35 5PF

Tel: 0844 477 8890

Branch Surgery at: The Medical Centre, Tredegar Avenue, Llanharan,

Pontyclun CF72 9QU **Tel:** 0844 477 8792

Kenfig Hill

Heathbridge House, 1a Pysgah Street, Kenfig Hill, CF33 6BY

Tel: 01656 740359 **Fax:** 01656 745400

Maesteg

Bron y Garn Surgery, Station Street, Maesteg CF34 9AL

Tel: 01656 733262 **Fax:** 01656 735239

Llynfi Surgery, Llynfi Road, Maesteg CF34 9DT

Tel: 0844 477 8793

Branch Surgery at: Bryn Surgery, Maesteg Road, Bryn, Port Talbot SA13 2RW **Tel:** 01639 896496

Nantfyllon Surgery, 77 High Street, Nantfyllon, Maesteg

CF34 0BT **Tel:** 01656 732217 **Fax:** 01656 730119

Woodlands Surgery, Woodlands Terrace, Caerau, Maesteg CF34 0AS

Tel: 01656 734203 **Fax:** 01656 734311

Nantymoel

Nantymoel Surgery, Nantymoel, Bridgend CF32 7NA

Tel: 08444 770 923 **Fax:** 01656 840030

North Cornelly

The Surgery, Heol Fach, North Cornelly CF33 4LD

Tel: 01656 740345 **Fax:** 01656 740872

Branch surgery at: Stormybrook Surgery, Waunbant Road, Kenfig

Hill, Pyle CF33 6DE **Tel:** 01656 746611

Ogmore Vale

Ogmore Vale Surgery, Commercial Street, Ogmore Vale

CF32 7BL **Tel:** 01656 840208 **Fax:** 01656 841227

Branch Surgeries at: The Medical Centre, Tredegar Avenue,

Llanharan, Pontyclun CF72 9QU **Tel:** 08444 778 792

Pontycymmer

Cwm Garw Practice, Victoria Street, Pontycymmer CF32 8NW

Tel: 0845 293 7399 **Fax:** 01656 870354

Branch surgeries at: The Surgery, Heol Arfyn, Bettws CF32 8TP

Tel: 0845 293 7399

&

The Surgery, Heol Gellilodrau, Llangeinor CF32 8PS

Tel: 0845 293 7399

Porthcawl

36 Victoria Avenue, Porthcawl CF36 3HG

Tel: 01656 783349 **Fax:** 01656 783899

The Portway Surgery, 1 The Portway, Porthcawl CF36 3XB

Tel: 01656 304204 **Fax:** 01656 772605

Branch surgery at: South Road Surgery, 45-47 South Road,
Porthcawl CF36 3DG **Tel:** 01656 3042

HELPLINES

ACE - ADVISORY CENTRE FOR EDUCATION

ACE believes in a fair education system for all. We provide independent advice to parents/carers of children in state-funded schools who are experiencing difficulties such as bullying, SEN, admissions and exclusion from school. We reach 100,000 families each year through our telephone advice lines, information booklets and website. **Tel:** 0808 800 5793 **Web:** www.ace-ed.org.uk

ADISS

Provides people-friendly information and resources about Attention Deficit Hyperactivity Disorder to anyone who needs assistance – parents, sufferers, teachers or health professionals. **Tel:** 0208 952 2800 **Web:** www.addiss.co.uk

ADOPTION INFORMATION LINE

The adoption information line and its sister service 'The Fostering Information Line' provides information to the public on all aspects of adoption and foster care. **Tel:** 0800 883 8887 Monday – Friday 9am – 5pm **Web:** www.adoption.org.uk

AFASIC

Information for parents of children and young people who have speech or language difficulty. Information on types of speech and language impairment, assessment, diagnosis centres and educational provision. **Tel:** 0845 355 5577 **Web:** www.afasiccymru.org.uk

AFTER ADOPTION

If you live in the following areas we can help you: Cardiff; Carmarthenshire; Ceredigion; Pembrokeshire; Blaenau Gwent; Newport; Swansea, Neath Port Talbot and Powys. In Wales we provide support for birth relatives, adoptive families and adopted people; and provide intermediary services for people looking to trace relatives.

Information, support and counselling for anyone affected by adoption, including children and adults from birth and adoptive families.

Anyone can ring the ActionLine, 0800 0 568 578. Young people, aged 11-18 years can ring TALKadoption, a specialist helpline for young people

Tel: 01267 231287

Web: www.afteradoption.org.uk

Email: ruthletten@afteradoption.org.uk

ASSOCIATION FOR YOUNG PEOPLE WITH M.E. /C.F.S.

Advice, information and support for children and young people with M.E. /CFS, their families and friends. We also give information to health, education and social care services.

