



Guide to support in your area – Rhondda Cynon Taff

Organisation	Help they can provide	Contact information	Additional information
Community Hubs	Council tax Housing and council tax benefits	https://www.rctcbc.gov.uk/EN/GetInvolved/CommunityHubs/CommunityHubs.asp x Hubs located at Ferndale hwb@fernpartnership.co.uk and Mountain Ash 01443 570016	Contact if concerned about council tax payments, if worried about court or bailiff action
Dragon Savers Credit Union	Use of savings and loans	https://www.dragonsavers.org/Dragonsavers 01443 777043 Email: enquiries@dragonsavers.org	Operating restricted hours, so contact first for opening times
Age UK Gwent	Advice for older persons during	01633 240190 https://www.ageuk.org.uk/cymru/gwent/our-services/info@agecymrugwent.org	Services restricted due to current

	coronavirus outbreak		situation. Contact for further information
Care and support organisations in the community	Organisations to contact for tenants who are in existing receipt of community care	Hafod Care in the Rhondda area (rhonddasupportservice@hafod.org.uk / 02920 672490) Llamau in the Cynon Valley: (cynonfloatingsupport@llamau.org.uk / 01685 874561)	Service for existing beneficiaries of Housing Support
RCT Council	Update on service closures and COVID-19 information	https://www.rctcbc.gov.uk/EN/Resident/Resident.aspx	RCT Council staff from services may be re-deployed to areas of greatest need, resulting in a reduction of services, such as refuse collection
Rhondda Cynon Taff	A-Z of supporting services	https://www.rctcbc.gov.uk/EN/AtoZ/AtoZofServices.aspx	Excellent resource for finding key

Service Directory	available in Rhondda Cynon Taff		telephone numbers and contacts for services
Local services directory – Dewis Cymru	Dewis Cymru is a massive A-Z online directory of services in your area, from pharmacists to help groups.	https://www.dewis.wales/how-to-use-dewis-cymru	Useful as an online 'Yellow Pages' for local services and activities in your area.
Rhondda Cynon Taff Council – Care and Support	Also provides links to Adult Services Out of Hours Social Services Support	https://bit.ly/33tCq5d	Contact if you have concerns, subject to availability of council staff.
Public Health Wales	Daily updates on COVID-19 county by	https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak/	Information is updated daily at 12 noon

	county in Wales		
Out of hours chemists	Find out which chemists are available in our area	https://www.nhsdirect.wales.nhs.uk/LocalServices/?s=Pharmacy	Opening hours and services and medication available subject to changes
NHS 111 Out of hours GP	Get medical advice at home	https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/	The service is receiving high volumes of calls