

Age Friendly Ceredigion Directory



Comisiynydd Pobl Hŷn Cymru
Older People's Commissioner for Wales



Cyngor Sir
CEREDIGION
County Council



Cysylltu Ceredigion
Gofalwyr a Chymorth Cymunedol
Connecting Ceredigion
Carers and Community Support

Introduction

Welcome to the second version of the Age Friendly Ceredigion Directory. It is full of useful services and general information for people living in Ceredigion.

Age Friendly Ceredigion will be community led. This means that together we can help older adults stay healthy and active and strengthen community connections by involving older adults in various activities.

Contact the Carers and Community Support Team to express your interest, find out more about becoming a Citizen Representative and find others who are already involved.

Website: www.ceredigion.gov.uk/agefriendly

Phone: 01545 574200

Email: clic@ceredigion.gov.uk

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Transport

Apply for a Blue Badge

The Blue Badge Scheme offers parking concessions for individuals with disabilities, severe walking difficulties, or profound cognitive impairment. Blue Badges are for both drivers and passengers, giving you the ability to park closer to your destination.

To apply for a Blue Badge please contact Ceredigion Council directly or fill in the online form.

Phone: 01545 570881

Email: clic@ceredigion.gov.uk

Online form: www.gov.uk/apply-blue-badge

If you are having difficulty completing the application form, contact the Community Connectors who can help you.

Phone: 01545 574200

Email: connecting@ceredigion.gov.uk

The Orange Wallet Scheme

The Orange Wallet is for anyone who may find it difficult to communicate their needs when travelling on public transport and who would like support to communicate with staff when travelling by bus or train. It's particularly designed for passengers with an autism spectrum disorder. However, it can be used by anyone with a hidden disability who may like to communicate with staff non-verbally.

Phone: 03333 211 202

Website: www.tfw.wales

Cycle2Work

Cycle2Work is a salary sacrifice scheme that provides a budget-friendly way to acquire new cycling gear. This initiative is facilitated by participating employers, allowing you to avoid paying taxes or national insurance on these products.

Phone: 0345 504 6444

Email: cycle2.work@halfords.co.uk

Website: www.cycle2work.info

Motability

The Motability scheme can offer an affordable way for disabled people to lease a new car, wheelchair accessible vehicle, scooter, or powered wheelchair in exchange for your qualifying mobility allowance.

Phone: 0300 456 4566

Website: www.motability.co.uk

Bus Pass

If you're aged 60 and over or meet the Government's disability eligibility criteria, you can travel for free on most bus services in Wales and the borders and get discounted or free travel on some rail services.

Apply online or contact Transport for Wales for a paper copy.

Website: www.gov.wales/apply-bus-pass

Phone: 03003 034 240

Email: travelcards@tfw.wales

Bus Timetables

For the latest information on bus timetables in Ceredigion, you can visit the Traveline Cymru website to plan your journey.

Website: www.traveline.cymru

Phone: 0800 464 0000

Senior Railcard

If you are aged 60 and over, you can apply for a Senior Railcard for £30 a year to receive 1/3 off rail travel. You can buy online or at a staffed station ticket office.

Website: www.senior-railcard.co.uk

Disabled Persons Railcard

If you are disabled or have a progressive medical condition you are eligible for the Disabled Persons Railcard for £20 a year to receive 1/3 off rail travel. You can buy online or collect a form to fill in at a staffed station ticket office.

Website: www.disabledpersons-railcard.co.uk

Green Dragon Bus

The Green Dragon Bus can provide multiple vehicles that are fully accessible for disabled users, across South Ceredigion.

If you have questions about the services they offer, call and leave a message with your name, number and service needed.

Phone: 01239 698506

Email: admin@greendragonbus.co.uk

Dolen Teifi Community Transport

Dolen Teifi are a non-profit organisation who provide affordable and accessible transport to individuals, organisations, and groups in Ceredigion.

Phone: 01559 362403

Email: info@dolenteifi.org.uk

Website: www.dolenteifi.org.uk

Hospital Transport

The Welsh Ambulance Services NHS Trust provide a Non-Emergency Patient Transport Service for patients across Wales who are unable, for medical reasons, to make their own way to and from their hospital appointments.

