



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. | | | | | |

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|---|----------------------|---|-----------------------|---|---------------------------------|
| 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 | |

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|--|-------------------------|----------------------------|---|-----------------------|---------------------------------|
| | | | | | |
| 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. | | | | | |