

NEWPORT

Financial Inclusion

Directory



Financial Inclusion

Ensuring everyone has the opportunity to access the financial services and products needed to participate fully in modern-day society.

Financial Capability

Ability of individuals to understand their own financial circumstances along with the motivation to take action.

CONTENTS

	Page
Advice Providers	3
Benefits Advice	5
Children & Young People	6
Credit Unions	8
Education Services	9
Employment Services	9
Family Support	10
Grants	11
Health & Wellbeing	13
Housing Advice & Support	15
Housing Associations	18
Legal Services	21
Money Advice	21
Newport City Council	26
Older Persons	27
Voluntary Organisations	28

This directory has been created for use by the members of the Newport Financial Inclusion Forum. Please check your contact details and organisation information regularly to ensure it is correct. If you would like to make any changes to the Directory or add any new contacts please email Gill Lewis at gillian.lewis@newport.gov.uk.

ADVICE PROVIDERS

ADVICE GUIDE (Previously Consumer Direct)

The Advice Guide website is the main public information service of Citizens Advice, providing people with round-the-clock access to information on their rights including benefits, housing, employment, debt, consumer and legal issues. Advice Guide also includes frequently asked questions in other languages.

Website: www.adviceguide.org.uk/wales

CITIZENS ADVICE

Citizens Advice provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Website: www.citizens.advice.org.uk

Financial Inclusion Forum Contact

Name: Richard Hustler Debt Caseworker
Telephone: 08444 77 20 20
Direct Line: 01633 212680
Email: richard.hustler@newportcab.org.uk
Address: 8 Corn Street, Newport NP20 1DJ

COMMUNITY DEVELOPMENT (NEWPORT CITY COUNCIL)

The Community Development service works to encourage members of the community to identify local needs and supports citizens to play a part in the community in which they live, work and play.

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Keir Duffin, Community Development Manager
Telephone: 01633 414836
Email: keir.duffin@newport.gov.uk
Address: Malpas Court, Oliphant Circle, Malpas NP20 6AD

COMMUNITIES FIRST PROSPEROUS TEAM – WEST CLUSTER

The Prosperous West Cluster team supports the residents of Maesglas, Gaer and Duffryn reach a healthier financial position. They provide training opportunities and support to enable community members to secure paid employment and reduce the number of residents claiming employment related benefits. They promote financial inclusion and provide services for community members to access saving accounts, mainstream financial services, develop sound financial habits and reduce the amount of personal debt.

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Carolyn Beddis, Prosperous Co-ordinator
Telephone: 01633 817615
Email: caz.beddis@btconnect.com
Address: Maesglas Community centre, Bideford road, Maesglas NP20 3XT

NEWPORT POLICE – COMMUNITY COHESION TEAM

Website: www.gwent.police.uk

Financial Inclusion Forum Contact

Name: Inspector Stefan Williams
Telephone: 01633 245332 (ext 720 2001)
Email: Stefan.Williams@gwent.pnn.police.uk
Address: Newport Central Police Station, 1-3 Cardiff Road, Newport NP20 2EH

GAMBLERS ANONYMOUS

Gamblers Anonymous is a fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same. They provide regular support meetings.

Website: www.gamblersanonymous.org.uk
Telephone: 0207 3843040
Address: Church of Christ, East Usk Road, Newport NP19 7AG

INFORMATION STATION (NEWPORT CITY COUNCIL)

The Information Station offers services from Newport City Council and partner organisations. Local people can access a range of services including Blue Badges, Business Rates, Council Tax, Gwent Ethnic Minority Service (GEMMS), Re-housing Services, Housing and Council Tax Benefits, Licensing, Planning and Social Services.

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Leanne Rowlands, Customer Services Manager
Telephone: 01633 851560
Email: leanne.rowlands@newport.gov.uk
Address: Information Station, Old Station Building, Newport NP20 4A

NEST

Nest is a Welsh Government scheme working to help reduce the number of households in fuel poverty and make Welsh homes warmer and more energy-efficient places to live. Nest offers a range of advice and support for everyone to save energy and maximise income. Nest can provide free home improvements to people who own or privately rent their home, are in receipt of a means tested benefit and live in an energy inefficient home.

Contact: 0808 808 2244
Website: www.nestwales.org.uk

Financial Inclusion Forum Contact

Name: Kirsten Deakin, Partnership Development Manager
Telephone: 07944 568 162
Email: kirsten.deakin@est.org.uk

SOUTH EAST WALES ENERGY AGENCY

South East Wales Energy Agency is a registered charity which provides advice to combat climate change, fuel poverty and poor health by promoting and facilitating the adoption of energy efficiency and renewable energy. In addition to advice and grant referrals for the public via their freephone number and e-mail, they also attend local events to give advice and distribute free low energy light bulbs.

Website: www.sewenergy.org.uk
Freephone: 0800 622 6110
Telephone: 01633 223 111
Email: advice@sewenergy.org.uk
Address: Floor 6, Clarence House, Clarence Place, Newport NP19 7AA

SOCIAL SERVICES (NEWPORT CITY COUNCIL)

Social Services offers support to all kinds of people in a wide range of circumstances. Everyone can obtain information and advice, and many people receive further help. They help to look after and protect vulnerable elderly people, children in need, people with disabilities, carers of all ages, people with learning disabilities, mental health problems and those with alcohol and drug problems. They work closely with the police and other agencies to protect people from harm.

Website: www.newport.gov.uk
Freephone: 0800 3284432
Telephone: 01633 656656
Email: info@newport.gov.uk
Address: Floor 2, Civic Centre, Newport NP20 4UR

TRADING STANDARDS (NEWPORT CITY COUNCIL)

Trading Standards enforces a wide range of consumer protection and fair trading laws controlling the advertising, marketing, production, distribution and supply of goods and services throughout the manufacturing, importation, distribution and service delivery chain. Trading Standards also deal with complaints from the public about unfair business practice.