Phone: 0300 1232 303

Country Cars

Country Cars is a voluntary transport scheme co-ordinated by the Royal Voluntary Service (RVS) and funded by Ceredigion County Council, which provides transport for residents of Ceredigion, regardless of age, who do not have transport available. Please note that no passenger may make more than one journey per week with Country Cars, except in an emergency authorised by the Scheme Co-ordinator.

Phone: 07812 485809

Email: robert.evans@royalvoluntaryservice.org.uk

Wheelchair Accessible Vehicles

Below is the list of designated wheelchair accessible vehicles licensed by the Ceredigion County Council.

To book one of these taxis, please telephone them on the number below and let them know of any special requirements you may have.

Fastline Cabs Limited	07748 586848
Teifi Taxis Ltd	07999 567777
7s/MC Taxi	01970 627777
Ow's Cabs	07807 298440
TAR Cars	01545 560688
Pasha's cabs	07475 618618
Lewis Taxis Cyf	01974 202495

Housing

Ceredigion Council Housing Options

Ceredigion Council offers information about the different housing options available in Ceredigion. Its aim is to enable people looking for a home to make informed choices about the most suitable options for them.

Website: www.ceredigionhousingoptions.cymru

Phone: 01545 574123

Email: housingregister@ceredigion.gov.uk

Council Tax enquiries/Housing Benefit: 01970 633253

Care and Repair Cymru

Care and Repair is an adaptations charity that helps older people in Wales to live independently at home.

Care and Repair specialise in repairs, minor adaptations, and home maintenance, giving older people in Wales safety and peace of mind.

Phone: 01970 639920

Email: hello@wwcr.co.uk

Website: www.careandrepair.org.uk

Nest

Nest offers free, unbiased advice to help you find the best energy and water tariffs, check benefit eligibility, reduce your carbon footprint, and install low carbon technology.

Phone: 0808 808 2244

Email: advicewales@est.org.uk

Warm Wales

The Healthy Homes, Healthy People project supports people to have warmer, safer and healthier homes.

- **Energy:** help and advice with understanding energy bills, smart meters, savings, and discounts.
- **Water:** information, advice and support with tariff reductions and water meters.
- **Heating:** support with applications to schemes providing replacement boilers and home heating measures to qualifying households.
- **Income maximisation:** support and signposting for benefit checks and council tax reduction applications.
- **Energy Awareness Sessions:** offer a range of sessions for groups including understanding your energy bills, understanding tariffs, energy saving tips and how to keep your home warm.
- **Priority Service Register:** free registration with gas, electricity and water providers for qualifying households.
- **Home Safety Measures:** carbon monoxide awareness, smoke alarms and locking cooker valves.

Phone: 0800 091 1786

Website: www.warmwales.org.uk

Ceredigion Officer, Lisa Callen:

Phone: 07593 894449

Email: lisacallen@warmwales.org.uk

Home Repairs

Disabled Adaptations

Various grants are available to support independence at home. **Disabled Facilities Grants** are available to adapt a property to suit the particular needs of a disabled person who lives there.

Adaptations such as:

- Facilitate access.
- Provide suitable facilities.
- Make a building safe for use.
- Make environmental improvements to enable the disabled person to safely live in their home.

Safe, Warm and Secure grants are available for smaller adaptations and equipment required to enable a person to maintain independence in their own home.

Eligible works include:

- Steps, minor ramping
- Grabrails or handrails
- Bathlift
- Level taps

Anyone considered by an Occupational Therapist to require qualifying works can apply for either of the grants.

Phone: 01545 570881

Email: clic@ceredigion.gov.uk

Penmorfa Independent Living Centre

The Penmorfa Independent Living Centre, promotes independence and community support, and is transforming the way individuals find solutions and access information to help themselves. At the centre you can drop in and see a range of solutions related to Care, Technology, Mobility, and Independent Living. You can also use the AskSARA room which will give some suggestions that will help you live more independently.

