

Mental Health & Wellbeing Service Directory for Swansea

Local and National Mental Health Services



For more information on the Mental Health Development Service and to download mental health resources, please visit:



www.scvs.org.uk/mhds



Contents

	<u>Page</u>
▪ <u>Benefits/Financial Difficulties</u>	4
▪ <u>Black & Minority Ethnic</u>	5
• <u>General Advice</u>	5
• <u>Asylum Seekers and Refugees</u>	6
▪ <u>Carers</u>	8
▪ <u>Children & Young People</u>	
<i>a separate directory for under 18s is available and can be downloaded at: www.scvs.org.uk/mhds</i>	
▪ <u>Community</u>	9
▪ <u>Crime</u>	9
▪ <u>Dementia</u>	9
▪ <u>Domestic Abuse</u>	13
▪ <u>Education, Employment & Training</u>	15
▪ <u>Housing, Tenancy & Homelessness</u>	17
▪ <u>Learning & Physical Disabilities</u>	20
▪ <u>Lesbian, Gay, Bisexual & Transgender</u>	21
▪ <u>Mental Health</u>	22 - 33
• <u>General Advice</u>	22
• <u>Bereavement</u>	24
• <u>Counselling</u>	25
• <u>Eating Disorders</u>	28
• <u>Help Lines</u>	28
• <u>Self-Harm</u>	30
• <u>Self-Help</u>	30
• <u>Specialist Support & Support Groups</u>	31
• <u>Suicide Prevention</u>	33
▪ <u>Older People</u>	34
▪ <u>Pregnancy & Postnatal</u>	35
▪ <u>Representation, Engagement & Advocacy</u>	36
▪ <u>Sexual Health</u>	37
▪ <u>Substance Misuse & Addictions</u>	38
▪ <u>Transport</u>	40
▪ <u>Veterans</u>	41

BENEFITS & FINANCIAL DIFFICULTIES	
Organisation	How to Access
<p>Age Cymru West Glamorgan - Free information and advice, including form filling for people over 50. Help with benefits & entitlements, financial planning and budgeting, health & wellbeing, care & support. Homecare Plus service delivers a range of services to your home to help you manage daily living. Help with meal preparation, footcare, hairdressing, cleaning and laundry, gardening services, home maintenance/general handyman work.</p>	<p>Tel: (01792) 648866 Email: enquiries@agecymruwestglamorgan.org.uk Web: www.agecymruwestglamorgan.org.uk</p>
<p>Christians Against Poverty CAP Provides free debt advice and help to provide a practical solution to debt. CAP works with all people irrespective of gender, faith, age, sex etc. and is not just for Christians. This service differs in that the debt coach will visit the client in their own homes.</p>	<p>Tel: Freephone - 0800 328 0006 Line Open: Monday - Thursday 9.30am - 5 pm Friday 9.30am - 3.30pm</p>
<p>Citizens Advice - provides free, independent and confidential advice on legal and financial difficulties.</p>	<p>Tel: Direct: 01792 739886 Adviceline: 0300 3309 082 (local call rate) Web: www.citizensadvice.org.uk Address: City Gates, 50a Wind Street, Swansea, SA1 1EE</p>
<p>Community Legal Advice (includes Housing Duty Scheme) - Legal advice on a wide range of difficulties for those on benefits or a low income. The Housing Duty Scheme gives free advice by phone or at around 100 courts across England and Wales if you are in danger of eviction or repossession.</p>	<p>Tel: 0845 345 4345 Web: www.communitylegaladvice.org.uk</p>
<p>Consumer Credit Counselling Service (CCCS) - As well as a full debt help service, CCCS provides extra support to vulnerable people (including those with mental health difficulties), e.g., help completing forms or with benefits checks.</p>	<p>Tel: 0800 138 1111 Web: www.cccs.co.uk</p>

<p>Money Made Clear – Financial Service Authority website, with just the facts about financial services, rights, etc.</p>	<p>Tel: 0300 500 5000 Web: www.moneymadeclear.org.uk</p>
<p>Shelter Cymru – Provides information and support on a variety of housing difficulties, such as; bad housing, insecure, homelessness or risk of homelessness). Shelter Cymru also provide a specialist debt advice service.</p>	<p>Tel: (01792) 469400 Housing and Debt Advice Helpline: 0345 075 5005 (9:30am – 4.00pm, Monday to Friday)</p>
<p>Swansea Carers Centre – provide a range of support services and advice and guidance including benefit advice, counselling service, training, stress control, advocacy and volunteering opportunities to all carer’s in Swansea.</p>	<p>Tel: (01792) 653344 Email: admin@swansecarerscentre.org.uk Web: www.swansecarerscentre.org.uk</p>
<p>Tax Aid - A charity giving free advice for people on low incomes about challenges such as tax debt or self-employment. HMRC must make reasonable adjustments for taxpayers with mental health problems – TaxAid can help with this.</p>	<p>Tel: 0345 120 3779 Web: www.taxaid.org.uk</p>
<p>Welfare Rights Unit – offers advice, assistance and support on a range of benefit difficulties including: drafting letters; assisting with completion of forms; benefit checks.</p>	<p>This service and advice line can <u>ONLY</u> be accessed by Support Workers Tel: (01792) 637755 When: 9-10:30 & 2-4pm – Mon and Wed 9-12pm on Friday</p>

BLACK & MINORITY ETHNIC	
General Advice	
Organisation	How to Access
<p>African Community Centre - welcomes all people, especially Africans born in Africa or in the diaspora (e.g. African Caribbean, British African etc.) who are currently resident in Wales. They aim to provide support to enable individuals to better settle into the local community.</p>	<p>Tel: (01792) 470298 Email: info@africancommunitycentre.org.uk</p>
<p>Black Association of Women Step Out (BAWSO) - service to Black and Minority</p>	<p>Tel: (01792) 642003</p>

<p>Ethnic women and children, made homeless through a threat of domestic violence or fleeing domestic violence in Wales.</p>	
<p>Ethnic Youth Support Team (EYST) – An award winning youth organisation providing a targeted, culturally sensitive and holistic support to ethnic minority young people, their families and carers and adult's to enable them to reach their full potential across Wales. The project provides advice and support on benefits, housing, education, employment as well as several other culturally sensitive challenges. A dedicated volunteering project is in place offering people from all backgrounds an opportunity to share their experiences and gain new skills. Specialist advice and guidance project is also set up to support asylum seekers and refugees.</p>	<p>Tel: (01792) 466980 Email: info@eyst.org.uk Web: www.eyst.org.uk</p>
<p>Gypsy, Roma, Traveller Advice Line Travelling Ahead supports Gypsy, Roma and Traveller communities around Wales (children, young people and adults) with your rights and entitlements, make sure your voices are heard, you are treated fairly and to help challenge discrimination.</p>	<p>Tel: 08088 020025 Web: www.travellingahead.org.uk/rights-advice/wales-advice-advocacy-service</p>
<p>Swansea Bay Racial Equality Council (SBREC) - cover Education, Employment Race Awareness, Housing, Health, Social Services, Community Development, The Criminal Justice System, and the way in which goods and services are provided to the public.</p>	<p>Tel: (01792) 457035 Web: www.sbrec.org.uk</p>
<p>Asylum Seekers and Refugees</p>	
<p>British Red Cross - provides 'Floating Tenancy Support', refugees.</p>	<p>(01792) 784915</p>
<p>City of Sanctuary - City of Sanctuary is a movement to build a culture of hospitality for people seeking sanctuary in the UK.</p>	<p>Mob: 07496 172898 or 07496 172896 Email: swansea@cityofsanctuary.org</p>

<p>Migrant Help – Asylum Helpline. If you are an asylum seeker and live in Wales, you can contact the helpline number for support.</p>	<p>Tel: 0808 8010 503 Web: www.migranthelpuk.org</p>
<p>Swansea Asylum Seekers Support - a volunteer-led registered charity, run and managed by members, who include asylum seekers, refugees and other local people. We give a warm welcome to people seeking sanctuary in Swansea through our twice-weekly drop-ins, and offer practical support and educational and recreational opportunities.</p>	<p>Contact Person – Marilyn Thomas Email: marilynmilesthomas@gmail.com Web: www.sbassg.wordpress.com</p> <p>Friday Drop-ins. 5pm to 7:30pm St James' Church, Walter Road, Swansea SA1 4QF Saturday Drop-ins. 2pm to 5pm St Phillips Community Centre SA1 3QT</p>
<p>The Better Welcome to Swansea Project – a mentoring scheme running in partnership between SCVS and Swansea City of Sanctuary. Volunteers are recruited and trained to support people seeking sanctuary (primarily newly-arrived asylum seekers), to feel welcome. The aim of the scheme is to promote integration between asylum seekers and refugees and people in local Swansea communities. The project provides support both in groups and individually to increase sanctuary seekers’ knowledge of the Swansea area and its attractions, whilst encouraging active participation in day to day activities.</p>	<p>Email: involve@scvs.org.uk Tel: 01792 457299</p>
<p>Welsh Refugee Council - runs specialist teams that give asylum seekers and refugees advice and guidance on the asylum system, legal, health and housing problems. Children who have arrived without their parents have a specialist advice worker. People with the right to work can get advice on job-hunting.</p>	<p>Tel: 029 2048 9800 Out of office hours: 0789 66 900 70</p>

