

# DIRECTORY

## OF CHILDREN & YOUNG PEOPLE'S EMOTIONAL HEALTH RELATED SERVICES FOR BRIDGEND COUNTY BOROUGH



2009



Focus On Children & Young People  
Ffocws Ar Blant a Phobl Ifanc  
Bridgend Framework Partnership / Ffomwaethu Ffocws Ar Blant a Phobl Ifanc



Bridgend Healthy Schools  
Ysgolion Iach Pen-y-Bont

# DIRECTORY

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### 2009

#### **Introduction**

This Directory has been compiled by Mental Health Matters and provides information on services that have been set up to provide help for young people with mental health or emotional problems. It also includes other services that might be helpful.

We have tried to concentrate on local services, but where these do not exist or where there is a national organisation or helpline that may be useful, we have included them.

Most of the information in the Directory comes from the organisations or services themselves, and the wording used is their own as far as possible. We do recognise that there may be errors and omissions! Inclusion in this Directory does not necessarily mean a recommendation.

If you have any further information not included in the Directory, or if you would like to make any (positive or negative) comments about it, please contact:-

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Information Officer  
Mental Health Matters Wales  
63 Nolton Street  
BRIDGEND  
CF31 3AE

Tel; 01656 651450 Fax: 01656 663397  
Email: [info@mhmwales.org](mailto:info@mhmwales.org)

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**Name: ACTION FOR CHILDREN**

**Address:** 3-4 Clos y Waun  
Brackla  
Bridgend  
CF31 2QN

**Tel:** 01656 766067

**Fax:** 01656 766960

**Email:**

**Website:**

brackla.meadowsneighbourhood@actionforchildren.org.uk

**Aims/objectives:**

To provide a range of family support services for children and families in Bridgend County.

**What we can do for you:**

Playgroup, After Schools Club, Drop In, Laundry, Credit Union, Wales and West Housing Surgery, Nearly new shop, parenting courses, , handling children and teenage behaviour. Individual work

**How to get in touch:**

Telephone: Mon – Thurs 9am – 5pm

Friday 9am – 4.30pm

**Choice of male/female worker?** No

**Languages spoken:** English and welsh

**Wheelchair access?** Limited

**Name: ACTION FOR CHILDREN BRIDGEND  
YOUNG CARERS PROJECT**

**Address:** 2 & 3 City Road  
Bettws  
Bridgend  
CF32 8TL

**Tel:** 01656 729222

**Fax:** 01656 729333

**Email:** wabfsc@mail.nchaafc.org.uk

**Website:**

**Aims/objectives:**

Promote awareness of the rights & needs of young carers both as children and as carers. Provide direct support to young carers in Bridgend. Promote multi-agency support for young carers and families. Influence the development of services for all young carers.

**What we can do for you:**

Provide information, advice & signpost to other help available. Listen, advocate and enable young carers and their families to receive an assessment of their needs. Access to support in school and at home. Provide respite and social opportunities through young carers groups, trips and activities.

**How to get in touch:**

Telephone or call Mon – Thurs 9.00am – 5.00pm  
Friday 9.00am – 1.00pm

**Choice of male/female worker? No**

**Languages spoken: English**

**Wheelchair access? Yes**

**Name: ASSOCIATION FOR POST- NATAL ILLNESS**

**Address:** 145 Dawes Road  
Fulham  
London SW6 7EB

**Tel:** 020 7386 0868

**Fax:** 020 7386 8885

**Email:** info@apni.org

**Website:** www.apni.org

**Aims/objectives:**

To provide support and advice to women suffering from Post Natal Depression; their carers and the medical profession.

**What we can do for you:**

We have a network of past sufferers, now recovered, who offer support by phone, post or email.

**How to get in touch:**

By letter, phone Mon - Fri 10am - 2pm,

**Choice of male/female worker?** All female

**Languages spoken:** English/Spanish

**Wheelchair access?** N/A

**Name: BRIDGE MENTORING PLUS SCHEME**

**Address:** Bridgend Based  
Working within  
Bridgend County Borough

**Tel:** 01656 647891

**Fax:** 01656 647891

**Email:** [angela@thebridgemps.org.uk](mailto:angela@thebridgemps.org.uk)

**Website:** [www.thebridgemps.org.uk](http://www.thebridgemps.org.uk)

**Aims/objectives:**

To break down the barriers of social exclusion that prevent young people, aged 10-25, building bridges to a more positive future.

**What we can do for you:**

- Provide 1-2-1 mentor support from trained volunteer mentors
- Provide help with basic literacy/numeracy and key skills
- Provide an accredited Emotional Literacy programme OCN Level 1 & 2 designed to build confidence and increase self esteem
- Provide volunteering opportunities and accredited training for post 16s
- Provide youth workers to run evening, social, recreational and educational activities
- Provide opportunities to learn about Healthy Eating, Nutrition and Cookery
- Provide opportunities to grow organic food at our allotment
- Counselling for clients

**Name: BRIDGE MENTORING PLUS SCHEME**

(continued)

**How to get in touch:**

Phone, email or write to Angela James

**Choice of male/female worker?**

We offer a choice of a male or female mentor

**Languages spoken:** English

**Wheelchair access?**

None as yet at our centre, but mentoring usually takes place in the community using public facilities.

**Name: BRIDGEND YOUNG ADULT CARERS**

**Address:** 71 Nolton Street  
Bridgend  
CF31 3AE

**Tel:** 01656 658479

**Fax:** 01656 659498

**EMail:** [bridgend.carers@dsl.pipex.com](mailto:bridgend.carers@dsl.pipex.com)

**Website:** [www.youngcarers.net](http://www.youngcarers.net)

### **Aims/Objectives**

To provide an information and support service to young carers throughout Bridgend County Borough.

### **What we can do for you**

We hold social groups for people aged 18-25 years old who act as carers. We offer a listening ear, social events and opportunities to meet with other carers and people in similar positions.

We run groups on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of every month from 7.00pm – 9.00pm for people who are already known to us. If you would like to come along, or find out more just give us a call.

### **How to get in Touch**

Call 01656 658479 or drop in to the office:

Mon 10.00am – 1.00pm & Wed 1.00pm – 4.00pm

**Choice of male/female worker?** Yes

**Languages spoken:** English, Welsh and some sign language

**Wheelchair access?** No

**Name:** BRIDGEND YOUTH COUNCIL

**Address:** Based at the Info Shop  
37 Caroline Street  
Bridgend

**Tel:** 01656 750838

**Fax:**

**Email:** bridgendyouthcouncil@hotmail.com

**Aims/objectives:**

To be a voice for young people across Bridgend  
(aged 11-25 years)

To be a link between young people and “the powers  
that be” to influence services and facilities for young  
people

**What we can do for you:**

If there is an issue that you are concerned with we can  
listen and see if there is anything that we can do to  
help. Even better if you are between 14-25 years of  
age you can become a “youth councillor” and attend  
our meetings which are held every month

**How to get in touch:**

By telephoning 750838

Or email [bridgendyouthcouncil@hotmail.com](mailto:bridgendyouthcouncil@hotmail.com)

Or call in at the Info Shop

**Choice of male/female worker?**

Just female on a regular basis but there is a male if  
needed

**Languages spoken:** English, but young people speak  
Welsh. Sign Language

**Wheelchair access?** Yes

**Name: BRIDGEND YOUTH SERVICE**

**Address:** B.C.B.C. Youth Service  
The Old Church School,  
Maesteg Road, Tondu  
Bridgend CF32 9BT

**Tel:** 01656 724057

**Fax:** 01656 728587

**Email:** sally.jones@bridgend.gov.uk

**Aims/objectives:**

The youth service aims to encourage, involve and empower young people in decision making processes in their own communities. The service encourages active participation, education, empowerment and expression by providing innovative experiences that will take young people forward, extend their horizons and empower them into making informed choices.

**What we can do for you:**

We can provide activities that enable young people to gain skills, knowledge and attitudes needed to identify their rights and responsibilities.

Activities provided enable young people to express thoughts and emotions through creative and challenging activities.

Accessible information relevant to young people is widely available.

**How to get in touch:**

Telephone above number

**Choice of male/female worker?** Yes

**Languages spoken:** English

**Wheelchair access:** Yes, within approximately 90% of venues.

**Name: CHILD AND FAMILY CENTRE, TONTEG**

**Address:** Tonteg Hospital  
Church Road, Tonteg,  
Pontypridd CF38 1HE

**Tel:** 01443 443008/443017

**Fax:** 01443 443010

**Email:**

**Aims/objectives:**

- To assess, diagnose and treat mental health problems in children and young people.
- To achieve this work with partner agencies.
- To promote secondary prevention and support first access services in supporting and promoting good mental health.

**What we can do for you:**

The service provides a range of interventions and treatments. These include consultation, psychiatric assessment, developmental assessment, family therapy, individual therapy, behavioural therapy, medication, and group work.

