



Bridgend County Advocacy Services

2012

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Carers

Bridgend Carers Centre (All Carers)					
Address 87 Park Street Bridgend		Telephone 01656 658479		e-mail enquiries@bridgendcarers.co.uk	
Area Covered Bridgend County		Client Age Range 18 + years		Hours Monday – Friday, 9am – 5pm	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	✓	x	x	✓
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
No		0			
Further Information: Bridgend Carers Centre provides support, information and advice to carers in Bridgend County.					

Hafal (Mental Health Carers)					
Address Community Hub 112-113 Commercial Street Maesteg Bridgend CF34 9DL		Telephone 01656 732085		e-mail bridgend@hafal.org	
Area Covered Bridgend County		Client Age Range All ages		Hours Out of hours telephone line	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	✓	x	✓	x
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
Yes		1		0	
Further Information: Dedicated advocacy service for carers and families of people with enduring mental health needs.					

Children & Young People

The Bridge Mentoring Plus Scheme					
Address 46-48 Dunraven Place Bridgend CF31 1JB		Telephone 01656 647 891		e-mail enquiries@thebridgemps.org.uk	
Area Covered Bridgend County		Client Age Range 10 – 25 years		Hours	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	x	x	x	x
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
No		0		45 volunteers	
Further Information: Volunteer mentors provide 1-2-1 support to young people when needed (usually for minimum of 2 hours per week for 9 months). Mentors support young people facing a variety of issues. The main aim is to build confidence and self esteem through various activities based around the young persons interests.					

KPC Youth					
Address Off Pyle Inn Way Pyle CF33 6AB		Telephone 01656 749 219		e-mail kpcyouth@hotmail.com	
Area Covered Cynffig		Client Age Range 8 – 25 years		Hours Monday – Friday, 9am – 3pm & 5.30pm – 10pm	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	x	x	x	x
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
No		0		4	
Further Information: Offers activities, advice, information and support to young people. Youth Workers act on the young people's behalf as and when needed.					

Just @sk Youth Information Project (BCBC)					
Address 37 Caroline Street Bridgend CF31 1DW		Telephone 01656 651 585		e-mail justask@bridgend.gov.uk	
Area Covered Bridgend County		Client Age Range 11 – 25 years		Hours	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	✓	✓	x	✓	✓
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
Yes		6			
Further Information: The just@ask Centre forms the hub of the network of information, advice, signposting and advocacy based provision and specialises in one-to-one support and issue based group work.					

Tros Gynnal					
Address 4 Dunraven Place Bridgend CF31 1JD		Telephone 01656 669 354		e-mail leo@trosgynnal.org.uk	
Area Covered Bridgend County		Client Age Range 11 – 25 years (looked after children)		Hours	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	✓	x	✓	x
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
Yes		6			
Further Information: One-to-one advocacy to young people. Family group meeting service (young people are offered and advocate within this process).					

Drug & Alcohol

Ogwr Dash					
Address 74 Nolton Street Bridgend CF31 3BP		Telephone 01656 650 686		e-mail chrismacdonald@ogwrdash.org.uk	
Area Covered Bridgend County		Client Age Range All ages		Hours Monday, 9.30 – 5pm (appointments only) Tuesday – Friday, 9.30am – 6.00pm (1pm – 2pm closed for lunch)	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	x	x	x	x
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
No				10 & 2 volunteers	
Further Information: Provides counselling, advice, information, outreach, needle exchange, training and a young people's service.					

Hospital Patients

Community Health Council					
Address Water Street Business Centre Water Street Aberafan Neath Port Talbot SA12 6LF		Telephone 01639 892271		e-mail complaintsadvocacy@abmchc.org.uk	
Area Covered Bridgend County		Client Age Range All ages (younger people with permission of parent/guardian)		Hours Monday – Friday, 9.00am – 5.00pm	
Crisis/Issue	Peer	Complaints	Legal	Group	Welfare Benefit

Based Advocacy	Advocacy	Advocacy	Advocacy	Advocacy	Advocacy
x	x	✓	x	x	x
Specific Advocacy Project	Advocacy Workers		Workers Providing Advocacy as Part of their Role		
Yes	Yes		0		
Further Information: Advises and helps individuals regarding complaints relating to local NHS Services.					