AskSARA is also available online:

wwcp.livingmadeeasy.org.uk

Address: County Council Offices (ground floor) Penmorfa, Aberaeron, SA46 0PA

Virtual tour: bit.ly/3AjCqZZ

Open: Monday to Friday, 10:30am to 3pm

Housing Support

If you are Homeless or at risk of becoming homeless, Housing Support provides a range of support services to Ceredigion's residents, to maintain your tenancy and live independently in the community. Housing Support is designed to help you deal with a crisis and improve your skills and confidence to take control of your life and make your own decisions. It is available to Ceredigion's residents who are 16 years or over, living in any type of accommodation, especially people who are homeless for any reason or at threat of eviction.

Housing Support can help support you with a range of needs and issues. You can get help to deal with many aspects of tenancy.

Phone: 01545 570881

Email: clic@ceredigion.gov.uk

Care Within the Home

If you have been ill or injured and find it difficult to look after yourself, are unable to cope with day-to-day tasks such as personal care, heating a meal and moving around, the Targeted Care and Enablement Service can support you to stay independent in your own home. The service is free and is provided for up to 6 weeks. During this time, you will be supported by enablement workers who will work with you to achieve your goals. Occupational Therapists, Social Workers and other Therapy Assistants are also part of the support provided if required.

Phone: 01545 570881

Email: clic@ceredigion.gov.uk

Telecare

Telecare links you to a monitoring centre if something goes wrong. Simply pressing the button on your pendant or the response unit will connect you directly to our friendly team. They will be able to speak to you through the loudspeaker on the unit. You may also have equipment that automatically raises the alarm if you are unable to do it yourself. The team will take immediate action to help you, 24 hrs a day, 365 days a year. This could include contacting a family member, a carer or the emergency services.

Phone: 01545 570 881

Email: telecare@ceredigion.gov.uk

Home Fire Safety Checks and Hoarding

Mid and West Wales Fire and Rescue Service offer advice and information on how you can protect your home. They also offer a free home fire safety check (Safe and Well Visit) to domestic properties.

Phone: 0800 169 1234

Website: www.mawwfire.gov.uk

Barcud

Barcud is a not-for-profit housing association which provides affordable housing in Ceredigion. By registering with Ceredigion Councils Housing options register, you can be considered for Barcud housing.

Online Form: www.barcud.cymru/contact-us

Phone: 0300 111 3030

Email: post@barcud.cymru

Severn Wye

Free Support including:

- Fuel debt support
- Carbon monoxide advice
- Advice on Priority Services Register
- Energy efficiency and bill advice
- Liaising with your supplier

Phone: 0800 170 1600

Email: communityadvice@severnwey.org.uk

Website: www.severnwey.org.uk/communityadvice

Dŵr Cymru (Welsh Water)

Dŵr Cymru offers a Priority Service to parents with babies, those with an illness that requires water, people with sight or hearing difficulties or are elderly or disabled. To access help with your water bills and sign up for Priority Services, contact Dŵr Cymru directly through their website or phone.

Website: www.dwrcymru.com

Phone: 0800 052 0145

Castell Ventures

Castell Ventures provide care and support services to adults living in North and West Wales. You do not have to be a tenant of theirs to access their Older Persons Service. It is for anyone over the age of 50 and can advise on finances and benefits, home adaptations and staying safe and healthy.

Contact a Community Connector who can arrange for you to be referred to the Older Persons Service.

Phone: 01545 570881

Email: clic@ceredigion.gov.uk

Wales and West Housing

Wales and West Housing is a Housing Association contactable through Ceredigion's Housing Options Register.

Phone: 0800 052 2526

Email: contactus@wwha.co.uk

Text: 07788 310420

Winter Fuel Payments

If you were born before 23 September 1958 you could get either £200 or £300 to help you pay your heating bills for winter 2024 to 2025. *This information is correct at the time of going to print and may change.* To check your eligibility, you can phone the Winter Fuel Payment Centre or fill in an online form.

Phone: 0800 731 0160

Website: www.gov.uk/winter-fuel-payment

To claim Pension Credit or check your eligibility, phone the Claim Line on 0800 99 1234 or online www.gov.uk/pension-credit

Cold Weather Payments

Cold Weather Payments are given automatically to an individual receiving certain benefits or support for mortgage interest. These payments are received if the average temperature in your area is recorded as, or forecast to be, zero degrees Celsius or below over 7 consecutive days.

