



Guide to support in your area – Neath Port Talbot

Organisation	Help they can provide	Contact information	Additional information
Benefit Support Council Tax	Benefits calculator Local Housing Allowance Change of circumstances Backdated Benefits Universal Credit information Council tax Housing and council tax benefits Discretionary Housing Payments Housing benefit claims	https://www.npt.gov.uk/1076	Contact if concerned about council tax payments, if worried about court or bailiff action
Neath Port Talbot Council	Update on service closures and COVID-19 information	https://www.npt.gov.uk/22404	Neath Port Talbot Council staff from services may be re-deployed to areas of

			greatest need, resulting in a reduction of services, such as refuse collection
Celtic Credit Union	Use of savings and loans	https://celticcreditunion.co.uk/ 0333 006 3002	Service and opening hours may be affected by current situation
West Glamorgan Age UK website	Details of services during coronavirus outbreak	https://www.ageuk.org.uk/cymru/west-glamorgan/about-us/ 01792 648866 enquiries@agecymruwestglamorgan.org.uk	Telephone advice line is currently receiving high call volumes. Try calling at 9am or just before 5pm.
Neath Port Talbot Care and Repair Service	Find out what services are available currently	https://www.careandrepair.org.uk/en/your-area/western-bay-care-repair/ 01792 798599	Services may be restricted due to staffing levels. Check for details
Neath Port Talbot Family Information Service	Guide to Family support services – including possible childcare options for key workers.	https://www.Neath Port Talbot.gov.uk/residents/children/family-information-service/ familyinfo@Neath Port Talbot.gov.uk 01656 643643	A good way of finding out about services online

<p>Neath Port Talbot Care and Support Services Directory</p>	<p>A-Z of supporting services available in Neath Port Talbot– Adult social care Children’s Services Direct Payments scheme Safeguarding Family services Community Services</p>	<p>https://www.Neath Port Talbot.gov.uk/residents/social-care-and-wellbeing/</p>	<p>Excellent resource for finding key telephone numbers and contacts for services</p>
<p>Public Health Wales</p>	<p>Daily updates on COVID-19 county by county in Wales</p>	<p>https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak/</p>	<p>Information is updated daily at 12 noon</p>
<p>Local services directory – Dewis Cymru</p>	<p>Dewis Cymru is a massive A-Z online directory of services in your area, from pharmacists to help groups.</p>	<p>https://www.dewis.wales/how-to-use-dewis-cymru</p>	<p>Useful as an online ‘Yellow Pages’ for local services and activities in your area.</p>
<p>Out of hours chemists</p>	<p>Find out which chemists are available in our area</p>	<p>https://www.nhsdirect.wales.nhs.uk/LocalServices/?s=Pharmacy</p>	<p>Opening hours and services and medication available subject to changes</p>
<p>NHS 111 Out of hours GP</p>	<p>Get medical advice at home</p>	<p>https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/</p>	<p>The service is receiving high</p>

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