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Matthew Cridland, Trading Standards Manager
Telephone: 01633 851665
Email: matthew.cridland@newport.gov.uk
Address: Stephenson Street, Newport NP19 0RB

BENEFITS ADVICE

BENEFITS ENQUIRY LINE

Disability Living Allowance (DLA)

What is DLA? DLA is a tax-free benefit for disabled children aged under 16. It is not affected by income or savings. It is for help with the extra costs incurred due to a disability. It is not based on the disability but the needs arising from it. Find out more information on www.gov.uk. Claims can be made via the Government gateway services or by saving the form and completing it. To download or complete via the government gateway visit <http://www.dwp.gov.uk/eservice/>

DLA Helpline 0845 7 123 456 or 03457 123 456

Personal Independence Payment (PIP)

What is PIP? PIP replaced Disability Living Allowance, (DLA), from 8th April 2013, for new claims from people aged 16 to 64 and is to help towards some of the extra costs arising from a health condition or disability. It is based on how a person's condition affects them, not the condition they have. Find out more information on www.gov.uk.

PIP claim line 0800 917 2222
PIP enquiry line 0845 850 3322

Attendance Allowance (AA)

What is AA? Attendance Allowance is a tax-free, non-means tested benefit for people aged 65 or over who need help with personal care because of physical or mental disability. Check <https://www.gov.uk/attendance-allowance> for further information. Claims can be made via the Government Gateway services or by saving the form and completing it. To download a form or complete via the government gateway <http://www.dwp.gov.uk/eservice/> Claims should be acknowledged within 6 weeks

AA Helpline 0345 605 6055 or 0845 605 6055

CARERS ALLOWANCE HELPLINE

Carers Allowance Helpline provides advice on Carers Allowance and qualifying conditions.

You can also make a claim on-line www.gov.uk/carersallowance

Website: www.direct.gov.uk
Telephone: 0845 608 4321 or 0345 608 4321
Textphone: 0845 604 5312 or 0345 604 5321
Email: cau.customer-services@dwp.gsi.gov.uk
Address: Palatine House, Lancaster Road, Preston PR1 1HB

DISABILITY BENEFITS HELPLINE

Disability Benefits Helpline offers advice on Disability Living Allowance and Attendance Allowance.

Website: www.direct.gov.uk
Telephone: 08457 123 456 or 03457 123 456
Email: DCPU.Customer-Services@dwp.gsi.gov.uk
Address: Warbreck House, Warbreck Hill, Blackpool, Lancashire FY2 0YE

HOUSING BENEFITS (NEWPORT CITY COUNCIL)

Housing Benefits provides advice to any individual or a local organisation that has a client in need of debt advice.

Telephone: 01633 656656
Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Ruth Evans, Benefits Team Leader
Telephone: 01633 851372
Email: ruth.evans@newport.gov.uk
Address: Information Station, Old Station Building, Newport NP20 4AX

CHILDREN & YOUNG PEOPLE

BARNARDO'S CYMRU

Barnardo's Cymru works with children, young people & families with a wide range of support needs. For more information regarding the services operating in Newport, please contact:

Barnardo's Newport Service

Tel: 01633 251192
Email: barnardo'snewportservices@barnardos.org.uk
Website: www.barnardos.org.uk

CHILD SUPPORT AGENCY

The Child Support Agency provides advice and information on the statutory child maintenance schemes. The agency ensures that parents who live apart meet their financial responsibilities to their children by calculating and collecting child maintenance payments.

Website: www.direct.gov.uk

Helpline: 08457 133 133
Address: PO Box 55, Brierley Hill DY5 1YL

NEWPORT YOUTH SERVICE

Newport Youth Service is open to all young people 11 – 25, offering information, support and advice on a range of subjects including careers, benefits, education, health, personal relationships and many other issues relevant to young people.

Website: www.newport.gov.uk
Telephone: 01633 784054 / 255031
Email: info.shop@newport.gov.uk
Address: 133 Commercial Street, Newport NP20 1LY

LLAMAU

Llamau is a homeless charity, delivering services to socially excluded homeless, potentially homeless young people and vulnerable women. They ensure people are receiving the statutory service support and financial assistance they are entitled to.

Website: www.llamau.org.uk
Telephone: 01633 244134
Email: newportenquiries@llamau.org.uk
Address: 70 Stow Hill, Newport, NP20 4DW

CREDIT UNIONS

NEWPORT CREDIT UNION

Newport Credit Union provides competitive loans and a safe place for savings. They specialise in small loans from as little as £100 to unsecured loans of up to £5,000 for regular savers.

Website: www.newportcreditunion.co.uk

Financial Inclusion Forum Contact

Name: Kieron Dineen, Manager
Telephone: 01633 214913
Email: kieron@newportcreditunion.co.uk
Address: 5 High Street, Newport NP20 1FS

SMART MONEY CYMRU CREDIT UNION

Smart Money Cymru Credit Union provides straightforward, affordable financial services to people living in Caerphilly, Blaenau Gwent and Newport.

Website: www.smartmoneycreditunion.co.uk

Financial Inclusion Forum Contact

Name: Ceri Walters, Development Officer
Telephone: 029 2088 3751
Email: ceri@smartmoneycreditunion.co.uk
Address: 64-66 Cardiff Road, Caerphilly CF83 1JQ

EDUCATION SERVICES

COMMUNITY LEARNING (NEWPORT CITY COUNCIL)

Community Learning provides basic skill and education advice and courses for anyone over the age of 16.

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Rachel Stephens, Senior Community Learning Officer

Telephone: 01633 235329

Email: rachel.stephens@newport.gov.uk

EMPLOYMENT SERVICES

CAREERS WALES

Careers Wales provides free, bilingual, impartial careers information, advice and guidance for all ages – bringing education and business together.

Website: www.careerswales.com

Freephone: 0800 028 9212

Telephone: 01633 487600

Email: info@careerswalesgwent.org.uk

Address: Unit 1, Brecon Court, William Brown Close, Llantarnam Park, Cwmbran NP44 3AB

JOB CENTRE PLUS

Jobcentre Plus provides a wide range of information and services, like benefits, loans and grants and help with finding a job.