Contact your local Jobcentre Plus for more information.

Aberystwyth

Jobcentre Plus
Alexandra Road
Aberystwyth
Ceredigion
SY23 1LA

Phone: 0800 169 0190
0800 169 0314

Cardigan

Jobcentre Plus Crown
Buildings Napier Gardens,
Napier Street
Cardigan Ceredigion
SA43 1EF

Phone: 0845 604 3719
0845 608 8551

Social Participation

Carers and Community Support Team

The Carers and Community Support Team work with people of all ages and provide information, advice, assistance, training and events. If you are an unpaid carer, you can also join the Carers Information Service for FREE.

Join the Carers Information Service to receive:

- Regular Carers Information Service magazines, by email or by post.
- New carer card deals and offers.
- Useful information about services, support, the law, etc.
- Information about the Carers Forum which meets regularly to share support, information and friendship.
- Information about local events for carers.
- Information about relevant training courses.
- Notification about consultations taking place on local and national issues.

Carers in Ceredigion can also apply for a FREE carer ID card and receive various deals and offers with Ceredigion businesses and Council run leisure and wellbeing centres.

Phone: 01545 574200

Email: clic@ceredigion.gov.uk

Facebook: [@cysylltuceredigionconnecting](https://www.facebook.com/cysylltuceredigionconnecting)

Website: www.ceredigion.gov.uk/carers

Carer Card application: www.ceredigion.gov.uk/carercard

Community Connectors

Community Connectors are part of the Carers and Community Support Team and have a wide range of knowledge about what's happening locally in your area. Connectors can help with:

- Blue Badge applications.
- Finding local groups, lunch clubs and social opportunities.
- Connecting with service providers.

To contact your local Community Connector and find out about local connector drop-ins, call, email or visit the Facebook page.

Phone: 01545 574200

Email: clic@ceredigion.gov.uk

Facebook: @cysylltuceredigionconnecting

Website: www.ceredigion.gov.uk

Warm Welcome Spaces and Food Support

Ceredigion has Warm Welcome Spaces across the county which are open to all for free or a small donation.

Online map: www.ceredigion.gov.uk

Phone: 01545 570881

There are Food Surplus Groups for everyone to share surplus food and reduce food waste.

Aberystwyth

Aber Food Surplus

ECO Food Sharing Hub
5 Great Darkgate Street
Aberystwyth
SY23 1DE

Email:

afscommunityhub@gmail.com

Website:

www.aberfoods surplus.co.uk

Aberystwyth

St Paul's

St Paul's Methodist Centre
Queen's Road
Aberystwyth
SY23 2NN

Email:

ceredigioncircuitpa@outlook.com

The Well

The Castle Rooms
Seaview Place
Aberystwyth
SY23 1DZ

Email:

liz@stmikes.net

Lampeter

Community Food Project

Victoria Hall
Bryn Road
Lampeter
SA48 7EE

Email:

food.project.lampeter@gmail.com

Aberporth

Aberporth

Community Fridge
Aberporth Village Hall

Email:

avhprojectofficer@gmail.com

avhcommunityfridge@gmail.com

There are also Foodbanks who welcome donations as well as offer support.

Cardigan Foodbank

New Life Church
Lower Mwldan
Cardigan
SA43 1HR

Phone: 07949 127307

Email: info@cardigan.foodbank.org.uk

Website: www.cardigan.foodbank.org.uk

Llandysul Foodbank

Capel Seion
Llandysul
SA44 4BY

Phone: 01559 363874

Email: bancbwydllandysul@gmail.com

Lampeter Foodbank

Creuddyn
5 Upper Ground Floor
Pontfaen Road
Lampeter
SA48 7BN

Phone: 07582 905743

Email: lampeterfoodbank@gmail.com

Aberaeron Foodbank

Phone: Dafydd Tudor - 07765 737108

Email: bancbwydaberaeron@gmail.com

Aberaeron Church

Foodbank 5k+

Holy Trinity Church Hall
Bridge Street
Aberaeron
SA46 0AX

Phone: Canon John Lewis - 01545 570 433

Email: vicar@aberaeronparish.org.uk

Make sure to check each organisations terms and conditions as some may require referrals or vouchers. If in doubt, further information can be found online www.ceredigion.gov.uk or by contacting your local **Community Connector**. They will also be aware of community run organisations that could help in your area.

