

Introduction

The Disability Network

The Disability Network was established in 2005 with an aim to raise awareness of disability issues within Neath Port Talbot and to address problems experienced by disabled people. The group meets on a bi-monthly basis at Neath Port Talbot Council for Voluntary Service.

If you have a disability and would like to be part of Neath Port Talbot Disability Network, please contact Emma Jones at
Neath Port Talbot Council for Voluntary Service
Telephone: 01639 631387
E-mail: emmaj@nptcvs.org.uk

Information Directory

The need for an Information Directory with a disability focus was identified by the Disability Network. Funding was secured through the Communities First Trust Fund which enabled the Disability Network to produce this first edition. Members hope you find the Information Directory a useful and valuable aid.

To request this information in an alternative accessible format, (for example Braille or Audio)
Telephone: 01639 631246

Contents

- 1. Carers**
- 2. Community Activities**
- 3. Finance**
- 4. Health and Wellbeing**
- 5. Know Your Rights**
- 6. Housing and Social Services**
- 7. Personal Safety**
- 8. Transport and Mobility**
- 9. Useful Information**
- 10. Work, Education and Training**
- 11. A-Z of Organisations and Groups**
- 12. Websites**

Index 1	Page
Carers	17-20
Carers Action Movement	17
Carers UK	17
Carers Wales	17
Crossroads	18
Department of Work and Pensions	18
Direct Gov UK	18
Looking After Me	19
Neath Port Talbot Carers Service	19
Neath Port Talbot CVS Enablers Project	19
Neath Port Talbot County Borough Council	20
Princess Royal Trust for Carers	20

Index 2	Page
Community Activities	22 -43
Community Centres	22 -26
Communities First	27
Communities First Central Support Team	27
Communities First Partnerships	28-30
Leisure	31
Celtic Community Leisure	31
Leisure Facilities	31-32
Local Cinemas	33
Local Theatres	34
Other Opportunities for Recreation	35
Arts Disability Wales	35
Cimla Riding for the Disabled	35
Community Cinema Group	35
Disability Sport Cymru	36
Disability Sport NPT	36
Life Choices	37
NPTCVS Community Development	37
Sportability	38
Special Needs Activity Group	38
Tan Dance Ltd	39
Ystalyfera Development Trust	39
YMCA	39
Location of Disabled Toilets	40-41
Library Services	42-43

Index 3	Page
Finance	45 – 51
Benefits Enquiry Line for People with Disabilities	45
Benefits Now	45
Disability Benefits Centre	45
Council Tax and Housing Benefit	46
Customer Credit Counselling Service	46
Department of Work and Pensions	47
National Debtline	47
Disability Alliance Rights Advice Line	47
Disability Allowances and Benefits	48-49
Independent Living Fund	50
Jobcentre Plus	50
Neath Port Talbot Credit Union	51
Pension Service	51
Welfare Rights Unit	51

Index 4	Page
Health and Wellbeing	53 - 65
Afan Argoed Countryside Centre	53
Alcoholics Anonymous	53
British Red Cross	54
Community Pharmacists	54
Continence Advice	55
Bro Morgannwg	55
Incontact	55
Other Continence Organisations	55
Condition Management Programme	56
Dental Services	57
Help to Quit Smoking	58
Local Hospitals	59-60
Transport to Hospital	60
Lifeline Alarm System and Telecare	61
NHS Direct	61
National Public Health Service	62
Neath Port Talbot LHB Primary Care	62
Neath Port Talbot LHB Expert Patient	63
Podiatry/Footcare	63
PACE	64
Physio Direct	64
Wales Air Ambulance	65
WGCADA	65

Index 5	Page
Know Your Rights	67 – 73
Bro-Morgannwg Trust - Complaints	67
Citizens Advice Bureau	68
Community Legal Services	68
Consumer Direct Wales	69
Disability Law Services	69
Disability Wales	70
Equality and Human Rights Commission	70
Local Health Board – Complaints	71
Neath Port Talbot CBC - Complaints	72
Neath Port Talbot CVS – Disability Forum	73
Shelter Cymru	73

Index 6	Page
Housing and Social Services (SS)	75-87
SS for People who are Older or Disabled	75-76
SS for People with Mental Health Needs	77
SS for Children and Families	78-79
Care and Repair	80
Disablement Assessment Officer Service (D.A.O.S)	81
Dulais Valley Partnership-Gardening Service	81
Cymdeithas Tai Dewi Sant	82
Tai Cymdogaeth Cyf	82
Home Energy Efficiency Scheme	83
Local Authority Housing	83
Neath Port Talbot CBC Switchboard	84
Emergency Repairs to Council Houses	84
Neath Port Talbot CBC Tenant Support Scheme	84
Protection of Vulnerable Adults (PAVO)	85
Rated Tradesmen	85
Swansea Housing Association	86
Shaw Trust Disabled Living Centre	86
Warm Wales	87

Index 7	Page
Personal Safety	89-92
Emergency Contacts	89
Police, Fire, Ambulance	89
Police in Neath Port Talbot	89
Police Hate Crime, True Vision	89
Emergency Gas	90
Emergency Electric	90
Community Safety	90
Domestic Violence Unit	91
Fire Safety	91
Victim Support	92
Womens Aid	92

Index 8	Page
Transport and Mobility	94 - 103
Arriva Trains West	94
Blue Badge Scheme	94
Bus Passes – Free	95
Car Tax, Road Tax	95
Community Car Scheme	96
Department of Transport	96
Driving Assessment Centre South Wales	96
Dulais Valley Community Transport	97
Disabled Persons Railcard	97
Disabled Drivers Association	98
First	98
Mobility Centres	99
Motability Scheme	100
Neath Port Talbot County Borough Council	100
Neath Port Talbot Community Transport	101
Neath Port Talbot Shopmobility	101
Residents Parking	102
St John Wales Transport Services	102
Transport to Hospital – Ysbyty Hospital	103
Traveline Cymru	103
Upper Afan Community Transport	103

Index 9	Page
Useful Information	105-108
Radar Keys	105
Cinema Card	105
Pelican Crossings	105
Free Annual Flu Injection	105
Free Directory Enquiries	106
Disabled Persons Railcard	106
Hotels with Wheelchair Friendly Facilities	106
Digital Switchover	106
Passport to Leisure	106
Free Postage	107
Publications and Reports Regarding Disabled People	107
Social Care Green Paper	107
The National Service Framework for Long-Term Conditions	107
The Disability Discrimination Act	108

Index 10	Page
Work, Education and Training	110 - 123
Local Action Centres	110 -111
Amman Valley Enterprise	111
Basic Skills Agency	112
Business Connect	112
Careers Wales West	112
Community Plus – Shaw Trust	113
Disability Wales – Enter Project	113
Dove Workshop	114
Education	114
Department of Education and Skill	114
Hot Courses	114
Learn Direct	115
UCAS	115
Genesis Project	115
Glynneath Training Centre	116
Leonard Cheshire – Ready to Start Project	116
Jigsaw Project – Shaw Trust	117
Shaw Trust	117
Jobcentre Plus	118
Lifelong Learning	119
Neath Port Talbot Adult Guidance Team	119
New Learning Network	120
Turning Point	120
Queen Street Centre	121
Retired Senior Volunteer Programme	121
Skill – National Bureau for Students with Disabilities	121
Want 2 Work	122
Workers Education Association	122
Neath Port Talbot CVS – Volunteer Centre	123
Workways	123

Index 11	Page
A- Z Organisations and Group	126 -148
Action for M.E.	126
Age Concern Neath Port Talbot	126
Age Concern Port Talbot	127
Alzheimer's Society	127
Arthritis Care	128
Association for Spina Bifida & Hydrocephalus	128
British Heart Foundation	129
British Red Cross	129
British Council of Disabled People	129
Caer Las Cymru	130
Cancer Information & Support Services	130
Cruse	131
Depression Anonymous	131
Diabetes UK	131
Disabled Living Foundation	132
Epilepsy Wales	132
Epilepsy Support Group	133
Eyeline	133
Family Fund	133
Fibromyalgia Support Group	134
Friends of the Young Disabled	134
Focus on Disability	134
Headway South Wales	135
Huntington's Disease Association	135
Leonard Cheshire	135
Limbless Association	136
LGBT Cymru Helpline	136
Macmillan Cancer Support	136

Marie Curie Cancer Care	137
Minority Ethnic Women's Network	137
Mental Health – Depression Alliance Cymru	137
Meningitis Trust	138
Motor Neurone Disease Association	138
Multiple Sclerosis Therapy Centre	139
Muscular Dystrophy Campaign	139
Multiple Sclerosis Society Wales – Day Centre	140
Myasthenia Gravis Association	140
National Centre for Disabled Parents	141
National Association for Colitis & Crohn's Disease	141
Neath Port Talbot Access Group	142
Neath Care	142
Neath Port Talbot Cancer Carers Group	143
Neath Port Talbot Council for Voluntary Service	143
Neath Port Talbot Older Persons Council	144
Parkinson's Disease Society	144
Port Talbot Stroke Club	144
Retinitis Pigmentosa Society	145
Royal National Institute of Blind People (RNIB)	145
Royal National Institute for Deaf People (RNID)	146
Scope Cymru	146
Stroke Association	147
Samaritans	147
Tenovus	148
Wales Council for the Blind	148
Wales Council for Deaf People	148

Index 12	Page
Website	150 -156
National	150
Travel Websites for Disabled People	151
National Organisations	155
Funding for Education	156
Funding for other Purposes: Skills	156

Index 1 - Carers

Carers Action Movement	17
Carers UK	17
Carers Wales	17
Crossroads	18
Department of Work and Pensions	18
Direct Gov Uk	18
Looking After Me	19
Neath Port Talbot Carers Service	19
Neath Port Talbot CVS Enablers Project	19
Neath Port Talbot County Borough Council	20
Princess Royal Trust for Carers	20

Carers

A carer is someone who spends time looking after a relative or child, a partner or a friend who needs their help because they are ill, frail or have a disability. If you are a carer then the following organisations or groups may be useful.

Carers Action Movement (CAM)
This is an independent organisation set up for carers of all ages throughout Neath Port Talbot. The organisation campaigns to improve services for carers and will signpost carers to relevant services.
Chair: Ray Thomas Telephone: 07758 651 516 Email: ramond.thomas@ntlworld.com

Carers UK (Carers National Association)
Carers UK provide telephone information and advice on all aspects of caring for carers and professionals. The organisation campaigns for equality for carers.
Telephone: 0808 808 7777 Website: www.carersuk.org

Carers Wales	
Carers Wales is a branch of Carers UK. They aim to improve services in Wales. They are a policy, campaigning and information organisation that maintains contact with carers in Wales through membership and networking of branches.	
River House Ynysbridge Court Gwaelod y Garth Cardiff CF15 9SS	Telephone: 02920 811 370 Email: info@carers.wales.org Website: www.carerswales.org

Crossroads	
Swansea Neath Port Talbot Crossroads is a local charity, which offers high quality and flexible respite to carers of all ages allowing them 'time to be themselves'. They can provide a flexible service that can deliver support to the cared for person when it is most needed, 24 hours a day, 365 days a year to relieve the carer.	
For further information please contact: Swansea NPT Crossroads, Clydach War Memorial Hospital, Quarr Road, Clydach, Swansea SA6 5DT.	Telephone: 01792 846 351 Email: snptcrossroads@btopenworld.com Website: www.crossroads.org.uk

Department of Work and Pensions Carers Allowance e-service
This service will allow you to find out more about carers allowance and send an electronic claim.
Website: www.dwp.gov.uk/carersallowance

Direct Gov UK
A central information website for carers: Direct Gov provides a single point of access to government information, allowances and services - including Carers Allowance, carers' assessments and other support.
Website: www.direct.gov.uk/carers

Looking After Me	
Do you look after someone with a long-term health condition or disability? Is your health at risk? Would you like to feel more in control? Looking after Me is a free course for adults who care for someone living with a long-term illness or disability.	
EPP Co-ordinator / Trainer Neath & Port Talbot LHB Suite A, Britannic House Llandarcy Neath SA10 6JQ	Telephone: 01792 326526 Website: www.eppwales.org

Neath Port Talbot Carers Service	
The Service provides information, support and advice to carers on their rights and the help that is available to them, including financial and practical. Outreach is offered in GP surgeries and there is a home visiting scheme by appointment. They also give advice over the telephone through the helpline.	
23 Windsor Road, Neath SA11 1NA.	Telephone: 01639 642 277 Email: carers@nptcvs.org.uk

Neath Port Talbot CVS Enablers Project	
The Enablers Project is a parent-to-parent support service for parents of children with disabilities.	
Tŷ Margaret Thorne, 17 – 19 Alfred Street, Neath SA11 1EF	Telephone: 01639 631 387 Email: reception@nptcvs.gov.uk Website: www.nptcvs.co.uk

Neath Port Talbot County Borough Council	
<p>Neath Port Talbot County Borough Council recognise that Carers provide the majority of community care. The council can provide practical help including:</p> <ul style="list-style-type: none"> • Home Care Services • Community Meals • Direct Payments • Respite • Aids and Equipment • Adaptations to the Home <p>For further information see Housing and Social Services - Section 6</p>	
<p>Telephone: 01639 763 333 Website: www.neath-porttalbot.gov.uk</p>	
Princess Royal Trust for Carers (Wales)	
<p>The Princess Royal Trust for Carers is the largest provider of comprehensive carers support services in the UK. The Trust currently provides quality information; advice and support services to 290,000 carers, including just over 15,000 young carers through its network of 129 independently managed Carers' Centre's across the UK.</p> <p>The Trust also acts independently in the interests of carers through; research, development and consultation; influence on national, regional and local policy; partnerships with other national organisations; information through their interactive websites and by providing advice and access to support groups.</p>	
<p>104 Mansel Street, Swansea SA1 5UE</p>	<p>Telephone: 01792 472 908 Email: infowales@carers.org Website: www.carers.org</p>

Index 2 – Community Activities

Community Centres	22 -26
Communities First	27
Communities First Central Support Team	27
Communities First Partnerships	28-30
Leisure	31
Celtic Community Leisure	31
Leisure Facilities	31-32
Local Cinemas	33
Local Theatres	34
Other Opportunities for Recreation	35
Arts Disability Wales	35
Cimla Riding for the Disabled	35
Community Cinema Group	35
Disability Sport Cymru	36
Disability Sport NPT	36
Life Choices	37
NPTCVS Community Development	37
Sportability	38
Special Needs Activity Group	38
Tan Dance Ltd	39
Ystalyfera Development Trust	39
YMCA	39
Location of Disabled Toilets	40-41
Library Services	42-43

2. Community Activities

Community Centres

Community Centres exist for all sections of the community offering a variety of activities and services that contribute to the wellbeing of individuals living in communities.

Activities range from:

- Beauty and Holistic Therapies
- Computing
- Return to Learn
- Adult Basic Education
- Welsh for Adults
- Arts and Crafts
- Social Activities and Fitness

Please contact your local Community Centre for information on what is available in your area.

<p>Aberavon Community Centre Michna Street, Port Talbot SA12 6UH. Telephone: 01639 890 451</p>
<p>Alltwen Community Centre Dyffryn Road, Alltwen Telephone: 01792 864 061</p>
<p>Baglan Community Centre Hawthorne Avenue, Baglan SA12 8PG. Telephone: 01639 813 808</p>

Briton Ferry Community Hall
Shelone Rd, Briton Ferry, SA11 2PW
Telephone: 01639 824 042

Briton Ferry Social Centre
Ty Llansawel Flats, Briton Ferry
Telephone: 01792 863 955

Bryn Village Hall
Maesteg Road, Bryn SA13 2RY
Telephone: 01639 886 372

Caewern Community Centre
Heol Illtyd, Neath SA10 7SG
Telephone: 01639 632 933

Cadoxton Community Centre
Main Rd, Cadoxton, Neath SA10 8AS
Telephone: 01639 635 932

Carnegie Hall
Coedffranc, Skewen
Telephone: 01792 817 754

Cimla Community Centre
Afan Valley Rd, Cimla, Neath, SA11 3AZ
Telephone: 01639 645 209

Croeserw Community Centre
Sunny Crescent, Croeserw, SA13 3PG.
Telephone: 01639 851 144

Crynant Community Centre
Woodland Road, Crynant
Telephone: 01639 750 082

Cwmavon Community Centre
Depot Road, Cwmavon SA12 9DF,
Telephone: 01639 887 313

Cwmgwrach Welfare Hall
Heol y Felyn, Cwmgwrach
Telephone: 01639 720 302.

Cwmllynfell Community Hall
Cwyllyn Road, Cwmllynfell, Swansea SA9 2JH
Telephone: 01639 831 284

Dalton Road Community Centre
Dalton Road, Sandfields, Port Talbot SA12 6SL
Telephone: 01639 882 479

Glyncorrwg Community Centre
Green Meadow, Glyncorrwg SA13 3BA
Telephone: 01639 850 247

Glynneath Town Hall/Community Centre

Heathfield Avenue, Glynneath
Telephone: 01639 720 302.