**How to get in touch:**

By letter

Referral system in place from G.P.s

**Choice of male/female worker? Yes**

**Languages spoken: English**

**Wheelchair access? Yes**

**Name: CHILD DEATH HELPLINE**

**Address:** c/o York House  
37 Queen Square  
London WC1N 3BH

**Tel:** 0800 282 986 (Helpline)  
020 7813 8551 (Admin)

**Fax:** 020 7813 8516

**Email:** [contact@childdeathhelpline.org](mailto:contact@childdeathhelpline.org)

**Website:** [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

**Aims/objectives:**

To provide a quality freephone service to all those affected by the death of a child.

**What we can do for you:**

We offer a confidential, safe and supportive environment within which a caller can talk openly about their child's life and death.

**How to get in touch:**

Through the freephone number

Every evening 7.00pm - 10.00pm

Mon – Fri mornings 10.00am – 1.00pm

Tues & Wed afternoon 1.00pm – 4.00pm

**Your call will be answered by a bereaved parent**

**Choice of male/female worker? No**

**Languages spoken:** English; any required.

An interpreting service is available

**Wheelchair access? N/A**

**Name:** CHILDLINE CYMRU

**Address:** 9<sup>th</sup> Floor  
Alexandra House  
Alexandra Road  
Swansea SA1 5ED

**Tel:** 0800 1111 (Helpline)  
Office: 0870 336 2935

**Email:**

**Website:** [www.childline.org.uk](http://www.childline.org.uk)

**Aims/objectives:**

A freephone service for children and young people with any problem or difficulty that they want to discuss. We are a confidential counselling service, aiming to listen, comfort and protect.

**What we can do for you:**

Support through listening to young people. A confidential service (unless life threatening situation), and to empower callers.

**How to get in touch:**

Childline is 24 hour service.

**Choice of male/female worker?** Yes

**Languages spoken:** English, some Welsh

**Wheelchair access?** N/A

**Name: CHILDREN'S SERVICES**

**Address:** Personal Services  
Bridgend County Borough Council  
Sunnyside  
Bridgend CF31 4AR

**Tel:** 01656 642200

**Fax:** 01656 648689

**Email:**

**Website:**

**Aims/objectives:**

**Our overall aim is to:**

- Promote the health and wellbeing of children
- Work in partnership with children/young people, parents and other organisations to keep families together wherever possible.
- Provide good parenting to the children and young people we look after.
- Protect children from significant risk or harm.

**Our priorities for services are:**

- Children/young people in serious need – those whose chances in life will be greatly reduced without services from us, for example, children with disabilities.
- Children/young people we look after (in care)
- Children/young people at risk of being mistreated.

**Name: CHILDREN'S SERVICES**

(continued)

**What we can do for you:**

We work with children and families to provide extra help to families who are having difficulties and/or need support in bringing up their children.

We assess the needs of families referred and how these can be met through services from our department or by other organisations.

**How to get in touch:**

Referral to the Duty and Assessment Team on the number above Monday to Friday 9.00am to 5.00pm (4.30 on Fridays)

**Choice of male/female worker? Yes**

**Languages spoken:**

English/Welsh and others if required through interpreters.

**Wheelchair access? Yes**

**Name: CHRISTIAN YOUTH OUTREACH**

**Address:** Solid Rock Youth Centre  
77 Nolton Street  
Bridgend  
CF31 3AE

**Tel:** 01656 659695

**Fax:**

**Email:** ljames@christianyouthoutreach.org

**Website:** www.christianyouthoutreach.org  
www.solidrock.eclipse.co.uk

**Aims/objectives:**

Solid Rock provides a safe place for young people to meet, chill out and work through the challenges of growing up.

**What we can do for you:**

We provide a variety of activities based on Christian principles. We befriend, support and provide opportunities for young people to explore their values and beliefs.

Youth Church on Sundays 7.00pm – 9.00pm

**How to get in touch:**

Telephone or email.

Call in at Solid Rock: Monday – Friday 12.00pm – 12.30pm

Wed & Thurs: 7.00pm - 9.00pm; Fri 7.00pm - 10.00pm

**Choice of male/female worker?** Yes

**Languages spoken:**

Welsh, English and for others please ask

**Wheelchair access?** Yes, limited

**Name: CRUSE BEREAVEMENT CARE**

(Day by day helpline)

**Address:** PO Box 800  
Richmond, Surrey  
TW9 1RG

**Tel:** 0844 4779400  
0808 808 1677  
Admin: 02089 399530

**Fax:** 02089 407638

**Email:** [infor@crusebereavementcare.org.uk](mailto:infor@crusebereavementcare.org.uk)

**Website:** [crusebereavementcare.org.uk](http://crusebereavementcare.org.uk)  
[www.rd4u.org.uk](http://www.rd4u.org.uk)

**Aims/objectives:**

To provide the highest standard of counselling, information and social support to anyone who has been bereaved. To provide training, support, information and publications to those working for bereaved people and increase public awareness.

**What we can do for you:**

Bereavement Help Line, counselling, literature/leaflets. Home counselling by Cruse-trained volunteer bereavement counsellors. Cruse friendship group for support after counselling.

**How to get in touch:**

Telephone : Mon – Fri 9.30am – 5.00 pm

**Choice of male/female worker?** Yes

**Languages spoken:** English

**Wheelchair access?** N/A

**Name: ECODYSGU-ECOLEARN**

**Address:** Tondy House Farm,  
Tondy, Bridgend CF32 9HF

**Tel:** 01656 728137

**Fax:** 01656 728137

**Email:** EcoDysguEcoLearn@aol.com

**Aims/objectives:**

To bring groups of children, young people and adults onto site to take part in the 'Learning to Heal –Healing to Learn' model of education. This model works with 3 elements CREATIVITY in a NATURAL ENVIRONMENT supported by HEALING PRACTICES.

The day consists of being tutored in such skills as willow weaving, woodcarving, gardening, woodland work and much more. In addition each participant is offered a session of Reiki Healing, Indian Head Massage or Hands on Healing.

**What we can do for you:**

Offer you a days experience to do something different!  
Previous participants have claimed that a day at EcoDysgu is a life changing experience. It is empowering, increases self esteem and confidence and teaches you a new skill. We offer an opportunity to reconnect with nature, a sense of well being and yourself.

We have a café that is open

Monday – Saturday 10.00am – 3.00pm

We also have a community room that holds 12 people and a 12 bed bunkhouse, with a lounge. All have wheelchair access and disabled toilets and are available for hire.

Volunteers are always welcome – under 16s should be accompanied by an adult.

**Name: ECODYSGU-ECOLEARN**  
(continued)

**How to get in touch:** By telephone or email

**Choice of male/female worker?**

Yes depending on what tutors/healers are available and the chosen workshop

**Languages spoken:** English

**Wheelchair access?** The site is steeply sloping with rough ground. It can be managed by wheelchair users with help.

**Name: EPILEPSY BEREAVED**

**Address:** PO Box 158  
Llanelli  
Camarthenshire SA15 9AD

**Tel:** 01656 766418

**Fax:**

**Email:** [contact@epilepsybereaved.org.uk](mailto:contact@epilepsybereaved.org.uk)

**Website:** [www.sudep.org](http://www.sudep.org)

### **Aims/objectives**

- To support families affected by an epilepsy related death.
- To reduce the risks in people with epilepsy, by information and education.
- To promote research into sudden unexpected death in epilepsy (SUDEP) and other epilepsy deaths.

### **What we can do for you:**

We offer:

- A confidential service
- Someone to listen
- A volunteer who has personal experience of bereavement following an epilepsy death
- Information specific to epilepsy deaths
- Meetings with other families bereaved through epilepsy

### **How to get in touch:**

Telephone, email, website

**Choice of male/female worker?** Yes

**Languages spoken:** English

**Wheelchair access?** N/A

**Name: FAMILY MEDIATION CARDIFF**

**Address:** 42 Charles Street  
Cardiff CF10 2GE

**Tel:** 029 2022 9692

**Fax:** 029 20399 505

**Email:** familymediation@btconnect.com

**Website:** www.familymediationcardiff.co.uk

**Aims/objectives:**

To provide mediation to couples experiencing divorce or separation and assist them to make decisions about their children, property and finances.

We are a registered charity: no 515222

**What we can do for you:**

We can see people at our premises in Cardiff, Bridgend or Barry and offer an initial meeting (either separately or together) to decide whether mediation is right for you.

**How to get in touch:**

Phone, fax, email or letter either directly or by asking your solicitor or similar person to refer you.

**Choice of male/female worker?** Yes. Please ask.

**Languages spoken:** English, Welsh, an interpreter service is available

**Wheelchair access?** We will see people at home or at a suitable venue if premises are inaccessible.

**Name: FAMILY RIGHTS GROUP (FRG)**

**Address:** The Print House  
18 Ashwin Street  
London E8 3DL

**Tel:** 020 7923 2628

**Fax:** 020 7923 2683

**Email:** office@frg.org.uk

**Website:** www.frg.org.uk

**Aims/objectives:**

Family Rights Group works with families, practitioners, researchers and policy makers to improve services for families whose children are involved with Social Services

**What we can do for you:**

- Provide an advice and advocacy service for families
- Freephone advice line offers advice & info to families involved with Social Services and is available weekdays 10-12pm & 1.30-3.30pm 0800 7311696
- Undertake policy & research projects.
- Produce a range of publications involving advice matters for families and models of good practice
- Provide training & consultation for Local Authorities & voluntary agencies.