CARERS	
Organisation	How to Access
<p>Alzheimer's Society Dementia Connect Providing information and support to carers, family members, and people living with dementia.</p>	<p>Tel: 0333 1503456 or (welsh speaking line) 0330 0947400 Email: dementia.connect@alzheimers.org.uk</p>
<p>Barod – run a Thursday evening carer support session between 6.30-9.00pm. It is an informal session for those caring for someone with a substance misuse problem and people can just drop in.</p>	<p>Thursday Evening – 6:30pm – 9pm Tel: (01792) 472002 Web: www.drugaidcymru.com</p>
<p>Families and Friends of Prisoners (FFOPS) – provide support to people that have a loved one in prison.</p>	<p>Tel: (01792) 458645 Email: Info@ffops.org.uk Web: www.ffops.org.uk</p>
<p>Hafal 'Breaks for carers' Service – provides respite to carers/families of people with serious mental illness and the people they care for: Regular 1-2-1 support sessions, group/peer support sessions, activity sessions e.g. walking, art, IT training, telephone support.</p>	<p>Tel: 07967 329697 - Steve Arnold Tel: 07487 266013 - Chloe Henderson Tel: 07971 970741 - Jonathan Willey Email: stevenarnold@hafal.org Chloe.henderson@hafal.org Jonathan.willey@hafal.org</p>
<p>Swansea Carers Centre – provide a range of support services and advice and guidance including benefit advice, counselling service, training, stress control, advocacy and volunteering opportunities to all carer's in Swansea. Support Group - is open to anyone who is a carer for someone with mental health difficulties. Young Adult Carers Project (16-25 yrs) Supporting young people who are unpaid carers/former carers on a 1-2-1/group basis to help improve wellbeing and resilience. This process helps the young people have a break from their caring role and opportunities to meet other in a similar situation.</p>	<p>Tel: (01792) 653344 Address: 104 Mansel Street, Swansea, SA1 5UE Email: admin@swansecarerscentre.org.uk Web: www.swansecarerscentre.org.uk 2nd Tuesday of every month from 6pm – 8pm at the Carer's Centre. 2 youth clubs a month based at the EYST office. Tel: 01792 653344 Email: alex@swansecarerscentre.org.uk Web: www.swansecarerscentre.org.uk</p>

	Address: 104 Mansel Street, Swansea SA1 5UE
YMCA - YMCA Swansea Young Carers Service supports young carers aged 8-25 to have a break from their Caring role	Contact Egija Cinovska: Tel: 07946348878 Email: egija@ymcaswansea.org.uk

Community	
Organisation	How to Access
Local Area Coordinators Provide information and advice and can support anyone to build relationships within their community. Support people to: Build their vision for a good life Stay strong and connected Feel safer and more confident in the future	Tel: 01792 636707 Email: local.areacoordination@swansea.gov.uk Web: www.swansea.gov.uk/localareacoordination

CRIME	
Organisation	How to Access
Families and Friends of Prisoners (FFOPS) – provide support to people that have a loved one in prison.	Tel: (01792) 458645 Email: info@ffops.org.uk Web: www.ffops.org.uk
Victim Support – Victim Support provides support to anyone affected by crime or ASB in South Wales. Victim Support offers emotional support, advocacy, practical support and onward referrals for more specialised support (e.g. Counselling).	Tel: 0300 3030161 Web: www.victimsupport.org.uk

DEMENTIA	
Organisation	How to Access
Age Cymru West Glamorgan - Free advice on form filling for people over 50. Help with benefits, financial planning and budgeting, health & wellbeing, care & support. Homecare Plus service delivers a range of services to help you manage daily living such as help with meal preparation, footcare, hairdressing, cleaning and laundry and home maintenance.	Tel: (01792) 648866 Email: enquiries@agecymruwestglamorgan.org.uk Web: www.agecymruwestglamorgan.org.uk

<p>Alzheimer’s Society Dementia Connect – Providing information and support to carers, family members, and people living with dementia.</p>	<p>Tel: 0333 1503456 or (welsh speaking line) 0330 0947400 Email: dementia.connect@alzheimers.org.uk</p>
<p>Alzheimer’s Society National Dementia Helpline - If you have concerns about Alzheimer's disease or about any other form of dementia, Alzheimer's Society National Dementia Helpline can provide information, support, guidance and signposting to other appropriate organisations.</p>	<p>Tel: 0300 222 11 22</p>
<p>Alzheimer’s Society Voice and Choice Advocacy Service - Provide independent advocacy on a wide range of difficulties for people with a diagnosis of dementia.</p>	<p>Tel: 01639 633400 Email: swansea@alzheimers.org.uk</p>
<p>British Red Cross Swansea Supporting People Programme – provides ‘Floating Tenancy Support’ to older people, refugees, and patients being discharged from hospital.</p>	<p>Tel: 0344 871 11 11 Local Office: (01792) 772146</p>
<p>DEEP (The Dementia Engagement and Empowerment Project) – The UK Network of Dementia Voices, DEEP engages and empowers people living with dementia to influence services and policies that affect their lives.</p>	<p>Coordinator for Wales and South of England Email: Niblock@myid.org.uk Phone: 07720 538851 Web: www.dementiavoices.org.uk</p>
<p>Dementia Friendly Swansea - Dementia Friendly Swansea focuses on improving the quality of life for people living with dementia. The Forum meets bimonthly to discuss dementia friendly projects and initiatives in the area. It also creates an essential network between organisations for information sharing and identifying areas for improvement.</p>	<p>Tel: (01792) 687801 Email: secretary@dementiafriendlyswansea.org Web: www.dementiafriendlyswansea.org</p>
<p>Dementia UK – Contact for advice and support provided by Admiral Nurses.</p>	<p>Tel: 0800 888 6678 Email: helpline@dementiauk.org</p>
<p>DANSA Transport - DANSA has been designed to meet the transport needs of older people, people with disabilities and people who are unable to access conventional public transport.</p>	<p>Tel: (01639) 751067 Email: mail@dansa.org.uk Web: http://www.dansa.org.uk/</p>

<p>Forget Me Not provides weekly day clubs for people with dementia, their partners or carers' at six locations with a range of activities.</p> <p>Mumbles, Victoria Hall, Dunns Lane on Mondays 10.00 am to 13.00</p> <p>Gorseinon, Catholic Church Hall on Wednesday from 10.00 to 13.00</p> <p>West Cross / Norton, Bethany Church Hall on Wednesday from 10.00 to 13.00</p> <p>Killay, Siloam Church Hall on Wednesday from 13.30 to 16.30</p> <p>Killay, Siloam Church Hall on Thursday from 10.00 to 13.00</p> <p>Sketty, Sketty Baptist Church on Friday from 13.30pm to 16.00</p>	<p>Tel: (01792) 448805</p> <p>Email: contact@forgetmenotclubs.com or http://www.forgetmenotclubs.com/clubs.php</p>
<p>Musical Memories Choir is for people affected by Dementia in any way, together with their partners or carers'. It's a great place to socialise and connect with others over singing and a tasty lunch. All singing abilities welcome!</p>	<p>Tel: (01792) 362122</p> <p>At: Manselton, Christwell Church, Manselton Road</p> <p>Tuesday 11 - 1</p> <p>West Cross, Linden Christian Centre, Elmgrove Road</p> <p>Friday 11 - 1</p>
<p>Reading Well Books Scheme - The Welsh Government has partnered with the Reading Agency to launch the Reading Well books scheme, to help people self-manage their conditions. The first booklist is self-help for dementia, with books for individuals who have dementia and their carers, as well as reminiscence books and titles that help children to understand the condition. All library authorities in Wales have stocked the booklist and they can be reserved by anyone.</p>	<p>For further information or press queries, please contact Georgie Wilson on 0203 696 5800 or readingagency@standagency.com</p>
<p>Remember Me provides a weekly session of stimulating activities including singing and games. Visitors to the group are unaccompanied such that the service can provide a valuable break, or respite for partners /carers'. Lunch is available and transport may</p>	<p>Tel: 01792 636519</p> <p>E-mail: CAP@swansea.gov.uk</p>

<p>be provided dependent upon the user's home address. Charges may apply dependent upon financial circumstances. This service is operated as a partnership between Swansea Council and the Red Café community project who provide specialist staff and volunteers. Access, for people with an appropriate diagnosis only, is by referral from a Social Worker or via the Common Access Point (CAP) for Health and Social Care at the Civic Centre.</p>	<p>Thursdays - 12.00 to 15.00 at the Norton Lodge Day Centre, Norton Road, Mumbles.</p>
<p>Singing for the Brain - sessions organised by the Alzheimer's Society. Using singing to bring people with dementia, and their partners or carers' together in a friendly and stimulating activity that can help to improve brain activity, wellbeing and mood. You don't need to be a good singer to benefit!</p>	<p>Tel: 01269 597690 Gowerton (St John's Church Hall) on the 1st and 3rd Tuesday afternoon of the month, 14.00 to 16.00 with other nearby sessions in Neath, Llanelli and Ammanford.</p>
<p>Social Care Wales - For professionals, this simple-to-use resource will support good practice in dementia care by giving access to essential information, case studies, data, and research.</p>	<p>https://socialcare.wales/service-improvement/dementia-resource-for-care-professionals?record-language-choice=en-cy</p>
<p>Sporting memories Club - provides a safe environment to revive memories and make new friends amongst people for whom sport, whether playing, watching or talking it about with work colleagues, had previously been an important part of their lives. Led locally by the Ospreys Community Foundation.</p>	<p>Email: Helen.John@ospreysrugby.com</p>
<p>Swansea Carers Centre – provide a range of support services and advice and guidance including benefit advice, counselling service, training, stress control, advocacy and volunteering opportunities to all carer's in Swansea.</p>	<p>Tel: (01792) 653344 Address: 104 Mansel Street, Swansea, SA1 5UE Email: admin@swansecarerscentre.org.uk Web: www.swansecarerscentre.org.uk</p>