Phone: 01545 574 200

Email: clic@ceredigion.gov.uk

Gofalwyr Ceredigion Carers (Credu)

Gofalwyr Ceredigion Carers support unpaid carers of all ages in Ceredigion. Whether you need a little information, one to one support or to be connected with others.

Phone: 03330 143377

Email: ceredigion@credu.cymru

Website: www.gofalwyrceredigioncarers.cymru

Dewis Cymru

Dewis Cymru is the place to go if you want information or advice about your well-being – or want to know how you can help somebody else. Dewis is a website that stores information about local services, health and wellbeing and much more.

Website: www.dewis.wales

Email: help@dewis.wales

Ceredigion Association of Voluntary Organisations

CAVO provides volunteering opportunities in Ceredigion, helping you stay socially active and contribute positively to your community.

Website: www.cavo.org.uk

Phone: 01570 423232

Email: gen@cavo.org.uk

RAY Ceredigion

RAY Ceredigion provides activities that support the health and wellbeing of people of all ages and abilities across the Aberaeron area focusing on those that are most vulnerable or disadvantaged. All activities come from grass roots consultation and respond to local need and are person centred and user led.

Website: www.rayceredigion.org.uk

Phone: 01545 570686

Email: enquiries@rayceredigion.org.uk

Hynt

Hynt is a national access scheme that works with theatres and arts centres in Wales to make sure there is a consistent offer available for visitors with an impairment or specific access requirement, and their carers or personal assistants.

Website: www.hynt.co.uk

Phone: 01244 526001

Email: info@hynt.co.uk

Ceredigion Federation of the Women's Institute (WI)

The WI aims to create a world where women come together to learn, share skills and work together to become active citizens, influencing change to improve lives in their communities. The Ceredigion Federation offers the opportunity to discuss public affairs, learn new skills, crafts and join a choir. There are groups across the county. The Ceredigion Federation also has a virtual WI, with all the benefits of an in-person WI.

Phone: 01970 612831

Email: ceredigion.wi@gmail.com

Merched y Wawr

Merched Y Wawr is a voluntary, non-political, organisation for women in Wales to socialise and do something positive through the medium of Welsh.

Phone: 01970 611661

Email: office@merchedywawr.cymru

Website: www.merchedywawr.cymru

HAHAV

HAHAV is a volunteer-led charity providing free support to people across Ceredigion who are living with an incurable or life-limiting illness. They also offer bereavement support. Get in touch to find out about activities for those living with dementia and their carers.

Phone: 01970 611550

Email: admin@hahav.org.uk

Men2Men

Men2Men are focused on increasing resources for men to connect with other men, particularly when isolated or struggling mentally and spiritually. They are keen to create dialogue between men and their community about the many issues men face today.

Website: www.men2men.org.uk

Phone: 07577 117967 or 07450 832796

Email: info@men2men.org.uk

Men's Sheds

Men's Sheds are support and wellbeing hubs for men, who may be struggling to talk about mental health and loneliness. They run several different activities.

Website: www.mensshedscymru.co.uk

Phone: 0300 772 9626

Email: admin@ukmsa.org.uk

Cardigan - Cardi Shed

Address: Middle Mwldan, Cardigan, SA43 1HW

Project Coordinator: Matt Hatter - 07910 517514

Website: www.cardished.cymru

Email: info@cardished.cymru

Aberaeron - RAY Ceredigion Men's Shed

Address: RAY Ceredigion, Pengloyn, Tabernacle Street, Aberaeron, SA46 0BN

Phone: 01545 570686

Website: www.rayceredigion.org.uk

Email: enquiries@rayceredigion.org.uk

Borth - Borth Hub Men's Shed

Address: Clarach Road, Borth, SY23 5LW

Shed Coordinator: Pete Kingston

Phone: 01970 871609

Email: contact@borthcommunityhub.co.uk

Llandysul - Yr Ardd Men's Shed

Address: Morris Terrace, Pont-Tyweli, Llandysul, SA44 4RJ

Email: yrardd@gmail.com

Facebook: @yrarydd1

Instagram: @yrarydd_llandysul

Community Hubs

Aberporth Village Hall

Aberporth Village Hall is a newly built community centre which offers a range of activities and events including a weekly coffee morning and community lunch. A smaller community building, Canolfan Dyffryn, houses a community fridge, a recycled clothes rail and community garden.