**How to get in touch:**

Email, freephone, advice line, post, fax

**Choice of male/female worker?** Yes

**Languages spoken:** English

**Wheelchair access?** N/A

**Name: HAFAL FAMILY SUPPORT & ADVOCACY  
SERVICE**

**Address:** Unit 49 Tondu Enterprise Centre  
Bryn Road Tondu,  
Bridgend CF32 9BS

**Tel:** 01656 729191 Mobile: 07702 886963 out of  
hours

**Fax:** 01656 723187

**Email:** [bridgend@hafal.org](mailto:bridgend@hafal.org)

**Website:** [www.mentalhealthwales.net](http://www.mentalhealthwales.net)

**Aims/objectives:**

To provide support, advice, advocacy & access to information for carers and families of individuals; and empowers people with severe mental illness and their families to achieve a better quality of life.

**What we can do for you:**

Offer a flexible service to families and individuals through an out of hours helpline, direct support and advice, support in a crisis, contact with others by phone. Advocacy support in a group setting, introductions for befriending, training and providing a voice in the planning of mental health services.

**How to get in touch:**

Tel: 01656 729191 9am – 5pm Mon – Fri

Out of hours 07702 886963 5pm – 8pm Mon – Fri

07702 886963 10am – 2pm Sat – Sun

**Choice of male/female worker?** Not at present

**Languages spoken:** English (Welsh speakers available)

**Wheelchair access?** Yes and home visits arrange

**Name: HAFOD CARE**

**Address:** 14 – 18 Queen Street  
Bridgend  
CF 31 1HX

**Tel:** 01656 655045/657324

**Fax:** 02920 675898

**Email:** carolineh@hafod.co.uk

**Website:** www.hafodcare.org.uk

**Aims/objectives:**

To empower young people to live independently by providing support as and when required to support and sustain their tenancy.

We work with the homeless section of B.C.B.C. from their nominated list.

**What we can do for you:**

We have 2 support workers and 20 one bedroom properties in the Bridgend area managed by Hafod Housing.

We work with young people from 16 – 25 years.

We can be accessed by B.C.B.C. Homeless Section on 01656 643542 or through Hafod Care direct

**How to get in touch:**

By phone, letter or call in

**Choice of male/female worker? Yes**

**Languages spoken:English**

**Wheelchair access? Yes**

**Name: HOME-START BRIDGEND**

**Address:** Registered office  
49a Nolton Street  
Bridgend CF31 3AA

**Tel:** 01656 668111

**Fax:** 01656 668222

**Email:** homestartbridge@btconnect.com

**Website:** [www.homestartbridgend.co.uk](http://www.homestartbridgend.co.uk)

**Aims/objectives:**

Voluntary organisation committed to promoting the welfare of families living in Borough of Bridgend with at least one child under five.

**What we can do for you:**

Our volunteers offer regular support, friendship and practical help to families under stress in their own home, helping to prevent family crisis and breakdown.

Families must have at least one child under five.

**How to get in touch:**

Phone, office hours.

**Choice of male/female worker?** If possible

**Languages spoken:** English

**Wheelchair access?** No. Home visits

**Name: KPC YOUTH**

**Address:** Off Pyle Inn Way,  
Pyle, Bridgend CF33 6AB

**Tel:** 01656 749219

**Fax:** 01656 749219

**Email:** kpcyouth@hotmail.com

**Website:** [www.kpcyouth.co.uk](http://www.kpcyouth.co.uk)

**Aims/objectives:**

We offer a wide range of diversionary activities, advice, info & support to young people in the Cynffig area aged 8 – 25yrs

**What we can do for you:**

Offer a range of activities for young people, as well as advice, information and referral services on a wide range of services

**How to get in touch:**

Either call in at the Centre (open 9 – 3 daily Mon – Fri, and then 5.30 – 10 pm Mon – Fri) – the Centre is Off Pyle Inn Way, next to Pil Primary School in Pyle

**Choice of male/female worker? Yes**

**Languages spoken:** English

**Wheelchair access? Yes**

**Name: LEO at TROS GYNNAL**

**Address:** 4 Dunraven Place  
Bridgend  
CF31 1JD

**Tel:** 01656 669354

**Fax:** 01656 750642

**Website:**

**Aims/Objectives:**

We are an independent and confidential Children's Rights Project that provides friendly, helpful advocates.

We work with young people from 11 years to 25 years living in Bridgend County and with young people between 10 and 18 years living in care.

**What we can do for you:**

Help you to sort differences with other people

Tell you your rights

Help sort things out with workers/carers

Give you support and help you to speak up at meetings

Help you make a complaint! Don't keep quiet

Help you speak out, with others, about what's good or what needs to be changed for children and young people in care

We can help with mediation between young people and their family

Family Group Meetings can be arranged

**How to get in touch:**

Freephone 0800 328 7289

Email: [leo@trosgynnal.org.uk](mailto:leo@trosgynnal.org.uk)

Text: 07864 032 921

Choice of male/female worker?

**Languages spoken:**

**Wheelchair access?**

**Name: LLYNFI VALLEY 16-25 YOUTH PROJECT**

**Address:** The Courthouse  
4 Station Street  
Maesteg CF34 9AL

**Tel:** 01656 732613

**Fax:**

**Email:** courthouse@hotmail.co.uk

**Website:**

**Aims/objectives:**

To educate & assist the Llynfi valleys 16 – 25 year old young people and help them develop into adulthood.

**What we can do for you:**

We offer a range of activities in the following areas:  
Multimedia Sport & Fitness, Life Skills, Independent Living, Outdoor Pursuits and Volunteering.

All these activities can be taken as accredited programs.

Drop In: Mondays 1.00pm-4.00pm & 6.00pm-8.00pm

Tuesdays 1.00pm-3.00pm & 6.00pm-8.00pm

Wednesdays 1.00pm-4.00pm & 6.00pm-8.00pm

We are looking at developing a service for 11-16 year olds

**How to get in touch:**

Telephone, email, Drop In

**Choice of male/female worker?** Yes

**Languages spoken:** English

**Wheelchair access?** Yes. Disabled toilet. Lift.

**Name: M.E. ASSOCIATION**

**Address:** 7 Apollo Office Court  
Radclive Road  
Gawcott  
Bucks MK18 4DF

**Tel:** connect me helpline 0870 4441836  
10pm-12pm; 2pm-4pm; 7pm-9pm; every day

**Fax:** 01280 821602

**Email:** meconnect@meassociation.org.uk

**Website:** [www.meassociation.org.uk](http://www.meassociation.org.uk)

**Aims/objectives:**

To help and support people with M.E./C.F.S. (Chronic Fatigue Syndrome)

**What we can do for you:**

Help people make informed choices when discussing the management of their condition with health and other professionals.

**How to get in touch:**

Phone. Every day: 10am – 12pm; 2pm – 4pm; 7pm – 9pm

**Choice of male/female worker?** Please ask

**Languages spoken:** English

**Wheelchair access?** N/A

**Name: MENTER BRO OGWR**

**Address:** Ty'r Ysgol,  
Pen yr Ysgol, Maesteg,  
Pen y Bont ar Ogwr, CF34 9YE

**Tel:** 01656 732200

**Fax:** 01656 732200

**Email:** [menter@broogwr.org](mailto:menter@broogwr.org)

**Website:** [www.menterbroogwr.org](http://www.menterbroogwr.org)

**Aims/objectives:**

Our aims and objectives are to promote and develop the use of the Welsh language across the County Borough, we aim to provide opportunities at all levels of public lives.

**What we can do for you:**

We provide Welsh language lessons, opportunities to meet other people of the community for a coffee and chat, and a series of community social evenings.

We also provide a range of projects and activities for children and young people such as Welsh youth clubs; trips; fun days; breakfast and after school clubs; clubs in English Comprehensives and much more.

If you have any ideas of what you would like to see happening through the medium of Welsh please contact us at any time.

**How to get in touch:**

By telephone, letter or come and visit us

**Choice of male/female worker?** Yes

**Languages spoken:** English and Welsh

**Wheelchair access?** Some of our projects have access, others don't.

**Name: OGWR D.A.S.H.**

**Address:** 74, Nolton Street  
Bridgend  
CF31 3BP

**Tel:** 01656 - 650686

**Fax:** 01656 - 653319

**Email:** ogwrdash@lineone.org.uk

**Website:**

**Aims/objectives:**

Harm reduction, education and prevention of drug/alcohol misuse for young people and their families

**What we can do for you:**

Counselling support advice and prevention for young people using drugs or alcohol. Also, the DASH YES Project (Youth Empowering Service) provides activities and support for 6-16 year olds who are affected by someone else's use of drugs/alcohol. Issue based work includes self-esteem, bullying, keeping safe.

**How to get in touch:**

Telephone or call in Monday to Friday

9.30 a.m. – 1 p.m. and 2 p.m. – 6 p.m.