<p>Swansea North Dementia and Carer Project Supports people living with Dementia and carers of people with Dementia in the North Swansea area including: Morrison, Clydach, Llansamlet (Cwmtawe Cluster) and Gowerton, Penclawdd and Pontardulais areas (Llwchwr Cluster). They recruit, vet, train and supervise volunteers to support and befriend people living with dementia.</p>	<p>Tel: Elaine James 07908 742718 Email: elaine_james@scvs.org.uk Web: https://www.scvs.org.uk/sn-dem-carer-proj</p>
<p>Wales Dementia Helpline - The helpline offers emotional support to anyone, of any age, who is caring for someone with Dementia as well as other family members or friends. The service will also help and support those who have been diagnosed with Dementia.</p>	<p>Tel: 0808 8082235 Text: 81066</p>

DOMESTIC ABUSE & ABUSE	
Organisation	How to Access
<p>Action on Elder Abuse – Advice and information on abuse of older people.</p>	<p>Tel: 0808 808 8141</p>
<p>Black Association of Women Step Out (BAWSO) - service to Black and Minority Ethnic women and children, made homeless through a threat of domestic violence or fleeing domestic violence in Wales.</p>	<p>(01792) 642003</p>
<p>Domestic Abuse and Sexual Violence Helpline - a 24 hour confidential, free-phone support and information service for anyone experiencing domestic or sexual abuse or wanting more information on available support services.</p>	<p>Tel: 0808 80 10 800 Web: www.livefearfree.gov.wales N.B. This service is gender neutral.</p>
<p>Domestic Abuse One Stop Shop - (DA OSS) - for Domestic Abuse Services is a place where you can come to for information, advice, and support if you are affected by domestic abuse (or if you are at risk of domestic abuse).</p>	<p>(01792) 345750 35-36 Singleton Street Swansea SA1 3QN N.B. This service is gender neutral.</p>
<p>Domestic Abuse Unit – The Swansea Police Domestic Abuse Unit has specially trained police staff who are aware of the difficulties that you may be facing, and who can offer</p>	<p>Tel: (01792) 562759 (office hrs) In an emergency, always dial 999</p>

<p>practical advice about how to stop the abuse, either for yourself or another.</p>	
<p>Dyn Wales - The Safer Wales Dyn project provides support to Heterosexual, Gay, Bisexual and Trans men who are experiencing domestic abuse from a partner. The Safer Wales Dyn helpline lets you speak confidentially to someone who can listen to you without judging your situation. They can give you support to deal with the problems faced and tell you if there are any services already available in your area.</p>	<p>Dyn Helpline: 0808 801 0321 Monday – 10am – 4pm Tuesday – 10am – 4pm Wednesday – 10am – 1pm Web: www.dynwales.org Web: www.dynwales.org/swansea</p>
<p>Hafan Cymru – Preventing Abuse, Promoting Independence. Hafan Cymru is a charitable housing association that provides housing and support to women, men their children and young people across Wales.</p>	<p>Tel: (01792) 345751 Address: 35-36 Singleton Street, Swansea. SA1 3QN</p>
<p>Info Nation (11-25 yrs) – provide support to young people affected by domestic or dating abuse.</p>	<p>Tel: (01792) 484010 Mob: 07930328607 Email: info-nation@swansea.gov.uk Address: 47 The Kingsway, Swansea. SA1 5HG</p>
<p>Key 3 Project - Supporting people facing Domestic Abuse, Substance Misuse and Mental Health issues to access support from the right person at the right time.</p>	<p>Tel: 01792 562888 Contact: Megan Stevens Email: megan.stevens@swansea.gov.uk 16+ N.B. referral pathway under development</p>
<p>Live Fear Free – website, phone and chat services providing support and information services for anyone experiencing domestic abuse or wanting more information on available support services.</p>	<p>Tel: 0808 801 0800</p>
<p>Protection of Vulnerable Adults (POVA) Team – for reporting abuse and/or advice.</p>	<p>Tel: (01792) 636854 Email: adult.safeguarding@swansea.gov.uk</p>

<p>Relate Cymru - is an all-Wales charity which offers domestic violence prevention programmes. Support available face to face in Swansea, by phone or online.</p>	<p>Tel: 0300 003 2340 Web: www.relate.org.uk/cymru N.B. There is a charge for some services.</p>
<p>Swansea Women's Aid – provides information and support to women experiencing domestic abuse.</p> <ul style="list-style-type: none"> - Emergency temporary accommodation - Outreach support - Counselling - Alternative therapies <p>The Swansea Women's Aid Children and Young People's service (CHYPS) offers support to children and young people aged 5-17 who have been affected by domestic abuse.</p> <p>Provides practical and emotional support to aid recovery from domestic abuse, using a child and young person led approach. Promotes healthy relationships and raises awareness of domestic abuse and supports children and young people to keep themselves safe.</p>	<p>Tel: (01792) 644683 (24hrs) Email: swa@swanseawa.org.uk Web: www.swanseawomensaid.org.uk</p> <p>CHYPS - Agency referral, (same address and telephone number but please use this email) Email: lconte@swanseawa.org.uk</p>
<p>The Families Together Project - delivers the following specialist support to families throughout Wales:</p> <p>Family support - support to families experiencing complex needs, such as; domestic abuse, mental health, substance misuse and poverty.</p> <p>CHAT programme - A specialist 26-week programme for offenders of domestic abuse.</p>	<p>Tel: 02920 789732 Email: familiestogether@family-action.org.uk</p>
<p>Women's Aid – information, advice, discussion forums, access to local services and self-help for victims of domestic violence.</p>	<p>Web: www.womensaid.org.uk (select 'free resources for self-help leaflets')</p>

EDUCATION, EMPLOYMENT & TRAINING	
Organisation	How to Access
<p>Advisory, Conciliation and Arbitration Service (ACAS) – Free service that helps to resolve disputes between employers and their employees.</p>	<p>Tel: 0300 123 1100 Web: www.acas.org.uk</p>

<p>Cyfle Cymru (out of work service) – Supporting people aged 16 plus with substance misuse/mental health difficulties residing in the western bay area whom are 12 months or long term unemployed, or economically inactive with opportunities of qualifications, courses, volunteering, education, training and employment through a peer mentor advice/guidance support.</p>	<p>Tel: (01792) 646421 Email: ask@cyflecymru.com Web: www.dacw.co.uk/about-cyfle-cymru Address: Cyfle Cymru, WCADA,40 St James Crescent, Uplands, Swansea SA1 6DR</p>
<p>Discovery - Discovery’s Supported Volunteering Scheme provides volunteering placements for people with additional needs, including mental health difficulties, in order to make the benefits of volunteering accessible to everyone. Every volunteer gets a role developed for their interests, and whatever support is necessary for them to succeed within it.</p>	<p>Email: discovery@swansea.ac.uk</p>
<p>Down to Earth Project – Vocational, practical and accredited skills training provided through courses and volunteer placements. Opportunities focus on construction, gardening and land management.</p>	<p>Course enquiries: 01792 391303 Email: jon@downtoearthproject.org.uk Volunteer enquiries: 01792 391303 Email: barney@downtoearthproject.org.uk</p>
<p>Employment Team at CREST – Services range from initial vocational assessments, benefits advice, training, educational courses, placements, voluntary work, and work tasters, through to full time, permanent employment.</p>	<p>Tel: (01792) 652101</p>
<p>Info Nation (11-25yrs) – free access to computers and the internet. Advice and support on education, employment and training opportunities.</p>	<p>Tel: (01792) 484010 Mob: 07930328607 Email: info-nation@swansea.gov.uk Address: 47 The Kingsway, Swansea SA1 5HG</p>
<p>SCVS – Volunteer Centre - provides advice and guidance on volunteering opportunities available across the County</p>	<p>SCVS, 7, Walter Road, Swansea. SA1 5NF Tel: (01792) 544000 Web: www.scvs.org.uk/volunteering-for-under-25s</p>

	Directory of Volunteering Opportunities: www.volunteering-wales.net
Transcend – provides free Mental Health Awareness and Recovery training in the Swansea area.	Tel: (01792) 543637 or 457299 Email: transcend@scvs.org.uk
YMCA - Swansea YES Project – Supports young people and adults aged 16+ to get into Education, Employment and Training.	Tel: 07508700608 Email: kelly@ymcaswansea.org.uk