Website: www.direct.gov.uk

Telephone: 0800 055 6688

Address: 2-6 Charles Street, Newport NP20 1JR

REMPLOY

Remploy's mission is to transform the lives of disabled people and those experiencing complex barriers to work by providing sustainable employment opportunities.

Website: www.remploy.co.uk

Financial Inclusion Forum contact

Name: Leila Middlehurst-Evans, Account Manager

Telephone: 07903 347957

Email: leila.middlehurst@remploy.co.uk

Address: Clarence House, Clarence Place, Newport NP19 7AA

FAMILY SUPPORT

GINGERBREAD

Gingerbread provides advice and practical support for single parents for free. They also campaign to improve the lives of all single parent families.

Website: www.gingerbread.org.uk

Telephone: 02920 488225 or 02920 471900

Address: 4th Floor, Baltic House, Mount Stuart Square, Cardiff Bay CF10 5FH

PREVENTATIVE SERVICES (NEWPORT CITY COUNCIL)

The Preventative Services Group works to provide support to children, young people, and families across Newport, intervening at an early stage where families are experiencing problems in order to prevent an issue becoming a crisis. The Group is a contact point for teachers, families and other agencies and offers the family and child all support available. Partners include Gwent Police, Gwent NHS Trust, Youth Service, Social Services, and housing providers, offering a range of services through families, schools, and communities.

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Sue O'Brian, Preventative Services Manager

Telephone: 01633 414589

Email: sue.o'brian@newport.gov.uk

Address: Room 418w, Civic Centre, Newport NP20 4UR

FAMILY SKILLS

Family Skills is part of a group of charities, associations and organisations that work together for best outcomes for families in Newport. Their project is part of the Families First programme and aims to help families across Newport. They focus on helping parents develop their skills in order to achieve one or some of the following:

- Improving the chance of getting a job
- Moving from a low wage to a better wage
- Feeling more secure in a job
- Improving family finances and the security of children along the way

Financial Inclusion Forum Contact

Name: Nichola Davies, Project Manager

Telephone: 01633 240912

Email: nichola.davies@sewrec.org.uk

Address: St David's House, 137 Commercial Street, Newport, Gwent NP20 1LN

GRANTS

BUTTLE UK

Buttle UK (The Frank Buttle Trust) is a UK charity providing thousands of these grants to some of the most vulnerable children in the UK, often when there is no other source of help available to them. The grants are there to overcome immediate crisis or ensure the best possible opportunity for a successful education. Services applying for assistance must be registered members. Membership is free.

Website: www.buttleUK.org

Telephone: 01633 440052

Email: wales@buttleuk.org

Address: PO Box 224, Caerphilly CF83 9EE

COMMUNITY DEVELOPMENT FINANCE INSTITUTIONS

Community Development Finance Institutions are non-profit organisations that lend money to businesses, social enterprises and charities who can use the money to help and develop their local community and / or people who find it difficult to borrow money from banks and building societies, with lower interest rates than doorstep lenders or loan sharks.

Website: www.findingfinance.org.uk

Address: Robert Owen Community Banking Fund, 26 Market Street, Newtown SY17 5NJ

Telephone: 01686 623741

COMMUNITY DEVELOPMENT FINANCE ASSOCIATION

The Community Development Finance Association (CDFA) represents Community Development Finance Initiatives which provide loans and support to help people and business to create prosperity in their community. CDFAs do not provide loans, funding or financial advice to the public.

Website: www.CDFA.org.uk

Telephone: 020 7430 0222

Email: info@cdfa.org.uk

Address: Room 101, Hatton Square Business Centre, 16/16a Baldwins Gardens, London EC1N 7RJ

GLASSPOOL CHARITY TRUST

Glasspool provides small grants to individuals in need. The usual aim of the grant is to help the beneficiary over a short term crisis. However, applications have to be made by an eligible agency on behalf of an individual. They are one of the few national charities making grants to individuals which have no restrictions on the type of beneficiary. They do not accept applications directly from individual members of the public, only organisations that meet their criteria are eligible to apply. Due to the very heavy demand on funds, most grants are given for basic needs. Generally they give white goods and other essential household items. The Trust does not normally make more than one grant to any one individual or family. Exceptions may be made at the discretion of the Trustees in cases of particular hardship.

Website: www.glasspool.org.uk

Telephone: 020 8520 4354
Email: john@rlglasspoolcharitytrust.org.uk
Address: 2nd Floor, Saxon House, 182 Hoe Street, Walthamstow, London E17 4QH

HOUSING GRANTS (NEWPORT CITY COUNCIL)

Newport City Council provides grants to carry out adaptations to the homes of people with disabilities and may also be available to housing owners and landlords for repairs and improvements to property. It is administered by the Private Sector Housing Team who can also offer support to home-owners including providing a list of approved contractors, advising on what work is needed and reasonable costs

Website: www.newport.gov.uk

Telephone: 01633 656656
Address: Room 704, Civic Centre, Newport NP20 4UR

ST MARTIN IN THE FIELD – THE VICAR’S RELIEF FUND

The Vicar's Relief Fund uses money from the St Martin-in-the-Fields Christmas Appeal to make grants throughout the year. Some of the money is used to make block grants to around 60 agencies spread across the United Kingdom. These agencies include housing associations, hospital social work teams, tenancy support officers, substance misuse teams, charities working with vulnerable people, church social outreach programmes and a prison. Each of these organisations is able to use the block grant in their local area, making crisis grants in situations that are known to the local workers.

Website: www.smitf.org

Contact: Craig Norman
Telephone: 020 7766 1125 / 7
Email: craig.norman@smitf.org
Address: St Martins in the Field, 6 St Martin's Place, LONDON WC2N 4JJ

HEALTH & WELLBEING

ALL WALES DOMESTIC ABUSE & SEXUAL VIOLENCE HELPLINE

The All Wales Domestic Abuse & Sexual Violence Helpline provides a 24 hour, bilingual information signposting service, to help and guide people with experience of domestic abuse or sexual violence, who are in need of access to services such as advice, emergency support, safety, and knowledge of their rights and options.