Llandarcy Institute

Prettyman Drive, Llandarcy, SA10 6HZ
Telephone: 01792 324 317

Melyncryddan Community Centre

Old Road, Melin, Neath SA11 1SS
Telephone: 01639 639 949

Mozart Drive Community Centre

Mozart Drive, Sandfields, Port Talbot SA12 7UG
Telephone: 01639 882 507

Neath Community Centre

10-12 Orchard Street, Neath SA11 1DU
Telephone: 01639 642 126
Email: dtc@neathtowncouncil.ssnet.co.uk

Pontardawe - Cross Community Centre

1High St, Pontardawe, Swansea SA8 4HU
Telephone: 01792 863 955

Resolven Community Centre

Resolven, Neath SA11 4AA
Telephone: 01639 711 318

<p>Rhiwfawr Community Hall 130 Rhiw Road, Rhiwfawr SA9 2RF Telephone: 01639 831 378.</p>
<p>Rhos Community Centre March Hywel, Rhos, Pontardawe, Swansea Telephone: 01792 865 635</p>
<p>Sandfields Community Centre Seaway Parade, Sandfields, Port Talbot SA12 7BL Telephone: 01639 883 713</p>
<p>Taibach Community Centre Duke Street, Taibach SA13 1NA Telephone: 01639 886 804</p>
<p>Trebanos Community Hall, Swansea Road, Trebanos, Pontardawe Telephone: 01792 865 495</p>
<p>Ystalyfera Community Hall Telephone: 01639 842 412</p>
<p>If you need information or contact details of any Community Centre not listed above, contact: Neath Port Talbot Community Development Team Telephone: 01792 860 010 Email: e.williams2@npt.gov.uk</p>

Communities First

Communities First is a long-term programme funded by the Welsh Assembly Government. The aim of the Programme is to improve opportunities and quality of life in the most disadvantaged communities in Wales.

Communities First Partnerships represent local groups in the community. Each has a co-coordinator who consults with the community about all the issues, problems and opportunities in the area.

Each partnership has a Community Action Plan to improve the community, apply for funding, join up local services and make services more responsive to the needs of local people.

Neath Port Talbot County Borough Council Communities First Central Support Team	
The Team acts as a central point of contact for the Communities First process in Neath Port Talbot, supporting the work of the local community-based teams, and facilitating partnership work within the Communities First areas.	
Ffrwdwyllt House Commercial Road Taibach Port Talbot SA13 1PZ	Telephone: 01639 873 030 Email: communitiesfirst@npt.gov.uk Website: www.npt.gov.uk/communitiesfirst

Communities First Partnerships

Briton Ferry West

Briton Ferry West ward consists of the area of Briton Ferry that is west of the railway line.

For further information or to get involved, contact:
Leigh Batchelor, Communities First Co-ordinator
Telephone: 01639 796 009
Email: l.batchelor@npt.gov.uk

Brynryddan, Penllyn and Fairyland

Brynryddan & Penllyn are sub-ward pockets situated in the Bryn and Cwmavon ward. Fairyland is a sub-ward in the Neath North ward.

For further information or to get involved, contact:
Mari Shufflebotham
Telephone: 01639 894 606
Email: m.shufflebotham@npt.gov.uk

Neath East

Encompasses the areas of Melincryddan, Penrhiwtyn and Pencaerau.

For further information or to get involved, contact:
David Edwards
Telephone: 01639 683 259
Email: neath_east@btconnect.com

Pelenna

Pelenna consists of Pontrhydyfen, Efail-fach and Tonmawr.

For further information or to get involved, contact:

Martin Ellis

Telephone: 01639 620 822

Email: pelennafirst@btconnect.com

Website: www.pelennafirst.ik.com

Sandfields

For further information, contact:

Christine Esposito

Telephone: 01639 870 067

Email: Christine.sf@btconnect.com

Website: www.sandfieldsfirst.ik.com

Upper Afan Valley

Upper Afan Valley is made up of Cymmer, Glyncorwg and Gwynfi wards.

For further information or to get involved contact :

Jo-Anne Thomas

Telephone: 01639 852 690

Email: Joanne_uaf@hotmail.com

Upper Amman Valley

This is a cross-border partnership covering Lower Brynamman, Tairgwaith, Cwmgorse and Gwaun Cae Gurwen in Neath Port Talbot and Quarterbach in Carmarthenshire.

For further information or to get involved, contact:

Tom Williams

Telephone: 01269 824 653

Email: aman1af@yahoo.co.uk

Upper Dulais Valley

This covers the wards of Seven Sisters and Onllwyn.

For further information or to get involved, contact:

Dean Cawsey

Telephone: 01639 701 169

Email: deancawsey@btconnect.com

Website: www.cwmdulaisuchaf.org

Ystalyfera & Godre'r Graig (Pantyffynon sub-ward)

For further information or to get involved, contact:

Ryland Doyle

Telephone: 01639 844 405

Email: r.doyle@neathporttalbot.gov.uk

Website: www.ystalyfera.org/commfirst.htm

Leisure

Celtic Community Leisure

Celtic Community Leisure manages nine leisure facilities across Neath Port Talbot, on behalf of the County Borough Council.

The facilities include swimming pools, gyms, fitness classes, and children's activities. Most facilities have access and car parking facilities for disabled clients with new pool hoist at Pontardawe swimming pool and Neath leisure centre (Dyfed Road), as well as Cymmer, Afan Lido and Glynneath pools.

Telephone: 01639 871 444

Website: www.celticleisure.org

Leisure Facilities

Afan Lido

Princess Margaret Way, Aberavon Sea Front, Port Talbot

Telephone: 01639 871 444

Email: r.d.evans@npt.gov.uk

Blaengwynfi Social Welfare Centre

93 Jersey Road, Blaengwynfi, Port Talbot SA13 RTE

Telephone: 01639 850 311

Email: r.d.evans@npt.gov.uk

<p>Cymmer Swimming Pool, School Road, Cymmer, SA13 3EL Telephone: 01639 852 051 Email: r.d.evans@npt.gov.uk</p>
<p>Hengwrt Community Sports Centre Hengwrt, Briton Ferry, Neath SA11 2UN Telephone: 01639 814 331 Email: r.weller@npt.gov.uk</p>
<p>Neath Sports Centre Roman Way, Neath SA1 7BE Telephone: 01639 635 013 Email: r.weller@npt.gov.uk</p>
<p>Neath Leisure Centre Dyfed Road, Neath SA11 3AN Telephone: 01639 642 827 Email: c.weller@tiscali.co.uk</p>
<p>Pontardawe Leisure Centre Parc Ynysderw, Pontardawe, Swansea SA8 4EG Telephone: 01792 830 111 Email: s.rees4@neath-porttalbot.gov.uk.</p>
<p>Pontardawe Swimming Pool Off Jones Street, King George V Park, Pontardawe, Swansea Telephone: 01792 863 474 Email: s.rees4@neath-porttalbot.gov.uk</p>
<p>Vale of Neath Leisure Centre Chain Road, Glynneath SA11 5HW Telephone: 01639 642 827 Email: c.weller@tiscali.co.uk</p>

Local Cinemas

<p>Apollo Cinema Aberavon Seafront, Port Talbot, SA12 6QN Telephone: 0871 220 6000 Website: www.apollocinemas.co.uk</p>
<p>Brynamman Public Hall Cinema Station Road, Brynamman Telephone: 01269 823232 Website: www.brynamancinema.co.uk</p>
<p>Odeon Swansea Parc Tawe, Swansea, SA1 2BA Telephone: 0871 22 44 007 Website: www.odeon.co.uk</p>
<p>Pontardawe Arts Centre Herbert St, Pontardawe, Swansea, West Glamorgan SA8 4ED Telephone: 01792 863 722 Website: www.npt.gov.uk/pontardaweartscentre</p>
<p>VUE Swansea York St, Swansea, SA1 3LZ Telephone: 0871 224 0240 Website: www.myvue.com</p>

Local Theatres

<p>The Gwyn Hall Orchard Street, Neath Telephone: 01639 642 019</p>
<p>Neath Little Theatre Westernmoor Road, Neath, SA11 1BQ Telephone: 01639 643 462 Website: www.neathlittletheatre.co.uk</p>
<p>Pontardawe Arts Centre Herbert St, Pontardawe, Swansea, West Glamorgan SA8 4ED Telephone: 01792 863 722 Website: www.npt.gov.uk/pontardaweartscentre</p>
<p>Princess Royal Theatre Port Talbot Civic Centre, Port Talbot, SA13 1PJ Telephone: 01639 763 214 Website: www.neath-porttalbot.gov.uk/princessroyaltheatre</p>
<p>Swansea Grand Theatre Singleton Street, Swansea, SA1 3QJ Box Office Telephone: 01792 475715 Website: www.swansea.gov.uk/grandtheatre</p>

Other Opportunities for Recreation

Arts Disability Wales	
Disability Arts Cymru are committed to working with individuals and organisations to celebrate the diversity of Disabled & Deaf People's Arts and Culture, and develop equality across all art forms. The Organisation creates opportunities for Disabled & Deaf People to develop their skills in the arts.	
Disability Arts Cymru, Sbectrwm, Bwlch Road Fairwater Cardiff CF5 3EF	Telephone & Textphone: 02920 551 040 Email: post@dacymru.com Website: www.dacymru.com

Cimla Riding for the Disabled	
The organisation supports disabled people and people with learning disabilities to have access to horses and horse riding.	
Cimla Equestrian Centre Hawdref Ganol Farm Cimla, Neath SA12 9SL	Telephone: 01639 644 944 Email: caren.jones@btinternet.com Website: www.cimla.co.uk

Community Cinema Group	
A mobile cinema to any suitable venues in your area.	
64 Lon Bryn Awel Llansamlet Swansea SA7 9SY	Telephone: 01792 776 426 Email: cinema.film@tiscali.co.uk Website: www.thisissouthwales.co.uk/ communitycinema

Disability Sport Cymru/ Sports Council for Wales	
The Disability Sport Wales National Development Programme is a joint initiative between the Sports Council for Wales, the Federation of Disability Sport Wales and the 22 Local Authorities across Wales. The scheme is aimed at developing quality community based sporting and recreational opportunities for disabled people throughout Wales.	
Welsh Institute of Sport, Sophia Gardens Cardiff CF11 9SW	Telephone: 02920 665 781 Email: office@fdsw.org.uk Website: www.disabilitysportswales.org Disability Sport Wales – Sports Council for Wales Telephone: 0845 045 0904 Email: scw@scw.org.uk Website: www.sports-council-wales.co.uk

Disability Sport Neath Port Talbot	
Aims to develop new clubs, support existing clubs and increase the number of disabled people participating in sport and physical activity.	
Vicky Radmore, Physical Activity and Sport Service, Afan Lido, Princess Margaret's Way, Port Talbot SA12 6QW.	Telephone: 01639 875 678 Website: www.npt.gov.uk/pass/disabilitysport

Life Choices – Grooms-Shaftesbury	
Lifestyle choice is a free service, which works with anyone between the ages of 18-65 years with a physical, sensory or cognitive disability and who lives within Neath Port Talbot. The primary aim is to provide support to become more involved in social, leisure, and educational activities outside your home. Whatever your interest they can help you take part.	
Ceri Low Lifestyle Choices Project, Grooms-Shaftesbury, Niberian House, Monastery Road, Neath Abbey, Neath SA10 7DR.	Telephone: 01792 816 680. Email: lifestyleneath@johngrooms.org.uk Or clow@johngrooms.org.uk

Neath Port Talbot CVS Community Development	
If you are a member of a voluntary group or a group of individuals wishing to form a group, Community Development give support, advice and offer training opportunities. If you would like to get involved in any local community groups Community Development can signpost you to hundreds of groups, many of which are in your area.	
Tŷ Margaret Thorne 17-19 Alfred Street, Neath SA11 1EF	Telephone: 01639 631 246 Email: info@nptcv.org.uk Website: www.nptcv.org.uk

Sportability	
Sportability, a registered charity that provides sport and challenging pursuits for people with paralysis around the UK. People with conditions such as spinal cord injury, stroke and MS are able to participate in a whole range of sports - scuba diving, sailing, archery, angling, abseiling, quad-biking, gliding, canoeing, clay pigeon shooting, go-carting, wheelchair tennis and many more.	
Sportability, Laynes House, 526-528 Watford Way, London NW7 4RS	Telephone: 0208 959 0089 website: www.sportability.org.uk

Special Needs Activity Group (SNAC)	
SNAC aims to provide opportunities for young people and others who have physical and or learning difficulties through educational programmes, recreational and social activities. This includes outdoor/indoor sport, social and adventure trips which are run mainly in the school holidays to give the best opportunity for people to attend.	
Dawn Sawyers Lady Charlotte Lane Off Duke Street, Margam, Port Talbot SA13 2BL	Telephone: 01639 899 666 Email: snacwales@ntlbusiness.com

Tan Dance LTD	
The service offers dance opportunities, workshops and performances. Tan's Inclusive Dance Company 'Take This' undertake activities at day services, conferences and other events.	
Tan Dance LTD Baglan Community Centre Hawthorne Avenue, Baglan, Port Talbot SA12 8PG	Telephone: 01639 813 428 Email: tan.dance@virgin.net Website: www.tandance1.btinternet.co.uk

Ystalyfera Development Trust & Local Resource Centre	
A resource for all members of the community; striving to meet needs expressed by local residents. The service provides formal and informal learning, computer access, support surgeries and signposting to other organisations.	
72 Commercial Street Ystalyfera Swansea SA9 2HS	Telephone: 01639 843 965 Email: c_r_gough@yahoo.co.uk Elaine.williams@ystalyfera.org

YMCA	
Neath YMCA offers a variety of activities and classes for all age groups. This includes: music, art, family history, belly dancing, reflexology, British Sign Language and much more. Also available is a fitness centre gym, aerobics classes, yoga and pilates. The YMCA is committed to promoting positive personal growth and to building healthy communities.	
Neath YMCA Lletty Nedd, Pen-y-dre Neath SA11 3HG Port Talbot YMCA 48-52 Talbot Road, Port Talbot SA13 1HU.	Telephone: Neath: 01639 769 315 Port Talbot: 01639 887 034 Email: neathymca@ntlbusiness.com

Locations of Disabled Toilets

Afan Valley

Cymmer Library
Cymmer Swimming Pool
Glyncorwg Community Centre
Noddfa Community Centre Glyncorwg
Croeserw Community Centre
Cwmavon Community Centre
Cwmavon Library
Afan Argoed Country Park

Port Talbot

Port Talbot Civic Centre
Port Talbot Bus Station
Port Talbot Shopping Centre
Margam Country Park

Sandfields/Aberafon

Sandfields Road Community Centre
Dalton Road Community Centre
Afan Lido Leisure Centre
Indoor Bowls Afan Lido
Aberavon Sea Front Public Convenience
Aberavon Sea Front Splash Pool
Mozart Drive Community Centre
Sandfields Youth Education Centre
Western Avenue Public Convenience

Baglan

Baglan Community Centre
Baglan Library (closed)

Taibach

Taibach Ffrwdwyllt House
Theodore Road Lifelong Learning Centre
Taibach Community Education Centre

Locations of Disabled Toilets

Briton Ferry

The Quays Brunel Way, Baglan Energy Park
Briton Ferry Library (within the next 6 months)

Neath

Neath Indoor Market
Neath Civic Centre
Bus Station Neath (semi accessible)
Dyfed Road Swimming Pool
Cwrt Herbert Leisure Centre
Gnoll Country Park

Skewen

Near Skewen Library, Queens Road

Resolven

Resolven Public Convenience, Car Park
Glynneath Banwen Road

Pontardawe

Pontardawe Herbert Street
Pontardawe One Stop Shop, Tawe Terrace Training Centre
Pontardawe Leisure Centre
Pontardawe Swimming Pool
Pontardawe Arts Centre
Tawe Terrace Training Centre.