HOUSING, TENANCY & HOMELESSNESS

Organisation	How to Access
Action for Children, Swansea Young Families Tenancy Support Scheme - provides housing related support to young parents, or expectant parents aged 16 - 25 years, and their children across Swansea. Working with families that need support to live independently, maintain their tenancies and to prevent homelessness.	Swansea Young Families Tel: 01792 585425 Referral route is through the Tenancy Support Unit Tel: 01792 774320 or 774360
Big Issue – Based in YMCA Swansea, the Big Issue provides information and support to people who are homeless, or those in financial crisis or challenges such as housing, health, benefits and resettlement. There is also the opportunity to sell the Big Issue magazine, providing homeless individuals with a legitimate income.	Tel: (01792) 410222
British Red Cross Swansea Supporting People Programme – provides ‘Floating Tenancy Support’ to older people, refugees, and patients being discharged from hospital.	Tel: 0344 871 11 11 Local Office: (01792) 772146
Caer Las - can offer support in housing and preventing homelessness, personal development and advice and advocacy.	Tel: (01792) 646071 Email: enquiries@caerlas.org
Crisis Skylight South Wales - One to one coaching, learning and activities for people aged 16+ who are homeless or at risk of homelessness.	Tel: (01792) 674900 Email: southwales@crisis.org.uk

<p>Family Housing Association – WISH Project - provides a wide range of supported housing to people with mental illness in both Swansea and Neath and Port Talbot. Accommodation includes 24/7 hour hostels, women only accommodation, temporary and long-term shared housing and self-contained flats. Most accommodation has staff available 7 days a week with some houses having 24/7 staffing. If staff are not on site they provide a peripatetic service on an appointment basis. A domiciliary care service to people with mental illness living in their own homes in the Swansea area is also provided.</p>	<p>Tel: (01792) 460192 N.B. Referrals made through care coordinator</p>
<p>Platform (formerly Gofal) – provide a range of housing related services to adults who are experiencing mental health problems that impact on their ability to maintain their tenancy. They deliver 1:1 support to enable individuals the find and manage suitable accommodation. Platform works with service users to develop the skills & confidence that enable them to work towards recovery and be able to participate fully in the community. Referral route and criteria is dependent on which service is required. Please call for more information.</p>	<p>Swansea & Neath Port Talbot Office Beaufort House, Beaufort Road, Swansea, SA6 8JG. Tel: 01792 763350 Email: connect@platform.org</p>
<p>Bays Project - The Barnardo's Youth Homeless Service provides both statutory and voluntary advice to young people aged 16 to 20 living in Swansea who are homeless or threatened with homelessness.</p>	<p>32 -36 High Street, Swansea. SA1 1LG Tel: (01792) 455105 Freefone: 0800 521 448 Email: Bayspartnership@barnardos.org.uk</p>
<p>Hafan Cymru – Preventing Abuse, Promoting Independence. Hafan Cymru is a charitable housing association that provides housing and support to women, men their children and young people across Wales.</p>	<p>Tel: (01792) 345751 Address: 35-36 Singleton Street, Swansea. SA1 3QN</p>

<p>Housing Options - Housing Options is the Council's Housing Advice Service.</p>	<p>Tel: (01792) 533100</p>
<p>Shelter Cymru – Provides information and support on a variety of housing difficulties, such as; bad housing, insecure, homelessness or risk of homelessness). Shelter Cymru also provide a specialist debt advice service.</p>	<p>Tel: (01792) 469400 Housing and Debt Advice Helpline: 0345 075 5005 (9:30am – 4.00pm, Monday to Friday)</p>
<p>Swansea Young Single Homeless Project (SYSHP) - works with 16-25 year olds who need to find and maintain tenancies in Swansea. They help young people: find and keep a home, develop their confidence, skills and opportunities, prevent homelessness and improve their physical and emotional well-being. Services range from emergency accommodation, specialist temporary accommodation, tenancy support, advocacy and engagement activities.</p>	<p>Tel: (01792) 537530 Email: administration@syshp.org.uk Web: www.syshp.org.uk</p>
<p>Swansea Women’s Aid - Emergency supported housing accommodation for women and children fleeing domestic abuse.</p>	<p>Tel: (01792) 644683 (24 hrs) Live Fear Free Helpline: 0808 8010800 (24hrs)</p>
<p>Tenancy Support Unit - The TSU provide housing related support and advice to people in order to prevent homelessness and maintain independence. The service is free and available to anyone over the age of 16 who lives within the City & County of Swansea including home owners, housing association tenants, council tenants and those who rent from the private sector.</p>	<p>Tel: (01792) 774320 / 774360 Email: tsu@swansea.gov.uk</p> <p>Online Referral Form: http://www.swansea.gov.uk/article/9304/The-Tenancy-Support-Unit-TSU</p>
<p>The Wallich – is a homeless charity working in Wales, providing vulnerable people the accommodation and support to live safer, happier, more independent lives and to become part of their communities. Prevention – Stopping people from becoming homeless in the first place, Outreach – Getting people off the streets, Accommodation & Support - Keeping people off the streets,</p>	<p>Web: https://thewallich.com/ Tel: (01792) 648031</p>

Family & Youth– Support and accommodation for parents and for people under 18 and Learning, Volunteering & Employment – Helping people use their current skills or learn new ones.	
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LEARNING & PHYSICAL DISABILITIES	
Organisation	How to Access
BikeAbility Wales – provides a cycling opportunity for everyone to enjoy. It was set up to enable people of all abilities to enjoy the pleasures of health benefits of cycling. BikeAbility holds cycle sessions each week, with bikes to suit all ages and abilities.	Tel: 07584044284 or 07968109145 Web: www.bikeabilitywales.org.uk Address: Dunvant Rugby Club, Broadacre, Killay, Swansea. SA2 7RU
Disability Sport Wales – are committed to providing a range of activities locally in an environment that is appropriate. Whether you wish to participate or compete in non-disabled or disability specific clubs/sessions Disability Sport Wales will help you find an opportunity.	Tel: 0845 8460021 Web: www.disabilitysportwales.com/lubs/category-swanea/
Leonard Cheshire – a charity that supports people living with a disability through a number of services such as care & accommodation, learning & lifestyle and working, providing people with opportunity, choice and support. They also have a café in Swansea where people with a disability can get digital support.	Web: https://www.leonardcheshire.org The Social Bean Cafe - 12 St Mary's Square, Swansea, SA1 3LG Tel: 01792 473 443 Facebook: @thesocialbeanswansea
National Autistic Society – Swansea Support Group - We would like to welcome all persons involved in the world of autism, whether you have autism and/or know somebody with autism and are looking for advice. We will hopefully be able to help you or at least point you in the right direction. Some of our branch members have children on the spectrum and are of different ages. Therefore, we would be happy to share our experiences so please feel free to ask us anything. The group caters to families/carers who have children with autism	Claire Morris-Price, Branch Officer Tel: 07825 280274 (9am-5pm; outside hours by text only) Email: NAS.SwanseaBranch@nas.org.uk Twitter: @NASSwansea Facebook: www.facebook.com/groups/NASSSwansea

<p>spectrum disorder (ASD), adults with ASD are welcome but there are no specific adult ASD sub groups: Activities; Training Days; Regular social group parent/carer and children; Play sessions for children; and Organised outside activities.</p>	
<p>Swansea Association for Independent Living (SAIL) – Provide information and advice to disabled people in Swansea and surrounding area on all aspects of independent living.</p>	<p>Tel: (01792) 511343 Email: info@sail-swansea.org.uk Web: www.sail-swansea.org.uk</p>

LESBIAN, GAY, BISEXUAL & TRANSGENDER	
Organisation	How to Access
<p>LGBT Cymru Helpline – free, confidential service offering support, information and counselling to the lesbian, gay, bisexual and transgender community.</p>	<p>Tel: 0800 840 2069 (between 7pm – 9pm Mondays and Wednesdays) Web: www.lgbtcymruhelpline.org.uk N.B. There is a charge for this service (min £10 for face-to-face counselling).</p>
<p>YMCA Swansea (11-25yrs) LGBT Youth Club Good Vibes – provides a safe environment for young people seeking guidance and advice. They offer:</p> <ul style="list-style-type: none"> - Youth workshops - LGBT+ awareness - Opportunity to make friends - 1 to 1 help & support 	<p>Club - Every Thursday 6pm – 8pm Email: carlie@ymcaswansea.org.uk Tel: (01792) 652032 Web: www.ymcaswansea.org.uk</p>