Website: ww.allwaleshelpline.org.uk

Telephone: 01286 882 733
Address: PO Box 82, Caernarfon, Gwynedd LL54 6ZH

AUTISTIC SOCIETY CYMRU

The National Autistic Society Cymru works throughout Wales for people affected by autism.

They provide a wide range of quality, personalised support services for people on the autism spectrum and their families and carers in South Wales.

Website: www.autism.org.uk

Telephone: 02920 629 312

Email: wales@nas.org.uk

Address: 6/7 Village Way, Greenmeadow Springs Business Park, Tongwynlais, Cardiff
CF15 7NE

COMMUNITY ADVICE & LISTENING LINE FOR WALES

Community Advice & Listening Line for Wales (CALL) offers emotional support and information / literature on Mental Health and related matters to the people of Wales. Anyone concerned about their own mental health or that of a relative or friend can access the service. C.A.L.L. Helpline offers a confidential listening and support service.

Website: www.callhelpline.org.uk

Freephone: 0800 132 737

HOME CARE (NEWPORT CITY COUNCIL)

Newport City Council's Home Care service aims to provide support to eligible residents to meet their identified care needs at home. The service is available 365 days a year and operates between 7.00am and 11.00pm. Home Care can be offered to the elderly, those with dementia or mental health problems, people with physical impairments or a learning disability, disabled children and families with children at risk. Support is primarily for personal care.

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Helen Scanlan, Team Manager – Provider Services

Telephone: 01633 656656

Email: helen.scanlan@newport.gov.uk

Address: Room 212c, Floor 2, Civic Centre, Newport NP20 4UR

MIND (National Association for Mental Health)

Mind provides advice and support to empower anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding. Mind's InfoLine: 0300 123 3393 provides information on a range of topics including: types of mental health problem, where to get help, medication and alternative treatments and advocacy.

Mind's Legal Advice Line 0300 466 6463 provides legal information and general advice on mental health related law, the lines are open 9am to 6pm, Monday to Friday (except for bank holidays)

Website: www.mind.org.uk

Email: legal@mind.org.uk

Newport Mind provides a wide range of services to support people with mental health problems including a free, confidential and independent specialist Welfare Rights Service for people with

mental health problems – providing information, advice and support on Social Security and Welfare Benefits with specialist knowledge and expertise about mental health problems up to and including representation at Social Security Appeal Tribunals.

Website: www.newportmind.org

Telephone: 01633 258741

Email: admin@newportmind.org

Address: 100-101 Commercial Street, Newport, Gwent NP20 1LU

NEWPORT WOMENS AID

Newport Women's Aid is an organisation run by women, serving women in the community, who are suffering from domestic abuse. They provide direct services for women and children who have experienced or are experiencing domestic abuse.

Website: www.nptwomensaid.org.uk

Telephone: 01633 840 258

Email: nptwomensaid@tiscali.co.uk

Address: 56 Stow Hill, Newport NP20 1JG

SAMARITANS

Samaritans provides a 24 hour confidential helpline for those experiencing feelings of distress and despair including those which may lead to suicide. Volunteers offer support by responding to phone calls, emails and letters. Alternatively people can drop in to a branch to have a face to face meeting.

Website: www.samaritans.org

Telephone: 01633 259000

Email: jo@samaritans.org

Address: 43 Stow Hill, Newport NP20 1JH

REACT SUPPORT SERVICES

React Support Services is a specialist residential provider of high quality support and rehabilitation for vulnerable adults with mental health issues / learning disabilities and associated challenging behaviours between the ages of 18-64.

Website: www.reactsupportservices.co.uk

Contact: Andrew Donnelly, Managing Director

Telephone: 02920 758109

Email: andrew@reactsupportservices.co.uk

Address: 298 Cyncoed Rd, Cardiff CF23 6RX

WALES DRUG & ALCOHOL HELPLINE

Wales Drug & Alcohol Helpline is a free and bilingual telephone drugs helpline providing a single point of contact for anyone in Wales wanting further information or help relating to drugs or alcohol. The helpline will assist individuals, their families, carers, and support workers within the drug and alcohol field to access appropriate local and regional services.

Website: www.dan247.org.uk

Helpline: 0808 808 2234

Telephone: 01978 366 206

HOUSING ADVICE & SUPPORT

COMMUNITY HOUSING CYMRU

Community Housing Cymru Group is a registered charity and represents over 70 not-for-profit housing associations and community mutuals in Wales. Their members provide over 136,000 homes and housing services throughout Wales. Their conference, training and networking opportunities, along with their publications and website, ensure that the Welsh social housing movement is kept fully informed.

Website: www.chcymru.org.uk

Financial Inclusion Forum Contact

Name: Clare Williams, Housing Services Policy Officer

Telephone: 029 2067 4807

Email: clare-williams@chcymru.org.uk

Address: 2 Ocean Way, CARDIFF, CF24 5TG

Name: Edwina O'Hart, Head of Communications

Telephone: 029 2067 4808

Email: Edwina-ohart@chcymru.org.uk

Address: 2 Ocean Way, CARDIFF, CF24 5TG

ENVIRONMENTAL HEALTH (NEWPORT CITY COUNCIL)

The Environmental Health Housing team aims to maintain minimum housing standards and protect public health and safety in domestic premises by regulation, enforcement, advice and support.

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Samantha Ling, Principal Environmental Health Officer

Telephone: 01633 232024

Email: samantha.ling@newport.gov.uk

Address: Telford Depot, Telford Street Newport NP19 0ES

NATIONAL LANDLORDS ASSOCIATION

Are since 1973 the largest and leading association for the private rented sector (PRS) with local representation. We came to Wales over 10 years ago. We are on all strategic Welsh Government and public sector bodies partnering with the sector to deliver more good quality

housing for rent.

Website: www.landlords.org.uk

Contact: Lee Cecil
Telephone: 07971 074885
Email: Lee.Cecil@landlords.org.uk
Address: The Firs, Draethen, Newport, NP10 8GB

GWALIA

GWALIA provides supported housing and floating support in and around the Newport area to young vulnerable people and persons at risk of offending or reoffending.