Tel: 08451 23 23 89 Mon-Fri 10.00am – 2.00pm

Web: www.ayme.org.uk

ASTHMA HELPLINE

Helpline for people with asthma, their carers and health professionals, offering advice and information on all aspects of asthma and related allergies.

Tel: 02920 435 400

Email: wales@asthma.org.uk

Web: www.asthma.org.uk

BRIDGEND AUTISM SUPPORT GROUP

We aim to bring together anyone in touch with Autism or Asperger syndrome, to inform and support one another. Regular meetings held at Y Bont, Ewenny Road, Bridgend between 1pm & 3pm. Ring for details.

Tel: 01656 669973

Email: jillgrange@hotmail.com

BRITISH DYSLEXIA ASSOCIATION

Information and support for people concerned with dyslexia - children, adults, parents, families and professionals in education. Advice on children's learning difficulties, education, course work and exams.

Tel: 0845 251 9002 Mon-Thurs 10am-4pm, late on Tues & Weds, 5pm-7pm

Web: www.bdadyslexia.org.uk

Email: helpline@bdadyslexia.org.uk

CAFCASS

CAFCASS Cymru is a child-focused social work organisation, which provides expert social work advice to family proceedings courts, the County Courts and the High Court. **Tel:** 02920 647979

Email: cafccasscymrucardiff@wales.gsi.gov.uk

Web: www.wales.gov.uk/cafccasscymru/home/?lang=en

CALM

Helpline for young men who are depressed or suicidal.

Free, confidential and anonymous. We are a listening service and can signpost people on to other, appropriate services. Line open Sat, Sun, Mon & Tues from 5pm – midnight.

Tel: 0800 58 58 58

Email: info@theCALMzone.net

Web: www.thecalmzone.net

BEAT (Eating Disorders)

Beat provides helplines, online support and a network of UK-wide self-help groups to help adults and young people in the UK beat their eating disorders.

The Bridgend Group meets on the 2nd and 4th Monday of each month, between 6.30pm-8.30pm at Arc Day Services, Bridgend CF31 1JN and is open to people with eating disorders, carers, families and friends. The mobile 'phone number is currently not available, so please email Beth for further information only: beatbridgend@hotmail.co.uk PLEASE NOTE: There is no group on Bank Holiday Mondays.

BEAT UK

Web: www.b-eat.co.uk

Helpline: 08456 341414

Email: help@b-eat.co.uk

Monday to Friday 10:30am - 8:30pm Saturdays 1:00pm - 4:30pm

BEAT UK Youth line (aged 25 and under)

Helpline: 08456 347650

TEXT: 07786 20 18 20

Email: fyp@b-eat.co.uk

Monday to Friday 4:30pm - 8:30pm Saturdays 1:00pm - 4:30pm

Beat endeavours to respond to all e-mails within 7 days.

BRIDGEND FAMILY INFORMATION SERVICE

Bridgend Family Information Service will provide quality, accessible and impartial information and guidance on the full range of childcare services, resources and issues led by the needs of children and their families, carers, employers, professionals and local and national governments and their agencies.

Tel: 0800 180 4320 Freephone

Web: www.bridgendfamilyinfo.org.uk

C.A.L.L. – Community Advice and Listening Line

Offers emotional support and information / literature on Mental Health and related matters to the people of Wales.

Tel: 0800 132 737 or **text** 'help' to 81066.

Web: www.callhelpline.org.uk 24 hours a day, 7 days a week.

CEREBRA (PARENT SUPPORT)

Information to parents and carers of children with brain related conditions. Parent-to-parent contact service upon request. Part of Cerebra.

Tel: 0800 328 1159

Email: info@cerebra.org.uk

Web: www.cerebra.org.uk

CHANGING FACES

Support, information and counselling to children, young people, adults and families who have any sort of disfigurement. Supports people in developing their self confidence and self esteem through life skills workshops and regional days, counselling and self help guides.

Tel: 0845 4500 240

Email: cymru@changingfaces.org.uk

Web: www.changingfaces.org.uk

Website for young people, aged 11-21 years: www.iface.org.uk

Tel: 0845 4500 275

CHILDREN'S LEGAL CENTRE ADVICE LINE

Advice and information service covering all aspects of law and policy affecting children and young people.

Child Law Advice Line: 08088 020 008

Lines open Monday to Friday 9.00am – 5.00pm

Web: www.childrenslegalcentre.com

Web: www.lawstuff.org.uk For young people.

(THE) COMPASSIONATE FRIENDS

TCF is a charitable organisation of bereaved parents, siblings and grandparents dedicated to the support and care of other bereaved parents, siblings, and grandparents who have suffered the death of a child / children. We offer support both directly to bereaved families and indirectly by fostering understanding and good practice amongst professionals concerned with child death and by increasing public awareness.