The hall always welcomes new volunteers.

Phone: 07930 995314

Address: Aberporth Village Hall, Aberporth, Cardigan, SA43 2EN

Pennant Community Centre

The centre provides a range of activities for all ages, including coffee mornings, Welcome Space, ladies group and IT café. They also have links to local services and Oil Club.

Phone: 07967 116632

Website: www.cymunedpennantcommunity.org.uk

Email: cympencom@gmail.com

Address: Pennant Community Centre, Pennant, Llanon, SY23 5PA

Borth Community Hub

The hub provides a wide range of activities and groups across the ages, including Community Café, walking groups, Men's Shed, dementia group and creative get together for older people.

Phone: 07896 616857

Email: contact@borthfamilycentre.co.uk

Address: Borth Community Hub, Clarach Road, Borth, SY24 5LW

There are many other groups and hubs across Ceredigion providing a range of activities and support. Contact a Community Connector to explore what's available for you in your locality.

Respect and Social Inclusion

The Older Persons Commissioner for Wales

The Older Persons Commissioner is taking action to protect older people's rights, end ageism and age discrimination, stop the abuse of older people and enable everyone to age well.

The OPC directly support older people across Wales through the Advice and Assistance Team, and regularly hear from older people at engagement and listening events. The OPC have several useful publications and a directory of local services and support available for free.

Phone: 03442 640 670

Email: ask@olderpeople.wales

Website: www.olderpeople.wales

Age Cymru Dyfed

Age Cymru Dyfed operates across Carmarthenshire, Ceredigion and Pembrokeshire, supporting individuals over 50 to maintain independence and make the most of later life. As an independent West Wales charity, the wide range of services include information and advice, digital support, home help (Byw Adref), footcare, advocacy, dementia support services, older veterans' support and befriending events and activities.

Phone: 03333 447 874

Email: reception@agecymrudyfed.org.uk

Website: www.ageuk.org.uk/cymru/dyfed/

Disability Wales

Disability Wales is the national association of Disabled People's Organisations striving to achieve rights, equality and independent living for disabled people in Wales.

Phone: 02920 887325

Email: info@disabilitywales.org

Website: www.disabilitywales.org

The Federation of Disability Sport Wales

The Federation of Disability Sport Wales (DSW) is a pan- disability national sport agency which provides and promotes inclusive physical activity for disabled people in Wales. DSW delivers thousands of disability inclusive sport opportunities throughout Wales.

Phone: 0300 300 3115

Email: office@disabilitysportwales.com

Website: www.disabilitysportwales.com

LGBT+ Cymru Helpline

The LGBT+ Cymru Helpline is a service that provides counselling service for Lesbian, Gay, Bisexual, Trans, Intersex, Allies and families in Wales. The LGBT+ Cymru Helpline offers confidential support to those in need.

Phone: 0800 917 9996

Email: info@lgbtcymru.org.uk

Website: www.lgbtcymru.org.uk

Community Run Leisure Facilities

Hamdden Caron Leisure

Station Road
Tregaron
SY25 6HX

Phone: 01974 298960

Website: www.tregaronleisurecentre.co.uk

Calon Tysul Llandysul

Llyn Y Fran
Llandysul
SA44 4HP

Phone: 01559 362548

Email: post@calontysul.cymru

Website: www.calontysul.cymru

Ceredigion Actif

Ceredigion Actif – the Leisure & Wellbeing Service for Ceredigion County Council - delivers health improvement programmes and operates four facilities across the local authority. The centres provide a wide range of activities to keep people physically active.