Library Services

<p>Neath Port Talbot Library and Information Services</p> <p>Neath Port Talbot Library and Information Service provides a range of services to the local community through a network of 18 libraries and 2 mobile libraries. The main libraries are at Neath, Port Talbot and Pontardawe. Libraries now have something for everyone: books, information, music, films and computers with free internet access and other online services.</p>

<p>Home Library Service</p> <p>The free service makes available large and ordinary print books as well as talking books, to clients who cannot visit a library, whether through age, illness or a disability. The service operates on a 6-weekly rota for delivery and collection to the client's home. The service is free.</p>	
<p>Library Headquarters Reginald Street, Felindre, Port Talbot SA13 1YY</p>	<p>Helpline Telephone Number: 01639 860 001 Website: www.npt.gov.uk/libraries</p>
<p>Baglan Library</p>	<p>Laurel Avenue, Baglan, Port Talbot Telephone: 01639 813 477</p>
<p>Blaengwynfi Library</p>	<p>Welfare Hall, Jersey Road, Blaengwynfi Telephone: 01639 850 311</p>
<p>Briton Ferry Library</p>	<p>Neath Road, Briton Ferry Telephone: 01639 813 244</p>
<p>Cwmafan Library</p>	<p>Depot Road, Cwmafan Telephone: 01639 896 532</p>
<p>Cwmllynfell Library</p>	<p>Gwilym Road, Cwmllynfell Telephone: 01639 830660</p>

Cymmer Afan Library	Station Road, Cymmer, Port Talbot Telephone: 01639 850 505
Gwaun Cae Gurwen Library	New Community Hall New Road, Gwaun Cae Gurwen, Ammanford Telephone: 01269 822 199
Neath Library	Victoria Gardens, Neath Telephone: 01639 644 604/ 635 017
Pontardawe Library	Holly Street, Pontardawe, Swansea Telephone: 01792 862 261
Port Talbot Library	Aberafan Shopping Centre, Port Talbot Telephone: 01639 763 490/1
Resolven Library	Neath Road, Resolven Telephone: 01639 710 412
Sandfields Library	Morrison Road, Sandfields Telephone: 01639 883 616
Skewen Library	New Road Skewen Telephone: 01792 813 488
Taibach Library	Commercial Road, Taibach Telephone: 01639 883 831
Ystalyfera Library	Tirbach Road, Ystalyfera Telephone: 01639 843 107

Index 3 - Finance

Benefits Enquiry Line for People with Disabilities	45
Benefits Now	45
Disability Benefits Centre	45
Council Tax and Housing Benefit	46
Customer Credit Counselling Service	46
Department of Work and Pensions	47
National Debtline	47
Disability Alliance Rights Advice Line	47
Disability Allowances & Benefits	48-49
Independent Living Fund	50
Jobcentre Plus	50
Neath Port Talbot Credit Union	51
Pension Service	51
Welfare Rights Unit	51

3. Finance

<p>Benefits Enquiry Line for People with Disabilities - Confidential advice and information regarding social security benefits and how to claim them for people with disabilities, those who are sick, carers and representatives</p>	<p>Free phone number for disabled people: 0800 88 22 00 (Free) Textphone: 0800 24 33 55 (free).</p>
<p>Benefits Now - Website designed to help disabled individuals apply for benefits. The site allows you to assess your eligibility for Disability Living Allowance and Attendance Allowance before you apply. It will also assess how much you will be paid. Includes advice on how to complete the application forms and how to appeal against decisions.</p>	<p>www.benefitsnow.co.uk</p>
<p>Disability Benefits Centre Government Buildings, St. Agnes Road, Gabalfa, Cardiff CF14 4YJ</p>	<p>General enquiries telephone: 0845 712 3456</p> <p>Telephone - 02920 586 002 if you already receive benefits/ allowance and have an enquiry.</p>

Council Tax and Housing Benefit	
<p>You can make a Housing Benefit claim if you live in accommodation which you rent from a housing association or a private landlord, are on a low income, and live in the property that you are claiming for. You can claim Council Tax Benefit if you pay Council Tax on the home that you live in; and you are on a low income.</p> <p>You can get an application form for either of these schemes by contacting the Housing Benefits Section:</p>	
<p>One Stop Shop at the Civic Centre, Neath</p>	<p>Telephone: 01639 764 755</p>
<p>The Benefits Office at the Civic Centre, Port Talbot</p>	<p>Telephone: 01639 763 454</p>

Customer Credit Counselling Service	
<p>The service provides helpline and counselling for people with debt problems. Debt management plans including debt repayment schedules and advice on all aspects of money management.</p>	
<p>Consumer Credit Counselling Service Wade House, Merrion Centre, Leeds LS2 8NG</p>	<p>Telephone: 0800 138 1111 Email: contactus@cccs.co.uk Website: www.cccs.co.uk</p>

Department of Work and Pensions
This is the government department responsible for benefits, with information on different types of benefit and the agencies which provide them.
Website: www.dwp.gov.uk

National Debt- line
The Helpline offers free confidential information and advice on debt, including bank, credit card, finance house, mortgage arrears, council tax, catalogues, hire purchase and utility debts. Issues dealt with include county court, refusal of credit, benefits, bankruptcy, bank charges, harassment, housing and homelessness, bailiffs. They also provides self-help information packs and a range of fact sheets.
Telephone: 0808 808 4000 Website: www.nationaldebtline.co.uk

Disability Alliance Rights Advice Line	
Disability Alliance aims to relieve poverty and improve the living standards of disabled people. They provide information on social security benefits and tax credits to disabled people, their families, carers and professional advisers. Also they undertake research into the needs of disabled people, with particular emphasis on income needs and promote a wider understanding of the views and circumstances of all disabled people.	
University House, 88-94 Wentworth Street, London E1 7SA	Telephone: 0207 247 8776 Email: office.da@dial.pipex.com Website: www.disabilityalliance.org

<p>Disability Allowances and Benefits</p> <p>Follow the website links from: http://www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/index.htm for information on:</p>
<p>Disability Living Allowance (DLA) - is paid at different rates depending on how your disability affects you. Disability Living Allowance is in two parts - the care component and the mobility component.</p>
<p>Attendance Allowance - Basic information about claiming if you're aged 65 or over, ill or disabled and need help with personal care.</p>
<p>Incapacity Benefit - Basic information about claiming if you're under State Pension age and can't work because of illness or disability.</p>
<p>Independent Living Fund - Basic information about applying for money from the Independent Living Fund to help you live at home not in residential care if you're disabled.</p>
<p>Disabled Students' Allowances - Disabled Students' Allowances (DSAs) provide help for students who have extra costs while studying, because of their disability.</p>
<p>Direct Payments for Care and Services - Basic information about getting direct payments to buy in help instead of using your local council's social services if you're disabled or care for a disabled child or adult.</p>
<p>Constant Attendance Allowance - Basic information about claiming Constant Attendance Allowance money if you're disabled and getting Industrial Injuries Disablement Benefit or a War Disablement Pension.</p>
<p>Disabled Facilities Grants - Basic information about getting Disabled Facilities Grants to help pay for adapting your home by installing a ramp, stair lift or other improvements.</p>

<p>Community Care Grants - Basic information about applying for a Community Care Grant if you're claiming certain benefits and for example need money to adapt your home for your disability.</p>
<p>Industrial Injuries Disablement Benefit (accidents) - Basic information about claiming Industrial Injuries Disablement Benefit (accidents) if you're ill or disabled because of a work-related accident.</p>
<p>Industrial Injuries Disablement Benefit (diseases and deafness) - Basic information about claiming Industrial Injuries Disablement Benefit (diseases and deafness) if you're ill or disabled because of disease or deafness caused by work.</p>
<p>War Disablement Pension- Basic information about claiming War Disablement Pension if you've been injured or disabled during war or from serving in HM Armed Forces.</p>
<p>Vaccine Damage Payment - Basic information about claiming £120,000 Vaccine Damage Payment tax-free if your severe disability is caused by vaccination against certain diseases.</p>
<p>Severe Disablement Allowance - Basic information about being able to claim Severe Disablement Allowance.</p>

Independent Living Fund

The ILF offer financial assistance to disabled people towards the cost of their care package to enable them to continue living in the community.
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To be eligible:

- | |
|---|
| <ul style="list-style-type: none">• The LA must provide services up to a minimum of £200• Between 16 & 65 years of age.• In receipt of the highest care component of the DLA.• Be capable of living in the community (with support) for at least 6 months.• Have savings of less than £18,500.• The joint package to Local Authority and ILF should remain within the £785pw limit for the first 6 months. |
|---|

Telephone: 0845 601 8815

Client Specific: client.service@ilf.org.uk

General Enquiries: funds@ilf.org.uk

Website: www.ilf.org.uk

Job Centre Plus

For information, advice and support with Income Support, Incapacity Benefit and Job Seekers Allowance.
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Telephone: 08456 003016

Website: www.jobcentreplus.gov.uk

Neath Port Talbot Credit Union	
A Credit Union is a profit sharing, democratically run, financial co-operative which offers convenient savings and low interest loans to its members. The members own and manage their credit union themselves. Their main aim is to encourage its members to save regularly and to provide loans to members at very low rates of interest. They also provide members with help and support in managing their financial affairs (if required).	
Neath Port Talbot: 41-43 Windsor Road, Neath AFAN Community Credit Union 33 Commercial Rd, Port Talbot - 01639 888282	Telephone: 01639 632 100 Website: www.neath-porttalbot.gov.uk

Pension Service	
Information and support for people aged over 60, for pension credit claims.	
PO Box 139, Swansea SA6 8WD	Telephone: 0845 6060265

Welfare Rights Unit	
The Unit offers advice on what benefits are available to claim, including full benefit checks, help with completion of forms and representation at appeals. Regular surgeries are held at locations across Neath Port Talbot.	
Old Cwmtawe School, Upper Heathfield Road, Pontardawe SA8 4LE	Telephone: 01792 510 712 Email: t.rees@npt.gov.uk

Index 4 - Health and Wellbeing

Afan Argoed Countryside Centre	53
Alcoholics Anonymous	53
British Red Cross	54
Community Pharmacists	54
Continence Advice	55
Bro Morgannwg	55
Incontact	55
Other Continence Organisations	55
Condition Management Programme	56
Dental Services	57
Help to Quit Smoking	58
Local Hospitals	59-60
Transport to Hospital	60
Lifeline Alarm System and Telecare	61
NHS Direct	61
National Public Health Service	62
Neath Port Talbot LHB Primary Care	62
Neath Port Talbot LHB Expert Patient	63
Podiatry/Footcare	63
PACE	64
Physio Direct	64
Wales Air Ambulance	65
WGCADA	65

4. Health and Wellbeing

Afan Argoed Countryside Centre	
There are 9 circular walks and a range of cycle routes. Activities include horse riding, fishing and mountain bike trails.	
Afan Forest Park Visitor Centre, Cynonville, Port Talbot SA13 3HG	Telephone: 01639 850 564 Website: www.afanforestpark.co.uk

Alcoholics Anonymous	
A confidential helpline and national support network for those with drink problems. Open between 10:00am and 10:00pm.	
The website lists every AA group meeting in Wales and is updated monthly.	
Helpline: 0845 769 7555. Email: aanewcomer@runbox.com Website: www.aa-uk.org.uk	

British Red Cross	
<p>Throughout South and West Wales the British Red Cross provides 13 different services to vulnerable people. Local services include:</p> <p>The Medical Loan service – Offers short term loan of a variety of medical and daily living aids equipment to assist those recovering from accident, surgery or illness.</p> <p>Home from Hospital Discharge scheme – This service offers six weeks support and assistance for patients with low dependency needs. The scheme works with people aged 18+.</p>	
<p>NPT Service Centre The Ropewalk Neath SA11 1EW</p>	<p>Telephone: 01639 644 914 General enquiries 01639 643 818 Medical equipment loans 01639 639 894 Discharge scheme Website: www.redcross.org.uk</p>

Community Pharmacists (chemists)
<p>Community pharmacists offer advice on how to take prescribed or bought medicines, details of side effects that may occur and what over-the-counter medicines are safe to take with other medicines. If you have difficulty in remembering to take your medicine then the pharmacist can offer advice on whether you could change the time at which you take it and also tell you about aids to help you remember. Some chemists also offer a home delivery service. For details of local chemists/ pharmacies telephone the Local Health Board</p>
<p>Telephone: 01792 326 500</p>

Continence Advice

Bro Morgannwg Continence Advisor	
Confidential Continence Advisory service, offering help and advice to individuals with bladder and bowel problems.	
Health Centre Dyfed Road Neath	Telephone: 01639 640 617
Incontact	
<i>Incontact</i> is a national charity for people affected by bladder and bowel problems. The organisation provides support and information and represents the interests of people with continence problems.	
Telephone: 0870 770 3246 Email: info@incontact.org Website: www.incontact.org	
Other organisations that give advice and information on products that can help manage bladder and bowel problems. <ul style="list-style-type: none">• The Cystitis and Overactive Bladder Foundation: www.cobfoundation.org Telephone: 01908 569169• PromoCon: www.promocon.co.uk Telephone: 01618 342001• The Continence Foundation: www.continence-foundation.org.uk Telephone: 0845 345 0165	

Condition Management Programme (CMP)	
<p>The CMP is a short programme aimed at helping individuals to understand and manage their health condition or disability. The aim of CMP is to support individuals to improve their quality of life, regain control and realise their aspirations in order to return to work now or in the future.</p>	
<p>CMP Neath Port Talbot LHB Suite A, Britannic House, Llandarcy Neath SA10 6JQ</p>	<p>Telephone: 01792 326 Email: margaret.lake@neathporttalbotlhb.wales.nhs.uk</p>

Dental Services

British Dental Association

The British Dental Association is the national professional association for dentists. It also works to promote the oral health of the public.

Website: www.bda-dentistry.org.uk

British Dental Health Foundation

The British Dental Health Foundation is a charity that is involved in raising public awareness of dental and oral health as well as promoting good dental health practices. They also operate a dental helpline on 0845 063 11 88 which can provide advice for patients with questions about dentistry.

Website: www.dentalhealth.org.uk

Morgannwg Dental Helpline

Covering Bridgend, Neath Port Talbot and Swansea Local Health Boards.

Telephone: 0845 601 0128 (24 hours).

NHS Direct

Advice on accessing dental services and contact details for dental services and helplines, including emergency out of hour's contacts, for the various regions within Wales. You will also find links to UK national dental organisations, as well as information about the main changes which have taken place in relation to dentistry as a result of the introduction of new dental contracts from 1st April 2006.

Telephone: NHS Direct Dentist Line – 0845 601 0128

Website: www.nhsdirect.wales.nhs.uk

<p>Help to Give up Smoking</p> <p>Smoking harms nearly every organ of the body, causing many diseases and reduces quality of life and life expectancy. The younger a person quits, the greater the benefit but stopping smoking is beneficial at any age. Many smokers think that smoking helps relieve stress but in fact ex-smokers are more likely to have better mental health and be happier.</p>
<p>NHS Stop Smoking Helpline Telephone: 0800 169 0169</p>
<p>All Wales Smoking Cessation Service Telephone: 0800 085 2219</p>
<p>NHS Go Smokefree Telephone: 0800 169 0169 Website: www.gosmokefree.co.uk</p>
<p>Quit: independent charity helping people stop smoking Telephone: 0800 00 22 00 - 7 days a week Website: www.quit.org.uk</p>
<p>Action on Smoking and Health (ASH) Is a campaigning public health charity that works to eliminate the harm caused by tobacco. Website: www.ash.org.uk</p>
<p>Neath Port Talbot Local Health Board This Health Promotion Service provides 'Stop Smoking' support. These support groups run for six weeks and aim to provide support and advice for individuals who are ready to stop smoking. Smoking Cessation Service: 01792 326 516.</p>

<p>Local Hospitals</p>
<p>Bridgend Princess of Wales Hospital Coity Road, Bridgend, CF31 1RQ Switchboard : 01656 754 321 Website: www.bromor-tr.wales.nhs.uk</p>
<p>Cefn Coed Hospital Waunarlwydd Rd, Cockett, Swansea, SA2 0GH Switchboard : 01792 561 155 Website: www.swansea-tr.wales.nhs.uk</p>
<p>Cimla Hospital Cimla Rd, Neath, SA11 3SU Switchboard : 01639 862 000 Website: www.bromor-tr.wales.nhs.uk</p>
<p>Clydach Hospital Quarr Rd, Clydach, Swansea, SA6 5DT Switchboard : 01792 841 447 Website: www.swansea-tr.wales.nhs.uk</p>
<p>Gorseinon Brynawel Rd, Gorseinon, Swansea, SA4 2LH Switchboard : 01792 897 837 Website: www.swansea-tr.wales.nhs.uk</p>
<p>Morrleston Hospital Heol Maes Eglwys, Morrleston, Swansea SA6 6NL Switchboard : 01792 702 222 Website: www.swansea-tr.wales.nhs.uk</p>

Local Hospitals Continued...

Neath Port Talbot General Hospital Baglan Way, Port Talbot SA12 7BX Switchboard: 01639 862 000 Website: www.bromor-tr.wales.nhs.uk
Singleton Sketty Lane, Sketty, Swansea, SA2 8QA Switchboard : 01792 205 666 Website: www.swansea-tr.wales.nhs.uk
Tonna Hospital Tonna Uchaf, Tonna, Neath, SA11 3LX Switchboard : 01639 862 000 Website: www.bromor-tr.wales.nhs.uk
Ystradgynlais Community Hospital Glanrhyd Rd, Ystradgynlais, Swansea, SA9 1AU Switchboard : 01639 844 777 Website: www.swansea-tr.wales.nhs.uk
Transport To Hospital Patients who require ambulance transport to attend their hospital appointments will now need to telephone the Transport Booking Centre.
Telephone: 0844 870 0888

Lifeline Alarm System and Telecare

The Lifeline Alarm system provides an emergency telephone link for older people and people with disabilities. The service is currently without charge but each applicant would need to be assessed by a Social Worker on an individual basis. The service allows people to get in touch with medical and emergency services quickly and reliably and can be activated if a person is unable to get to the telephone within their own home.

Contact and Access Team - Telephone: 01639 686 802

NHS Direct

Health advice and information 24 hours a day, everyday. With the right advice and information, lots of non-serious health problems can be treated at home or following a visit to your local pharmacist. If the problem is more serious, you may need to see your doctor or go to hospital. Whatever the problem, the NHS direct nurse will listen to your symptoms and advise you of the best thing to do.

NHS staff can also provide information on a wide range of health care topics – from helping you to find out more about diagnosed conditions and treatments, to giving details of local health services. You can send a health information question to the online enquiry service via the website. If you are deaf or hard of hearing, you can contact by textphone or RNID typetalk.