Website: www.gwalia.com

Telephone: 01792 460609
E-mail: enquiries@gwalia.com
Address: 7-13 The Kingsway, Swansea SA1 5JN

HOME OPTIONS NEWPORT (NEWPORT CITY COUNCIL)

Home Options Newport provides affordable housing in Newport, either for rent or part purchase. Properties that are available are advertised weekly. Newport City Council works in partnership with housing associations and local private landlords to give choice when people are applying for housing. Advice is also provided on housing law, rights, responsibilities, benefits and homelessness prevention including financial information.

Website: www.homeoptionsnewport.gov.uk

Financial Inclusion Forum Contact

Name: Catherine Griffiths, Senior Housing Options Officer
Telephone: 01633 851311
Email: catherine.griffiths@newport.gov.uk
Address: Floor 4, Information Station, Old Station Building, Queensway, Newport NP20 4AX

HOUSING STRATEGY (NEWPORT CITY COUNCIL)

Newport City Council's Housing Strategy Team work with partner organisations to develop a new action plan to help ensure that everyone in Newport has the chance to live in decent, affordable housing which suits their needs.

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Gill Lewis, Senior Project Support Officer
Telephone: 01633 233395
Email: Gillian.lewis@newport.gov.uk
Address: Room 704, Civic Centre, Newport NP20 4UR

LIGHTHOUSE PROJECT

Newport City Council, in partnership with Taff Housing Association, has developed the Lighthouse Project service which provides low-level housing-related support to people in their own homes as well as those who need assistance while they are in hospital and/or returning to their own home. Open to anyone aged 18 or over and assessed as needing the service.

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Luci Clague, Supporting People Contracts & Reviewing Officer
Telephone: 01633 656656
Email: lighthouse@newport.gov.uk
Address: Blaen-y-Pant Bungalow, 74 Blaen-y-Pant Crescent, Newport NP20 5PX

REACH

Reach provide support to people in their own homes to live the life they want. The support they offer people is designed for each person. It can range from supporting people 24 hours a day to just a few hours support. They are registered as a Domiciliary Care Agency with the Care and Social Services Inspectorate for Wales (CSSIW), Care Quality Commission (CQC) and as an Accredited Support Provider with the Welsh Government.

Website: www.reach-support.co.uk

Telephone: 01633 679899
Address: 11 Devon Place, Newport NP20 4NP

SHELTER CYMRU

Shelter Cymru is Wales' people and homes charity. Their vision is that everyone in Wales should have a decent home. They believe a home is a fundamental right and essential to the health and well-being of people and communities. They provide advice on housing rights & can help resolve housing issues.

Website: www.sheltercymru.org.uk

Telephone: 0845 075 5005
Email: emailadvice@sheltercymru.org.uk
Address: PO Box 5002, Cardiff CF5 3YY

SOLAS

Solas provide housing and support for homeless young people, adults and families. They give people a safe place to live and support them to get their lives back on track. They provide accommodation for homeless people and families across South East Wales from Newport to Chepstow to Pontypool to Abergavenny. Can provide help with financial planning and benefit claims.

Website: www.solas-cymru.co.uk

Telephone: 01633 664045
Email: admin@solas-cymru.co.uk
Address: SOLAS, 11 Devon Place, Newport NP20 4NP

T.A.S.A. (NEWPORT CITY COUNCIL)

The Temporary Accommodation Support & Assistance (T.A.S.A.) Project is based within the Housing Needs Unit in Newport City Council. Support Officers are available to help people that are homeless and living in temporary accommodation through Newport City Council. This support can also continue for up to 8 weeks after they move on into their own tenancy.

Website: www.newport.gov.uk

Contact: Christopher Collins, Tenancy Support Scheme Manager
Telephone: 01633 232592
Email: Chris.collins@newport.gov.uk
Address: Information Station, Old Station Building, Newport NP20 4AX

HOUSING ASSOCIATIONS

AELWYD HOUSING ASSOCIATION

Aelwyd Housing Association is a Charitable, Christian Housing Association providing rented homes for people in housing need. Currently all of its housing stock is situated in South Wales, and the vast majority of the units are flats for the elderly. Aelwyd works closely with the local Churches and communities in providing a good quality service to some 300 tenants.

Website: www.aelwyd.co.uk

Financial Inclusion Forum Contact

Name: Bill Meiklejohn
Telephone: 029 2048 1203
Email: billm@aelwyd.co.uk
Address: 56 - 58 Richmond Road, Cardiff CF24 3ET

BANESWELL HOUSING ASSOCIATION

Baneswell Housing Association provides rented homes for people in Newport and helps tenants address financial exclusion through appropriate work practices.

Telephone: 0163 326 5528
Address: 19c West Street, Newport NP20 4DD

CHARTER HOUSING ASSOCIATION

Charter Housing Association provides homes for people at rents which are affordable to them. They work with tenants to make communities safe and attractive places to live. They have thousands of homes across South East Wales from Newport to Caerphilly to Monmouthshire and Torfaen.

Website: www.charterhousing.co.uk

Financial Inclusion Forum Contact

Name: Julie Little, Financial Solutions Manager
Telephone: 01633 212375
Email: julie.little@charterhousing.co.uk
Address: Exchange House, High Street, Newport NP20 1AA

Name: Kelly Major, MyPad Co-ordinator
Telephone: 07557 437147
Email: kelly.major@charterhousing.co.uk
Address: Exchange House, High Street, Newport NP20 1AA

ELIM HOUSING ASSOCIATION

Elim Housing Association provides affordable rented housing for single people and families, and a range of sheltered and shared housing for people with support needs.

