



## Guide to support in your area – Torfaen

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	<a href="https://bit.ly/3bgTcar">https://bit.ly/3bgTcar</a>	Contact if concerned about council tax payments, if worried about court or bailiff action

	Housing benefit claims		
Torfaen Council	Update on service closures and COVID-19 information	<a href="http://www.torfaen.gov.uk/en/AboutTheCouncil/Homepage-Stories/COVID-19-Coronavirus.aspx">http://www.torfaen.gov.uk/en/AboutTheCouncil/Homepage-Stories/COVID-19-Coronavirus.aspx</a>	Torfaen Council staff from services may be re-deployed to areas of greatest need, resulting in a reduction of services, such as refuse collection

Gateway Credit Union	Use of savings and loans	<a href="http://www.gatewaycu.co.uk/">http://www.gatewaycu.co.uk/</a> 01495 742500 e: <a href="mailto:info@gatewaycu.co.uk">info@gatewaycu.co.uk</a>	Service and opening hours may be affected by current situation
Torfaen Age Connects	Details of services during coronavirus outbreak and how Home Services and Information Services are affected	<a href="https://ageconnectstorfaen.org.uk/">https://ageconnectstorfaen.org.uk/</a> <a href="mailto:widdershins@ageconnectstorfaen.org">widdershins@ageconnectstorfaen.org</a> 01495 769264	Service and opening hours may be affected by current situation
Torfaen Care and Repair Service	Find out what services are available currently	<a href="https://www.careandrepair.org.uk/en/your-area/care-repair-monmouthshire-torfaen/contact/">https://www.careandrepair.org.uk/en/your-area/care-repair-monmouthshire-torfaen/contact/</a> 0300 111 3333	Services may be restricted due to staffing levels. Check for details
Torfaen Family Information Service	Guide to Family support services – including possible childcare options for key workers.	<a href="https://www.torfaen.gov.uk/en/EducationLearning/Parental-Support/FamilyInformationService/Family-Information-Service.aspx">https://www.torfaen.gov.uk/en/EducationLearning/Parental-Support/FamilyInformationService/Family-Information-Service.aspx</a> 0800 0196330 Email: <a href="mailto:fis@torfaen.gov.uk">fis@torfaen.gov.uk</a>	A good way of finding out about services online

<p>Torfaen Care and Support Services Directory</p>	<p>List of supporting services available in Torfaen– Adult social care Children’s Services Direct Payments scheme Safeguarding Family services Community Services</p>	<p><a href="https://www.torfaen.gov.uk/en/HealthSocialCare/HealthandWellbeing/Ageing-Well/Social-Care-Services.aspx">https://www.torfaen.gov.uk/en/HealthSocialCare/HealthandWellbeing/Ageing-Well/Social-Care-Services.aspx</a></p>	<p>Excellent resource for finding key telephone numbers and contacts for services</p>
<p>Torfaen Meals on Wheels</p>	<p>Latest information on meals on wheels service</p>	<p><a href="https://www.torfaen.gov.uk/en/HealthSocialCare/Getting-the-help-you-need/Help-to-live-at-Home/Mobilemeals-mealsonwheels/Community-Meals.aspx">https://www.torfaen.gov.uk/en/HealthSocialCare/Getting-the-help-you-need/Help-to-live-at-Home/Mobilemeals-mealsonwheels/Community-Meals.aspx</a> 01495 762200</p>	<p>Service may be impacted by advisories</p>
<p>Public Health Wales</p>	<p>Daily updates on COVID-19 county by county in Wales</p>	<p><a href="https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak/">https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak/</a></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</p>	<p><a href="https://www.dewis.wales/how-to-use-dewis-cymru">https://www.dewis.wales/how-to-use-dewis-cymru</a></p>	<p>Useful as an online ‘Yellow Pages’ for local services and activities in your area.</p>

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