NHS Direct 24 Hours a day
Telephone: 0845 4647 Textphone: 0845 606 4647
RNID Typetalk: 1 8001 0845 46 47
Website: www.nhsdirect.wales.nhs.uk

National Public Health Service- NPHS	
<p>The NPHS delivers a full range of public health services, seeking to:</p> <ul style="list-style-type: none"> • Improve the health and wellbeing of the people of Wales and reduce inequalities in health • Protect against existing, new and emerging diseases and health threats • Contribute to improvement in health and social care services. 	
<p>Suite A William Knox House Llandarcy Neath SA10 6EL</p>	<p>Telephone: 01792 326516 Website: www.nphs.wales.nhs.uk</p>
Neath Port Talbot Local Health Board – Primary Care Team	
<p>The Local Health Board aims to improve the health and wellbeing of the local population and commission health services to meet the needs of local people.</p> <ul style="list-style-type: none"> • GP, dental, ophthalmic practices and pharmacies in the area. • Out of hours services for the above. • Dental practices taking on patients • Information about new practices and forthcoming developments for primary care. • What to do if you want to register or deregister from a GP practice. • Practices that provide certain enhanced services. 	
<p>Neath Port Talbot LHB Suite A, Britannic House, Llandarcy Neath SA10 6JQ</p>	<p>Primary Care Team Telephone 01792 326 500 Email: nptlhb@neathporttalbotlhb.wales.nhs.uk Website: www.neathporttalbotlhb.wales.nhs.uk</p>

Neath Port Talbot Local Health Board Expert Patient Programme Wales (EPP)	
<p>The Expert Patient Programme is a self-management programme that helps people over the age of 18 living with a long-term health condition, to improve their quality of life. Commonly shared difficulties experienced by people with a long-term health conditions including pain, tiredness, stress, anxiety, anger depression and lack of sleep. The EPP assists participants to develop new skills and techniques, to improve their confidence in managing their health problems. It also helps participants to work in greater partnership with health and social care professionals. The programme runs for three hours per week over six weeks.</p>	
<p>Neath Port Talbot LHB, Suite A, Brittannic House, Llandarcy Neath SA10 6JQ</p>	<p>Telephone: 01792 326500 Email: epp@neathporttalbotlhb.wales.nhs.uk Website: www.eppwales.org</p>

Podiatry / Foot Care
<p>Bro Morgannwg Trust Podiatry department provides foot health services to the population of the locality at hospital and community settings. Referral is via local GP or member of the Primary Health Care Team. Patients referred to the service receive a comprehensive assessment of their foot health needs. They are offered advice and a series of appointments, where required, to cure and improve their foot problems. The department offers a range of clinical services including general foot care, musculoskeletal assessment and nail surgery.</p>
<p>Telephone: 01639 640 660 (also 640 661)</p>

<p>PACE - Physical Activity Co-ordinated for Everyone</p> <p>PACE is a Welsh Assembly Government initiative to promote physical activity in people who are currently inactive or who have certain medical conditions.</p> <p>Your doctor or health professional may believe that you would benefit from being more physically active. In order to support you in building more activity into your life you may wish to participate in the exercise referral programme. As part of this programme, you will be invited to participate in a number of supervised exercise sessions in Neath Port Talbot.</p> <p>Each programme of activity will be designed to suit the individual patients needs and will always be supervised by a PACE instructor.</p> <p>For further information contact your GP or the PACE Co-ordinator.</p> <p>Telephone: 01639 861144 Website: www.npt.gov.uk/pace</p>

<p>Physio Direct</p> <p>Musculoskeletal service for all kinds of aches pains and strains.</p>	
<p>NPT Hospital Baglan SA12 7BX</p>	<p>Telephone: 01639 683167 01639 683168</p>

Wales Air Ambulance	
An all Wales charity providing a vital service through emergency air cover for those who face life-threatening illness or injuries.	
Margaret Squire Ty Elusen, Phoenix Way, Swansea, SA7 9LA	Telephone: 08700 720 999 Website: www.walesairambulance.com

West Glamorgan Council on Alcohol and Drugs Abuse (WGCADA)
WGCADA's staff have considerable experience, expertise and training in working with people with alcohol and drug problems. The goal of all the centres is to help people with alcohol and drug problems to lead a more fulfilled life. The organisation also helps those who are affected by someone who has substance misuse problems such as family members and friends.
46 Talbot Road, Port Talbot SA13 1HY Telephone 01639 890 863 Email admin15@wgcada.co.uk
15 Victoria Gardens, Neath SA11 3AY. Telephone 01639 633 630.

Index 5 – Know Your Rights

Bro-Morgannwg Trust - Complaints	67
Citizens Advice Bureau	68
Community Legal Services	68
Consumer Direct Wales	69
Disability Law Services	69
Disability Wales	70
Equality and Human Rights Commission	70
Local Health Board – Complaints	71
Neath Port Talbot CBC - Complaints	72
Neath Port Talbot CVS – Disability Forum	73
Shelter Cymru	73

5. Know Your Rights

Bro-Morgannwg NHS Trust Complaints

The Trust aims to deliver all services to a high standard. However, sometimes things can go wrong. If you are not satisfied with the service you or a close relative have received from the Bro Morgannwg NHS Trust, let them know. If possible, you should raise your complaint with a member of staff in the area involved and they can refer you to an appropriate person. In most cases, complaints can be dealt with there and then, or if necessary, you can be contacted once the matter has been looked into. This is known as local resolution. The Trust often find that by giving the appropriate people an opportunity to discuss the issues with the complainant; they are able to offer the explanations and assurances that are required. Such meetings also offer the chance for them to apologise if communication has not been good.

However, if you would prefer to speak to someone not directly involved in the matter, you can request to speak with a senior doctor, nurse or manager. Alternatively, you can write to the Chief Executive of the Trust:

Mr Paul Williams
Chief Executive
Bro Morgannwg NHS
Trust
Trust Headquarters
71 Quarella Road
Bridgend
CF31 1YE

Telephone: 01656 752923

Citizen's Advice Bureau (CAB)	
The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and information on a range of subjects (such as debt, benefits, housing, legal matters, employment, immigration and consumer issues) and by influencing policy-makers.	
44 Alfred Street, Neath SA11 1EH.	Telephone: Neath 01639 635 545. Port Talbot - 01639 895 057. neath@cabbureau.freemove.co.uk www.citizensadvice.org.uk
36 Forge Road, Port Talbot SA13 1NU.	

Community Legal Services
Free, confidential and independent legal advice. The CLS website and helpline can give you advice and provide leaflets, explain your legal rights and help people who are struggling with debt problems.
Advice is available 9:00am - 6.30pm, Monday to Friday. If you are worried about the cost of the call you can ask an advisor to call you back. The helpline also has a translation service.
Helpline: 0845 345 4345 Website: www.clsdirect.org.uk

Consumer Direct Wales

Consumer Direct advisors are specially trained to give practical advice on all kinds of consumer issues - from problems with cars to faulty household appliances.

Telephone: 08454 04 05 06 Minicom: 08451 28 13 84 Website: www.consumerdirect.gov.uk

Disability Law Service

The Disability Law Service (DLS) provides free, confidential legal service to disabled and deaf people, their families, carers and enablers. The service involves solicitors, advisors and trained volunteers who provide informed legal advice and information. DLS is independent, run by and for disabled people. They give advice, in six areas of law; Disability Discrimination, Consumer, Community Care, Further and Higher Education, Employment and Welfare Benefits If you have a legal problem in one of these areas they advise you to research your problem on their online site before speaking to legal adviser.

The advice line is open Monday –Friday 10.00am -1:00pm 2:00pm - 5:00pm

Telephone: 02077 919 800 Email: advice@dls.org.uk Website: www.dls.org.uk
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Disability Wales
A membership association of disability groups and allies working to promote the rights, inclusion, equality and support of all disabled people across Wales. They champion the rights and equality of all disabled people regardless of physical or sensory impairment, learning difficulty or mental health condition.
Telephone: 02920 88 7325 (Mon-Fri 9am-1pm and 2pm-5pm) Email: info@disabilitywales.org Website: www.disabilitywales.org
Disability Wales Free Helpline will put you in touch with a suitable support group: 0800 731 6282

Equality and Human Rights Commission	
The Equality and Human Rights Commission champions' equality and human rights for all, working to eliminate discrimination, reduce inequality, protect human rights and to build good relations, ensuring that everyone has a fair chance to participate in society.	
Equality and Human Rights Commission Helpline Wales Freepost RRLR-UEYB-UYZL 1st Floor 3 Callaghan Square Cardiff CF10 5BT	0845 604 8810 - Main number 0845 604 8820 - Textphone 0845 604 8830 - Fax 9:00am-5:00pm, Monday to Friday (an out-of-hours service will start running soon) Website: www.equalityhumanrights.com

Local Health Board - Complaints	
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<p>The Patient's Charter gives you the right to have any complaints about NHS services investigated and to be provided with a full and prompt written reply. The NHS tries to do this within four weeks of receiving any complaint. Where there are good reasons why this cannot be achieved, you will be kept informed of progress. Your local doctor (GP), dentist, pharmacist and optician have their own complaints procedures. Staff in these practices will be able to give you details of how to complain and they will aim to respond to your complaint within 10 working days. 'Making a Complaint' leaflet available to download on website.</p>	
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<p>Community Health Council Neath Port Talbot LHB Suite B, Britannic House Llandarcy SA10 6JQ</p>	<p>Telephone: 01792 324201 Website: www.wales.nhs.uk</p>
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Neath Port Talbot County Borough Council -Complaints	
If you have concerns or complaints about services and facilities provided by Neath Port Talbot County Borough Council you can contact one of their complaint officers.	
Neath Port Talbot CBC Civic Centre Port Talbot SA13 1PJ	<p>Telephone: 01639 763445 Email: complaints@npt.gov.uk Website: www.npt.gov.uk</p> <p>Social Services Health & Housing Telephone: 01639 763445 Email: r.cleland@npt.gov.uk</p> <p>Council Housing Repairs Telephone: 01639 765079 Email: c.wearing@npt.gov.uk</p> <p>Education & Lifelong Learning Telephone: 01639 763139 Email: c.glover@npt.gov.uk</p> <p>Environment Telephone: 01792 512587 Email: r.walters@npt.gov.uk</p>
You can also take complaints further if you feel it is necessary by contacting :	
1 Ffordd yr Hen Gae Pencoed CF35 5LJ	The Public Ombudsman for Wales Telephone: 01656 641150
South West Wales Regional Office Unit Phase 3 Tawe Business Parc, Swansea SA7 9LA	Care Standards Inspectorate for Wales Telephone: 01792 310420 Email: csiw.sw@wales.gsi.gov.uk

Neath Port Talbot Council for Voluntary Service - Disability Forum	
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The Disability Forum aims to establish a dialogue between voluntary organisations with an interest in disability issues so that their needs can be reflected within the planning process. Membership is open to representatives of voluntary organisations concerned with disability issues in the Neath Port Talbot County Borough Council area.	
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Tŷ Margaret Thorne, NPTCVS 17-19 Alfred Street, Neath SA11 1EF	Telephone: 01639 631246 Fax: 01639 643368
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Shelter Cymru	
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Shelter Cymru is the leading housing and homelessness charity in Wales and works for the prevention of homelessness, the improvement of housing conditions, and the right of everyone to a safe, suitable and affordable home.	
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Shelter Cymru offers assistance to housing related problems such as debt issues, insecure or unsuitable housing, or struggles with essential repairs or alterations to individual homes. They also offer support and advice on housing advice through community housing advice services, regional housing advice and legal centres and a free housing advice helpline: 8:00am-12:00am - 7 days a week	
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25 Walter Road Swansea SA1 5NN	Free housing advice helpline: 0808 800 444 Website: www.sheltercymru.org.uk
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Index 6 – Housing and Social Services

SS for People who are Older or Disabled	75-76
SS for People with Mental Health Needs	77
SS for Children and Families	78-79
Care and Repair	80
Disablement Assessment Officer Service (D.A.O.S)	81
Dulais Valley Partnership-Gardening Service	81
Cymdeithas Tai Dewi Sant	82
Tai Cymdogaeth Cyf	82
Home Energy Efficiency Scheme	83
Local Authority Housing	83
Neath Port Talbot CBC Switchboard	84
Emergency Repairs to Council Houses	84
Neath Port Talbot CBC Tenant Support Scheme	84
Protection of Vulnerable Adults (PAVO)	85
Rated Tradesmen	85
Swansea Housing Association	86
Shaw Trust Disabled Living Centre	86
Warm Wales	87

6. Housing and Social Services

Social Services for People who are Older or Disabled
Adult Physical Disability - county wide service New Neath Civic Centre, Neath, SA11 3QZ Telephone: 01639 764 240
Contact Details for Hospital Social Workers Neath Port Talbot Hospital Telephone: 01639 862 135 Morrison Hospital Telephone: 01792 704 070 (ask for the Neath Port Talbot Social Work Team)
Contact and Access Team If you are or know of an older or disabled person in Neath Port Talbot who needs help from Social Services for the first time or is already receiving services but needs to access a new service because their needs have changed. Telephone: 01639 686 802
Older People – County wide service If you are already receiving support from Social Services and you do not need to access new services, you can continue to contact the relevant Team directly, as follows: 12 Talbot Road, Port Talbot, SA13 1HN. Telephone: 01639 765 500
Reablement Service Provide short term intensive therapy to enable people to regain skills and independence (e.g. after a stay in hospital). Contact and Access Team for Older and Disabled People Telephone: 01639 686 802 Hospital Social Worker or The Reablement Service Telephone: 01639 862 767

Sensory Support Team

8-10 The Courtyard, D'Arcy Business Park, Llandarcy, Neath
Text/Tel: 01792 325 430
Email: [sst@npt.gov.uk](mailto:ssst@npt.gov.uk)

Social Services for Adults with Learning Disabilities

Community Support Team,
Social Services, Health & Housing,
Neath Civic Centre, Neath, SA11 3QZ
Telephone: 01639 764 612

Welfare Rights

Neath Port Talbot Welfare Rights Unit
Telephone: 01792 510 712

Social Services for People with Mental Health Needs	
Area 1 Community Mental Health Team: Covers Port Talbot and the Afan Valley Forge Centre, Forge Road, Port Talbot SA13 1PA	Telephone: 01639 888 000
Area 2 Community Mental Health Team: Covers Neath, the Neath Valley, the Dulais Valley and Skewen Tonna Hospital, Tonna, Neath SA11 3LX	Telephone: 01639 862 862
Area 3 Community Mental Health Team: Covers Pontardawe, Upper Swansea Valley and Amman Valley Gelligron House, Gelligron Rd, Pontardawe, Swansea SA8 4LU	Telephone: 01792 865 696
Older People with Mental Health Needs Older Persons Mental Health Team (county wide service) Tonna Hospital, Tonna, Neath SA11 3LX	Telephone: 01639 862 955

Social Services for Children and Families	
Social Services for children and Families open 8.30am - 5:00pm Mondays to Thursdays 8.30am -4.30pm on Fridays Referral and Assessment Team Neath Civic Centre	Telephone: 01639 763 333
Disabled Children The Laurels, 87 Lewis Rd, Neath SA11 1DJ	Telephone: 01639 765 400
Fostering & Adoption Teams The Laurels, 87 Lewis Rd, Neath SA11 1DJ Website: www.npt.gov.uk/fostering www.npt.gov.uk/adoption	Telephone: 01639 765 400
Childminders, Playgroups and Nurseries Early Years Development and Child Care Partnership, 9 High Street, Pontardawe SA8 4HU	Telephone: 01792 865 914

<p>Rapid Response Team The Rapid Response Team provides targeted, timely and intensive support to children in need from the age of 8 to 17 years and their families with a view to diverting from or shortening the time spent in accommodation. Fairway, Sandfields, Port Talbot</p>	<p>Telephone: 01639 896 525</p>
<p>Other Enquiries (children and families) Referral and Assessment team</p>	<p>Telephone: 01639 763 333</p>
<p>Child Protection Contact if you are concerned that a child is being harmed, or is at risk of harm. 5.30pm to 1.30am (Weekdays) 9:00am to 1.30am (Sat, Sun and Bank Holidays)</p>	<p>Social Services 01639 763 333 Out-of-hours Emergency Tel: 01639 895 455</p>
<p>Emergency Duty Team 5.30pm to 1.30am (Weekdays) 9:00am to 1.30am (Saturday/Sunday/Bank Holidays)</p>	<p>Telephone: 01639 895 455</p>

Care and Repair	
<p>Care and Repair Neath Port Talbot supports older and disabled owner-occupiers to remain in their own homes, in their own communities, living as independently as possible, through providing information about choices that can improve safety, security, comfort and convenience and helping them to repair and improve their homes. They do this by listening to what the person wants and needs and they put together a package of information and support to make it happen. This includes:</p>	
<ul style="list-style-type: none"> • A Healthy Homes Check – identifying the need for repairs, maintenance or adaptations to prevent accidents or worsening existing health conditions. • Financial Information – welfare benefit check and giving information, help with applying for grants for identified works to be carried out. • Administration – practical help with form filling or obtaining builders' estimates and co-ordination of work. • Technical assistance – Information about approved contractors, technical surveys, plans and specifications. • Monitoring – monitoring the quality of repairs and any building work. • Gardening Scheme • Helping Hands Scheme – provides a minor maintenance service. To qualify for the help, residents have to be over 60years or disabled and are owner, occupiers or private tenants. Jobs include: carpentry, plumbing, clearance work, gardening, painting and minor repair work. 	
<p>Contact Neath Port Talbot Care & Repair, Unit 11b, Llandarcy House, The Courtyard, D'Arcy Business Park, Llandarcy, Neath SA10 6EJ</p>	<p>Telephone: 01792 321 122 Email: enquiries@nptcarerepair.co.uk</p>

<p>Disablement Assessment Officer Service (D.A.O.S)</p> <p>The D.A.O service aims to maintain, promote and restore independence, in people of all ages, so that they may live more productive and enjoyable lives. The service is available to adults and children who live in Neath Port Talbot County Borough and have permanent and substantial disabilities. The D.A.O visit individuals to carry out an assessment of need, to identify what difficulties you have and work out with you and your carer what is going to help you best. There is no charge for the Assessment, training and advice from the D.A.O service. All equipment we provide is free on a loan basis.</p>
<p>Telephone and Minicom: 01792 325400 Fax: 01792 325423 Website: www.npt.gov.uk/disabledpeople</p>

