



Helping disabled people
find the assistance they need





Welcome to the first edition of The Signpost!

This booklet has been compiled by the Tai Cymdogaeth Disability Group, which is a group of Tai Cymdogaeth residents who volunteer to help improve services for disabled residents, and those with long term health problems.

In this edition of Signpost we have compiled a list of useful telephone numbers which we hope to update on a regular basis. If you have experienced a good service which we have not included in this edition please feel free to contact us so that we can include it in a future edition. Our contact details are as follows:

Chairperson - Lenka Makivic	07980 316819
Secretary - Steve Kearns	01792 863613
Grŵp Gwalia Community Liaison Worker	01792 488011

You can also write to us at:
Steve Kearns, Secretary, Tai Cymdogaeth Disability Group
10 Nynsderw House, Swansea Road, Pontardawe, SA8 4AA

If you require this booklet in large print
or on tape please contact us.



Services Gwalia/Tai Cymdogaeth provide

Resident Volunteer for Disability & Mobility Issues

Gwalia has a Resident Volunteer to help residents with disability or mobility issues in relation to the housing service they receive. They can also help and advise you on applying for a Physical Adaptation Grant.

Contact them on 07973 306786 (If you call them and give them your telephone number they will call you back.)

Physical Adaptation Grants

If you are disabled and require an adaptation (e.g. stairlift, level access bathroom or handrails) so that you can stay in your home you can apply for a Physical Adaptation Grant to get the work done. Please contact Rachel Howard on 01792 646626 who can give you more information on applying for a grant.



Trothwy Floating Support

Trothwy have a number of Floating Support projects that it can offer to give support to residents in their homes to help encourage individual development and independence. Contact your New Home Team Advisor for more information on a referral to this service.



Shelter Cymru Benefit Advisor

In order to ensure that you are receiving the benefits you are entitled to we have a Benefit Advisor who is able to give independent advice on housing and welfare benefits.

Contact your Rent Management Officer for more information.





ADAPT

The ADAPT Project is a partnership project which has established a register of properties that have been adapted in order that when they become available they can be let to someone who needs the adaptations. For more information about how the ADAPT project could help you, please contact the New Home Team in your local area office.

Grŵp Gwalia and Tai Cymdogaeth are committed to helping disabled people where ever and whenever they are able to. To do this you have to tell them about your needs. If you are not sure who to talk to contact the Disability Group for help.

Agency Services



Age Concern

0800 009966

Their mission is to promote the well-being of all older people and to help make life a fulfilling and enjoyable experience. For those just out of hospital in need of support, call your nearest Age Concern office or even better call them before hand if you have a date.

Benefits Enquiry Line

0800 882 200

The Department provides benefit and service information to ensure people receive everything they are entitled to.



British Red Cross

01276 237874

The volunteer-led humanitarian organisation that helps people all over the world. Locally they help individuals during difficult times of their lives such as illness, breakdown in support arrangements or bereavements.



Care and Repair Cymru

02920 872000

The national body that actively works to ensure that all older people have homes that are warm, safe, secure and appropriate to their needs.



Carers National Wales

02920 811370

A registered charity which works with and on behalf of all carers.



Citizens Advice

0207 8332181

This service helps people resolve their legal, money and other problems by providing free information and advice from offices throughout Wales.



Community Legal Service Direct

0845 345 4345

Free independent and confidential legal advice available 9am to 6.30pm Monday to Friday

Council for Voluntary Services

Neath Port Talbot

01639 631246

Powys

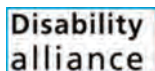
0845 643 0210

Swansea

01792 544015

Carmarthenshire **01267 236367** and **01554 778601**

A highly effective lobbying organisation, representing the views of its members and the wider voluntary sector to government and volunteering opportunities.



Disability Alliance

0207 2478776

A national registered charity with the principle aim of relieving the poverty and improving the living standards of disabled people.



DIAL (Disability Information Advice Line)

01792 455565

Provides information and advice to disabled people and others on all aspects of living with a disability.



Disability Wales

0800 7316282

An independent not for profit organisation that champions the rights of equality of all disabled people. Disability Wales recognises that people are disabled more by poor design, in-accessible services and other people's attitudes than by their impairments.



Disabled Living Foundation

0845 1309177

A national charity that provides free impartial advice about all types of daily living equipment and mobility products.



DPN (Disabled Parents Network) 0870 2410450

A national organisation of and for disabled people who are parents or hope to become parents and their family, friends and supporters.

Disabled Persons Tax Credit Helpline

Number for all Tax Credit information **0845 3003900**

People who become long-term sick or disabled while in work can claim Tax Credits provided they meet Government guidelines.



Domestic Abuse

0808 8010800

This is the national free support and information service for women, children and men in Wales who are experiencing or who have experienced abuse and/or violence at the hands of someone close to them.

Elderly Abuse

0800 009966

For elderly abuse you should contact your local Age Concern or Protection of Vulnerable Adults (POVA) department at your local Social Services.



Equality and Human Rights Commission

0845 6048810

The Commission champions equality and human rights for all, working to eliminate discrimination, reduce inequality and protect human rights by ensuring everyone has a fair chance to participate in Society.