Young Peoples Day (under 18's) every Monday.

**Choice of male/female worker?** Yes

**Languages spoken:** English/Welsh

**Wheelchair access?** Yes

**Name: ON TRACK BRIDGEND**

**Address:** Caerau Community Centre  
Woodlands Terrace  
Caerau  
Maesteg CF34 0SR

**Tel:** 01656 810012

**Fax:** 01656 739291

**Email:** ontrack@bridgend.gov.uk

**Website:**

**Aims/objectives:**

To develop an early preventative Multi – Agency Approach to working with children aged 4-18 years and their families in the Llynfi Valley & Bettws

**What we can do for you:**

- Evaluated Early Parenting Intervention Programme
- Learning support
- Family support
- Parent support/training
- Home visiting
- Family therapy

**How to get in touch:**

Referrals by self, schools, health visitors, social workers, police.

Phone Mon – Fri 8-30am to 5pm 01656 810012 or  
welcome to call at Caerau Community Centre.

**Choice of male/female worker?** No

**Languages spoken:** Cymraeg / English

**Wheelchair access?** Yes

**Name: PARENTLINE PLUS**

**Address:** 520 Highgate Studios  
53-79 Highgate Road  
London NW5 1TL

**Tel:** 0808 800 2222 (parentline)  
0207 284 5500 (office)

**Fax:** 0207 284 5501

**Email:** parentsupport@parentlineplus.org.uk

**Website:** www.parentlineplus.org.uk

**Aims/objectives:**

To provide support to families. To develop understanding of parenting, to highlight the diverse nature of modern families and those who parent.

To increase the support available to all who parent, by increasing people's understanding of parenting.

**What we can do for you:**

A helpline for anyone caring for children.

**Textphone Helpline 08007836783 for hearing/speech impaired people.** We run accredited parenting courses. Develop projects to support families; provide information and publications; training/consultancy to professionals; parents together groups and workshops in local area.

**How to get in touch:**

Free confidential 24hr helpline

**Choice of male/female worker?** No

**Languages spoken:** English

**Wheelchair access?** N/A

**Name: POSITIVE TRANSITIONS**

**Address:** c/o Communities First Bridgend  
Level 2 Civic Offices  
Angel Street Bridgend

**Tel:** Jan Clarke School-based Pupil Support  
Officer - 07796 991723  
Anneliese Donovan – 07796 991724

**Fax:**

**Email:**

**Website:**

**Aims/objectives:**

The project provides continuous support to Caerau children and their parents who are making the transition between Blaencaerau Junior School and Maesteg Comprehensive School.

**What we can do for you:**

The project works with pupils in years 6-11 and focuses on supporting emotional, behavioural and learning issues in order to encourage attendance, as well as preventing behaviour which leads to exclusions. There is an after school I.T. facility at Noddfa Chapel, Caerau providing I.T. use for children and young people between 5 and 18 yrs, from 3.30pm – 7.30pm Monday to Friday

**How to get in touch:**

Telephone or visit Jan Clarke in Maesteg Comprehensive School on 01656 815950

**Choice of male/female worker?** Female only

**Languages spoken:** English

**Wheelchair access?** N.A.

**Name: PRIMARY MENTAL HEALTH RESOURCE TEAM**

**Address:** Child and Family Clinic  
Princess of Wales Hospital  
Coity Road  
Bridgend CF31 1RQ

**Tel:** 01656 752752 ext 3365 / 01656 752191

**Fax:**

**Email:**

**Website:**

**Aims/objectives:**

To provide a resource for frontline primary care professionals working with children and young people.

**What we can do for you:**

1. Provide advice and support through consultation
2. Joint assessment of the child and family
3. Mental Health training

**How to get in touch:**

By telephone or letter

**Choice of male/female worker?** Yes

**Languages spoken:** English

**Wheelchair access?** Yes

**Name: SAMARITANS (BRIDGEND)**

**Address:** 2 Green Street  
Bridgend CF31 1HF  
**Tel:** 01656 662333 or 08457 909090  
**Fax:**  
**Email:** jo@samaritans.org  
**Website:** samaritans.org.uk

**Aims/objectives:**

To ensure that our service is known as widely as possible to vulnerable groups of people.

**What we can do for you:**

To provide emotional support to all in distress, especially those at risk of dying by suicide. This support is provided by telephone (mainly), e-mail, 'face to face' and by letter and text. It is available between 6pm & 10pm on 07725 909090. This is being developed with the aim of being available 24/7. G.P. Referral scheme: All doctors in Bridgend have been given referral forms. These are for people who find it difficult to make the first move. With the person's permission the doctor can contact the Samaritans and give them the agreed information and they will ring the person at an agreed time, About half the G.P.s have taken this on board, but all should know about it and have referral forms.

**How to get in touch:** Telephone 24 hrs

**Choice of male/female worker?** Yes, on request

**Languages spoken:** English, Welsh and Sign Language

**Wheelchair access?** Yes

**Name: SCHOOL HEALTH NURSING SERVICE (SHN)**

**Address:** ABM NHS Trust  
Every school-aged child has a named SHN.

**Tel:** 01656 752563

**Email:** Wendy.Hinton@bromor-tr.wales.nhs.uk

**Aims/objectives:**

We aim to improve the health of the school-age population by informing, educating and supporting children & young people to make healthy lifestyle choices. We deliver health education in schools including Sex and Relationships Education & provide Youth Advice Service Clinics in Bridgend. (YAS)

**What we can do for you:**

**Youth Advice Service Clinics** offer confidential health advice and FREE condoms, contraception and emergency contraception in :

**Bridgend** 01656 644120

Centurian Gardens Quarella Road Mondays 3.30pm-6.00pm

Just Ask Caroline Street 01656 651585

Saturdays 11.30am-1.30pm & 1.30pm-3.30pm

**Maesteg** 01656 732613

The Courthouse Station Street Tuesdays 3.30pm-5.30pm

**Pencoed** Community Clinic Wimbourne Road 01656 8699240

Wednesdays 3.30pm-6.00pm

**Neath** 01639 640600

Dyffed Road Health Centre Mondays 3.00pm-6.00pm

**Port Talbot** Dew Road Clinic Sandfields 01639 896350

Tuesdays 3.00pm-6.00pm

**Information Helpline** for all clinics (young people and adults)

01639 862155 provides appointments for smears and psychosexual appointments 9.00am – 12.00pm Mon-Fri

**Name: SCHOOL HEALTH NURSING SERVICE (SHN)**  
(continued)

**How to get in touch:**

Telephone or e-mail Wendy Hinton  
School Health Nurse Co-ordinator for Bridgend

**Choice of male/female worker?** All female

**Languages spoken:** English

**Wheelchair access?** Usually

**Name: SOCIAL SERVICES  
BRIDGEND COUNTY BOROUGH COUNCIL**

**Address:** Sunnyside  
Bridgend  
CF31 4DR

**Tel:** 01656 642200  
**Fax:** 01656 648689  
**Email:**

**Website:** [www.bridgend.gov.uk](http://www.bridgend.gov.uk)

**Aims/objectives:**

**What we can do for you:**

Provision of social work, social care and social welfare services to children, families and adult. Including Mental Health Social Workers.

**How to get in touch:**

Telephone or call in  
8.30am to 5pm Monday – Thursday ,  
8.30am to 4.30pm Friday

**Choice of male/female worker?** Yes

**Languages spoken:** English and Welsh.

**Wheelchair access?** Yes

**Name: SOCIAL SERVICES EMERGENCY TEAM**

**Address:**

**Tel:** 01443 849944

**Fax:** 01443 849955

**Email:**

**Website:**

**Aims/objectives:**

To provide emergency Social Work cover in the Bridgend, Rhonda Cynon Taf and Merthyr areas outside of normal office hours.

**What we can do for you:**

Emergency contact with duty Social Worker out of office hours. Open access.

**How to get in touch:**

By telephone:

5.00pm – 8.30am Mon – Thurs

4.30pm – 8.30am Friday

Weekends

**Choice of male/female worker? No**

**Languages spoken: English**

**Wheelchair access? N/A**

**Name: THE NATIONAL SELF-HARM NETWORK**

**Address:** NSHN  
PO Box 7264  
Nottingham NG1 6WJ

**Email:** info@nshn.co.uk

**Website:** www.nshn.co.uk

**Aims/objectives:**

- To support individuals who self harm to reduce emotional distress and to improve their quality of life
- To empower and enable individuals that self harm to seek further support and alternatives to self harm
- Support and provide information for family and carers of individuals who self harm
- Educate service providers and carers on matters relating to self harm, raise awareness, dispel myths and challenge misconceptions through providing information and training
- To influence health and social care policies at local and national levels

**What we can do for you**

We provide an online support forum: [www.nshn.co.uk/forum](http://www.nshn.co.uk/forum) which provides 24 hour support and information for service providers, service users and carers

**How to get in touch:** Write or Email

**Choice of male/female worker?**

**Languages spoken:**

**Wheelchair access?** N/A

**Name: VALE OF GLAMORGAN MENTAL HEALTH  
SOCIAL SERVICES.**

**Address:** Amy Evans Centre  
190 Holton Road  
BARRY CF63 4HN

**Tel:** 01446 733331

**Fax:** 01446 746541

**Email:**

**Website:**

**Aims/objectives:**

To provide a comprehensive service to people suffering from severe and enduring mental illness, and to facilitate services for those with significant mental health problems.