Housing/Homeless

Bridgend County Borough Council Housing Options					
Address Civic Offices Angel Street Bridgend CF31 4WB		Telephone 01656 643511		e-mail housing@bridgend.gov.uk	
Area Covered Bridgend County		Client Age Range All ages		Hours Monday – Thursday, 8.30am – 5pm Friday, 8.30am - 4.30pm	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	x	x	x	x
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
No					
Further Information: Provides housing advice and makes referrals to temporary and permanent housing to housing associations and private landlords. The service also advises on preventing homelessness.					

The Wallich					
Address 10 Park Street Bridgend CF31 4AX		Telephone 01656 654442		e-mail bridgend@thewallich.net	
Area Covered Bridgend County		Client Age Range All ages		Hours Monday – Friday Drop-In, 9.30am – 12.00pm, Appointments 1.00pm – 4pm	
Crisis/Issue	Peer	Complaints	Legal	Group	Welfare

Based Advocacy	Advocacy	Advocacy	Advocacy	Advocacy	Benefit Advocacy
✓	x	x	x	x	x
Specific Advocacy Project		Advocacy Workers	Workers Providing Advocacy as Part of their Role		
No			Yes		
Further Information: Provides housing advice and makes referrals to temporary and permanent housing to housing associations and private landlords. The service also advises on preventing homelessness.					

Learning Disability

Bridgend People First					
Address 41a Oxford Street Pontycymer Bridgend CF32 8DD		Telephone 01656 871 698		e-mail bpeoplefirst@aol.com	
Area Covered Bridgend County		Client Age Range 18 + years		Hours	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
x	✓	x	✓	✓	x
Specific Advocacy Project		Advocacy Workers	Workers Providing Advocacy as Part of their Role		
Yes		1			
Further Information: Bridgend People First also has Independent Advocacy linked to the Person Centred Planning Scheme and Self Advocacy (supporting a group of adults with learning disabilities to develop the confidence and competence to speak up for themselves).					

Advocacy Matters Wales			
Address Canton House 435 Cowbridge Road East Canton Cardiff CF5 1JH YMCA Hub Court Road Barry		Telephone Canton House 029 20 233733 YMCA Hub 01446 724007	e-mail info@advocacymatterswales.co.uk

CF63 4EE					
Area Covered South Wales including Bridgend County		Client Age Range All ages		Hours	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	✓	x	✓	x
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
Yes		7 (1 specifically for Bridgend County)			
Further Information: South Wales based charity that helps adults with a learning disability have a say. Advocacy Matters (Wales) exists to promote the independent voice and protect the rights and choices of individuals with a disability.					

Person to Person Citizen Advocacy					
Address Bargoed YMCA Aeron Place Gilfach Bargoed CF818JA		Telephone 01443834145 Kelly Cox 07841504461		e-mail info@p2pctizenadvocacy.co.uk	
Area Covered Bridgend County		Client Age Range 18+		Hours	
General Advocacy Support	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	x	x	x	x
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
✓		1 (plus volunteer advocates)			
Further Information: People to People Citizen Advocacy supports people with learning disabilities who may need help to express their views and make their own life choices.					

Long Term Conditions

The Pernicious Anaemia Society (UK Charity)		
Address PO BOX 245	Telephone 01656 724 163	e-mail chair@pasoc.org.uk

Bridgend CF31 9FB		/ 720 187			
Area Covered Bridgend County		Client Age Range All ages		Hours	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	x	✓	x	x
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
Yes					
Further Information: Provides information, advice and support to people with Pernicious Anaemia.					

Mental Health

Advocacy Support Cymru (ASC)					
Address		Telephone		e-mail	
		029 2039 8593			
Area Covered Bridgend, Swansea, Neath Port Talbot, Cardiff and the Vale, Caerphilly, Blaenau Gwent, Torfaen		Client Age Range All ages		Hours Monday – Saturday, 9am - 5pm	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	x	x	x	✓
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
Yes		Approx. 26		N/A	
Further Information: Provides one-to-one instructed advocacy services to clients receiving secondary mental health services; receiving treatment from a psychologist or psychiatrist; a psychiatric inpatient requiring advocacy around housing, benefits, domestic arrangements etc.					