<p>Dulais Valley Partnership / Gardening Service (DVGS),</p> <p>Offers an affordable basic garden maintenance service for the elderly and disabled, supporting independent living. All prices are individually based and a 'Free, no obligation' quote is provided. This service is available to residents living in the Dulais Valley and the Upper Neath and Upper Swansea Valley's.</p>	
<p>Dulais Valley Partnership Old Telephone Exchange Bryhyfryd Terrace Seven Sisters Neath SA10 9BA</p>	<p>Telephone: Andrew Jones DVGS – 01639 701 880 Email: dvgs@dulaisvalley.org.uk Website: www.dulaisvalley.org.uk</p>

Cymdeithas Tai Dewi Sant/ Dewi Sant Housing Association	
Dewi Sant is the only Housing Association to have its headquarters in the County of Neath Port Talbot and has a close working relationship with a range of related agencies.	
The main area for providing new homes has been in Neath Port Talbot, where the focus has been on family accommodation.	
Ty Dewi Sant Harvey Crescent Aberavon Port Talbot SA12 6DE	Telephone: 01639 887417 Fax: 01639 890864 EMail:enquiries@ctdewisant.org.uk

Tai Cymdogaeth Cyf	
Tai Cymdogaeth Cyf is part of Grŵp Gwalia Cyf, and provides a letting and housing management service for all the group's accommodation. Tai Cymdogaeth, also provides housing management services to other associations.	
21 Alfred Street, Neath SA11 1EF	Telephone: 01639 641 515 Fax: 01639 633 907

Home Energy Efficiency Scheme (HEES)	
The Home Energy Efficiency Scheme grants, funded by the Welsh Assembly Government to provide you with central heating, cavity wall insulation, loft insulation, draught proofing, repairs to existing heating, low energy light bulbs, smoke alarms, security measures, energy advice and hot water tank insulation.	
Write to: Eaga Partnership, Freepost NEA11457, Cardiff CF15 8LW.	Free phone on 0800 316 2815

Local Authority Housing
<p>The Housing Service are involved in sustaining communities and revitalising them and also getting those communities to have a greater say in running their own affairs.</p> <p>The Housing Service is divided into four different areas.</p> <ul style="list-style-type: none"> - House Management - Homelessness and Grants - Housing Strategy Section - Housing Repairs <p>Repairs – If your home is in need of any repairs, then all repairs should be reported through our Repairs Helpline. The Repairs Call Centre is available 24 hours a day, 7 days a week. Repair requests from midnight to 8:00am must only be made in an emergency.</p>
<p>Telephone: 01639 763 333 Repairs: 01639 764 777. Email: housing.services@npt.gov.uk Website: www.npt.gov.uk/housing</p>

Neath Port Talbot County Borough Council Switchboard	
Neath Port Talbot CBC Grants help with:	
<ul style="list-style-type: none"> • Repair assistance • Relocation assistance • Homecare • Transport • Community alarms • Disabled parking badges – blue badges • Financial support/ welfare rights • Community Reablement scheme • Extra Care accommodation • Day Care Centres • Housing • Services for Carers • Social Centres • Services for Children 	
Telephone: 01639 763 333	
Website: www.npt.gov.uk/disabledpeople/index.cfm	
Emergency Repairs to Council Houses	Telephone: 01639 764 777
Website: www.neath-porttalbot.gov.uk	
NPT County Borough Council -Tenant Support Scheme	
The Tenant Support Scheme provides a housing related support service which is free of charge to all local authority tenants who have an identified support need. Tenants Handbook can be downloaded from the website.	
Civic Centre Neath SA11 3QZ	Telephone: 01639 764 373 Email: e.obrian@npt.gov.uk Website: www.npt.gov.uk/housing

Protection of Vulnerable Adults (POVA)

A vulnerable adult is a person aged 18 or over, who is or may be in need of community care services for reasons of mental or other disability, age or illness and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation. Abuse may be a single act or repeated acts. It may be physical, verbal, psychological, financial or sexual. Abuse can be an act of neglect or omission to act, or be the unintended result of a person's actions.

POVA Coordinator Telephone: 01639 763 009
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Rated Tradesmen

Rated Tradesmen has a massive network of carefully selected tradesmen who get 'rated' by their customers on every single job that they complete: our customers can choose from the best in their area – and the best tradesmen grow stronger, more successful businesses. They believe that: Finding a good tradesman shouldn't be a lottery; Feedback from past customers is what counts the most; being open and honest can bring out the best in people; everyone benefits from a shared commitment to make things better.

Telephone 0870 220 8810 between 9:00am and 6:00pm Monday to Friday or to find a rated tradesman visit the website www.ratedtradesmen.com

Swansea Housing Association	
Swansea Housing Association are a non-profit making organisation registered with the national assembly for Wales. They provide homes in the Swansea and Neath Port Talbot areas for a wide variety of people of different age groups, many with different needs and accommodation preferences.	
The Old Post Office 11 Wind Street, Swansea SA1 1DP	Telephone: 01792 479 200 Fax: 0870 622 1152 Website: www.swanseaha.org.uk
Shaw Trust Disabled Living Centre	
At the centre Shaw Trust staff, supported by the Neath Port Talbot Disability Assessment Team, can provide practical solutions to difficulties experienced in daily living:	
<ul style="list-style-type: none"> • Opportunities to try out a wide range of products • Unbiased, expert advice and information about what is available and the costs • Residents of Neath Port Talbot are entitled to professional assessments by occupational therapists • Access to advice about Shaw Trust services (including employment support and training). 	
The Disabled Living Centre is open Monday to Thursday, 9.00 am to 5.00 pm	
Disability Acton Centre, The Courtyard, D'Arcy Business Park, Llandarcy, Neath SA10 6EJ	Telephone: 01792 325 307

Warm Wales	
<p>Neath Port Talbot led the way in Wales by launching the most comprehensive fuel poverty and energy efficiency project in the country. The Local Authority teamed up with Warm Wales to offer everyone in the borough the opportunity to become more energy efficient. The primary aim of 'Bringing warm homes to Neath Port Talbot' is to reduce the number of people in fuel poverty in the area by applying energy efficiency measures to 80% of the fuel poor homes .They will match available sources of funding and help with the needs of eligible households.</p>	
<p>Warm Wales B.E.P. Headquarters Baglan Energy Park Seaway Parads Port Talbot SA12 7AZ</p>	<p>Telephone: 01639 825 960 Website:www.warmwales.org.uk</p>

Index 7 – Personal Safety

Emergency Contacts	89
Police, Fire, Ambulance	89
Police in Neath Port Talbot	89
Police Hate Crime, True Vision	89
Emergency Gas	90
Emergency Electric	90
Community Safety	90
Domestic Violence Unit	91
Fire Safety	91
Victim Support	92
Womens Aid	92

7. Personal Safety

Emergency Contacts

Police/ Fire/ Ambulance In the case of an emergency use the emergency service.	Telephone: 999
Police in Neath Port Talbot The police in this area can be contacted by a 24 hour staffed switchboard	Telephone: 01639 635 321.
To find out about your local neighbourhood Police Officers please phone:	Telephone: 01792 456 999
Police Hate Crime – True Vision True Vision, the self reporting scheme enables anyone to report to the police incidents of Racist, Homophobic and Disability Hate Crime, without having to physically make contact with the police. Instead, victims of such crimes will be able to pass the information to the police via a large number of premises and localities, such as libraries and places of worship.	Telephone: Colin Jones Neath Port Talbot Police: 01639 889185 or 01792 456999 www.report-it.org.uk

<p>Emergency Gas If you can smell gas, or need to report a gas explosion/fire, call the National Gas Emergency Helpline immediately.</p>	<p>Telephone: 0800 111 999</p>
<p>Emergency Electric 1. You and your neighbours have no electricity supply 2. You want to report fallen electricity power lines 3. You need to report damage to underground electricity cables</p>	<p>Telephone: 0800 052 0400</p>

<p>Community Safety</p>
<p>The Community Safety Team work in partnership with the police, statutory and voluntary agencies, the business community and local community groups to co-ordinate and implement a range of crime prevention initiatives based on crime and disorder issues in the area. They also run a Feel Safe scheme which seeks to support those who may be more vulnerable to crime by providing measures increase safety and security for residents. Please contact them for help with any issue of community safety, such as domestic violence, anti-social behaviour, and youth issues.</p>
<p>Community Safety Team: Telephone: 01639 889 161</p>

Domestic Violence Unit (South Wales Police)

People suffer from domestic abuse regardless of their age, social class, religion, culture, ability, sexuality or lifestyle. Domestic abuse is any violent or abusive behaviour by an intimate partner or ex-partner or family member. Also provides a confidential support and information line for men, women and children.

Mark Lewis (Detective Inspector)

Telephone: 01639 640 248.

Domestic Abuse Helpline-- 0808 801 0800 (also in Welsh).

In an emergency always dial 999.

Fire Safety

Home Fire Safety Checks are a way for the community to have fire safety advice given to them by fire service personnel in the privacy of their own home, whilst at the same time ensuring that their home is safe from fire.

If you require any fire safety advice or know of anyone who would benefit from a 'Home Fire Safety Check' please contact the Community Fire Safety Team on 05511 443 160 (based in the Cimla). For practical advice and guidance on issues like smoke alarms telephone – 01267 238 643

For all other enquiries call 0870 6060699.

Victim Support

Free and confidential support for people affected by crime whether or not you report it to the police. Victim support offers someone to talk to in confidence, information on police and court procedures, and liaison with other organisations on behalf of victims, information on compensation and insurance matters and contact with other sources of help. They can also arrange for volunteers to accompany people to the police station and to court.

Contact the Victim Support Line – 0845 3030 900,
9:00am-9:00pm Monday -Friday, 9:00am-7:00pm Saturday

Neath and Port Talbot Victim Support
01639 639 179 Hours: Monday -Friday 09.00-5:00pm
17 Gnoll Park Road, Neath SA11 3BT.

Email: neath.vs@victimsupportsouthwales.org.uk

Website: www.victimsupport.org

Women's Aid

Women's Aid works to end domestic violence against women and children. They provide a Support and Information Service for Women, children and men who have or are experiencing abuse at the hands of someone close to them.

Domestic Abuse is the actual or threatened physical, emotional, psychological, sexual or financial abuse of a person by their partner, family member or someone with whom there is, or has been, a close relationship. Domestic Abuse also relates to allowing or causing a child to witness domestic abuse.

Neath: 01639 633580

Port Talbot: 01639 898881

Email: helpline@womensaid.org.uk

Website: www.womensaid.org.uk

Index 8 – Transport and Mobility

Arriva Trains West	94
Blue Badge Scheme	94
Bus Passes – Free	95
Car Tax, Road Tax	95
Community Car Scheme	96
Department of Transport	96
Driving Assessment Centre South Wales	96
Dulais Valley Community Transport	97
Disabled Persons Railcard	97
Disabled Drivers Association	98
First	98
Mobility Centres	99
Motability Scheme	100
Neath Port Talbot County Borough Council	100
Neath Port Talbot Community Transport	101
Neath Port Talbot Shopmobility	101
Residents Parking	102
St John Wales Transport Services	102
Transport to Hospital – Ysbyty Hospital	103
Traveline Cymru	103
Upper Afan Community Transport	103

8. Transport and Mobility

Arriva Trains Wales

Arriva Trains Wales works to reduce social exclusion through improved access to our services for customers with disabilities.

For train times and fares telephone: 08457 48 49 50 (24 hour National Rail Enquiries line) or 0845 60 40 500 (National Rail Enquiries Welsh Language Service)

For a timetable or leaflet distribution telephone:
0870 9000 772

General enquiries: 0845 6061 660
(Also has Welsh)

For assistance for customers with disabilities telephone: 0845 300 3005 or Textphone 0845 60 50 600

Email: customer.services@arrivatrainswales.co.uk

Website: www.arrivatrainswales.co.uk/customers_with_disabilities2.aspx

Blue Badge Scheme

The Blue Badge Scheme provides parking concessions for people with severe walking difficulties who travel either as drivers or passengers. The scheme allows parking in designated disabled parking spaces and unlimited time in most car parks without payment where a charge would otherwise apply. Toll charges of bridges may be waived or reduced. The Scheme also applies to registered blind people and people with severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand. If you feel you may be eligible for this benefit, contact your local authority for an application form.

Neath Port Talbot County Borough Council: 01639 763 333

Website: www.npt.gov.uk/disabledpeople/bluebadges.cfm

Bus Passes - Free

Concessionary Bus Passes give elderly and disabled residents of the County Borough the opportunity for free bus travel on local services across the whole of Wales.

Applicants must complete an application form, available from Post Offices. Take the completed form along to the Post Office counter together with proof of eligibility, proof of address and one current passport-sized photograph (i.e. head & shoulders only).

Telephone: Smartcard Helpline: 0845 602 1852

Car Tax, Road Tax (Vehicle excise duty) Exemptions for the Disabled.

If you're a disabled person you may not have to pay vehicle excise duty (car tax) for a tax disc. You may claim exemption from vehicle excise duty (road tax) if you're getting one of the following:

- The higher rate mobility component of the Disability Living Allowance
- The War Pensioner's Mobility Supplement. If you're not the driver, you can nominate someone else (a nominee) to drive the car for you. But the car must:
 - Be registered either to you, or your nominee.
 - Only be used for your benefit
 - Be insured for the nominee to drive

If you don't own a car, you can nominate someone else's vehicle but it must be used only for your purposes, for example shopping or getting prescriptions.

Website: www.disabledinfo.co.uk – disabled information from the disabled. Information on leisure services, health, travel and encouragement.

Community Car Schemes

For further information on the schemes below please contact the service directly.

Port Talbot Community Cars: 01639 871 790

Neath & District Voluntary Transport :01639 646 656

Ystalyfera Community Cars: 01639 845 471

Upper Amman Valley Community Car Scheme:
01639 646 656

Department of Transport

The Government aims to improve transport provision for disabled people - whether as pedestrians, public and special transport users, or motorists - while also improving accessibility in public places.

For info on: General Enquiries, Disability policy, Social Exclusion and Crime, Social Inclusion and Diversity, Engineering and Technical Queries

Website: www.dft.gov.uk/transportforyou

Driving Assessment Centre South Wales (Cardiff)

South Wales Disabled Drivers Assessment Centre:

Telephone/Fax:02920 555 130

Email - helen@wddac.co.uk

Website: www.ricability.org.uk

Dulais Valley Community Transport	
A non-profit making organisation, providing low cost accessible transport for individuals with transport problems living within the Dulais Valley and surrounding area. Using a variety of suitably adapted vehicles.	
Dulais Valley Partnership Old Telephone Exchange Bryhyfryd Terrace Seven Sisters Neath SA10 9BA	Telephone: DVCT – 01639 751 067 Email: mail@dvpcct.fsnet.co.uk Website: www.dulaisvalley.org.uk

Disabled Persons Railcard
The Government is committed to providing an accessible public transport system in which disabled people have the same opportunities to travel as other members of society. The Railways for All Strategy explains what Great Britain's railway industry is doing to improve access for disabled people. It describes what is being done to improve information, stations and trains and explains how the Access for All funding will be used to improve access at stations.
Please contact your local railway station. Telephone: 0845 606 1660

Disabled Drivers Association

Mobilise is a self help organisation run for disabled people by disabled people, and concerns itself with the needs of disabled people primarily by encouraging greater independence through enhanced mobility.

Mobility touches every aspect of disabled people's lives, whether they are drivers or passengers, using cars, wheelchairs, public transport or simply walking!
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Mobilise gives a clear lead in the fight to improve mobility and access and to put an end to discrimination and segregation.
--

Telephone: National - 0870 770 333

Email: enquiries@mobilise.info

Website: www.dda.org.uk

First

First operate a number of vehicles with improved accessibility for disabled people.

Customers who require further information on services, routes and assistance can contact First in advance to discuss their requirements and find out what help is available.
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Telephone: 01792 572255

E-mail : info@firstgroup.com

Website: www.firstgroup.com

Mobility Centres

Mobility Centres give practical and independent information, advice and assessment to individuals who have a medical condition, drivers or passengers with a disability, carers of individuals with restricted mobility in a motor vehicle or those recovering from an accident or injury which may have affected their ability to drive, access or egress a motor vehicle. They will assess your ability to drive, advise you about vehicles that might suit you and about any adaptations you may need. They are well informed on motoring and disability issues generally. Talk to them about any mobility problems you have. Staff are non-commercial and impartial.

These Mobility Centres offer assessment and advice on; choosing a vehicle, driving it, driving controls and learning to drive; car adaptations for drivers and passengers to overcome physical problems with vehicle control regarding your ability to drive safely; Wheelchair and scooter selection, loading and transportation; Advice on car adaptations for drivers or passengers.

Telephone: 01344 661000

Website: or www.mobility-centres.org.uk

Motability Scheme – providing freedom to enjoy life

Motability is a national charity and the leading car scheme for disabled people. The scheme provides affordable, convenient, trouble-free motoring by enabling customers to obtain a new car through contract hire or hire purchase schemes. Powered wheelchairs and scooters can also be financed through the scheme.

Motability directs and oversees the Scheme; raises funds to provide financial help to Scheme customers who would otherwise be unable to afford the type of car and any adaptations that they need; administers the government's Specialised Vehicles Fund which provides financial assistance for customers who need to travel in their wheelchairs; and carries out technical evaluations of products and suppliers.