**What we can do for you:**

Advice and support to individuals and groups.

Community Care Assessments.

Covers the whole of the Vale of Glamorgan, other bases opening as Community Mental Health Teams soon.

**How to get in touch:**

Call in, telephone or fax.

8.30am to 5.00pm Monday to Thursday.

8.30am to 4.30pm Friday.

**Choice of male/female worker?** Yes

**Languages spoken:** English. Interpreters available

**Wheelchair access?** To ground floor only.

**Name: VALLEY AND VALE COMMUNITY ARTS**

**Address:** Sardis Media Centre  
Heol Dewi Sant  
Betws Bridgend CF32 8SU

**Tel:** 01656 729246

**Fax:** 01656 729185

**Email:** mail@valleyandvale.co.uk

**Website:** www.valleyandvale.co.uk

**Aims/Objectives:**

- We aim to enrich lives using arts and media to release potential.
- We prioritise work with isolated, excluded and vulnerable people and communities.
- Our aims are: build confidence, enable participation, facilitate self-expression, stimulate dialogue, increase inclusion, celebrate diversity, promote respect, release potential, connect communities and create opportunities for change.

**What we can do for you:**

We run Community Arts workshops and projects in dance, drama, forum theatre, video, animation, photography, visual art, digital art, music and multimedia. We create tailor-made workshops, training programme and projects.

**How to get in touch:**

Telephone, email or website (as above)

**Choice of male/female worker?** Yes

**Languages spoken:** English

**Wheelchair access?** Yes

**Name: WGCADA - West Glamorgan Council on  
Alcohol and Drug Abuse**

**Address:** 4 Gaylard Buildings  
Court Road  
Bridgend CF31 1BD  
**Tel:** 01656 667717  
**Fax:** 01656 657557  
**Email:** admin.bridgend@wgcada.co.uk  
**Website:** www.wgcada.org

**Aims/objectives:**

The young person's worker works with young people up to 18 year olds with alcohol and/or drug related issues to provide support through difficult times, such as transition into adulthood. Provides intervention, counselling, education, support and advice.

**What we can do for you:**

We work with individuals and families.  
We make onward referrals to suitable agencies. We offer free, confidential advice and information and support to young people who want drugs or alcohol information or who are expressing problems as a result of using drugs/alcohol.

**How to get in touch:**

Phone, fax or email.  
Call in Monday-Thursday 9.00am-4.45pm (closed 12.45-1.45)  
Friday 9.00am-4.00pm

**Choice of male/female worker?** Yes

**Languages spoken:** English. Welsh available

**Wheelchair access?** Yes

**Name: YELLOW WALES**

**Address** c/o Hafod Housing Association  
(for correspondence) St Hilary Court, Copthorne Way  
Cardiff CF5 6ES

**Tel:** 02920 675800 / 07771 562047  
**Fax:** 02920 675898  
**Email:** janicec@hafod.co.uk  
**Website:** www.yellowwales.org.uk

**Aims/objectives:**

Provide accommodation to enable all homeless young people to live independently within their community; and equip them with the necessary skills through learning and training. Involve young people in the development of Yellow Wales. Encourage self-belief, personal responsibility and respect. Promote health and well-being.

**What we can do for you:**

Personal development training to equip young people to access learning; training and work opportunities. Build emotional resilience to deal with the challenges of independent living. Develop confidence and self esteem. Develop Listening and Communication skills. Promote health and well-being through:  
Sports & Fitness                      Art Therapy  
Health Promotion                      Mental Health Awareness  
Help to access services

We have partners in industry and the voluntary sector who provide work experience/opportunities and volunteering in the community.

We provide accommodation in 8 self contained flats; and also work with other housing providers in the borough.

**How to get in touch:** Initial enquiries to the office

**Languages spoken:** English; access to welsh speaker

**Wheelchair access?** Yes, at the Y.M.C.A.

**Name: YMCA BRIDGEND & PORTHCAWL**

**Address:** Angel Street                      25 John Street  
                    Bridgend                                      Porthcawl  
                    CF31 4AD                                      CF36 3AP

**Tel:**                      01656654613                      01656 772166

**Fax:**                      01656 660357

**Email:**                      bridgendymca@hotmail.com

**Website:**

**Aims/objectives:**

We aim, through recreational, spiritual, educational, physical and social programmes, to empower & motivate young people in our community, including those who have disadvantages through social, economic & emotional deprivation. We will provide advice, information and advocacy as and when required.

**What we can do for you:**

To provide youth and community work opportunities.  
We run clubs for children and young people.

**How to get in touch:**

Office open:

Bridgend: 9.00am – 10.00pm

Porthcawl: 10.30am – 6.00pm

**Choice of male/female worker?** Yes

**Languages spoken:** Bridgend: English and Welsh  
                                    Porthcawl: English

**Wheelchair access?** Porthcawl: Limited

**Name: YOUNGMINDS**

**Address:** 48 – 50 St John Street  
London EC1M 4DG  
**Tel:** 0207 336 8445 (office)  
0800 018 2138 (Parents Info Service)  
**Fax:** 020 7336 8446  
**Email:** [ym@youngminds.org.uk](mailto:ym@youngminds.org.uk)  
**Website:** [www.youngminds.org.uk](http://www.youngminds.org.uk)

**Aims/objectives:**

YoungMinds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people by ensuring these issues are placed firmly on the public and political agenda. We achieve this through the provision of research, lobbying, influencing policy, and campaigning. Driven by the experiences of children, young people, parents and carers we also raise awareness and provide expert knowledge through training, outreach work and publications. The young minds telephone helpline for parents and carers provides free and confidential support for anyone worried about the emotional problems or behaviour of a child or young person.

**What we can do for you:**

The service is backed up by the YoungMinds website and a wide range of publications for young people, parents, about depression, bullying and self-harm etc. YoungMinds is a membership organisation and publishes a bi monthly magazine for everyone who works with children and young people.

Order Line: 0870 870 1721 10-4 Mon Tues Fri

**How to get in touch:**

Phone Office:	Mon-Fri 9.30 – 5.30
Parents Info Service:	Mon-Fri: 10.00am-4.00pm plus Wed: 6pm-8pm

**Languages spoken:** English

# **LATE ADDITIONS**

**BETHLEHEM CHURCH LIFE CENTRE**

**BRIDGEND ACCESS AND INCLUSION SERVICE**

**EDUCATIONAL PSYCHOLOGY SERVICE**

**Name:** BETHLEHEM CHURCH LIFE CENTRE

**Address:** Bethlehem Church Life Centre  
Cefn Road, Cefn Cribwr  
Bridgend.

**Tel:** 01656 745655

**Fax:** 01656 749801

**Email:** [bclc@btinternet.com](mailto:bclc@btinternet.com)

**Website:** [www.bclc-cefn.com](http://www.bclc-cefn.com)

### **What we can do for you:**

Parent and Toddlers	Thursdays 10.30am
Rock Kids (4 – 7yrs)	Mondays 6.00pm
Rock Youth (8 12yrs)	Mondays 7.30pm
Senior Youth (13+)	Tuesdays 7.30pm Fridays 7.30pm
Busy Bees (0 – 3 yrs)	10.30am
Sunday Rock (3 – 8yrs)	10.30am
Toasters (9+)	10.30am
Digi Lab	open most evenings

Excel Sports Club (disabled young people's sports and exercise club) Mondays 11.00am  
Wednesdays 6.00pm – 7.00pm – term time only

Youth Club for children with Epilepsy and parents/carers  
Thursdays 6.30pm

The Gym is available for all young people who are 5 feet tall and over. Trained instructors.

Mondays – Fridays 8.00am - 8.00pm

Saturdays 8.00am – 1.00pm

**Name: BETHLEHEM CHURCH LIFE CENTRE**

(continued)

Summer Clubs are run during school summer holidays for all ages

Available from April 2009:  
Excel Fitness Club  
Wheelchair Football club

**The Oasis Coffee Bar** is open Mondays to Fridays 10.00am – 3.00pm serving hot and cold drinks and healthy eating menu

**Other:**

We also have a young person and student placement programme and give each student/young person an individual programme of work and 'alternative curriculum' programme. We also work directly with primary and secondary schools helping with RE lessons, Assemblies and Mayor Award & Duke of Edinburgh schemes.

We also allow our facilities to be used by other groups who work with children and young people such as various sports clubs, disabled children and children's parties etc.