Tel: 0845 123 2304 (lo-call) 10am-4pm & 7.00pm-10.00pm 7 days a week. **Web:** www.tcf.org.uk

CONTACT A FAMILY

Telephone service providing help and advice for families caring for children with disabilities or special needs. Maintains regional and national databases of parent support groups.

Tel: 0808 808 3555 Email: helpline@cafamily.or.g.uk

Web: www.cafamily.org.uk

CONTINYOU

Provides advice, resources, information and support in the development of out-of-school hours learning and community focussed schools.

Tel: 02920 478928

Web: www.continyou.org

DIFFERENT STROKES

Provides young stroke survivors with access to exercise facilities, practical information packs, counselling services, benefit rights, information on education and special training and work opportunities.

Tel: 0845 130 7172 **Email:** webcontact@differentstrokes.co.uk

Web: www.differentstrokes.co.uk

DOWN'S SYNDROME ASSOCIATION

Helping people with Down's syndrome to live full and rewarding lives. Provides information, counselling and support for people with Down's Syndrome and their families/carers. It is also a resource for professionals.

Tel: 0845 230 0372

Web: www.downs-syndrome.org.uk

ENURESIS RESOURCE AND INFORMATION CENTRE (ERIC)

Provides advice and information to younger children, teenagers, parents and professionals on the common and stressful condition of nocturnal enuresis or bedwetting. ERIC also offers advice on daytime wetting and soiling.

Helpline: 0845 370 8008 24 hours a day, 7 days a week.

Text Service: Just text 447 624 811 636 to receive support from the ERIC helpline at a time that suits you (standard rates apply).

Email: info@eric.org.uk

Web: www.eric.org.uk

EPILEPSY BEREAVED

Epilepsy Bereaved is committed to preventing Sudden Unexpected Death in Epilepsy and other epilepsy deaths through research, awareness and influencing change.

Bereavement Support Line Tel: 01235 772852

Email: info@epilepsybereaved.org.uk **Web:** www.sudep.org

GAMCARE

Advice, information and counselling for people affected by a gambling dependency. Produce a range of literature on gambling and related issues. Forum and Chat room.

Tel: 0845 6000 133

Web: www.gamcare.org.uk – talk online to a trained advisor

(THE) HYPERACTIVE CHILDREN'S SUPPORT GROUP

Provides information and support for parents of hyperactive children. Advice in the form of booklets relating to dietary changes that can affect the behaviour of children. We don't have a helpline but if you feel you need to talk urgently to someone about your problem, you are welcome to call us on

Tel: 01243 539 966 and we will do our best to help you.

Web: www.hacsg.org.uk

KIDSCAPE

Kidscape is committed to keeping children safe from abuse. Kidscape is the first charity in the UK established specifically to

prevent bullying and child sexual abuse. Kidscape believes that protecting children from harm is key.

Tel: 08451 205 204 Anti-bullying helpline.

Web: www.kidscape.org.uk

MENINGITIS TRUST

We offer the largest range of free professional services and community based support for people affected by meningitis.

Tel: 0808 80 10 388 24 hour helpline

Email: ffionh@meningitis-trust.org **Web:** www.meningitis-trust.org

MERMAIDS

Family and individual support for teenagers and children with gender identity issues.

Tel: 0208 1234 819 - Information line, Mon – Sat, 3.00pm-7.00pm. (If no answer leave a message and someone will get back to you)

Web: www.mermaidsuk.org.uk

MISSING PEOPLE

We are a lifeline when someone disappears. We are caring and highly trained staff and volunteers working in collaboration with partners across the UK. For those left behind, we provide specialised support to end the heartache and confusion and search for their missing loved one.

Tel: 0800 700 740 freephone

Email: messagehome@missingpeople.org.uk

Text: 80234

Web: www.missingpeople.org.uk

NATIONAL ASSOCIATION FOR CHILDREN OF ALCOHOLICS

Helpline for children (including grown up children) of alcoholics. Provides listening, advice and links with other services. Each caller is counselled as an individual; not simply as an extension of a parent's drink problem.

Tel: 0800 358 3456 Helpline

Web: www.nacoa.org.uk

Email: helpline@nacoa.org.uk

NATIONAL AUTISTIC SOCIETY

We are the leading UK charity for people with autism (including Asperger syndrome) and their families. We provide information, support and pioneering services, and campaign for a better world for people with autism.

Tel: 0808 800 4104 Monday-Friday 10.00am-4.00pm

Minicom: 0845 0704003 **Text:** 07903 200 200

Web: www.autism.org.uk

NATIONAL BLIND CHILDREN'S SOCIETY

We offer help and support from the moment a child is diagnosed, usually at birth, through each key stage of their education to the age of twenty-five.

Tel: 01278 764770

Email: FamilySupport@nbcs.org.uk

Web: www.nbcs.org.uk

NATIONAL DEAF CHILDREN'S SOCIETY

We provide clear, balanced information and support for families of deaf children, deaf young people and professionals working with families. We can also refer you to our specialist staff.