Website: www.elimhousing.co.uk

Financial Inclusion Forum Contact

Name: Anne Mangan
Telephone: 01454 411172
Email: a.mangan@elimhousing.co.uk
Address: Units 3 & 4, Pinkers Court, Briarlands Office Park, Gloucester Road, Rudgey, South Gloucestershire BS35 3QH

HAFOD HOUSING ASSOCIATION

Hafod Housing Association is one of the largest providers of affordable housing in South East Wales with over 3,500 homes in management. Their properties are mostly located in the boroughs of Bridgend, Cardiff, Merthyr Tydfil, Newport, Rhondda Cynon Taf, Torfaen and the Vale of Glamorgan. The majority of their homes are for rent however they also offer home ownership including Flexible Tenure Retirement Schemes specifically for the 55 and overs.

Website: www.hafod.org.uk

Financial Inclusion Forum Contact

Name: Tracey Miles
Telephone: 029 2077 9841
Email: tracey.miles@hafod.org.uk
Address: First Floor, St Hilary Court, Copthorne Way, Cardiff CF5 6ES

LINC-CYMRU HOUSING ASSOCIATION

Linc-Cymru specialises in the affordable housing, social care and health sectors in Wales. They operate across South Wales and provide affordable homes for rent and to buy. They have two primary strands to their business: Linc Homes which provides affordable, intermediate and market rental properties as well as low cost home ownership; and Linc Care which provides supported housing, sheltered housing, Extra care schemes and nursing homes.

Website: www.linc-cymru.co.uk

Financial Inclusion Forum Contact

Name: Carol Tough
Telephone: 029 2047 3767
Email: carol.tough@linc-cymru.co.uk
Address: 387 Newport Road, Cardiff CF24 1GG

MELIN HOMES HOUSING ASSOCIATION

Melin Homes are a major provider of affordable homes in South East Wales. As well as homes to rent, they also build homes which are available to buy through low-cost home-ownership schemes and accommodation for people over 55 years

Website: www.melinhomes.co.uk

Money Advice Team

Income maximisation, money and benefits advice
Manager: Claire Pearce-Crawford
Email: money.advice@melinhomes.co.uk
Tel: 01495 745927

Financial Inclusion Forum Contact

Name: Claire Pearce-Crawford
Telephone: 0845 310 1102
Email: enquiries@melinhomes.co.uk
Address: Ty'r Efail, Lower Mill Field, Pontypool, Torfaen NP4 OXJ

NEWPORT CITY HOMES HOUSING ASSOCIATION

Newport City Homes has a specialist team that can offer support and advice to individuals in relation to their financial circumstances. The Tenancy Support team can help in providing advice on managing and prioritising debt, accessing support and on opening a bank account.

Website: www.newportcityhomes.com

Financial Inclusion Forum Contact

Name: Deborah Fellows
Telephone: 01633 381111
Email: deborah.fellows@newportcityhomes.com
Address: Central Office, Nexus House, Mission Court, Newport NP20 2DW

DERWEN CYMRU HOUSING

Derwen Cymru Housing provides innovative and creative ways of ensuring an enhanced quality of life for people who are over the age of 50.

Website: www.derwencymrucy.org.uk

Financial Inclusion Forum Contact

Name: Andrew Desmond, Financial Solutions Officer
Telephone: 01633 225 130
Mobile: 07972 181 873
Email: andrew.desmond@derwencymrucy.org.uk
Address: 6th Floor, Clarence House, Clarence Place, Newport NP19 7AA

LEGAL SERVICES

COMMUNITY LEGAL ADVICE

Community Legal Advice is a free and confidential advice service in England and Wales paid for by legal aid. It provides legal advice for those who qualify for legal aid and also advice on problems with debt, housing, employment, education and benefits.

Website: www.direct.gov.uk
Telephone: 0845 345 4345

MONEY ADVICE

CHRISTIANS AGAINST POVERTY

Christians Against Poverty is a national debt counselling charity with a network of 205 centres based in local churches. They offer hope and a solution to anyone in debt through its unique, in-depth service.

Website: www.capuk.org
Telephone: 02920493700
Email: info@capuk.org
Address: 213 Albany Road, Cardiff, South Glamorgan CF24 3NU

CONFUSED.COM

Confused.com compare a wide range of trusted household names for car insurance; home insurance; gas, electricity and other utilities for the home; holidays and travel insurance; pet insurance; caravan insurance; and money products such as credit cards, savings and life insurance.

Website: www.confused.com

CONSUMER CREDIT COUNSELLING SERVICE

Consumer Credit Counselling Services provides free debt advice and a number of free solutions to people who are looking to resolve their financial issues.

Website: www.cccs.co.uk
Freephone: 0800 138 1111
Address: Wade House, Merrion Centre, Leeds LS2 8NG

ENERGY HELPLINE

Energy Helpline is an independent price comparison web based service which provides customers with fast, free and friendly advice on their best gas and electricity deal. They help thousands of households and businesses to find better energy packages and pay lower bills by

comparing all major suppliers in the UK.

Website: www.energyhelpline.com
Freephone: 0800 074 0745

ENERGY SHOP

Energy Shop is a free, independent and totally impartial service that aims to get the best deals on gas and electricity supplies. They do this by allowing people to compare deals from all energy suppliers on one single site.

Website: www.theenergyshop.com
Telephone: 0845 330 7247
Email: help@TheEnergyShop.com

HOME ADVISORY SERVICE

Home Advisory Service gives a price comparison service for electricity, gas, home phone services, mobile phones, broadband, credit cards, loans and mortgages.

Website: www.homeadvisoryservice.co.uk
Telephone: 02392 790712
Email: contact@homeadvisoryservice.com
Address: Woodcot, 15 Woodlands Lane, Hayling Island, England PO11 0JU

HOME HEAT HELPLINE

A free not for profit phone line set up to help British energy customers who are struggling to pay their fuel bill and keep warm.

Website: www.homeheathelpline.org.uk
Freephone: 0800 33 66 99

HOUSING DEBT HELPLINE WALES

The Housing Debt Helpline Wales offers support to individuals and families who are finding it difficult to meet their mortgage or rental payments.