**Choice of male/female worker?** Yes

**Languages spoken:**

English (Welsh speakers available)

**Wheelchair Access:** Yes

**Name: BRIDGEND ACCESS AND INCLUSION  
SERVICE**

**Address:** Ty-Morfa,  
Hafan Deg,  
Aberkenfig,  
Bridgend, CF32 9AW

**Tel:** 01656 720201

**Fax:** 01656 725806

**Email:** Amanda.kelland@bridgend.gov.uk

**Website:**

**Aims/objectives:**

We seek to ensure that children and young people within the county borough have access to a broad and balanced curriculum, the environment and all relevant information

**What we can do for you:**

We will support schools, in partnership with families and other agencies, in achieving this aim within each pupil's local mainstream school wherever practical.

**How to get in touch:**

Via telephone or email (see above)

**Choice of male/female worker?** N/A

**Languages spoken:** English

**Wheelchair access?** Yes

**Name: EDUCATIONAL PSYCHOLOGY SERVICE**

**Address:** Ty Morfa,  
Aberkenfig,  
Bridgend  
CF32 9AW

**Tel:** 01656 729319

**Fax:** 01656 725806

**Email:** alun.lawthom@bridgend.gov.uk

**Website:**

**Aims/objectives:**

To promote the application of psychology to facilitate positive change and development for children, young people, families, carers and support organisations.

**What we can do for you:**

Interventions to promote learning

Interventions to support emotional and behavioural issues

Training for school staff and others

Advice on preventative approaches

**How to get in touch:**

Consultation requests via schools, statutory and voluntary organisations, referrals from families and self-referral

**Choice of male/female worker?** Yes

**Languages spoken:** Welsh/English

**Wheelchair access?** Yes

## **GP's – DOCTORS' SURGERIES**

### **Registering with a G.P.**

Listed on the following pages are all the Doctors' surgeries in Bridgend County Borough. If you have difficulty registering with a G.P., you can ring Iechyd Morgannwg Health Authority on 01792 458066. You will be asked to write in with your address, date of birth, full name and signature.

Send to G.P. Allocation, 41 High Street Swansea SA1 1LT. On receipt of this letter a GP will be allocated to you within 48 hours. If you require emergency treatment, see below.

You may ask to see a female doctor if you want to, when making your appointment.

### **Emergency visits to a G.P.**

Anyone can request emergency treatment at any G.P. surgery under the 'immediate and necessary' treatment rule. To do this you will need to register as a temporary patient for up to 3 months. If a G.P. declines to treat you, then you can approach another practice, and soon.

Please note that registering as a temporary patient does not guarantee a permanent place within that practice (e.g. if the practice list is already full at time of application for registration).

## **Out of Hours Services**

They are for patients who need to see a doctor urgently and cannot wait until the next day.

The **out of hours service** will operate as follows:

Monday – Thursday 6.30pm – 8.00am

Weekends 6.30pm Friday – 8.00am Monday

### **Your surgery will no longer be open on Saturday mornings.**

The out of hours service is not for the request/collection of repeat prescriptions.

### **How do I contact the out of hours service?**

Telephone your surgery number (with a pen and paper to hand) where you will hear an answer phone message giving you a number to call. You should only contact the service if you have an urgent medical problem that cannot wait until the surgery opens.

### **What will happen when I call?**

Primecare's trained call handler will answer your call and take some personal details and basic information about the problem you are calling about. They may need to ask you about any medical conditions you have and it would be helpful if you could provide details of any medication you are taking.

They will advise you on the most appropriate level of care or offer you an appointment at the local Primary Care Centre. Both Typetalk and Language Line services are available to patients.

### **How will I get to the Primary Care Centre?**

If you need face to face medical attention you may be offered an appointment at the local Primary Care Centre where there is immediate access to medical equipment and medication and where clinical assessments can be made more effectively. You will be expected to find your own way there. Transport may be provided in exceptional circumstances.

### **What about home visits?**

A home visit will only be made if it is considered necessary by a healthcare professional.

**NHS Direct Wales 0845 74647** gives health advice & information by phone any time day or night.

Provides advice and information about health and the NHS so that people are better able to care for themselves and their families. The service aims to provide clinical advice to support self care and appropriate self-referral to NHS services, as well as access to more general advice and information.

**Tel: 08 45 46 47**

**Web: [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)**

The NHS Direct Wales website contains a wide range of health information including details of dentists, pharmacies, sexual health clinics and support groups in your area as well as an A-Z encyclopaedia of health. You can also send a question about your health to our online enquiry service.

## **G.P. Practices in Bridgend County Borough**

### **Bridgend**

Ashfield Surgery  
Merthymawr Road  
Bridgend CF31 3NW  
Tel: 01656 652774  
Fax: 01656 661187

New Street Surgery  
3 New Street  
Aberkenfig CF32 9DL  
Tel: 0844 477 8637  
Fax: 01656 724607

Newcastle Surgery  
Llangewydd Road  
Cefn Glas  
CF314XX  
Tel: 01656 652721  
Fax: 01656 662864

Oak Tree Surgery  
Whitethorn Drive  
Brackla CF31 2PQ  
Tel: 01656 657131  
Fax: 01656 637134

Riversdale House  
Merthymawr Road  
Bridgend  
CF31 3NL  
Tel: 01656 766866  
Fax: 01656 673333

Tyncoed Surgery  
20 Merfield Close  
Bryncethin CF32 9SW  
Tel: 01656 720334  
Fax: 01656 721998

### **Kenfig Hill**

Heathbridge House  
1a Pysgah Street  
Kenfig Hill  
CF33 6BY  
Tel: 01656740359  
Fax: 01656745400

### **Maesteg**

Bryn y Garn Surgery  
Station Street  
Maesteg CF34 9AL  
Tel: 01656 733262  
Fax: 01656735239

Llynfi Surgery  
Llynfi Road  
Maesteg CF34 9DT  
Tel: 08708 902487

Branch Surgery at:  
Bryn Surgery  
Maesteg Road, Bryn  
Port Talbot SA 13 2RW

Nantfyllon Surgery  
77 High Street  
Nantfyllon  
Maesteg CF34 0BT  
Tel: 01656 732217  
Fax: 01656 730119

Woodlands Surgery  
Woodlands Terrace  
Caerau  
Maesteg CF34 0SR  
Tel: 01656 734203  
Fax: 01656 734311

**Nantymoel**

Nantymoel Surgery  
Nantymoel  
Bridgend CF32 7NA  
Tel: 08444 770 923  
Fax: 01656 840030

**North Cornelly**

The Surgery  
Heol Fach  
North Cornelly CF33 4LD  
Tel: 01656 740345  
Fax: 01656 740872

Branch surgery at:  
Stormybrook Surgery  
Waunbant Road  
Kenfig Hill  
Pyle CF33 6DE  
Tel: 01656 746611

**Ogmore Vale**

Ogmore Vale Surgery  
Commercial Street  
Ogmore Vale CF32 7BL  
Tel: 01656 840208  
Fax: 01656 841227

**Pencoed**

New Surgery  
Heol-y-Groes  
Pencoed CF35 5PE  
Tel: 01656 860343  
Fax: 01656 864451

The Medical Centre  
Heol-yr-Onnen  
Pencoed CF35 5PF  
Tel: 0844 477 8890  
Fax: 01656 861228

Branch Surgeries at:

The Medical Centre  
Tredegar Avenue  
Llanharan  
Pontyclun CF72 9QU  
Tel: 08444 778 792

**Pontycymmer**

Cwm Garw Practice  
Victoria Street  
Pontycymmer CF32 8NW  
Tel: 0845 293 7399  
Fax: 01656 870354

Branch surgeries at:  
The Surgery  
Heol Arfyn  
Bettws CF32 8TP  
Tel: 0845 293 7399  
&  
The Surgery  
Heol Gellilodrau  
Llangeinor CF32 8PS  
Tel: 0845 293 7399

**Porthcawl**

36 Victoria Avenue  
Porthcawl CF36 3HG  
Tel: 01656 783349  
Fax: 01656 783899

The Portway Surgery  
1 The Portway  
Porthcawl CF36 3XB  
Tel: 01656 304204  
Fax: 01656 772605

Branch surgery at:  
South Road Surgery  
45-47 South Road  
Porthcawl CF36 3DG  
Tel: 01656 304232

## Helplines

### **ACTION FOR CHILDREN**

Action for Children works with children and young people, including those affected by poverty, disability and abuse. They produce expert online and printed resources for children, young people, parents, social work practitioners and policy makers.

Tel: 029 2022 2127

Web: [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

### **ADISS**

Provides people-friendly information and resources about Attention Deficit Hyperactivity Disorder to anyone who needs assistance – parents, sufferers, teachers or health professionals

Tel: 02089 522800 Mon-Fri 10am-3pm

(except bank holidays)

Web: [www.adiss.co.uk](http://www.adiss.co.uk)

### **AFASIC**

Information for parents of children and young people who have speech or language difficulty. Information on types of speech and language impairment, assessment, diagnosis centres and educational provision.

Tel: 0845 3 55 55 77 Mon-Fri 10.30am – 2.30pm

Web: [www.afasiccymru.org.uk](http://www.afasiccymru.org.uk)

## **AFTER ADOPTION**

If you live in the following areas we can help you:  
Cardiff; Camarthenshire; Ceredigion; Pembrokeshire; Blaenau  
Gwent; Newport; Swansea, Neath Port Talbot and Powys.