Motability Car Scheme: 0845 456 4566

8.30am-5.30pm Monday -Friday

Motability Wheelchair and Scooter Scheme:

0845 60 762 60 8:00am-6:00pm Monday-Friday.

Website: www.motability.co.uk

Neath Port Talbot County Borough Council

The Social Services, Health & Housing Transport Unit has a fleet of specialist accessible vehicles.

The vehicles are available for hire to relevant non profit organisations, and private individuals.

Vehicles can be hired with a driver and escort or on a self drive basis. Self-drive hire is restricted to satisfactory driving assessment by the units training section.

Telephone: 01639 763 333

Neath Port Talbot Community Transport (NPTCT)
<p>NPTCT is a non profit making organisation which provides affordable, accessible transport to voluntary and community groups in Neath Port Talbot. Neath port Talbot Community Transport has 8 wheelchair accessible minibuses that carry between 12-16 passengers.</p> <p>The organisation also runs the Sand Hopper scheme in partnership with Sandfields First. The scheme provides free door to door mini bus service for older and disabled residents of Sandfields and Aberavon.</p>
Telephone: 01639 646969

Neath Port Talbot Shopmobility	
<p>Shopmobility is a scheme which hires out wheelchairs and electric scooters to help people who have limited mobility shop and enjoy all the facilities of the town centre. Shopmobility is available to people with permanent or temporary disability, elderly infirm, or those with difficulty walking. Facility is available from: Portacabin, High Street Car Park (Neath), Aberavon Shopping Centre (Port Talbot),</p> <p>Tramperscooters: the Gnoll, Afan and Margam Park. Scooters: Ysbryd y Mor care home, Aberavon Beach Front.</p>	
C/O NPT CBC Civic Centre Neath & Port Talbot CVS SA11 3QZ	Telephone: 01639 637372 (Port Talbot) 01639 894 949 Email: npt.shopmobility@tiscali.co.uk

Residents Parking

Residents can now download from the Internet an application form for a Resident Parking Permit together with the guidance notes that accompany the form. This will hopefully reduce the time taken for the permits to be issued.

Telephone: 01639 763333

Website: www.npt.gov.uk/travel

St John Wales Patient Transport Services

St John Wales Patient Transport Service provides non-emergency transport for patients to any destination across Wales and the UK. The state-of-the-art ambulances and professional car service ensure the highest safety and comfort to all who travel with us.

Priory House
Beignon Close
Ocean Way
Cardiff CF24 5PB

Telephone: 0845 644 2546
E-mail: pts@stjohnwales.co.uk
Website: www.stjohnwales.co.uk

Transport to Hospital – Ysbyty Hospital
Hospital Transport services are provided to help patients to get to their hospital or clinic appointment. You will need your address, telephone number, NHS/hospital number, name of hospital/clinic/treatment centre, the department you will be visiting, and the date and time of your appointment. The booking centre is open from 8.30am-5:00pm Monday-Thursday, and 8.30am-4:00pm Friday but not on public holidays. Please contact the service for further information.
Telephone: 0844 8700 888 – you must ring up and book at least one week before you are due to attend.
Traveline Cymru
This is a service which promotes impartial timetable and journey planning information about all public transport services – buses, coaches, trains, ferries and planes in Wales. It also provides National Rail and coach timetables for the whole of the UK. They can even tell you how to get to the stop from which you need to travel.
Please visit the website for information on disabled public toilets or disabled peoples railcards as well.
Telephone: 0870 608 2608 Website: www.traveline-cymru.org.uk
Upper Afan Community Transport
A non-profit making organisation, providing low cost accessible transport for individuals with transport problems living within the Afan Valley and surrounding areas. They use a variety of suitably adapted vehicles.
Telephone: 01639 751 067

Index 9 – Useful Information

Radar Keys	105
Cinema Card	105
Pelican Crossings	105
Free Annual Flu Injection	105
Free Directory Enquiries	106
Disabled Persons Railcard	106
Hotels with Wheelchair Friendly Facilities	106
Digital Switchover	106
Passport to Leisure	106
Free Postage	107
Publications and Reports Regarding Disabled People	107
Social Care Green Paper	107
The National Service Framework for Long-Term Conditions	107
The Disability Discrimination Act	108

9. Useful Information

Radar Keys

The National Key Scheme offers independent access by disabled people to around 7,000 locked public toilets around the country.

You can purchase a RADAR key from Neath Civic Centre, Port Talbot Civic Centre and Pontardawe First Stop Shop at a cost of £4.

For further information telephone 01639 763 333

Cinema Card

Free cinema admission for the accompanying carer of a disabled person. Applications can either be downloaded on the above website or collected from local cinemas.

For further information visit:

Website: www.ceacard.co.uk Telephone: 0845 123 1292

Pelican Crossings

Underneath the push button box of a pelican crossing there is an inverted cone with a ribbed surface. The cone rotates during the green man period, you can hold the cone and, when it starts to turn, know that the green man is showing and it is safe to cross.

Free Annual Flu Injection

If you are a carer, aged 65 years and over or have a chronic medical condition or a disability then you are entitled to a free annual flu injection.

Contact your local GP for more information.

Free Direct Enquiries

If you are blind or disabled you may qualify for free direct enquires.

Telephone: 0800 800 195

Disabled Persons Railcard

Application forms are available at rail stations.

For further information visit:

www.disabledpersons-railcard.co.uk

Hotels with wheelchair friendly facilities

Information for people with disabilities and older people in relation to accessible accommodation and other tourism services.

Email: info@tourismforall.org.uk

Website: www.tourismforall.org.uk

Telephone: 0845 1249 973

Digital Switchover

In 2009, Wales will begin the switchover to digital TV – becoming one of the first parts of the country to do so.

This process is called switchover. The UK's old television broadcast signal (known as "analogue") is being switched off and replaced with a "digital" signal. Any TV set that's not converted to digital when the switchover takes place will no longer receive TV programmes.

For further information visit:- www.digitaluk.co.uk

Passport to Leisure

If you are on disability benefits you can apply for a passport to leisure card, the card admits disabled people and their carers at a reduced rate or free to leisure centres and facilities.

For further information:-

Telephone 01639 871444

Website: www.celticleisure.org

Free Postage

Royal Mail has, for a number of years, operated a scheme, Articles for the Blind. The scheme allows blind and partially sighted people to send certain items of post free of charge. Website: www.royalmail.com

Publications and Reports Regarding Disabled People Improving the Life Chances of Disabled People (English paper only)

www.strategy.gov.uk/work_areas/disability

This is an important report written in January 2005 by the Prime Minister's Strategy Unit which highlights the Government's need to move towards enabling people with disabilities to participate fully in all aspects of society. To read how the Department of Health plans to take forward the implementations of the report, go to:

www.officefordisability.gov.uk/commitment

Social Care Green Paper (English paper only)

Independence, Wellbeing and Choice: Our Vision for the Future of Social Care for Adults in England.

This Green Paper written by the Department of Health in March 2005 sets out a vision for adult social care over the next 10 to 15 years and how this might be realised. This link allows you to download a copy of the report or order it in another format such as an audio tape or Braille summary.

www.dh.gov.uk/PublicationsAndStatistics/Publications

The National Service Framework for Long Term Conditions

This NSF sets 11 quality requirements to transform the way health and social care services support people with long-term neurological and other conditions to live as independently as possible. To download a copy of the report, visit: [Long-term Conditions NSF](#)

The Disability Discrimination Act

The Act protects disabled people from discrimination in employment, education, accessing of goods facilities, services and the buying, selling, renting and management of property or land.

To find out more or to download a copy, visit:

www.drc-gb.org/thelaw

Index 10 Work, Education & Training

Local Action Centres	110 -111
Amman Valley Enterprise	111
Basic Skills Agency	112
Business Connect	112
Careers Wales West	112
Community Plus – Shaw trust	113
Disability Wales – Enter Project	113
Dove Workshop	114
Education	114
Department of Education and Skill	114
Hot Courses	114
Learn Direct	115
UCAS	115
Genesis Project	115
Glynneath Training Centre	116
Leonard Cheshire – Ready to Start Project	116
Jigsaw Project – Shaw Trust	117
Shaw Trust	117
Jobcentre Plus	118
Lifelong Learning	119
Neath Port Talbot Adult Guidance Team	119
New Learning Network	120
Turning Point	120
Queen Street Centre	121
Retired Senior Volunteer Programme	121
Skill – National Bureau for Students with Disabilities	121
Want 2 Work	122
Workers Education Association	122
Neath Port Talbot CVS – Volunteer Centre	123
Workways	123

10. Work, Education and Training

Local Action Centres

The following is a list of community based Centres, with internet access, fully equipped IT suite, providing a range of courses, facilities and services plus guidance and advice on learning for work. More information on all the Local Action Centres can be found on:

www.learningpool.org/learning/centres.asp

Aberdulais	Telephone: 01639 898 581 Email: Via the website above.
Amman Valley Enterprise	Telephone: 01269 826 267 Website: www.ammanvalleyenterprise.co.uk
Baglan	Telephone: 01639 813 477
Cwmafon	Telephone: 01639 898 581
Neath (based at Neath YMCA)	Telephone: 01639 769 315
Neath, Queen Street	Telephone: 01639 648 110 Website: www.nptc.ac.uk
Pontardawe	Telephone: 01639 648 100 Website: www.nptc.ac.uk/community_education.asp

Sandfields	Telephone: 01639 888 586
Skewen	Telephone: 01792 816 295
Ystalyfera Development Trust	Telephone: 01639 843 965 Website: www.ystalyfera.org
Taibach Local Action Centre and Community Education Centre	Telephone: 01639 882 104
Cymer	Telephone: 01639 851 959

Amman Valley Enterprise (AVE)	
AVE is a non-profit, community-based organisation delivering services for the benefit of the community combining education and training, community development and social enterprise.	
Centre for Lifelong Learning and Childcare, Tairgwaith, Ammanford, SA18 1UD.	Telephone: 01269 826 267. Email: kdowley@ammanvalleyenterprise.co.uk Website: www.ammanvalleyenterprise.co.uk

Basic Skills Agency
Basic Skills Agency offer free courses to help improve English, Maths and Basic IT. Help is available for reading, spelling, filling in forms, numbers, using a calculator, writing letters and punctuation.
Telephone: 01639 648 051 Website: www.basic-skills.co.uk

Business Connect
Business start-up, training, financial advice and support.
Telephone: 01792 817 575 Website: www.bcnpt.co.uk

Careers Wales West	
Careers Wales West provides a free, all age, independent, impartial, career information, advice and guidance service. The organisation works with learning providers and employers to provide information, about work, education and training opportunities. Services also include redundancy counselling.	
7 Water Street Neath SA11 3EP 30 Forge Road Port Talbot SA13 1NU	Telephone: 01639 636391 – Neath 01639 871 933 – Port Talbot Email: mail@cwwest.co.uk Website: www.careerswales.com

Community Plus – Shaw Trust	
Community Plus is an alternative Day Centre that provides activities which aim to build confidence and increase motivation. Referral is via Social Services Adult Physical Disability Team for those between 18 and 64, who live in Neath Port Talbot and who have a physical/sensory support need.	
Community Plus Project 8-10 The Courtyard D'Arcy Business Park Llandarcy Neath SA10 6EJ	Shaw Trust: 01792 325 312 Email: jeffrey.thomas@shaw-trust.org.uk Website: www.shaw-trust.org.uk

Disability Wales – Enter Project	
The Project offers one-to-one business support and self employment to disabled people.	
Enter Disability Wales Bridge House Caerphilly Business Park Caerphilly CF83 3GW	Telephone: 0800 783 7315 Minicom: 02920 853175 E-mail: enter@disabilitywales.org Website: www.enterdisabilitywales.co.uk

DOVE Workshop	
<p>The aim of the organisation is the advancement of education, training or re-training, particularly among unemployed people. Also they provide financial assistance or business advice in order to produce training and employment opportunities.</p> <p>The Centre has open access and specifically adapted IT equipment and software.</p>	
<p>DOVE Workshop Roman Road Banwen Neath SA10 9LW</p>	<p>Telephone: 01639 700024 Email: doveworkshop@btconnect.com Website: www.doveworkshop.org</p>

Education

<p>Department of Education and Skills</p> <p>The official government department of education and skills provides information and advice on education and skills and on government strategies.</p> <p>Website: www.dfes.gov.uk</p>
<p>Hot Courses</p> <p>The UK's largest and most accurate database of educational opportunities including courses, schools, colleges and financial awards which searches for full-time and part-time courses at all levels.</p> <p>Website: www.hotcourses.com</p>

Learndirect

Provides post-16 learning, targeting those who have few or no qualifications and are aiming to equip people with the skills they need for employability. Most courses are available online as well as at a Learndirect centre.

Website: www.learndirect.co.uk

UCAS (Universities and Colleges Admissions Service)

This is the central organisation that processes applications to undergraduate higher education courses in the UK,. They also provide course searches and information on student finance.

Website: www.ucas.ac.uk

Genesis Project

Genesis is a project set up to help residents back into training which in turn will help them to find jobs. The team is able to provide extra support such as childcare, advice and guidance and can also help with financial assistance. The project is run in conjunction with the Neath Port Talbot Young People's Partnership and is funded by a European grant.

Telephone: 01639 873 023

Email: genesis@npt.gov.uk

Website: www.npt.gov.uk

Glynneath Training Centre	
The organisation provides training in various skills through, Adult Education, Basic Skills and Part Time Degree Courses. Facilities include:	
<ul style="list-style-type: none"> • Youth drop in facility • Cyber Café • Nursery • Allotment Project • Office Services • Art Gallery, Social Programme, Cinema Club. • Volunteering Opportunities. 	
Old Fellows Street Glynneath SA11 5DB	Telephone: 01639 721 772 Email: glynneathtc@supanet.com Website: www.glynneathtc.org.uk

Leonard Cheshire - Ready to Start Project
Leonard Cheshire is one of the UK's largest charities, with the aim of changing attitudes to disability and serving disabled people.
Ready to Start is an initiative aimed at encouraging and providing support for disabled people to start their own business.
Telephone: 08456 717 173 Email: info@readytostart.org.uk Website: www.readytostart.org.uk

Jigsaw Project – Shaw Trust	
The project offers advice; guidance and training that can help remove barriers to independence, communication, and social skills, money management, travel, training, advice about equipment and offers individual or group support. Jigsaw also provides basic IT training, adaptive IT training and confidence building.	
Disability Action Centre D’Arcy Business Park Llandarcy Neath SA10 6EJ	Telephone: 01792 325 306/312 Email: Anne.Thomas@shaw-trust.org.uk Website: www.shaw-trust.org.uk

Shaw Trust	
Shaw Trust is a national charity that provides training and work opportunities for people who are disadvantaged in the workplace due to disability, ill health or other social circumstances.	
Disability Action Centre D’Arcy Business Park Llandarcy Neath SA10 6EJ	Telephone: 0800 085 1001 Website: www.shaw-trust.org.uk

Jobcentre Plus

The Jobcentre Plus Disability Service Team (DST) provides information and advice to employers to support them in the employment, recruitment, retention and career development of disabled people.

Jobcentre Plus also runs the Access to Work programme which aims to remove practical barriers that disabled people face in work, allowing them to enjoy the same career opportunities as their colleagues.

The type of support includes:

- A support worker for those who need practical help.
- A communicator for people who are deaf or hearing impaired.
- A reader for people who are blind or visually impaired.
- Vehicle adaptations or help towards transport costs.
- Special equipment or alterations to existing equipment and premises.

Neath Jobcentre Plus,
1 Windsor Road, Neath
SA11 1LY

Port Talbot Jobcentre Plus,
64-66 Station Road,
Port Talbot SA13 1LX.

Telephone:
Neath: 01639 664 400.
Textphone: 01639 664 498

Port Talbot : 01639 664 500
Textphone: 01639 664 528

Website:
www.jobcentreplus.gov.uk

Lifelong Learning

Provides 700+ courses at 80 centres throughout the County Borough, from Aromatherapy to Word Processing, from British Sign Language to Wood Sculpture, from Chinese Cookery to Welsh for Adults, and everything in-between!

For further information contact the main telephone number: 01639 898 581 or any of the centres listed below or in the Community Centres Section

Neath College Campus

Dwr-y-Felin Road, Neath SA10 7RF.

Telephone: 01639 648 000

(including Llandarcy Campus, Queen Street Centre, Twyn yr Hydd, Margam Park Construction Training).

Afan Campus

Margam, Port Talbot SA13 2AL.

Telephone: 01639 648 200

Coleg Cwmtawe

Allt Y Cham Drive, Pontardawe, SA8 4JS.

Telephone: 01639 648 100.

Glynneath Training Centre

Oddfellows Street, Glynneath, Neath SA11 5DB.

Telephone: 01639 721 772.

Neath Port Talbot Adult Guidance Team

Offers one to one guidance support for adults to discuss career changes/ choices, training courses and qualifications.

Telephone: 01639 898 581

Website: www.nptc.ac.uk

New Learning Network

The New Learning Network is a three year European Social Fund (ESF) project that provides access to learning and training to communities within Neath Port Talbot, through the provision of a County Borough wide network of Local Action Centres. These Local Action Centres will provide 6,000 people with local access to information, advice and learning networks which will provide support for the development of a culture of life-long learning.

Telephone: 01639 898 581 Email: nln@npt.gov.uk

Turning Point - Progress2Work

Support and advice for anyone who may have had problems with drugs misuse, including housing and benefit issues, training and work, money management and confidence building.