Website: www.housing-debt-helpline-wales.org
Telephone: 0800 107 1340

IVA.ORG

IVA.org is an independent, non-fee charging, not-for-profit organisation which specialises in providing confidential, free, impartial and independent debt advice to anyone experiencing problems with their unsecured debts within the Newport area. They provide help and advice on all debt solutions including:

- Individual Voluntary Arrangements (IVAs)
- Debt Management Plans
- Debt Relief Orders
- Bankruptcy

They are available 7 days a week from 8am – 10pm.

Telephone: 0800 856 8569
Website: www.iva.org
Email: enquiries@iva.org

MONEY ADVICE SERVICE

Money Advice Service is a free, independent service set up by government and is funded by a levy on the financial services industry.

Website: www.moneyadvice.org.uk
Telephone: 0300 500 5000
Email: enquiries@moneyadvice.org.uk
Address: Holborn Centre, 120 Holborn, London EC1N 2TD

MONEY ADVICE TRUST

Money Advice Trust is a charity formed to increase the quality and availability of free, independent money advice to people with debt problems. The Money Advice Trust works with its partners to make sure people with debt problems have access to the money advice they need.

Website: www.moneyadvice.org.uk
Telephone: 020 7489 7796
Email: info@moneyadvice.org.uk
Address: 21 Garlick Hill, London EC4V 2AU

MONEYLINE CYMRU

Moneyline Cymru is a Community Development Finance Institution (CDFI) which has been developed by housing associations in Wales to provide affordable, responsible loans within a business model. Moneyline Cymru is working to change the way financial services are delivered to financially excluded people who might otherwise fall prey to high interest, doorstep lenders or illegal money lenders.

Website: www.elmline.co.uk

Financial Inclusion Forum Contact

Name: Sarah Leyfield, Newport Manager
Telephone: 01633 258233
Email: Sarah.leyfield@elmline.co.uk
Address: 56 Bridge Street, Newport NP20 4BL

MONEY SAVIOUR

Money Saviour is an NfP Community Interest Company. They offer independent, impartial money advice and consultancy work with organisations offering a range of services. They work with organisations to provide a full holistic service to communities, tenants and employees. They work with organisations to meet their needs and shape the services required.

Website: www.moneysaviour.org.uk

Financial Inclusion Forum Contact

Name: Sorcha Kennedy, Company Director
Telephone: 07969 164283
Email: sorcha@moneysaviour.org.uk

MONEY SAVING EXPERT

The Money Saving Expert is a website dedicated to saving you money on anything & everything by finding the best deals and beating the system. It's based on detailed journalistic research as well as cutting edge tools and has one of the UK's largest web communities.

Website: www.moneysavingexpert.com

MONEY SUPERMARKET

Money Supermarket is an Independent web based company providing an impartial and unbiased comparison service on products ranging from insurance and money to shopping.

Website: www.moneysupermarket.com
Telephone: 0845 345 5708

NATIONAL DEBTLINE WALES

National Debtline Wales is a national telephone helpline for individuals with debt problems. The service is free, confidential, and independent. The specialist advice that is given over the telephone is backed up with written self-help materials which can be sent out for free.

Website: www.nationaldebtline.co.uk
Freephone: 0808 808 4000
Address: Tricorn House, 51-53 Hagley Road, Edgbaston, Birmingham B16 8TP

NHS CREDIT CRUNCH STRESSLINE

NHS Credit Crunch Stressline is open seven days a week. Trained health advisors are available to talk to members of the public about the issues affecting them and their family. They can offer practical advice, direct enquirers to resources and those who can help such as employment, debt, housing and counselling and talking therapy services.

Website: www.nhs.uk/creditcrunch
Telephone: 0300 123 2000

SAVE ON YOUR BILLS

Save On Your Bills is a gas and electricity price comparison web site. The web site is aimed to help guide people through the different choices of gas and electricity supplier in the UK to find savings and the cheapest energy suppliers.

Website: www.saveonyourbills.co.uk

SIMPLY SWITCH

Simply Switch is a web based service which provides the opportunity to compare prices and save money on everyday household bills and to switch supplier over the telephone or online at zero cost. Simply Switch provides information and impartial advice allowing people to obtain the best deal for their individual needs and circumstances.

Website: www.simplyswitch.com

Freephone: 0800 011 1395

Telephone: 01942 710 941

Email: customerservice@simplyswitch.com

Address: Unit 6, The Parks, Lodge Lane, Newton-le-Willows, Merseyside WA12 0JQ

U-SWITCH

uSwitch is a free, impartial online and telephone comparison and switching service that helps people to compare prices on a range of products and services.

Website: www.u-switch.com

Freephone: 0800 051 5493

Email: customerservices@uswitch.com

Address: Floor 2, Centro 3, 19 Mandela Street, London NW1 0DU

VALUATION OFFICE AGENCY

The Valuation Office Agency is an executive agency of HM Revenue & Customs (HMRC). They provide the Government with the valuations and property advice required to support taxation and benefits. They also deliver a range of statutory and non-statutory valuation and surveying services to over 4,000 public sector bodies. Can help with queries on the value of your home or business can also help to claim income tax back if you have stopped working

Website: www.voa.gov.uk

Telephone: 03000 505505

Email: ctwales@voa.gsi.gov.uk

Address: Crown Buildings, 11 Chepstow Road, Newport NP19 8WA

WALES CO-OPERATIVE CENTRE

The Wales Co-operative Centre is a co-operative development agency working across Wales to promote social, financial and digital inclusion through a range of projects.

Website: www.walescooperative.org

Financial Inclusion Forum

Name: Lucia Gillespie, Financial Inclusion Officer

Telephone: 02920 556170

Email: lucia.gillespie@walescooperative.org

Address: Llandaff Court, Fairwater Road, Cardiff CF5 2XP

WALES ILLEGAL MONEY LENDING UNIT

Wales Illegal Money Lending Unit deals with the problem of illegal money lending in Wales. 24 Hour Helpline for loan shark victims or people who think there may be a loan shark operating in their area. All calls are completely confidential and specialist officers are on hand to support and assist victims and advise on debt and other problems.