In Wales we provide support for birth relatives, adoptive families and adopted people; and provide intermediary services for people looking to trace relatives.

Information, support and counselling for anyone affected by adoption, including children and adults from birth and adoptive families.

Anyone can ring the ACTIONline, 0800 0 568 578

Under 26s can ring TALKadoption, a specialist helpline for young people. 0808 808 1234

Web: [www.afteradoption.org.uk](http://www.afteradoption.org.uk)

Email: [southwales@afteradoption.org.uk](mailto:southwales@afteradoption.org.uk)

Tel: 02920 666597

## **ALATEEN**

Telephone support for young people aged 12 – 17 affected by someone else's drinking – usually that of a parent. Part of Al-Anon Family Groups.

Contact for details of meetings throughout the U.K.

Tel: 020 7403 0888

Web: [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

Email: [enquiries@al-anonuk.org.uk](mailto:enquiries@al-anonuk.org.uk)

## **ASSOCIATION FOR YOUNG PEOPLE WITH M.E./C.F.S.**

Advice, information and support for children and young people with M.E./CFS, their families and friends.

We also give information to health, education and social care services

Tel: 08451 23 23 89 Mon-Fri 10.00am – 2.00pm

Web: [www.ayme.org.uk](http://www.ayme.org.uk)

### **ASTHMA HELPLINE**

Helpline for people with asthma, their carers and health professionals, offering advice and information on all aspects of asthma and related allergies.

Tel: 0800 121 62 44 Mon-Fri 9am-5pm

Web: [www.asthma.org.uk](http://www.asthma.org.uk)

### **BRIDGEND AUTISM SUPPORT GROUP**

We aim to bring together anyone in touch with Autism or Asperger syndrome, to inform and support one another

Tel: 01656 728 090 Louise, Parent & Treasurer

### **BRITISH DYSLEXIA ASSOCIATION**

Information and support for people concerned with dyslexia - children, adults, parents, families and professionals in education. Advice on children's learning difficulties, education, course work and exams

This website is speech enabled using the Talklets TEXTplayer minibar which can be accessed by clicking the 'I Speak' button at the top of the right-hand column of every page.

A version of the full Talklets TEXTplayer to read any website you visit is available free for individual use.

Tel: 0845 251 9002

Office: 0845 251 9003

Mon-Thurs 10.00am-12.00pm & 2.00pm-4.00pm

Web: [www.bda-dyslexia.org.uk](http://www.bda-dyslexia.org.uk)

## **CAFCASS**

Looks after the interests of children involved in family proceedings. CAFCASS only works in family courts eg. when parents who are separating or divorcing can't agree on arrangements for their children; an adoption application; when children are subject to an application for care or supervision proceedings by Social Services.

Tel: 02920 647979

Web: [www.cafcass.gov.uk](http://www.cafcass.gov.uk) click on Cafcass equivalents in other U.K. countries to find Cafcass Cymru

## **CALM**

Helpline for young men who are depressed or suicidal. Free, confidential and anonymous. We are a listening service and can signpost people on to other, appropriate services  
Line open every day from 5pm – 3am  
0800 58 58 58

## **CARDIFF BEAT (Eating Disorders)**

Cardiff Beat is a pro-recovery self help group for people recovering from eating disorders  
and is a local self help group that is part of Beat UK.

A weekly self-help group is held at the Student Health Centre, Park Place, Cardiff  
(next to students Union) 6-7pm, every Monday unless otherwise stated on the website.

People from outside the Cardiff area are welcome to attend.

Phone Elin Robinson on 07870 266831

Email: [elin\\_robinson@hotmail.com](mailto:elin_robinson@hotmail.com)

Web: [www.cardiffbeat.org.uk](http://www.cardiffbeat.org.uk)

**BEAT UK Helpline 08456 341414**

help@b-eat.co.uk

Monday to Friday 10:30am - 8:30pm

Saturdays 1:00pm - 4:30pm

Sunday ~ Closed

Bank Holidays 11:30am - 2:30pm

**BEAT UK Youthline**

**08456 347650**

TXT: **07786 20 18 20** Email: fyp@b-eat.co.uk

Online 1-2-1

Monday to Friday 4:30pm - 8:30pm

Saturdays 1:00pm - 4:30pm

Sunday ~ Closed

Bank Holidays 11:30am - 2:30pm

**Beat endeavours to respond to all e-mails within 7 days.**

**C.A.L.L.**

Freephone Advice and Listening Line offers emotional support and information/literature on mental health and related matters such as worried about debt and unemployment.

Tel: 0800 132 737

**CHANGING FACES**

Support, information and counselling to children , young people, adults and families who have any sort of disfigurement. Supports people in developing their self confidence and self esteem through life skills workshops and regional days, counselling and self help guides.

Tel: 0845 4500 275

Web: [www.changingfaces.org.uk](http://www.changingfaces.org.uk)

Website for young people: [www.iface.org.uk](http://www.iface.org.uk)

Professionals and parents working in partnership to provide

## **CHILD DEATH HELPLINE**

a listening service that offers emotional support to all those affected by the death of a child. The helpline is staffed by bereaved parents and volunteers.

Every day 7pm-10pm: Mon-Fri 10am-1pm: Wed. 1pm-4pm  
Tel: 0800 282986 Freephone

## **CHILDLINE**

Helpline for children and young people in danger and/or distress. Offers counselling, support and advice for any child with any problem. Refers children in danger to appropriate helping agencies.

Tel: 0800 1111

Web: [www.childline.org](http://www.childline.org)

## **CHILDWATCH**

01482 325552 Monday – Friday 8.30 – 4.30pm

We offer counselling, by appointment, to adults and young people who have suffered abuse.

This is a free service.

[www.childwatch.org.uk](http://www.childwatch.org.uk)

## **CHILDREN'S LEGAL CENTRE ADVICE LINE**

Advice and information service covering all aspects of law and policy affecting children and young people.

Young People freephone: 0800 783 2187

Child Law Advice Line: 0845 120 2948

Family Law Advice Line: 0845 345 4345

Lines open Monday to Friday 9.00am – 5.00pm

Web: [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

## **CONTACT A FAMILY**

Telephone service providing help and advice for families caring for children with disabilities or special needs. Maintains regional and national databases of parent support groups.

Tel: 0808 808 3555

Web: [www.cafamily.org.uk](http://www.cafamily.org.uk)

## **CONTINYOU**

Provides advice, resources, information and support in the development of out-of-school hours learning and community focussed schools.

Tel: 02920 478929

Web: [www.continyou.org](http://www.continyou.org)

Email: [info.cardiff@continyou.org.uk](mailto:info.cardiff@continyou.org.uk)

## **DIFFERENT STROKES**

Provides young stroke survivors with access to exercise facilities, practical information packs, counselling services, benefit rights, information on education and special training and work opportunities.

Tel: 0845 130 7172

Web: [www.differentstrokes.co.uk](http://www.differentstrokes.co.uk)

## **ENURESIS RESOURCE AND INFORMATION CENTRE (ERIC)**

Provides advice and information to younger children, teenagers, parents and professionals on the common and stressful condition of nocturnal enuresis or bedwetting. ERIC also offers advice on daytime wetting and soiling.

**Helpline:** 0845 370 8008

Mon-Fri 10.00am-4.00pm Tues & Sun 6.30pm-9.30pm except bank holidays

**Text Service:** Just text 447 624 811 636 to receive support from the ERIC helpline at a time that suits you (standard rates apply)

Web: [www.eric.org.uk](http://www.eric.org.uk)

## **FAMILY INFORMATION SERVICE FOR THE COUNTY BOROUGH**

Bridgend Children's Information Service provides free information and guidance for parents, carers and professionals on the full range of services available for children within the county borough including information on: childminders, day nurseries, playgroups & Cylchoedd Meithrin, parent & toddler groups, health, education and leisure and crèches.  
Tel: 0800 180 4320 Freephone

## **GAMCARE**

Advice, information and counselling for people affected by a gambling dependency. Produce a range of literature on gambling and related issues.

Tel: 0845 6000 133

Web: [www.gamcare.org.uk](http://www.gamcare.org.uk) – talk online to a trained advisor

## **KIDSCAPE**

This is an anti-bullying helpline for parents, carers and friends,

Tel: 08451 205 204

Web: [www.kidscape.org.uk](http://www.kidscape.org.uk)

## **THE MENINGITIS TRUST**

Exists to provide awareness and support to the people of Wales from within Wales.

Tel: 0800 652 9996

Web: [www.meningitis-trust.org.uk](http://www.meningitis-trust.org.uk)

## **MERMAIDS**

Support group for children and teenagers up to the age of 19. Volunteer run. Deals with any gender identity problems.