Family Fund

01904 621115

A registered charity helps families with severely disabled children to have choices and the opportunity to enjoy ordinary life. They give grants for things that make life easier and enjoyable for the disabled child and their families.

National Centre for Disabled Parents 0800 0184 730

Provides information, advice and peer support to disabled parents, their family and supporters. They campaign to improve services for disabled parents.



National Centre for Independent Living

0207 5871663

A national support, advice and consultancy organisation that aims to enable disabled people to be equal citizens with choice, control rights and full economical, social and cultural lives.



NHS Direct

0845 4647

Offering health advice 24 hours a day 365 days a year.

Pension Credits

0800 99 1234

Formally Minimum Income Guarantee (Pensioners)

There is an entitlement for people aged 60 or over and it could mean extra money for people each week.



RNIB (Royal National Institute for the Blind)

0845 766 9999

The UK's leading charity offering information, support and advice to over two million people with sight loss.



RNID (Royal National Institute for the Deaf)

0808 808 0123

They aim to make daily life better for deaf and hard of hearing people. Their campaigns, information, services and support of scientific and technological research are some of the ways they are trying to help.

SAFE (Swansea Access for Everyone)

01792 641767

Help promote issues potentially faced by the disabled.



Sense Cymru

02920 457641

A leading national charity that supports and campaigns for children and adults who are deaf/blind



Shaw Trust

01792 325334

A national charity that provides training and work opportunities for people who are disadvantaged in the labour market due to disability, ill health or other social circumstances.



Shelter Cymru

0845 075 5005

The leading housing and homelessness charity in Wales working for the prevention of homelessness, the improvement of housing conditions and the right of everyone to a safe, suitable and affordable home.



United Kingdom's Council for Disabled People

(formerly known as British Council) **01332 295580**

The United Kingdom's national organisation of the world-wide disabled people's movement.



Wales Council for Blind People

02920 473954

An umbrella body for visual impairment in Wales. It is an independent organisation for Wales. Their membership consists of organisations concerned with visual impairment.



Wales Council for Deaf People

01443 485687

An umbrella association of organisations, both voluntary and statutory, working in the field of hearing loss and representing people who are deaf, deafened, hard of hearing and deaf/blind.

Local Authority Services

Carmarthenshire



- General Council Enquiry Line **01267 234567**
- Out of hours emergencies **01267 222288**
- Carmarthenshire Direct Helpline **0845 658 0445**
- Council & Housing Benefits **01554 742100**
- Council Tax (if you've carried out your own adaptation you may be entitled to council tax reduction) **01554 742200**

Social Care (disabled and older people)	
Carmarthen	01267 224421
Llanelli	01554 779621
Blue Badge	0845 658 0445
Bus Passes	01267 231817
Bus Pass Helpline (smartcard)	0845 602 1852
Adaptation Team	0845 658 0445
Age Concern	01554 784080
MENCAP (Carmarthen)	01267 232256
Carmarthenshire Association of Voluntary Services	01267 236367 / 01554 778601
SHELTER	01267 229206

Neath/Port Talbot



Housing & Council Tax Benefits:	
Neath & Upper Swansea Valley	01639 764755
Port Talbot	01639 763454
Services for Disabled People (including grants)	
Neath	01639 764620
Port Talbot	01639 763288
Pontardawe	01792 860719
Blue Badge	
Neath	01639 765300
Port Talbot	01639 765500
Pontardawe	01792 510700
Bus Passes	0845 602 1852 or 01639 686868
Social Services (Supporting people)	01639764073
Age Concern	08700 602141
NPT Council for Voluntary Services	01639 631246
SHELTER	01792 469400
Shop Mobility	01639 637372



Powys

Main Switchboard	01597 826000
General Enquiries	0845 055 2155
Careline (out of hours emergencies)	0845 054 4847
Housing & Council Tax Benefits	0845 055 1355
Council General Enquiries	0845 055 2155
Blue Badge	01597 827102
Bus Pass	01597 826640
Disability Grants (use main switchboard)	01597 826000
Social Care Headquarters	01597 826805
Rhayader	01597 827102
Ystragynlais	01639 844595
Age Concern	08700 602141
Community for Voluntary Services	0845 643 0210
SHELTER	01874 624722



Swansea

Main switchboard	01792 636000
Social Services	01792 798599
Housing & Council Tax Benefits	01792 635353
Financial Assessment Team	01792 636795
Services for Disabled Children	01792 515050
Learning Disabilities	01792 614100
Disability Grants	01792 636519
Blue Badge	01792 636795
Bus Pass	01792 636377
British Red Cross	01792 772146
Shop Mobility (St David's Centre)	01792 461786
Age Concern	01792 641164
ADAPT	01792 479264
Swansea Council for Voluntary Services	01792 544000

We will campaign to encourage better services to make life easier for those who need additional information and support. As well as helping disabled people and those with long term health problems, their carers and families find the help they can receive from Tai Cymdogaeth and other organisations.

Following concerns from residents, one issue that we are currently looking into is that of home decoration for both disabled and older people within the Tai Cymdogaeth community. If you have a view on this we would like to hear from you.

The Disability Group meet regularly so why not come along, let your voice be heard and learn about your options. Travelling expenses are paid and refreshments provided.