Website: www.wales.gov.uk
Telephone: 0300 123 3311

Financial Inclusion Forum Contact

Name: Liz Emmons
Telephone: 02920 871 092
Email: EEmmons@cardiff.gov.uk
Address: Wales Illegal Money Lending Unit, c/o Cardiff Trading Standards, Room 132 City Hall, Cardiff, CF10 3ND.

Name: Ryan Evans,
Telephone: 02920 871 093
Email: RyEvans@cardiff.gov.uk
Address: Wales Illegal Money Lending Unit, c/o Cardiff Trading Standards, Room 132 City Hall, Cardiff, CF10 3ND.

NEWPORT CITY COUNCIL

Corporate Services

Website: www.newport.gov.uk

Financial Inclusion Forum Contact

Name: Rhys Cornwall, Framework Partnership manager
Telephone: 01633 656656
Email: rhys.conrwall@newport.gov.uk
Address: Newport City Council, Room 404w, Civic Centre, Newport NP20 4UR

OLDER PERSONS

AGE CYMRU GWENT

Age Cymru Gwent provides advice, support and information for older people. They specialise in advice on a range of welfare benefits for people over 50 including completion of claim forms by appointment at the office. Enquiries can be made over the phone or in person. Those needing a home visit can be referred to other services of the charity.

Website: www.ageuk.org.uk/cymru/gwent

Financial Inclusion Forum Contact

Name: Jeff Hayward, Information Service Manager
Telephone: 01633 240190
Email: info@agecymrugwent.org
Address: 12 Baneswell Road, Newport NP20 4BP

CARE & REPAIR

Newport Care & Repair is a service available to homeowners or privately renting tenants, aged over 60, and who live in Newport. They provide a range of advice and practical solutions to help people carry out home improvements, repairs, or adaptations to their home. Their aim is to ensure your home is a safe, warm and comfortable place for you to live independently for as long as you wish. They are a not for profit organisation which works closely with other organisations to find the best solutions to suit peoples needs. In many instances they can help people gain access to free or low-cost help and support for essential repairs and adaptations to their home.

Website: www.newportcareandrepair.co.uk

Telephone: 01633 233887
Email: care&repair@fairlake.co.uk
Address: Exchange House, The Old Post Office, High Street, Newport NP20 1AA

THE PENSION DISABILITY AND CARERS SERVICE

The Pension Disability and Carers Service is part of the Department for Work and Pensions (DWP). It provides its customers with pensions, disability benefits and retirement information – for example, State Pension, Pension Credit, Attendance Allowance, Personal Independence Payment and Disability Living Allowance for those who were receiving Disability Living Allowance and were aged 65 on 8th April 2013.

Website: www.dwp.gov.uk

Name: Barrie Lewis, Local Partnership Manager
Email: barrie.lewis@dwp.gsi.gov.uk
Telephone: 01633 203167
Mobile: 07779 356019

VOLUNTARY ORGANISATIONS

BAWSO

BAWSO (Black Association of Women Step Out Ltd) deliver specialist services to people from Black and Ethnic Minority backgrounds who are affected by domestic abuse and other forms of abuse, including Female Genital Mutilation, Forced Marriage, Human Trafficking & Prostitution. They also provide interpreting services and volunteering opportunities. BAWSO currently run 25 projects supporting over 1500 people every year in Wales through the provision of 4 purpose built refuges, two safe houses, and an extensive Outreach and Resettlement Programme and Floating Support Programme.

Website: www.bawso.org.uk

Telephone: 01633 213213
Email: newport@bawso.org.uk
Address: 1st & 2nd Floor, 112/113 Lower Dock Street, Newport NP20 2AF

GAVO

GAVO (Gwent Association of Voluntary Organisations) is a Community Voluntary Organisation which is committed to strengthening the effectiveness of the Voluntary and Community Sector across Blaenau Gwent, Caerphilly, Monmouthshire and Newport. Working with individuals and community groups, as well as the public and private sector.

Website: www.gavowales.org.uk

Financial Inclusion Forum Contact

Name: Geraint Jones, Communities 1st Co-ordinator
Telephone: 01633 241550
Email: geraint.jones@gavowales.org.uk
Address: Ty Derwen, Church Road, Newport, Gwent NP19 7EJ

RAVEN HOUSE TRUST

Raven House Trust is a charitable organisation that helps provide support for the most vulnerable people in the community through the provision of food, furniture, clothing, and general household items.

Website: www.ravenhouse.org

Telephone: 01633 762999
Email: contact@ravenhouse.org
Address: Raven House Trust, 276-278, Cromwell Road, Newport NP19 0HT

THE WALLICH

We specialise in providing services for people with multiple, complex needs; people who, because of their high support needs, are often banned or excluded from other services and have difficulty in accessing any other accommodation. The range of services that The Wallich offers is as diverse as the client group we work with and the underlying aim is to ensure that all people have access to support that is appropriate to their needs, and that long term solutions, rather than short term fixes, are developed in partnership with the person.

Website: www.thewallich.com

Telephone: 029 2066 8464
Email: mail@thewallich.net
Address: Cathedral Road, Cardiff CF11 9JF

WASTESAVERS

Wastesavers are a community not for profit recycling group who run a range of services in SE Wales. Primarily they run the kerbside collection of recyclables in partnership with Newport City Council as well as operating recycling services for businesses in Newport and Cardiff.

Wastesavers also run training and educational projects and a furniture reuse scheme. They offer for sale renovated furniture and other household items to those in need.

Website: www.wastesavers.co.uk

Telephone: 01633 281281

Email: mail@wastesavers.co.uk

Address: Esperanto Way, Lliswerry, Newport NP19 0RD

THE TRUSSELL TRUST (FOOD BANK)

The Trussell Trust foodbank network works in partnership with local churches and organisations to bring foodbanks to communities across the UK.

Website: www.newport.foodbank.org.uk

Financial Inclusion Forum Contact

Name: Robert McCann, Manager

Telephone: 01633 822211

Email: info@newport.foodbank.org.uk

Address: Christchurch Centre, BT Compound, Malpas Road, Newport NP20 5PP