Tel: 07020 935 066 normally 3.00pm-7.00pm

(if no answer leave a message and someone will get back to you)

Web: [www.mermaids.freeuk.com](http://www.mermaids.freeuk.com)

### **MESSAGE HOME HELPLINE**

Helpline for people who have left home or run away. Enables callers to send a message to their family, social worker, friend or carer. Also offers advice and can help callers access a place of safety if appropriate.  
Tel: 0800 700 740

### **NATIONAL ASSOCIATION FOR CHILDREN OF ALCOHOLICS**

Helpline for children (including grown up children) of alcoholics. Provides listening, advice and links with other services. Each caller is counselled as an individual; not simply as an extension of a parent's drink problem.  
Tel: 0800 358 3456 Mondays & Fridays 10am-7pm  
Tuesdays, Wednesdays & Thursdays 10am-9pm  
Saturdays 10am-3pm  
Web: [www.nacoa.org.uk](http://www.nacoa.org.uk)  
Email: [help@nacoa.org.uk](mailto:help@nacoa.org.uk)

### **NATIONAL AUTISTIC SOCIETY**

Information and advice about autism and Asperger syndrome for parents, friends and relatives of people with autism and Asperger syndrome.  
Tel: 0845 070 4004 Monday-Friday 10.00am-4.00pm  
Minicom: 0845 0704003  
Web: [www.autism.org.uk](http://www.autism.org.uk)

### **NATIONAL BLIND CHILDREN'S SOCIETY**

Support for blind and visually impaired children.  
Tel: 01278 764770  
Web: [www.nbcs.org.uk](http://www.nbcs.org.uk)

## **NATIONAL DEAF CHILDREN'S SOCIETY**

Helpline for parents of deaf children, young deaf people and professionals. Provides information and advice on childhood deafness. Issues dealt with include benefits, education, choice of school, statements, equipment, hearing aids and glue ear.

Tel: 0808 800 8880 Monday – Friday 9.30am-5.00pm

Email: [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)

Web: [www.ndcs.org.uk](http://www.ndcs.org.uk)

## **NATIONAL YOUTH ADVOCACY SERVICE**

Information, advice and advocacy and legal representation to children and young people up to the age of 25.

Freephone for children, young people and young people ringing on behalf of another young person:

Tel: 0800 61 61 01

Web: [www.nyas.net](http://www.nyas.net)

## **NEW PATHWAYS**

Telephone support for adults and children who have experienced rape and/or sexual abuse, and children suffering any trauma.

Tel: 01685 379 310

## **NSPCC CHILD PROTECTION HELPLINE**

Helpline for people who are concerned about children and young people at risk of abuse, including calls from children and young people themselves. Offers information, advice and counselling about the welfare of children.

Tel: 0808 800 5000

Email [helplinecymru@nspcc.org.uk](mailto:helplinecymru@nspcc.org.uk)

Web: [www.nspcc.org.uk](http://www.nspcc.org.uk)

## **PAIN CONCERN**

Information and support for pain sufferers, those who care for them and about them. Free factsheet and leaflets to help you manage your pain.

Tel: 01620 822572

Web: [www.painconcern.org.uk](http://www.painconcern.org.uk)

## **PARENTLINE PLUS**

Parentline for anyone in a parenting role including: step-parents, grandparents, lone parents and adoptive parents. Offers support and information on all issues of concern including: education, bullying, alcohol and drugs, stealing and lying, sexual abuse, and behaviour.

Tel: 0808 800 2222

Web: [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

Website for professionals working with families:

[www.parentlineplusforprofessionals.org.uk](http://www.parentlineplusforprofessionals.org.uk)

Anti-bullying website: [www.besomeonetotell.org.uk](http://www.besomeonetotell.org.uk)

Website for families with teenagers: [www.gotateen.org.uk](http://www.gotateen.org.uk)

Email support: [parentsupport@parentlineplus.org.uk](mailto:parentsupport@parentlineplus.org.uk)

## **PARENTS AGAINST DRUG ABUSE**

Offers help and support for the parents and families of drug users.

Tel: 08457 023 867 Monday – Friday 10am – 4pm

Web: [www.pada.org.uk](http://www.pada.org.uk)

## **PARENTS FOR INCLUSION**

Helpline for parents and professionals, offering advice on the inclusion of disabled children in mainstream schools. Also run local groups and training of parents and professionals. Helpline is run by parents

Mondays & Wednesdays 10am-12pm & 1pm-3pm

Tel: 0800 652 3145

Web: [www.parentsforinclusion.org](http://www.parentsforinclusion.org)

## **PARENT SUPPORT (CEREBRA)**

Information to parents and carers of children with brain related conditions. Parent-to-parent contact service upon request. Part of Cerebra.

Tel: 0800 328 1159

Web: [www.cerebra.org.uk](http://www.cerebra.org.uk)

## **RELEASE**

Helpline for drug users, their families, friends and professionals. Referrals to specialist lawyers and local drug agencies. Provide training on drugs and legal issues for professionals, produce educational materials.

Tel: 0845 4500 215: Monday to Friday 11am-1pm & 2pm-4pm

Email: [ask@release.org.uk](mailto:ask@release.org.uk)

Web: [www.release.org.uk](http://www.release.org.uk)

## **SCOPE RESPONSE**

Disability organisation in England and Wales whose focus is to help people with cerebral palsy.

Information, advice, support or someone to talk to on the Scope Response Helpline.

Tel: 0808 800 3333

Web: [www.scope.org.uk](http://www.scope.org.uk)

## **SEXUAL HEALTH HELPLINE**

Provides advice and information about all sexually transmitted diseases, local services and advice on safer sex.

Calls to the helpline are confidential.

Tel: 0800 567 123

## **SNAP CYMRU**

A charity that offers information and support to families of children and young people who have special educational needs.

Tel: 02920 388 776

Web: [www.snapcymru.org](http://www.snapcymru.org)

## **SUPPORTLINE**

Offers confidential emotional support to any individual: children, young adults and adults, and in particular those who are socially isolated, vulnerable, at risk and victims of any form of abuse.

Tel: 020 8554 9004      Email: [info@supportline.org.uk](mailto:info@supportline.org.uk)

Web: [www.supportline.org.uk](http://www.supportline.org.uk)

## **TALKADOPTION**

Helpline for young people up to 25 who have been adopted, their siblings, friends or birth parents. Offers information and listening support on issues relating to adoption, including tracing relatives.

Tel: 0808 808 1234

## **AFTER ADOPTION**

Helpline for anyone affected by adoption

0800 0566 8578

Web: [www.afteradoption.org.uk](http://www.afteradoption.org.uk)

## **BIRTH TIES**

Provides independent support to birth parents and relatives who face losing a child to adoption

0800 840 2020

## **THE ADVISORY CENTRE FOR EDUCATION (ACE)**

An independent advice centre for parents, offering information about state education in England and Wales for 5 – 16 year olds.

Offers free advice on many topics like exclusion from school, bullying, special educational needs and school admission appeals.

Tel: 0808 800 5793

Web: [www.ace-ed.org.uk](http://www.ace-ed.org.uk)

## **THE ADOPTION INFORMATION LINE**

The adoption information line and its sister service The Fostering Information Line provides information to the public on all aspects of adoption and foster care.

Tel: 0800 783 4086 Monday – Friday 9am – 5pm

Web: [www.adoption.org.uk](http://www.adoption.org.uk)

## **THE COMPASSIONATE FRIENDS**

For people affected by the death of a child

08451 232304 (lo-call)

10am-4pm & 6.30pm-10.30pm 7 days a week

## **THE DOWN'S SYNDROME ASSOCIATION**

Helping people with Down's syndrome to live full and rewarding lives. Provides information, counselling and support for people with Down's Syndrome and their families/carers. It is also a resource for professionals.

Tel: 0845 230 0372

Web: [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

## **THE HYPERACTIVE CHILDREN'S SUPPORT GROUP**

Provides information and support for parents of hyperactive children. Advice in the form of booklets relating to dietary changes that can affect the behaviour of children.

We don't have a helpline but if you feel you need to talk urgently to someone about your problem, you are welcome to call us on 01243 539 966 and we will do our best to help you.

Web: [www.hacsg.org.uk](http://www.hacsg.org.uk)

## **VOICE**

Advocacy service supporting children in care, or in need of care. Provide a visiting service and act as an Independent Person for mediations and complaints.

Tel: 0808 800 5792 Monday – Friday 9.30am-6.00pm.

There is an answer phone that enables emergency out of hours response

Email [help@voiceyp.org](mailto:help@voiceyp.org)

web: [www.voiceyp.org](http://www.voiceyp.org)

## **WALKING YOUR WAY TO HEALTH**

Organised walks every Thursday, starting at 11.00am.

Please ring 01656 727 800 for details

## **YOUTH TO YOUTH**

Young volunteers aged between 16 and 21 trained to provide a supportive, confidential telephone service to young people 11-19. We offer a confidential service. We do not trace numbers. If you live within the U.K. we can call you back if you provide us with your number

Tel: 020 8896 3675 Mondays & Thursdays 6.30pm-9.30pm

Web: [2youth2youth.co.uk](http://2youth2youth.co.uk)

email: [help@youth2youth.co.uk](mailto:help@youth2youth.co.uk)

## **YOUTHWORKS**

Provides young people growing up in disadvantaged neighbourhoods, with the skills and opportunities to develop their personal skills to reduce crime and improve their social, physical and economic environments

Main Office: 01656 727 800