MENTAL HEALTH	
General Advice	
Organisation	How to Access
<p>ABMU – Self Help Guides & Resources – is an electronic library offering a series of online self-help guides. It is designed to offer information and advice on a wide range of subjects, including social anxiety, dealing with bereavement and alcohol dependency.</p>	<p>Web: www.selfhelpguides.nth.nhs.uk/abmu</p>
<p>BPD World – information and advice for people with Borderline Personality Disorders.</p>	<p>Web: www.bpdworld.org</p>
<p>Dignity Street Foundation - provides clients with a confidential mental health diagnostic questionnaire. This simple yes/no form helps to indicate if you are suffering from stress, anxiety or depression; the results are then discussed at your first appointment. Support can include one or more of the following free* training courses in stress management, self-care, well-being and resilience building, plus ongoing support including mentoring or counselling, clients must over 16 years of age. (Courses are not group therapy, and as such contain no discussion of personal problems). Also provide subsidised support to companies and organisations.</p>	<p>Tel: 0300 030 6171</p> <p>(Calls from landlines and mobiles are normally included in call packages and should be charged at local rates)</p> <p>Email: admin@dignitystreet.org</p> <p>Web: www.dignitystreet.org</p> <p>* Please see website for details</p>
<p>Hafal Clic - Clic provides people in Wales with a mental illness and their carers with a safe and secure place online to support each other, share experiences and build new relationships – in either English or Welsh. The site also signposts people to useful information, contacts, resources and local services.</p>	<p>Web: http://www.hafal.org/clic/</p>
<p>Healthy Living Hub - The Hub is run by the Kingsway Wellbeing Project, aiming to develop a range of classes to suit everyone that help to promote fitness and wellbeing at a low price. Classes include yoga, tai chi and Pilates to help with strength, fitness and mental wellbeing.</p>	<p>Web: http://www.healthylivinghub.org.uk/</p> <p>Classes are £2.50 and must be booked and paid for in advance.</p>

<p>There is also a small gym that is used daily by patients of Kingsway surgery.</p>	<p>If you would like to book please come to either the Kingsway Surgery (37 The Kingsway) or the Healthy Living Hub (34 The Kingsway)</p>
<p>Key 3 Project - Supporting people facing Domestic Abuse, Substance Misuse and Mental Health issues to access support from the right person at the right time.</p>	<p>Tel: 01792 562888 Contact: Megan Stevens Email: megan.stevens@swansea.gov.uk 16+ N.B. referral pathway under development</p>
<p>MEIC Cymru – provides information, advice and advocacy to children and young people via a helpline, text messaging or online chat.</p>	<p>Helpline: 0808 80 23456 Text: 84001 Web: www.meiccymru.org</p>
<p>Mental Health Development Officer – Facilitates Mental Health Forum and provides information on strategies and services in Mental Health.</p>	<p>Tel: (01792) 544020 / 544021 Email: Rachael_jenkins@scvs.org.uk Email: Helen_foster@scvs.org.uk</p>
<p>Mental Health Information Officer- Supports the work of the Mental Health Development Service by providing information to service users, their carers, volunteers, paid staff and the public.</p>	<p>Tel:(01792 544030) Email: Beth_Preston@scvs.org.uk</p>
<p>Mental Health Directory – for an online/most up-to-date version of this directory.</p>	<p>Web: www.scvs.org.uk/mhds</p>
<p>Mind Cymru – Your Stories Blogs and stories can show that people with mental health problems are cared about, understood and listened to.</p>	<p>Web: - https://www.mind.org.uk/information-support/your-stories/</p>
<p>MindEd – is a free educational resource on children and young people’s mental health for all adults.</p>	<p>Web: www.minded.org.uk</p>
<p>NSPCC – offer information on a wide variety issues, such as; abuse, neglect, self-harm, sexual exploitation, bullying & cyberbullying, FGM</p>	<p>Web: www.nspcc.org.uk Helpline: 0808 800 5000</p>
<p>Royal College of Psychiatrists – information leaflets (in various languages) regarding a range</p>	<p>Web: www.rcpsych.ac.uk</p>

of mental health diagnoses and related difficulties.	
Swansea Wellbeing Centre – A refurbished community centre offering a large hall for classes and workshops, a studio for talks and group meetings and treatment rooms for 1:1 therapy & treatments. They have a wellbeing kitchen, regularly providing delicious meals and cookery classes.	Walter Road, Swansea, SA1 5PQ Tel: 01792 732071 Email: centre@wellbeingswansea.co.uk
Young Minds – helpline for parents/carers that have a concern about their child’s emotional problems or behaviour.	Parent’s Helpline: Tel: 0808 802 5544 (9:30am-4pm) Web: www.youngminds.org.uk
Bereavement	
Organisation	How to Access
<p>Cruse Bereavement Care, Morgannwg – Provides face to face support and information to the bereaved and their families. This service is for adults and children.</p> <p>Cruse – Hope Again provides information on:</p> <ul style="list-style-type: none"> • what you can do to help a child or young person who is grieving • how to understand the concept of loss in children and young people of different ages • how to recognise potential complicated grief <p>The website Hope Again is designed for young people by young people. It includes information and message boards where young people can share their experiences.</p> <p>They offer a number of leaflets and publications to help children and young people. There are many fiction and non-fiction books aimed at helping children: check out their recommended books for children and young people.</p>	<p>Tel: 0808 808 1677 Local office: (01792) 462845 Email: morgannwg@cruse.org.uk Email: helpline@cruse.org.uk Web: www.cruse.org.uk Web: www.cruse.org.uk/children</p> <p>N.B. If you are a young person and someone you know has died you can send a private message to a trained volunteer at hopeagain@cruse.org.uk who will reply to you by email. If you want to talk to someone direct: Helpline: 0808 808 1677.</p>
Help is at Hand Cymru – a resource for people bereaved through suicide or other unexplained death, and for those helping them.	Web: http://supportaftersuicide.org.uk/wp-

	content/uploads/2016/10/Wales-HIAH.pdf
UK-Sobs – aims to break the isolation of those bereaved by the suicide of a close relative or friend.	Tel: 0300 111 5065 (9am to 9pm every day) Web: www.uk-sobs.org.uk
Counselling	
Organisation	How to Access
African Community Centre – REACH project provides counselling to young people aged 14 – 25 in a safe, confidential space to work through any difficulties, worries or problems you are having.	Tel: (01792) 470298 Email: kate.ruddy@africancommunitycentre.org.uk
Cancer Information and Support Services (CISS) - CISS offer free, confidential, person centred and integrative counselling and CBT for anyone affected by cancer including patients, carers, family and friends. CISS can also provide home and hospital visits and information on cancer.	Tel: (01792) 655025 Email: help@cancersupport.wales Web: www.cancersupport.wales
City Counselling & Support Services Provide low cost one-to-one counselling services for individuals who are in receipt of a means tested benefit; counselling sessions are from £10, they accept self-referrals. Also running a pilot SA1 project providing free counselling for those who are registered with a GP surgery in the Swansea City Health Cluster (Brunswick Health Centre , Greenhill Medical Centre , Abertawe Medical Partnership , Kingsway Surgery , Mountain View Health Centre , Nicholl Street Medical Centre , SA1 Medical Centre - Beacon Centre for Health Swansea Waterfront , The Harbourside Health Centre - Beacon Centre for Health Swansea Waterfront) and are on a means tested benefit. All counsellors are fully insured, DBS checked, BACP Membership or equivalent; and receive regular supervision.	Tel: 01792 824250 Mobile/Text: 07551 451989 Email: ccssswansea@gmail.com Web: www.ccass.org.uk The counselling room is close to the town centre and has on street parking; with the nearest car park being Oxford Street opposite the Grand Theatre.

<p>Cruse Bereavement Care, Morgannwg – Provides face to face support and information to the bereaved and their families. This service is for adults and children.</p>	<p>Tel: 0808 808 1677 Local office: (01792) 462845 Email: morgannwg@cruse.org.uk Email: helpline@cruse.org.uk Web: www.cruse.org.uk</p>
<p>Down to Earth Project –A practical, hands on approach to improving mental health & well-being. Our clinically proven courses emphasise building confidence & self-esteem and are particularly effective in the management of depression & anxiety. Opportunities focus on sustainable construction, land management, and adventure!</p>	<p>Website: www.downtoearthproject.org.uk Facebook: www.facebook.com/downtoearthswansea Course enquiries: 01792 232439 Email: jon@downtoearthproject.org.uk Volunteer enquiries: 01792 232439 Email: barney@downtoearthproject.org.uk</p>
<p>Barod- providing free and confidential support and guidance to anyone who is affected by drug or alcohol use, either their own or someone else's; and raising awareness about the ways we can all help to reduce the harm caused by substance misuse.</p>	<p>Tel: (01792) 472002 Web: https://barod.cymru/</p>
<p>Info Nation - Free access to computers and the internet, sexual health services, legal rights advice, information, support and advice on drugs and alcohol, counselling, advice and support on education, employment and training options, support for young people affected by domestic or dating abuse, and many more opportunities for young people.</p>	<p>Tel: (01792) 484010 Mob: 07930 328607 Email: Info-Nation@swansea.gov.uk</p>
<p>Kids Cancer Charity - Kids Cancer Charity is a registered charity that offers free play therapy, counselling and bereavement groups for children aged 3-19 years who have cancer themselves, have a sibling or close relative with cancer or have been bereaved by cancer.</p>	<p>Tel: (01792) 480500 Email: Judith.may@kidscancercharity.org Web: www.kidscancercharity.co.uk</p>
<p>LGBT Cymru Helpline - LGBT Cymru offers counselling and advice one to one, or via email, telephone and instant messenger to lesbian,</p>	<p>Tel: 0800 840 2069 (Helpline open Mondays and Wednesdays between 7pm-9pm)</p>