228a High Street Swansea SA1 1NY
--

Telephone: 01792 472 184 01792 472132 Website: www.turning-point.co.uk

Queen Street Centre	
An adult learning centre offering a range of courses including basic skills, computing, languages, counselling, degree modules, adult guidance, learndirect online learning. The Centre provides disabled access and specialist equipment when required.	
28 Queen Street Neath SA11 1DL	Telephone: 01639 648 110 Email: qsc@nptc.ac.uk Website: www.nptc.ac.uk

RSVP (Retired Senior Volunteer Programme)	
RSVP recruits volunteers aged 50+ for a range of interesting activities in their local community: listening to children read in schools, oral history and reminiscence, and WW2 etc. For further information please contact the service direct.	
RSVP office Aberkenfig Memorial Welfare hall Hope Avenue Aberkenfig, Bridgend CF32 9PR	Telephone: 01656 729 299 (24hr answer phone) Email: pambush@rsvpwales3.fsnet.co.uk

Skill-National Bureau for Students with Disabilities	
Aims to develop opportunities for people with disabilities and learning difficulties in post-16 education, training, employment and volunteering. They run an information service, provide good practical advice and produces leaflets and publications.	
Telephone: 0800 328 5050 Website: www.skill.org.uk	

Want 2 Work
Want2Work - is a joint initiative between Welsh Assembly Government and Jobcentre Plus to develop and deliver a package of measures aimed at helping people on inactive benefits living in targeted areas to overcome a range of barriers and move into work.
Telephone: 0800 328 6370. Website: www.jobcentreplus.gov.uk

WEA (Workers Education Association)	
The WEA provides education in local communities, seeking to remove barriers to learning and to build skills for self-development and employment to promote citizenship, health and well-being. Courses include arts and crafts, literature, IT and Carpentry.	
WEA South Wales – Central Office 7 Coopers Yard, Curran Road, Cardiff CF10 5NB	Telephone: 01792 467 791 Email: weasw@swales.wea.org.uk Website: www.swales.wea.org.uk

<p>Neath Port Talbot Council for Voluntary Service - Volunteer Centre</p>	
<p>The Volunteer Centre's role is to :-</p> <ul style="list-style-type: none"> • Promote volunteering • Provide information, advice and support to people to enable them to make suitable choices about volunteering. • Work with volunteer involving organisations to develop and maintain standards of good practice • Promote the interests of, and advocate on behalf of volunteers • Help with filling forms and advice re volunteering whilst on benefits and much more. <p>Please contact the centre for further information.</p>	
<p>Tŷ Margaret Thorne Neath Port Talbot CVS 17 – 19 Alfred Street Neath SA11 1EF</p>	<p>Telephone: 01639 631387 Email: Suel@nptcvs.org.uk Website: www.volunteering-wales.net</p>

<p>Workways</p>	
<p>Workway aims are to provide long-term 'economically inactive' people with a well-rounded work based programme, increasing their employability skills.</p> <p>Individuals will benefit by being offered:</p> <ul style="list-style-type: none"> - A fixed term contract of employment. - Real wages for real work - A supportive environment with structured training. - Support in moving onto sustainable employment. 	
<p>TEI Project Manager, Workways, Office 23, Sandfields Young Business Centre, Port Talbot SA12 7PT.</p>	<p>Telephone: 01639 684 250 Email: workways@npt.gov.uk</p>

Index 11 – A-Z of Organisations

Action for M.E.	126
Age Concern Neath Port Talbot	126
Age Concern Port Talbot	127
Alzheimer's Society	127
Arthritis Care	128
Association for Spina Bifida & Hydrocephalus	128
British Heart Foundation	129
British Red Cross	129
British Council of Disabled People	129
Caer Las Cymru	130
Cancer Information & Support Services	130
Cruse	131
Depression Anonymous	131
Diabetes UK	131
Disabled Living Foundation	132
Epilepsy Wales	132
Epilepsy Support Group	133
Eyeline	133
Family Fund	133
Fibromyalgia Support Group	134
Friends of the Young Disabled	134
Focus on Disability	134
Headway South Wales	135
Huntington's Disease Association	135
Leonard Cheshire	135
Limbless Association	136
LGBT Cymru Helpline	136
Macmillan Cancer Support	136
Marie Curie Cancer Care	137
Minority Ethnic Women's Network	137

Mental Health – Depression Alliance Cymru	137
Meningitis Trust	138
Motor Neurone Disease Association	138
Multiple Sclerosis Therapy Centre	139
Muscular Dystrophy Campaign	139
Multiple Sclerosis Society Wales – Day Centre	140
Myasthenia Gravis Association	140
National Centre for Disabled Parents	141
National Association for Colitis & Crohn’s Disease	141
Neath Port Talbot Access Group	142
Neath Care	142
Neath Port Talbot Cancer Carers Group	143
Neath Port Talbot Council for Voluntary Service	143
Neath Port Talbot Older Persons Council	144
Parkinson’s Disease Society	144
Port Talbot Stroke Club	144
Retinitis Pigmentosa Society	145
Royal National Institute of Blind People (RNIB)	145
Royal National Institute for Deaf People (RNID)	146
Scope Cymru	146
Stroke Association	147
Samaritans	147
Tenovus	148
Wales Council for the Blind	148
Wales Council for Deaf People	148

11. A-Z of Organisations and Groups

Action for M.E.	
(M.E. is also known as Chronic Fatigue Syndrome, CFS. It is sometimes diagnosed as Post Viral Fatigue Syndrome, PVFS). Action for M.E. is a charity run by and for people with M.E. they aim to campaign for more recognition, research and better care and benefits for people with M.E.	
Third Floor Canningford House 38 Victoria Street Bristol BS1 6BY	Telephone: 0845 123 2380 Email: admin@afme.org.uk Website: www.afme.org.uk

Age Concern Neath Port Talbot	
Age Concern Neath Port Talbot is a voluntary organisation setup to serve the interests of all older citizens of the County Borough of Neath Port Talbot, from all walks of life and ethnic communities. It provides a wide range of services, from issues of interest to older people, to insurance services, volunteering opportunities, leisure and fitness activities, and support for those who are housebound and isolated.	
Niberian House Monastery Road Neath Abbey Business Park West Glamorgan SA10 7DR	Telephone: 08700 602 141 Email: acnpt.advocacy@ageconcern.org.uk Website: www.ageconcernneathporttalbot.org.uk

Age Concern Port Talbot	
Age Concern Port Talbot offers a number of different services including befriending, information and advice and an advocacy service. You can also get support on claiming benefits and the organisation offers free legal advice from a solicitor. There is also a Day Centre which offers various activities and lunches are available every weekday.	
Age Concern Day Centre Riverside Walk Port Talbot SA13 1YA	Telephone: 01639 895 202

The Alzheimer's Society	
The Alzheimer's Society provides practical support, information and advice for anyone affected by dementia. The local branch based at Tonna Hospital works closely with both health and Social Services to ensure that people are adequately supported and services are targeted to meet the needs of people. The service offers many projects that support people with dementia and their carers. Please contact the Alzheimer's society direct for further information.	
Neath Port Talbot Branch C/O Tonna Hospital Tonna Neath SA11 3LX	Telephone: 01639 633 400/ 862 879 National Helpline: 0845 300 0336 Email: alzheimers-npt@btconnect.com Website: www.alzheimers.org.uk

Arthritis Care
Arthritis Care is the UK's largest voluntary organisation working with and for all people with Arthritis. It provides information and support on a range of issues related to living with Arthritis. Arthritis Care campaigns locally and nationally to ensure people with Arthritis have access to the treatments and services.
Free phone confidential helpline: 0808 800 4050 Email: wales@arthritiscare.org.uk Website: www.arthritiscare.org.uk

The Association for Spina Bifida and Hydrocephalus (ASBAH)	
ASBAH is a national charity for people with spina bifida or hydrocephalus, their families and carers. The service offers specialist advice on education and medical issues and also direct contact with a professional adviser.	
Jim Dunne West Wales Advisor 36 Fairwood Road Dunvant Swansea SA2 7UL	Telephone: 01792 203 886 Helpline: 0845 450 7755 (Local Rate Call) Email: wro@asbah.org Website: www.asbah.org

British Heart Foundation
The Heart Information Line is a service which provides information on heart health from cardiac nurses and information officers, who have the time to listen to your concerns and the knowledge to answer your questions in confidence. All calls are charged at a local rate. The heart information team will give you up-to-date and unbiased information, no matter how small your question might seem to you.
Heart Information Line – 08450 70 80 70. Website: www.bhf.org.uk

British Red Cross		
For any general enquiries about the work of the Red Cross and the services it offers, please contact the service directly.		
<table border="1"> <tr> <td>NPT Service Centre The Ropewalk Neath SA11 1EW</td> <td> Telephone: 01639 644 914 General enquiries 01639 643 818 Medical equipment loans 01639 639 894 Discharge scheme Website: www.redcross.org.uk </td> </tr> </table>	NPT Service Centre The Ropewalk Neath SA11 1EW	Telephone: 01639 644 914 General enquiries 01639 643 818 Medical equipment loans 01639 639 894 Discharge scheme Website: www.redcross.org.uk
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British Council of Disabled People (BCODP)		
The United Kingdom's Disabled People's Council (UKDPC) was set up by disabled people in 1981 to promote our full equality and participation within society. An umbrella organisation that represents some 80 organisations run and controlled by disabled people.		
<table border="1"> <tr> <td>Litchurch Plaza Litchurch Lane Derby DE24 8AA</td> <td> Telephone: 01332 295 551 Email: uksdpc@uksdpc.org Website: www.uksdpc.org </td> </tr> </table>	Litchurch Plaza Litchurch Lane Derby DE24 8AA	Telephone: 01332 295 551 Email: uksdpc@uksdpc.org Website: www.uksdpc.org
Litchurch Plaza Litchurch Lane Derby DE24 8AA	Telephone: 01332 295 551 Email: uksdpc@uksdpc.org Website: www.uksdpc.org	

Caer Las Cymru	
Caer Las Cymru is dedicated to tackling the causes of homelessness through working with socially excluded and vulnerable people. They can help you with information and advice on housing, welfare, health and education, along with support to help build confidence and self esteem.	
Routes – Neath Port Talbot Office 6 Forge Street Port Talbot SA13 1NU	Telephone: 01639 898 333 Website: www.caerlas.org.uk

Cancer Information and Support Services (CISS)	
Cancer Information and Support Services (CISS) provides support for cancer patients and carers in South Wales, and sourcing up-to-date information about all cancer treatments. They also offer:	
<ul style="list-style-type: none"> • Counselling. • Complementary Therapies. • Hospital, hospice and home visiting. • Support groups for cancer patients and their carers. • Bereavement counselling and support groups. • Telephone Helpline. • A friendly, confidential listening service. • Advice on local and national support groups. • Benefit Advice. 	
6 Alfred Street Neath SA11 1EN	Telephone: 01639 642 333 Email: info@cancerinfomation.org.uk Website: www.cancerinformation.org.uk

Cruse
Cruse Bereavement Care exists to promote the well-being of bereaved people and to enable anyone bereaved to understand their grief and to cope with their loss. The organisation provides counselling and support. It offers information, advice, education and training services. The local office in Swansea also provides free leaflets and individual face to face bereavement support and/or counselling.
Day by Day helpline: 0870 167 1677. Telephone 01792 462 845 Monday-Thursday 10.30-3:00pm. Email: helpline@cruse.org.uk Website: www.cruse.org.uk

Depression Anonymous	
Depression Anonymous is a self help group that uses the 12 Step Recovery Programme. The group meets every Sunday 1:00-3:00pm. Just come along. No cost.	
St Paul's Church Hall Aberavon, Port Talbot	01639 871 306 – Sue Roberts

Diabetes UK	
Diabetes UK is the largest charity in the UK devoted to the care and treatment of people with diabetes in order to improve the quality of life for people with the condition. Please contact the service if you need any further information and support on any aspect of managing diabetes.	
Diabetes UK Cymru, Argyle House, Castlebridge, Cowbridge Road East, Cardiff CF11 9AB.	Telephone: 02920 668 276. Email: wales@diabetes.org.uk Careline telephone: 0845 120 2960. Email: careline@diabetes.org.uk Website: www.diabetes.org.uk

Disabled Living Foundation

The Disabled Living Foundation (DLF) provides free and impartial advice about all types of equipment to older and disabled people, their carers, and families. From stair lifts to walk-in baths, jar openers to tap turners, bath seats to walking sticks, the DLF can help you find equipment solutions that enable you to stay active and independent. Whether you are a member of the public or a healthcare professional who needs advice, the DLF is there to help you.

For details, contact DIAL on the helpline: 0845 130 9177,
Text phone: 0207 432 8009
Email: dialsnpt@excite.com or advice@dlf.org.uk
Website: www.dlf.org.uk

Epilepsy Wales

Epilepsy Wales provides support and information to people with Epilepsy, their families and carers. They also provide field workers who will visit people in their own homes.

PO Box 4168
Cardiff
CF14 0WZ

Telephone: 08457 413 774
02920 755 515
Email: epilepsywales@aol.com
Website: www.epilepsy-wales.co.uk

Epilepsy Support Group
A drop-in centre for people with epilepsy and their families and carers. Provides support and information. There are recreational facilities at the centre, including a pool table, and the group organises various fund-raising events. Meetings held every Monday 11:00am - 2:00pm and last Wednesday of every month 6:30pm - 9:00pm.
Telephone: 01639 897 835. Port Talbot Support Group 01639 711422 Neath Support Group

Eyeline	
Eyeline - Neath Port Talbot is a group of volunteers with various sight problems and all are registered blind. The group's aim is to help people with sight problems to get in touch with local services and offers support and advice, along with factual information on site loss and visual equipment and aids. The group welcomes you to come in for a chat as they may have gone through or are going through similar experiences. Open Wednesday & Thursday 11:00am-2:00pm	
Sandfields Local Action Centre Princess Margaret Way Port Talbot SA12 6QW	Telephone: 01639 888 586 Email: eyeline@hotmail.co.uk Website: www.eyeline.ik.com

Family Fund
Financial help and information for families with disabled children under the age of 16.
Telephone: 01904 621 115 Email: info@familyfund.org.uk Website: www.familyfund.org.uk

Fibromyalgia Support Group South Wales
The main aim of the group is to provide support, information and advice for sufferers and their carers, to provide a bi-monthly newsletter and to keep up to date with research. The group regularly communicates with the Welsh Assembly and raise awareness within the NHS, GP's surgeries and society in general.
Telephone: 01639 722 268 or 01639 681 468 Email: fibro@hotmail.co.uk

Friends of the Young Disabled	
Friends of the Young Disabled provide support and activities for young people with disabilities at the centre in Cwmbwrla. Activities include art, table tennis, bowls, pool etc.	
300 Carmarthen Road Cwmbwrla Swansea SA5 8NJ	Telephone: 01792 458520

Focus on Disability
Focus on Disability contains information to help you find advice regarding personal and sexual problems. There are three kinds of organisation you can talk to: Those welcoming everyone needing guidance. Those specialising in helping all disabled people with their relationships. Those dedicated to particular disabilities. Focus on Disability, will signpost you in the right direction.
Email: dac@focusondisability.co.uk Website: www.focusondisability.org.uk

Headway South Wales

The Brain Injury Association offers help, support and advice on services for brain injured people and their carers, occasionally they can make home visits, if people are unable to attend their regular meetings. Literature is available on loan to give more information about the Association and its services.

Clover Croft
Oaklands Road
Pontlliw
Swansea SA4 9EG

Information hotline:
0845 057 0330
01792 897 775
Email:
headwayswansea@hotmail.co.uk
Website: www.headway.org.uk

Huntington's Disease Association

The Huntington's Disease Association exists to support, provide information and advice to those effected by the disease.

Telephone: 020 7022 1950
Email: info@hda.org.uk
Website: www.had.org.uk

Leonard Cheshire

At the heart of everything that Leonard Cheshire does is a belief that the focus should be on ability not disability. That's why the emphasis is placed on training programmes that enable disabled people to take greater control of their own lives.

Telephone: 02920 844 766
Fax: 02920 842640
Website: www.leonard-cheshire.org.uk
Email: info@wmm.leonard-cheshire.org.uk

Limbless Association	
Provides information, advice and support for people of all ages who are without one or more limbs. It has a nationwide network of volunteer visitors who are all amputees, offering support and encouragement to prospective amputees, carers and those already trying to come to terms with limb loss or deficiency.	
Telephone: 0845 230 0025 Email: sonia@limbless-association.org Website: www.limbless-association.org	
LGBT Cymru Helpline	
A new Lesbian, Gay, Bisexual & Transgender community is operating across Wales. They provide support and information on LGBT issues and social events. Isolation can often be a problem; don't hesitate to speak to one of their trained volunteers.	
Monday and Wednesday evenings 7:00 – 9:00pm	0870 850 8828
Macmillan Cancer Support – South & West Wales	
The service offers emotional, financial and practical help for people living with cancer and their families. Monday - Friday 9:00am - 5:00pm	
Gorseinon Hospital Brynawel Road Gorseinon Neath Port Talbot SA4 4UU	Telephone: 01792 540079 Email: south&westwales@macmillan.org.uk Website: www.macmillan.org.uk

Marie Curie Cancer Care	
Marie Curie Nurses now care for around 50 per cent of all cancer patients who die at home. They are also there for families and carers – providing practical and emotional support at what can be an exhausting time. They make it possible for people to live to the very last moment – at home, rather than go into hospital – every minute of every day; someone is being cared for by a Marie Curie Nurse or Healthcare Assistant.	
Marie Curie Cancer Care, 89 Albert Embankment, London SE1 7TP	Freephone: 0800 716 146 Tel: 02075 997 777
Minority Ethnic Women's Network	
MEWN Cymru is an umbrella body representing ethnic minority (visible and non-visible) women across Wales, regardless of their age, religious observance, and ethnicity or life choices. They work to identify and tackle some of the barriers ethnic minorities face when trying to access advice and information.	
24 Mansel Street, Swansea, SA1 5SQ	Telephone: 01792 467 722 Email: n.rahman@mewnswansea.org.uk
Mental Health - Depression Alliance Cymru	
Provides information, and support to all those affected by depression as well as a recommended book list, penfriend service, and many local support groups throughout Wales. Useful videos, tapes and leaflets are available. They also campaign to raise awareness of depression and improve provision through the media. The telephone line is open from 9:30am – 4:30pm Monday-Friday.	
11 Plas Melin, Westbourne Road, Whitchurch, Cardiff CF14 2BT.	Telephone: 02920 692891. Email: admin@dacymru.org Website: www.dacymru.uk.com

Meningitis Trust

The Meningitis Trust aims to give emotional and practical life-long support to people affected by meningitis. Their resource for health care professionals provide in-depth knowledge of the disease, its after effects, and after care.