Tel: 0808 800 8880 Mon-Thurs 9.30am-9.30pm, Fri 9.30am-5pm.

Email: helpline@ndcs.org.uk

Web: www.ndcs.org.uk

NATIONAL YOUTH ADVOCACY SERVICE

The National Youth Advocacy Service (NYAS) is a UK charity providing socio-legal services. We offer information, advice, advocacy and legal representation to children and young people through a network of advocates throughout England and Wales. NYAS is also a community Legal Service provider.

Tel: 0800 61 61 01 freephone **Email:** help@nyas.net

Web: www.nyas.net

NEW PATHWAYS

New Pathways was established in 1993 to provide a helpline for victims of rape. We now provide an all-embracing, sympathetic, caring and worthwhile service to all victims of rape, sexual abuse and trauma. We provide bespoke and relevant counselling services,

help and advice to children, young people and adults who have suffered rape, sexual abuse or trauma.

Tel: 01685 379 310

Web: www.newpathways.co.uk

Email: enquiries@newpathways.co.uk

NSPCC CHILD PROTECTION HELPLINE

Helpline for people who are concerned about children and young people at risk of abuse, including calls from children and young people themselves. Offers information, advice and counselling about the welfare of children.

Tel: 0808 800 5000 (24 hour helpline) **Text:** 88858

Email: help@nspcc.org.uk

Web: www.nspcc.org.uk

PAIN CONCERN

Information and support for pain sufferers, those who care for them and about them. Free factsheet and leaflets to help you manage your pain.

Tel: 0300 13 0789

Web: www.painconcern.org.uk

Email: info@painconcern.org.uk

PARENTS FOR INCLUSION

Helpline for parents and professionals, offering advice on the inclusion of disabled children in mainstream schools. Also run local groups and training of parents and professionals. Helpline is run by parents Mondays & Wednesdays 10am-12pm & 1pm-3pm

Tel: 0800 652 3145

Web: www.parentsforinclusion.org

RELEASE

Release is the national centre of expertise on drugs and drugs law – providing free and confidential specialist advice to the public and professionals. Release also campaigns for changes to UK drug policy to bring about a fairer and more compassionate legal framework to manage drug use in our society.

Tel: 0845 4500 215: Monday to Friday 11am-1pm & 2pm-4pm

Email: ask@release.org.uk

Web: www.release.org.uk

SCOPE RESPONSE

Scope works with disabled people, of all ages, and their families, across England and Wales. We offer practical, everyday support and deliver campaigns that can change lives. Our vision is a world where disabled people have the same opportunities as everyone else. Together we can create a better society.

Tel: 0808 800 3333

Web: www.scope.org.uk

SEXUAL HEALTH HELPLINE

Provides advice and information about all sexually transmitted diseases, local services and advice on safer sex.

Calls to the helpline are confidential. **Tel:** 0800 567 123

Web:

www.bbc.co.uk/health/physical_health/sexual_health/screening.shtml

SNAP CYMRU

SNAP Cymru is a National Charity, serving Wales. Our aim is to advance the education of families, children and young people, parents, their carers and professionals working with those who have or may have additional learning needs.

Tel: 0845 120370

Web: www.snapcymru.org

SUPPORTLINE

We offer confidential emotional support to children, young adults and adults by telephone, email and post. We work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life.

Tel: 01708 765200

Email: info@supportline.org.uk

Web: www.supportline.org.uk

VOICE

Advocacy service supporting children in care, or in need of care. Provide a visiting service and act as an Independent Person for mediations and complaints.

Tel: 0808 800 5792 Monday – Friday 9.30am-6.00pm. There is an answer phone that enables emergency out of hours response.

Email: help@voiceyp.org

Web: www.voiceyp.org

YOUTH TO YOUTH

Youth2Youth (Y2Y) is a unique helpline service. The reason it is unique is that the helpline is run by young people for young people. The helpline is for any young person under the age of 19 years who feel they need emotional support. Young people who are worried, confused or just need to talk can contact our trained volunteers by telephone, email or on-line chat. Whichever way they choose to contact Y2Y they can be assured that their call will be treated confidentially and a young person will be there to give them the support and help they need.

Tel: 020 8896 3675 Mondays & Thursdays 6.30pm-9.30pm

Email: help@youth2youth.co.uk **Web:** www.youth2youth.co.uk

YOUTHWORKS

Youth Works is a national charitable partnership which exists to help 'at risk' young people play a creative role in regenerating their community and creating safer environments for everyone.

Local Youth Works programmes are built on local partnerships and work with young people aged between 8 and 25 years.

Tel: 01656 727800 **Email:** JadeMcdonald@groundworkbnpt.com