<p>gay, bisexual or transgender individuals and their families and friends.</p>	<p>Local Office: (01792) 828057 Email: line@lgbtcymruhelpline.org.uk Web: www.lgbtcymruhelpline.org.uk</p>
<p>Maggie’s Cancer Caring Centre - offer free practical, social and emotional support for anyone affected by a cancer diagnosis.</p>	<p>Tel: (01792) 200000 Email: sarah.hughes@maggiescentres.org Web: www.maggiescentres.org/swansea Opening Times: Drop In Mon-Fri 9am – 5pm Address: Singleton Hospital, Sketty Lane. SA2 8QL</p>
<p>New Pathways - New Pathways offer counselling for any adult that has suffered abuse, sexual assault or rape if aged 18 years or over. They offer up to 18 sessions of 1:1 counselling. Children aged 3 - 18 years are also able to access counselling for support with sexual abuse or assault in addition to any other difficulty. New Pathways also provide a SARC (Sexual Assault Referral Centre) and an ISVA (Independent Sexual Violence Advocate) service. New Pathways also run a Parents of Abused Children peer support group every Friday 12:30pm-2:30pm in their head office in Merthyr.</p>	<p>Tel: (01685) 379310 Email: enquiries@newpathways.org.uk Web: www.newpathways.org.uk</p>
<p>Relate Cymru - is an all-Wales charity which offers relationship counselling, sex therapy, domestic violence prevention programmes and support to couples, individuals, young people and families. Support available face to face in Swansea, by phone or online.</p>	<p>Tel: 0300 003 2340 Web: www.relate.org.uk/cymru N.B. There is a charge for some services.</p>
<p>Swansea Carers Centre – provide a range of support services and advice and guidance including benefit advice, counselling service, training, stress control, advocacy and</p>	<p>Tel: (01792) 653344 Address: 104 Mansel Street, Swansea, SA1 5UE</p>

volunteering opportunities to all carer's in Swansea.	Email: admin@swansecarerscentre.org.uk Web: www.swansecarerscentre.org.uk
Swansea Counselling and Wellbeing Service - provides counselling and holistic therapies to Swansea residents. There is a £5 minimum donation per therapy however some services/projects will be free.	Tel: 07873 899809 Email: swanseawellbeingservice@gmail.com
Swansea Mind – offers counselling and psychotherapy to people aged 18 and over.	Tel: (01792) 642999 Email: admin@swanseamind.org.uk Web: www.swanseamind.org.uk
Swansea Women's Aid - Swansea Women's Aid is a registered charity that offers person centred counselling to women aged 18 or over, in Swansea, who have experienced or are experiencing domestic abuse.	Tel: (01792) 644683 Email: swa@swanseawa.org.uk Web: www.swanseawomensaid.com

Private counselling - If you would like to explore accessing help privately you should ensure that the professional you see is experienced and qualified. This means that they will be a member of a recognised professional body. These bodies hold registers of approved practitioners who are governed by an ethical code and robust conduct and complaints procedures. An example of this is the British Association for Counselling and Psychotherapy (BACP). The BACP provides online search facility for accredited counsellors and psychotherapists in the UK.

Tel: 0870 443 5252 **Web:** www.bacp.co.uk

Eating Disorders

Organisation	How to Access
B-Eat - charity for people with eating disorders and their families. There are separate confidential help lines – one for adults and one for young people under 25.	Adults: 0345 6341414 Email: help@b-eat.co.uk Web: www.b-eat.co.uk

Help Lines

Organisation	How to Access
Alzheimer's Society National Dementia Helpline - If you have concerns about Alzheimer's disease or about any other form of dementia, Alzheimer's Society National Dementia Helpline can provide information,	Tel: 0300 222 1122

support, guidance and signposting to other appropriate organisations.	
C.A.L.L. - Emotional support and information on Mental Health and related matters.	Tel: 0800 132 737 Text 'help' with your question to 81066 Web: www.callhelpline.org.uk
CALM – National helpline and campaign for men’s mental health.	Tel: 0800 58 58 58 Web: www.thecalmzone.net
DAN 24/7 – 24/7 Alcohol and drugs helpline for Wales.	Tel: 0808 808 2234 Text “DAN” to 81066 Web: www.dan247.org.uk
GP Out of Hours Service – If a GP is required 6:30pm – 8:00am, Monday to Friday. Also available on weekends and Bank Holidays.	Tel: 0330 123 9180
LGBT Cymru Helpline – free, confidential service offering support, information and counselling to the lesbian, gay, bisexual and transgender community.	Tel: 0800 840 2069 (between 7pm – 9pm Mondays and Wednesdays) Web: www.lgbtcymruhelpline.org.uk N.B. There is a charge for this service (min £10 for face-to-face counselling).
Mind Infoline - provides information on a range of topics including types of mental distress, where to get help, drug and alternative treatments and advocacy.	Tel: 0300 123 3393 Text 86463 Web: info@mind.org.uk
NHS Direct – Advice, information and reassurance regarding a range of health difficulties.	Tel: 0845 46 47 Web: www.nhsdirect.wales.nhs.uk
Samaritans – Emotional support for those experiencing feelings of distress or despair, including those which could lead to suicide. 24/7, 365 days a year.	Freephone: 116 123 Text: 07725 90 90 90 (UK) Email: jo@samaritans.org Web: www.samaritans.org
SANEline - provides emotional support and information to anyone affected by mental illness.	Tel: 0300 304 7000 (6pm-11pm every day) Web: www.sane.org.uk
UK-Sobs – aims to break the isolation of those bereaved by the suicide of a close relative or friend.	Tel: 0300 111 5065 (9am to 9pm every day) Web: www.uk-sobs.org.uk

Wellbeing Through Work – confidential service to help maintain your health & wellbeing at home and work.	Tel: 0845 601 7556 (between 9am – 5pm Monday – Friday) Web: wtw@wales.nhs.uk
Self Harm	
Organisation	How to Access
Harmless – a user led organisation that provides a range of services about self harm including support, information, training and consultancy to people who self harm, their friends and families and professionals.	Web: www.harmless.org.uk/
Self-Injury Support – information and self-help materials for women who self-harm, available in several languages.	Web: www.selfinjurysupport.org.uk
Self Help	
Organisation	How to Access
Book Prescription Wales – healthcare professionals including GPs can ‘prescribe’ from a list of recommended self-help books for a range of mental health difficulties, which the individual can then borrow from their local library. The list of books is available online and can be obtained from local libraries for those that do not wish to be referred.	Web: www.nhsdirect.wales.nhs.uk (search ‘book prescription Wales’ and select on ‘booklist’ link)
Centre for Clinical Interventions - includes information sheets and a series of ‘modules’ to work through to address problems from procrastination, to perfectionism, to panic attacks, also bipolar disorder, depression and self-esteem.	Web: www.cci.health.wa.gov.au (select on ‘workbooks’)
Wellbeing Glasgow - a range of self-help information, booklets, video and audios.	Web: www.wellbeing-glasgow.org.uk
Mental Health Foundation – contains a range of information about mental health and wellbeing.	Web: www.mentalhealth.org.uk
Northumberland, Tyne and Wear NHS – self-help booklets covering areas such as anger, anxiety, depression, OCD, hearing voices, sleep, self-harm, social anxiety, substance misuse and eating disorders.	Web: www.ntw.nhs.uk (select ‘start a search’ followed by ‘self-help leaflets’ or ‘health information in other languages’)

Scottish Recovery Network – includes videos and stories about recovery, and other resources about recovery.	Web: www.scottishrecovery.net
Self Help Guides, ABMU - a series of online self-help guides and resources designed to offer information and advice on a wide range of subjects, including social anxiety, dealing with bereavement and alcohol dependency.	Web: www.selfhelpguides.nth.nhs.uk/abmu
Self Injury Support – information and self-help materials for women who self-harm, available in several languages.	Web: www.selfinjurysupport.org.uk
Women’s Aid – information, advice, discussion forums, access to local services and self-help for victims of domestic violence.	Web: www.womensaid.org.uk (select ‘free resources for self-help leaflets’)
Specialist Support and Support Groups	
Organisation	How to Access
Advocacy Support Cymru - Specialising in providing confidential and independent advocacy support for people dealing with a range of mental health challenges.	Tel: 029 2054 0444 Email: info@ascymru.org.uk Web: www.ascymru.org.uk
Bipolar UK – Bipolar UK is the national charity dedicated to supporting individuals affected by bipolar. The Swansea Bipolar support group meets on the 1st Wednesday of every month 6pm – 8pm at Dyfatty Community Centre, Chapel Street, Swansea, SA1 1NB . Group meetings are friendly, confidential and informal. They are open to all individuals affected by bipolar, including those with a diagnosis, those prediagnosis, their family members, friends and carers.	Information and Support line: 0333 323 3880 Email: info@bipolaruk.org Web: www.bipolaruk.org Facebook: www.facebook.com/bipolaruk Twitter: www.twitter.com/bipolaruk
Cefn Coed Hospital - A psychiatric hospital in Swansea, Wales. The hospital is run by Swansea Bay University Health Board.	Tel: (01792) 561155
Community Mental Health Teams – provide assessment and care coordination, and provide advice, signposting, etc. to individuals, families, carers or organisations.	CMHT 1: (01792) 517800 CMHT2: (01792) 517853 CMHT 3: (01792) 545780 Web: www.swansea.gov.uk