Ffion Haf: 0845 120 4597

Email: ffionh@meningitis-trust.org

Christine Hughes: 0845 120 4764

Email: christineh@meningitis-trust.org

24-hour nurse-led helpline: 0800 028 1828

Website: www.meningitis-trust.org

Motor Neurone Disease Association (MND)

Whether you have been diagnosed with MND yourself, or you know someone who has, the service can make a real difference to how you live with MND.

MND is a life-changing illness and the service is dedicated to making each change as smooth as possible. Help is available for everyone, you the person with MND, your family and friends and the people who care for you.

Telephone: 08457 626 262

Website: www.mndassociation.org

Multiple Sclerosis Therapy Centre –South Wales	
The Centre offers hyperbaric oxygen therapy to people with multiple sclerosis. They also treat other conditions such as stroke, ulcers, and sport injuries. Therapies also available include, physiotherapy, aromatherapy, acupuncture and reflexology.	
16 – 18 St Lukes Court, Clarkeway, Winch Wen, Industrial Estate Swansea SA1 7ER	Telephone: 01792 701342 Email: info@mstcswansea.co.uk Web: www.mstcswansea.co.uk

Muscular Dystrophy Campaign – South & West Wales Branch
The Muscular Dystrophy Campaign is the only UK charity focusing on all muscular dystrophies and allied disorders. They have pioneered the search for treatments and cures for over 45 years. They also provide practical, medical and emotional support for people affected by the conditions.
Information and Support Line: 0800 652 6352 (freephone)
Telephone: 020 7803 4800 Fax: 020 7401 3495 info@muscular-dystrophy.org www.muscular-dystrophy.org

Multiple Sclerosis Society Wales - The Mary Cave Day Centre Swansea & District	
The Mary Cave Day Centre, the only centre in Wales, is open to members on Mondays and Thursdays from 09:00-15:30p.m. It provides an opportunity for their members to enjoy a good meal, relax, chat to their friends and have physiotherapy sessions. A hairdresser is available if required. They have transport available, initially to bring their members into the centre and home again, there are day out trips organized during the year and many in house entertainment evenings.	
Telephone: Local: 01792 642 157 National: 0808 800 8000 Website: www.mssociety.org.uk	

Myasthenia Gravis Association Swansea & District	
The Swansea and District support group is for people suffering from Myasthenia Gravis. They meet every 2 months usually at the same location, but they can arrange outreach meetings. The meetings are friendly and informal. New members, along with their families and friends are always welcome.	
6 Heol y Felin Penllergaer Swansea SA4 9AP	Telephone: 01792 899 366 Email: Pamela.evans6@btinternet .com Website: www.mgauk.org (parent organisation)

National Centre for Disabled Parents

Disabled Parents Network (DPN) is a national organisation of and for disabled people who are parents or who hope to become parents, and their families, friends and supporters.

Telephone: 08702 410 450

Website: www.disabledparentsnetwork.org.uk

The National Association for Colitis and Crohn's Disease (NACC)

The NACC offers support and information to people of all ages who have Colitis or Crohn's Disease and has helped many thousands of people with Inflammatory Bowel Disease since its formation in 1979. The charity raises funds for vital medical research to identify the causes and improve treatment, and also works to increase awareness and understanding of the condition.

Telephone:

Information line: 0845 1302233

Support line: 0845 130 3344

24-hour answer phone: 0845 130 6677

Website: www.nacc.org.uk

Neath Port Talbot Access Group	
The Access group campaigns and advises on the provision of suitable access for people of all abilities, in buildings, the environment, and to all services. They endeavour to deal with matters of access at the most appropriate level, be it National Government, Welsh Assembly Government, Local Public Authorities, or Private Businesses. The group also talks to disabled people about problems that affect their lives, monitor and scrutinise planning applications and advise planning officers, Architects and developers on access requirement in an endeavour to provide suitable designs for all.	
Normally meets on the 4 th Sunday of every month at Room C Neath Civic Centre, at 6:00pm.	Telephone: 01639 767 082 Email: npt.access@ntlworld.com

Neath Care	
Neath Care provide care in the community for all age groups, including the elderly and children with learning disabilities.	
96 Gnoll Park Road, Neath SA11 3DD	Telephone: 01639 795 555

Neath Port Talbot Cancer Carers Group	
The support group is made up of past and present carers and offers an opportunity for people affected by cancer to chat and help support each other through difficult times.	
Chairperson: Mrs. A. L. Peck 32 Elfed Avenue, Little Warren, Port Talbot SA12 6AS	Telephone: 01639 775 013

Neath Port Talbot Council for Voluntary Service	
Neath Port Talbot CVS is the umbrella organisation for voluntary activity throughout the county of Neath Port Talbot, supporting, developing and representing voluntary organisations, volunteers and communities in Neath Port Talbot.	
Neath Port Talbot CVS provides a wide range of information, advice and training and also represents the views of the sector to Government and policy makers.	
Ty Margaret Thorne 17-19 Alfred Street Neath SA11 1EF	Tel: 01639 631246 Fax: 01639 643368 Minicom: 01639 620772 Email: info@nptcvs.org Website: www.nptcvs.co.uk

Neath Port Talbot Older Persons Council	
It provides older citizens with the opportunity to make a real contribution to how the Local Authority and its partners develop and provide services. Older people's views are represented at local, regional and national meetings.	
Carolyn Joseph-Waite Involvement Officer NPT County Borough Council Room 231, Civic Centre Port Talbot SA13 1PJ	Telephone: 01639 763 418 Email: c.josephwaite@npt.gov.uk

Parkinson's Disease Society
The Parkinson's Disease Society is the leading charity dedicated to supporting all people with Parkinson's, their families, friends, and carers.
Helpline 0808 800 0303. Email pds.wales@parkinsons.org.uk Website: www.parkinsons.org.uk

Port Talbot Stroke Club	
A social gathering with a friendly atmosphere. Refreshments available, speakers, bingo, quizzes, and musical events. Also occasional trips are organised by the club. They meet every other Tuesday at 2:00pm. Organiser – Tess Phillips.	
Margam Community Centre Bertha Road Margam Port Talbot	Telephone: 01639 792 907

Retinitis Pigmentosa Society.	
Meeting of sufferers, family, friends and interested parties to share experiences and offer support, help for people to get in touch with supportive organisations for advice on welfare etc. The society also Organises fundraising events, funding research, to find a cure for Retinitis Pigmentosa whilst giving support and guidance to its members and their families along the way.	
	Helpline: 0845 123 2354 Email: info@brps.org.uk Website: www.brps.org.uk

RNIB Cymru (Royal National Institute of Blind People)	
This is the UK's leading charity offering information, support and advice to over two million people with sight problems. The helpline offers immediate, expert and confidential service. Many of the helpline staff have sight problems themselves. They are trained to listen and to give reassurance and advice.	
RNIB Cymru, Shaw Trust, Disability Action Centre, The Courtyard, D'Arcy Business Park, Llandarcy, Neath. Trident Court, East Moors Road Cardiff CF24 5TD	Helpline: 0845 766 9999. Telephone: Cardiff: 02920 450 440 Neath: 01792 325 304 Email: ceri.pritchard@rnib.org.uk Website: www.rnib.org.uk

RNID (The Royal National Institute for Deaf People)	
RNID offers a wide range of services, including communication, information, care and employment services for the 480,000 deaf and hard of hearing people who live in Wales, as well as their families and others who work with them or for their benefit.	
16 Cathedral Road, Cardiff CF11 9LJ.	Telephone: 02920 333 034. TextPhone: 02920 333 036. Email: rnidcymru@rnid.org.uk Information Line (Freephone) 0808 808 0123 Textphone: 0808 808 9000 Email: information@rnid.org.uk

Scope Cymru	
Scope is a disability organisation in England and Wales whose focus is people with cerebral palsy. Their aim is that disabled people achieve equality: a society in which they are as valued and have the same human and civil rights as everyone else. Scope also offers support for individuals and families that have issues around the diagnosis of cerebral palsy.	
The Rees Centre 9a Prince Road, Kenfig Hill, Bridgend CF33 6ED	Telephone: 01656 741166 Email: sdmin@scopecymru.org.uk Website: www.scope.org.uk

The Stroke Association

The Stroke Association is the only UK Charity solely concerned with combating stroke in people of all ages. It funds research into prevention, treatment and better methods of rehabilitation and helps stroke patients and their families directly through its rehabilitation and support services. These include communication support, family and carer support, information services and welfare grants.
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Telephone: 08453 033 100 Email: info@stroke.org.uk Website: www.stroke.org.uk
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Samaritans

Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those who may lead to suicide.
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Helpline (the helpline redirects to your local area) 0845 790 9090.
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Email jo@samaritans.org .
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Local Branches:

Ring in advance for an appointment at the drop-in centre which is based at:

17 St. John's Road, Manselton, Swansea SA5 8PR.

Telephone 01792 655 999.

Full Disabled Facilities.

Website: www.samaritans.org.uk

Tenovus	
Tenovus is a charitable organisation committed to the control of cancer through: quality research, prevention/education, counselling and patient care. All their activities are designed to ensure the fulfilment of this mission in accordance with best practice.	
43 The Parade Cardiff CF24 3AB	Telephone: 029 2048 2000 Fax: 029 2048 4199 Website: www.tenovus.com

Wales Council for the Blind	
Wales Council for the Blind gives a range of information, advice and support on funding, training and the latest technology. Also a monthly Bulletin and an online diary of events.	
Shand House Third Floor 20 Newport Road Cardiff CF24 ODB	Telephone: 02920 473954 Email: staff@wcbnet.freemove.co.uk Website: www.wcb-ccd.org.uk

Wales Council for Deaf People	
The Council is the major voluntary body in Wales concerned with deafness. It is an umbrella association of organisations both voluntary and statutory working in the field of hearing loss and representing people who are deaf, deafened, hard of hearing and deaf/blind.	
Glenview House Courthouse Street, Pontypridd CF37 1JY	Telephone: 01443 485 687 Email: wcdeaf@freenet.co.uk Website: www.wcdeaf.org.uk

Index 12 - Websites

National	150
Travel Websites for Disabled People	151
National Organisations	155
Funding for Education	156
Funding for other Purposes: Skills	156

12. Useful Websites

National

www.disabilitynow.org.uk

“Disability Now magazine website”

www.nacab.org.uk

“Citizen’s Advice Bureau national website”

www.counselling.co.uk

“British Association of Counselling & Psychotherapy website”

www.doh.gov.uk

“Department of Health website”

The aim of the Department of Health (DH) is to improve the health and wellbeing of people in England.

www.skill.org.uk

“National Bureau for Students with Disabilities website” - We are a national charity promoting opportunities for young people and adults with any kind of impairment in post-16 education, training and employment.

www.disabilitybenefits.co.uk

Advice on benefits plus many charity links

www.youreable.com

The one-stop-shop for disabled people. 100’s of pages of disability related information with a strong community section and regular news updates



Travel Websites for disabled people:

www.access-travel.co.uk

'Access Travel' offers a broad selection of holidays for disabled travellers

www.ability.org.uk

If a trip to America is on the cards for you 'Ability' could provide some valuable information

www.accessibletravel.co.uk

'Accessible Travel & Leisure' have checked out all their holidays for easy accessibility

www.sense.org.uk/holidays

The charity 'Sense' organises holidays for deafblind individuals



www.disabledparentsnetwork.org.uk

The Disabled Parents Network is a service designed to assist the disabled parent.

www.ukselfhelp.info

Online directory of over 700 self-help groups and links to over 600 websites

www.astepforward.co.uk

Disability information and contacts across the country

www.tnauk.org.uk

Website of the National Recording Centre with details of the National Talking Newspaper Scheme

www.andreaadamstrust.org

Website for the Andrea Adams Trust - national workplace and bullying support group - The Andrea Adams Trust is the

world's only non-political, non-profit making charity operating as the focus for the diverse and complex problems caused by bullying behaviour in the workplace.

www.diabetes.org.uk

Website of Diabetes UK

www.thepensionservice.gov.uk

Website for the new Pension Service

www.bcodp.org.uk

Website of the British Council of Disabled People

www.accessible-property.org.uk

Website dealing with the barriers faced by disabled and older people in relation to housing. They specialise in accessible and adapted property for sale or rent – advertises property for businesses, individuals and organisations free of charge

www.directenquiries.com

Website dedicated to the sharing of information with the aim of liberating disabled individuals and their carers and families

www.disabilityinformation.com

A website dedicated to the Disabled Peoples' Movement in the United Kingdom.

www.breastcancercare.org.uk

Breast Cancer Care's vision is that everyone affected by breast cancer will receive the highest standards of treatment, support and care.

www.changingfaces.co.uk

Website for Changing Faces – offers counselling and social skills training for individuals with facial disfigurements

www.dlf.org.uk

Disabled Living Foundation –provides free, impartial advice about all types of disability equipment and mobility products for older and disabled people, their carers and families. From stair lifts to walk-in baths, jar openers to tap turners, bath seats to walking sticks, wheelchairs to scooters, hoists to beds, the DLF can help you find disabled equipment solutions that enable you to stay active and independent.

www.leukaemiacare.org.uk

Leukaemia CARE exists to provide vital care and support to all those affected by leukaemia, lymphoma and the allied blood disorders. Our work extends to the welfare of families and carers, as well as that of patients themselves.

www.lymphoma.org.uk

The Lymphoma Association – provides information and emotional support for individuals with lymphoma (Hodgkin's disease and non-Hodgkin's lymphoma) their family and friends.

www.ovacome.org.uk

Providing information and support for anyone affected by ovarian cancer.

www.prostate-cancer.org.uk

Prostate Cancer Charity – information and counselling to help find ways to improve the care and welfare of sufferers.

www.pha.u-net.com

Prostate Help Association – answers queries and provides information and a booklet on prostate cancer.

www.hse.gov.uk/disability/index.htm

This site promotes good practice in disability equality at work and health and safety risk assessment. It provides:

- an introduction to disability discrimination and health and safety law;
- advice for people doing health and safety risk assessments;
- advice for disabled people;
- links to further sources of information, including grants.

www.stroke.org.uk

Stroke Association – providing support and practical information for the families and carers of individuals who have had a stroke

www.mariestopes.org.uk

Marie Stopes – sexual, contraceptive and reproductive help and guidance.

www.sane.org.uk

National Mental Health helpline.

www.scie.org.uk

The Social Care Institute for Excellence.

www.dptac.gov.uk/door-to-door

The transport and travel website for disabled and less mobile people. It has been developed to give disabled people information about transport and advice about travelling using all forms of transport.

www.disabilityworks.co.uk/dating

Website for dating and contacts for disabled individuals.

www.enabledalready.com

Website for contacts and dating with disabled individuals

www.disabledfriends.com

Web based chat for disabled individuals

www.disabledunited.com

Website for disabled contacts

www.ablemagazine.co.uk

Your favourite disability lifestyle magazine online.

www.cehr.org.uk

The Commission for Equality and Human Rights

www.radar.org.uk

RADAR is a national network of disability organisations and disabled people. We represent our members by fast-tracking your opinions and concerns to policy-makers and legislators in Westminster and Whitehall, and launch our own campaigns to promote equality for all disabled people.



National Organisations

www.bcodp.org.uk

This is the UK's organisation of the Worldwide Disabled People's Movement, campaigning for civil rights and social inclusion. It is run entirely by disabled people.

www.scope.org.uk

Disability organisation in England and Wales focused on people with cerebral palsy.

www.ncil.org.uk

A resource on independent living and Direct Payments for disabled people and others working in the field.



Funding for Education

www.ucas.ac.uk/studentfinance

Provides information on fees, funding and student loans.

www.dfes.gov.uk

Provides up to date information about student loans and other sources of funding.

www.nnac.org

This provides information on financial support and specialist equipment available for disabled students.



Funding for Other Purposes: Skills

www.abilitynet.org.uk

Aims to make mainstream computer technology accessible to people with disabilities.

www.ucandoit.org.uk

Offers accessible tuition, encouragement and support to people with disabilities who want to learn how to use the internet in their own home.

www.thrive.org.uk

A national charity whose aim is to enable positive change in the lives of disabled and disadvantaged people through the use of gardening and horticulture.

www.shapearts.org.uk

The Country's leading Disability Arts Organisation, improving access to the arts for disabled people, support disabled artists and run art projects leading to exhibitions, performances and screenings.