Mental Health Matters Wales			
Address		Telephone	e-mail
112 – 113 Commercial Street Maesteg Bridgend		01656 738750	cas@mhmwlaes.org

CF34 9DL					
Area Covered Bridgend County		Client Age Range All ages		Hours Monday – Friday, 9.00am – 5.00pm	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	✓	x	x	✓
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
Yes		Yes		No	
Further Information: Community based advocacy and deprivation of liberty advocacy.					

Alzheimer's Society					
Address Angelton Clinic Glanrhyd Hospital Tondu Rd Mid Glamorgan CF31 4LN		Telephone 01656 753754		e-mail bridgend-district@alzheimers.org.uk	
Area Covered Bridgend County		Client Age Range All ages		Hours Monday – Friday, 9.00am – 5.00pm	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	x	x	x	✓
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
Yes					
Further Information: Specific advocacy project providing issue based advocacy for people with dementia and/or their carers.					

Combat Stress					
Address Tyrwhitt House Oaklawn Road Leatherhead Surrey KT22 0BX		Telephone 01372 587 000 Helpline: 0800 138 1619		e-mail contactus@combatstress.org.uk	
Area Covered National charity		Client Age Range		Hours Monday – Friday, 8.30am – 4.30pm	

Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	x	x	x	✓
Specific Advocacy Project	Advocacy Workers		Workers Providing Advocacy as Part of their Role		
			Yes		
Further Information: Combat Stress provides support to veterans experiencing Post Traumatic Stress Disorder.					

Neurological Conditions

The Stroke Association					
Address Strawberry Fields Off High Street Heol Y Cyw Bridgend CF35 6HY		Telephone 01656 863 418		e-mail	
Area Covered Bridgend County		Client Age Range 50 + years		Hours	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
✓	x	x	x	x	✓
Specific Advocacy Project	Advocacy Workers		Workers Providing Advocacy as Part of their Role		
Yes (?)	1				
Further Information: Provides one-to-one support to people aged 50+ by empowering, encouraging and getting their opinions heard.					

Older People

Age Concern Morgannwg		
Address Principality House Rear of 31 Taff Street Pontypridd CF37 4TR		Telephone 01443 490 666
		e-mail information@acmorgannwg.org.uk

Area Covered Bridgend County		Client Age Range 50 +		Hours Monday – Friday, 9am – 5pm		
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy	
✓	x	x	x	x	✓	
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role		
Yes		1		1		
Further Information: The service provides one-to-one support to people aged 50+ by empowering them to make informed decisions on things that affect their life. It will be accessible to individuals within Care Homes, Sheltered Housing Complexes, Hospitals and the community.						

Care & Repair						
Address		Telephone 01656 648417		e-mail rena.sweeney@bridgendcareandrepair.co.uk		
Area Covered Bridgend County		Client Age Range All ages		Hours		
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy	
✓	x	x	x	x	x	
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role		
No						
Further Information: Enables older people and people with disabilities to remain within their own homes and within their local communities through the improvement of their housing conditions and their levels of comfort, independence and wellbeing. Advocacy and Liaison with a range of statutory and voluntary sector organisations on the client's behalf.						

Physical Disability

Bridgend Coalition of Disabled People		
Address Cindy Godfrey McKay Secretary for the Bridgend Coalition of Disabled People		Telephone BAVO 01656 810400
		e-mail bavo@bavo.org.uk

Area Covered Bridgend County		Client Age Range All ages		Hours	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
x	x	x	x	✓	x
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
No		0			
Further Information: Provides independent advocacy and support to people with a disability.					

Welfare Benefits

Bridgend Citizens Advice Bureau					
Address 26 Dunraven Place Bridgend CF34 1JD		Telephone 01656 654951		e-mail admin@bridgendcab.org.uk	
Area Covered Bridgend County		Client Age Range All ages		Hours Drop –In Tuesday – Friday, 10.00am – 12.30pm Telephone Monday, 10.00am – 1.00pm Tuesday – Friday, 10.00am – 1.00pm	
Crisis/Issue Based Advocacy	Peer Advocacy	Complaints Advocacy	Legal Advocacy	Group Advocacy	Welfare Benefit Advocacy
x	x	✓	x	x	✓
Specific Advocacy Project		Advocacy Workers		Workers Providing Advocacy as Part of their Role	
No					
Further Information: Advice service.					