CMHT 1: Swansea West, CMHT 2: Swansea Central, CMHT 3: Swansea North	
Connect Project – offers a weekly programme of informal workshops, social activities and member interest group events for adults (18-64) experiencing mental health difficulties. All enquiries welcome.	Tel: (01792) 465383 or (01792) 646071
CREST - part of services provided by the City and County of Swansea Social Services Department. A wide range of activities and facilities are offered for people with mental health problems.	Tel: (01792) 652101 Web: www.swansea.gov.uk/crest N.B. Referrals only rcvd from CMHT.
Hafal – helps people with serious mental illness and their families to work towards recovery. Services are underpinned by Hafal’s Recovery Programme which empowers clients and families to take control of their lives and achieve recovery.	Mob: 07967 329697 Email: swansea@hafal.org
Hearing Voices Network Cymru - We offer information, support and understanding to people who hear voices and those who support them.	Tel: 01437 769982 Email: info@hearingvoicescymru.org Website: www.hearingvoicescymru.org
Involve Volunteering Project – Involve provides volunteer befrienders who offer low level social and emotional support to children, young people, adults and families, living in City and County of Swansea. The referral criteria is different for each scheme within Involve.	Tel: (01792) 457299 Email: involve@scvs.org.uk
Living Life Well Programme – Runs open access stress control courses across Swansea, Neath Port Talbot and Bridgend.	Phone or text: 07967612246 Email: living.lifewell@wales.nhs.uk
Mental Health and Wellbeing Volunteering Project – Based at SCVS, the project trains and supports volunteers to offer social support for individuals experiencing mental ill health through a variety of opportunities both in hospital and the community.	Tel: (01792) 544 000 Email: charlotte_davies@scvs.org.uk
Social Services Emergency Duty Team (Nights and Weekends).	Tel: (01792) 775501

<p>Swansea Mind – provides an open door Peer Support Centre where anyone can come for information, a chat and to meet other people. A risk assessment and needs assessment are required for every attendee. Self Help Support Groups include - Managing Anger, Anxiety & Depression and OCD. Please see website for more details.</p>	<p>Tel: (01792) 642999 Email: admin@swanseamind.org.uk Web: www.swanseamind.org.uk</p>
<p>The Families Together Project - delivers the following specialist support to families throughout Wales: Family support - support to families experiencing complex needs, such as; domestic abuse, mental health, substance misuse and poverty.</p>	<p>Tel: 02920 789732 Email: familiestogether@family-action.org.uk</p>
<p>The Roots Foundation – provide support and assistance and advice for young people leaving care and individuals who have left care. Offering workshops on finance, cooking, budgeting, health, employment and relationships.</p>	<p>Tel: 01792 584254 Web: http://www.therootsfoundationwales.org.uk/ Email: admin@therootsfoundationwales.org.uk</p>
<p>Transcend – Provides one-to-one peer mentoring support to individuals experiencing mental health difficulties. Anyone can refer to the scheme. Also provides free Mental Health Awareness and Recovery training in the Swansea area.</p>	<p>Tel: (01792) 543637 or 457299 Email: transcend@scvs.org.uk</p>
Suicide and Suicide Prevention	
Organisation	How to Access
<p>Help is at Hand Cymru – a resource for people bereaved through suicide or other unexplained death, and for those helping them.</p>	<p>Web: http://supportaftersuicide.org.uk/wp-content/uploads/2016/10/Wales-HIAH.pdf</p>
<p>International Association for Suicide Prevention – Provides information about suicide prevention, etc.</p>	<p>Web: www.iasp.info</p>
<p>Save a life - Free online training on suicide prevention.</p>	<p>Web: https://www.zerosuicidealliance.com/</p>

OLDER PEOPLE	
Organisation	How to Access
Action on Elder Abuse – Advice and information on abuse of older people.	Tel: 0808 808 8141
Age Cymru West Glamorgan - Free advice, including form filling for people over 50. Help with benefits & entitlements, financial planning and budgeting, health & wellbeing, care & support. Homecare Plus service delivers a range of services to your home to help you manage daily living. Help with meal preparation, footcare, hairdressing, cleaning and laundry, gardening services, home maintenance/general handyman work.	Tel: (01792) 648866 Email: enquiries@agecymruswanseabay.org.uk Web: www.agecymruswanseabay.org.uk
British Red Cross Swansea Supporting People Programme – provides ‘Floating Tenancy Support’ to older people, refugees, and patients being discharged from hospital.	Tel: 0344 871 11 11 Local Office: (01792) 772146
Care and Repair Cymru – A national charitable body who actively work to ensure that all older people have homes that are safe, secure and appropriate to their needs.	Tel: 0300 111 3333 Web: www.careandrepair.org.uk
Swansea MIND - "My Generation" project which aims to target people more likely to experience loneliness and isolation. It is an 8 week evidence-based intervention to help people over the age of 50 improve their mental wellbeing, social capacity and self-efficacy.	Tel: 01792 642999 Email: groups@swanseamind.org.uk Sessions take place at: Swansea Mind, 66 St Helen's Rd, Swansea SA1 4BE
Please see page 8 for Organisations supporting dementia.	

PREGNANCY & POSTNATAL	
Organisation	How to Access
<p>Action for Children Swansea SAIL - provides bespoke person centred support, advice, informal advocacy and life coaching to parents between the age of 14 and 25 living in Swansea.</p> <p>They offer one to one support, support to couples or within a small group with either a life coach or systemic therapist. Support can be for wellbeing, self-esteem, confidence, isolation- through to liaising and working with other professionals such as social services.</p> <p>Couples can access support whether they are pregnant or whether or not their child is living with them – including when a child has been adopted.</p>	<p>Tel: (01792) 585425</p> <p>Email: swanseasail@actionforchildren.org.uk</p> <p>Web: www.swanseasail.com</p> <p>Address: Suite 14, Henley House, The Queensway, Fforestfach, Swansea, SA4 5DJ</p> <p>N.B. This service is for 14-25 year olds.</p> <p>Running until March 2020.</p>
<p>The Families Together Project - delivers perinatal services providing support to women from 28 weeks pregnant until the child's first birthday, who are at risk of or experience mental health difficulties.</p>	<p>Tel: 02920 789732</p> <p>Email: familiestogether@family-action.org.uk</p>
<p>PRAMS (Perinatal Response and Management Service) – is a specialist NHS team working with women with significant stress/mental health problems around pregnancy and up to a year after birth. They provide assessment and treatment of anxiety, depression and distress following traumatic births as well as supporting women with more serious mental illnesses such as bi-polar. They can give advice on and prescribe medication, provide talking therapies, meet partners, run support groups, and will work with midwives, health visitors and GPs to come up with a plan that the woman feels comfortable with.</p>	<p>Referrals are made through a person's midwife, health visitor or GP. If they are already known to a psychiatrist, they can make the referral too.</p>

REPRESENTATION, ENGAGEMENT & ADVOCACY	
Organisation	How to Access
Advocacy Support Cymru - Specialising in providing confidential and independent advocacy support for people dealing with a range of mental health difficulties.	Tel: 029 2054 0444 Email: info@ascymru.org.uk Web: www.ascymru.org.uk
Alzheimer's Society Voice and Choice Advocacy Service - Provide independent advocacy on a wide range of difficulties for people with a diagnosis of dementia.	Tel: (01792) 531208 Email: swansea@alzheimers.org.uk
Community Health Council – offers advice and support to individuals who wish to make a complaint against local NHS services.	Tel: (01639) 683490 Email: Office.abm@waleschc.org.uk
Mind Legal Advice Service - provide legal information and general advice on mental health related law covering mental health, mental capacity, community care, human rights and discrimination/equality related to mental health difficulties.	Tel: 0300 466 6463 Email: legal@mind.org.uk
Patients Council, The – improve the quality of life for mental health patients by supporting them to have a voice, signposting, and representing service users at meetings.	Tel: (01792) 516627
Rethink – mental health charity for people with severe mental illness (English equivalent of Hafal) Website Includes information and guidance on the Disability Discrimination, Human Rights and Mental Health Acts.	Web: www.rethink.org.uk
Service Network of User Groups (SNUG) - An organisation working with service users in the community.	Tel: (01792) 516627
Swansea Bay Racial Equality Council (SBREC) - cover Education, Employment Race Awareness, Housing, Health, Social Services, Community Development, The Criminal Justice System, advocacy and the way in which goods and services are provided to the public.	Tel: (01792) 457035 Web: www.sbrec.org.uk

<p>Swansea Law Clinic - free initial advice and assistance to staff, students and members of the public via students under the supervision of members of staff and volunteer local lawyers. Can help with: Benefits advice, Consumer issues, Contracts, Employment issues, Equality issues, Landlord & tenant disputes, Negligence, Relationship breakdown.</p>	<p>Tel: (01792) 295399 Email: LawClinic@Swansea.ac.uk</p>
<p>SNAP Cymru - Staff and volunteers work with families and professionals, supporting children and young people to participate in planning and decision making which affect them, advocating where appropriate, and raising awareness of difficulties related to Special Educational Needs, Disability and other barriers to inclusion.</p>	<p>Helpline: 0845 120 3730 Email: Swansea@snapcymru.org</p>
<p>The Equality and Human Rights Commission – Free initial advice on discrimination cases.</p>	<p>Tel: 0808 800 0082 Web: www.equalityhumanrights.com</p>
<p>Time to Change Wales – is a national campaign to end the stigma and discrimination faced by people with mental health problems. The Young Person’s Pilot Programme will aim to increase young people’s awareness and understanding of mental health problems, reduce the stigma, discrimination and social isolation experienced by those with mental health problems and improve wellbeing.</p>	<p>Web: www.timetochangewales.org.uk Facebook: https://www.facebook.com/ttcwales</p>

SEXUAL HEALTH	
Organisation	How to Access
<p>Domestic Abuse and Sexual Violence Helpline - a 24 hour confidential, free-phone support and information service for anyone experiencing domestic or sexual abuse or wanting more information on available support services.</p>	<p>Tel: 0808 80 10 800 Web: www.livefearfree.gov.wales</p>
<p>Info Nation (11-25yrs) C Card Scheme – provides free condoms and is available Tuesday - Saturday from 1- 5pm.</p>	<p>Tel: (01792) 484010 Mob: 07930328607</p>

<p>Integrated Sexual Health Drop In - every Friday afternoon staffed by NHS workers. Offering a range of services.</p>	<p>Email: Info-nation@swansea.gov.uk Address: 47 The Kingsway, Swansea SA1 5HG</p>
<p>Live Fear Free Helpline - is a bilingual information signposting service, to help and guide people with experience of domestic abuse or sexual violence, who are in need of information or access to support services.</p>	<p>Tel: 0808 80 10 800 The helpline is free, 24 hours a day, 7 days a week.</p>
<p>New Pathways - New Pathways offer counselling for any adult that has suffered abuse, sexual assault or rape if aged 18 years or over. They offer up to 18 sessions of 1:1 counselling. Children aged 3 - 18 years are also able to access counselling for support with sexual abuse or assault in addition to any other difficulty. New Pathways also provide a SARC (Sexual Assault Referral Centre) and an ISVA (Independent Sexual Violence Advocate) service. New Pathways also run a Parents of Abused Children, peer support group every Friday 12:30pm-2:30pm in their head office in Merthyr.</p>	<p>Tel: (01685) 379310 Email: enquiries@newpathways.org.uk Web: www.newpathways.org.uk</p>
<p>Relate Cymru - is an all-Wales charity which offers relationship counselling, sex therapy, domestic violence prevention programmes and support to couples, individuals, young people and families. Support available face to face in Swansea, by phone or online.</p>	<p>Tel: 0300 003 2340 Web: www.relate.org.uk/cymru N.B. There is a charge for some services.</p>

SUBSTANCE MISUSE & ADDICTIONS	
Organisation	How to Access
<p>AADAS – ABM Alcohol & Drug Assessment Service - provide a first point of contact for substance misuse services in Swansea including assessment and referral to appropriate services.</p>	<p>Tel: (01792) 642 759</p>
<p>ADFAM – gives information and support for the families of drug and alcohol users.</p>	<p>Web: www.adfam.org.uk</p>

<p>Alcoholics Anonymous – If your drinking is causing you problems and you wish to stop drinking.</p>	<p>Tel: 0800 917 7650</p>
<p>Barod - provides practical help including needle exchange, information, training and education about drug use. Also provide advice, support and guidance around benefits, housing, health, etc, for all drug users. Undertakes specialist substance misuse assessments and provides a range of one to one help and group activities. Referrals are taken from any service although most people self-refer. Specialist services available for children and young people affected by substance misuse called CHOICES which is based in Info-Nation Barod also has a specialist service that offers help and support to families.</p>	<p>Tel: (01792) 472002 Web: http://barod.cymru/</p>
<p>DAN 24/7 – 24/7 Alcohol and drugs helpline for Wales.</p>	<p>Tel: 0808 808 2234 Text “DAN” to 81066 Web: www.dan247.org.uk</p>
<p>FRANK – 24 hour friendly, confidential drugs advice.</p>	<p>Tel: 0300 123 6600 Text: 82111 Web: www.talktofrank.com</p>
<p>Help Me Quit – is the single brand for free NHS stop smoking services in Wales.</p>	<p>Tel: 08000852219 Text: HMQ 80818</p>
<p>The Families Together Project - delivers specialist support to families throughout Wales: Support to families experiencing complex needs, such as; domestic abuse, mental health, substance misuse and poverty.</p>	<p>Tel: 02920 789732 Email: famiestogether@family-action.org.uk</p>
<p>UK Narcotics Anonymous – a society for recovering addicts for whom drugs had become a major problem, that meets regularly to help each other stop using and stay clean.</p>	<p>Tel: 0300 999 1212</p>
<p>Welsh Centre for Action on Dependency and Addiction (WCADA) - provides a comprehensive range of recovery interventions for individuals, families and</p>	<p>Tel: (01792) 472519 Email: admin.swansea@wcada.org Web: www.wcada.org</p>

<p>carers of people of all ages affected by substance misuse. WCADA provides Information & Advice, Needle and Syringe Programme, Assessment and Care Management, Health Promotion (Blood Borne Viruses/Safe Sex), Tenancy Support, Community Support and Outreach, One-to-one support and group work, 12-Step Minnesota Model abstinence treatment programme, Structured Counselling, Detox support: hospital based & community based, Dyfodol, Offender Interventions service in the Welsh Public Prisons, Family Counselling and Support, Aftercare, Diversionary activities and accredited courses, Peer Mentoring and advice for veterans, Out Of Work Service (supporting people with substance misuse and/or mental health difficulties into employment) and training.</p>	<p>N.B. For individuals aged 18 years old plus, living in the Swansea area, who have a difficulty with substance use, please contact AADAS (ABM Alcohol & Drug Assessment Service), the Single Assessment Service (tel: 01792 642759).</p>
<p>Key 3 Project - Supporting people facing Domestic Abuse, Substance Misuse and Mental Health issues to access support from the right person at the right time. Key 3 drop-in is now up and running in the Domestic Abuse One Stop Shop, Singleton Street, Swansea. The service will be running from 1-4pm every Thursday, and will allow people access to advice and support from specialists in Substance Misuse, Mental Health and Domestic Abuse</p>	<p>Tel: 01792 562888 Contact: Megan Stevens Email: megan.stevens@swansea.gov.uk</p> <p>Drop in service – 1-4 pm every Thursday in the Domestic Abuse One Stop Shop, Singleton Street, Swansea.</p>

TRANSPORT	
Organisation	How to Access
<p>Community Transport provides journey opportunities for people who are unable to use conventional public transport, or who live in an area not frequently served by public transport or those with a disability. Please see below for details of the schemes.</p>	
<p>Swansea Community Transport</p>	<p>Tel: 01792 522982 / 522976</p>

DANSA Community Transport Organisation	Tel: 01639 751067
Gower Voluntary Transport	Tel: 01792 851942
Gorseinon Car Scheme	Tel: 01792 899933
Pontarddulais Car Scheme	Tel: 01792 884944

VETERANS	
Organisation	How to Access
Army Welfare Service (AWS) - a professional and confidential welfare support service for servicemen and women and their families, wherever they are located. The Army Welfare Service has three main tasks: Community Support, Personal Support and HIVE information services.	Web: www.army.mod.uk/welfare-support
Change Step – A Peer Mentoring and advice service for military veterans, former members of emergency services and their families. This service is for military veterans and others with post traumatic stress disorder and a range of psychosocial problems who want to make positive changes to their lives.	Tel: 0300 777 2259 Email: ask@change-step.co.uk Web: www.changestepwales.co.uk
Combat Stress - Charity providing free services for ex-service men and women with conditions such as Post Traumatic Stress Disorder (PTSD), depression and anxiety disorders. Support can be residential, community-based or financial.	Tel: 0800 138 1619 (24 hour helpline) Web: www.combatstress.org.uk
Royal British Legion (South Wales) - provide financial, welfare, emotional and social support to the Serving, and ex-Service population, their spouses and dependents; whilst also preserving the importance of Remembrance and in valuing peace and freedom.	Tel: 0808 802 8080 Email: SouthWales@britishlegion.org.uk
SSAFA - provide practical, emotional and financial support to anyone who is serving or has ever served and their families.	Tel: 0800 731 4880 Web: www.ssafa.org.uk
Veterans NHS Wales - If you have served in the Armed Forces and think that you are suffering from a service related psychological problem, then this service could be for you. NHS Wales,	Web: www.veteranswales.co.uk

with funding from the Welsh government, has set up the Veterans NHS Wales in your locality, where you can go and speak to someone about how you have been feeling and help you to deal with problems. Veterans NHS Wales will be able to help by fully assessing your needs and put you in contact with the right people to help you.

NOTES

Last updated: 22.01.2020

PLEASE NOTE:

The information provided in this booklet is intended to help you make an informed decision in relation to your own circumstances. You must consider whether you feel they are the right options for you. This is a list of organisations for your reference. This list is by no means exhaustive.

For further information, or if you would like to add or amend an entry please contact the **SCVS Mental Health Development Service:**

**Beth Preston, Mental Health Information Officer – beth_preston@scvs.org.uk
Tel: 01792 544030**

You can download this directory from the
SCVS Mental Health Development Service webpage:
www.scvs.org.uk/mental-health-development-service

Or from the QR code below:



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