Website: www.ceredigionactif.org.uk

Phone:

- Wellbeing Centre, Lampeter – 01570 422552
- Teifi Leisure Centre (Cardigan) – 01239 621287
- Aberaeron Leisure Centre – 01545 571738
- Plascrug Leisure Centre (Aberystwyth) – 01970 624579

Email: leisurebookings@ceredigion.gov.uk

Swimming Pools

Plascrug Leisure Centre, Aberystwyth
Llanbadarn Fawr, Aberystwyth, SY23 1HL

Phone: 01970 624579

Email: plascrug-leisure@ceredigion.gov.uk

Aberystwyth University Sports Centre
University Campus, Penglais, Aberystwyth, SY23 3AR

Phone: 01970 622280

Email: sports@aber.ac.uk

Aberaeron Swimming Pool
Secondary School Campus, South Road, Aberaeron, SA46 0DT

Phone: 01545 570871

Email: aberaeron.pool@tiscali.co.uk

Lampeter Swimming Pool
Peterwell Terrace, Lampeter, SA48 7BX

Phone: 01570 422959

Email: lampeterwellbeingcentre@ceredigion.gov.uk

Calon Tysul Llandysul
Llyn Y Fran, Llandysul, SA44 4HP

Phone: 01559 362548

Email: post@calontysul.cymru

Website: www.calontysul.cymru

Health Intervention

Wales National Exercise Referral Scheme (NERS)

NERS is a chronic condition prevention and management programme which aims to improve the health and wellbeing of sedentary and inactive adults who are at risk of developing or who have an existing chronic condition. A referral from a GP or Physio is required.

Other health programmes available include:

- Walking for Wellbeing
- Pre-Diabetes
- Trips & Falls
- Fit4Life Low Impact Classes for Older Adults
- Physical Activity Sessions for Adults with Learning Disabilities

Phone: 07812 087 968

Email: paul.jones@ceredigion.gov.uk

Civic Participation and Employment

Dysgu Bro

Dysgu Bro provides learning opportunities for the people of Ceredigion to encourage them to develop new interests, work towards gaining a qualification or improve their skills for the workplace.

Phone: 01970 633540 / 633542

Email: admin@dysgubro.org.uk

Website: www.dysgubro.org.uk

Ceredigion Employability Support

The Ceredigion Employability Support Team offer a range of support into employment and self-employment.

Phone: 01970 633422

Email: TCC-EST@ceredigion.gov.uk

U3A

The University of the Third Age, or U3A, is a movement which encourages lifelong learning and provides social opportunities for those who are no longer in full-time employment. Each U3A group has their own regular bulletin of events.

- **Cardigan U3A**

Email: membership@cardiganu3a.org.uk

- **Aberystwyth U3A**

Phone: 0771 504 9478

Email: U3A-Aberystwyth@outlook.com

- **Newcastle Emlyn U3A**

Online form: www.u3asites.org.uk/newcastle-emlyn

Job Centre Plus

Job Centre Plus provides resources to enable job seekers to find work. They also offer support and training opportunities and administer benefits and financial help. For contact details, see page 15 cold weather payments.

Cyfle Cymru

Cyfle Cymru is a peer mentoring service which provides help to people to develop confidence, provide support to access training, qualifications, and work experience. Cyfle Cymru helps people affected by substance misuse and / or mental health conditions to gain the skills necessary to enter the world of work.

Phone: 0300 777 2256 or 01267 231634

Email: ask@cyfilecymru.com

Have Your Say

Llais

If you need to raise a concern about an NHS or social care service, talk to Llais. They have trained, dedicated complaints advocacy staff will provide you with free, independent, and confidential support.

Phone: 01646 697610

Email: westwalesenquiries@llaiscymru.org

Website: www.llaiswales.org

Join a Forum

Ceredigion County Council runs several fora to give you the opportunity to feedback and influence the decisions being taken in Ceredigion.

- Ceredigion Carers Forum
- Age Friendly Ceredigion
- Veterans Forum
- Disability Forum
- LGBTQ+ Forum

Phone: 01545 574200

Email: clic@ceredigion.gov.uk

Engagement and Consultations

Ceredigion County Council wants to involve residents in an ongoing conversation and therefore want to hear what you have to say on matters that are of interest to you.

See what consultations are currently open:

www.ceredigion.gov.uk/your-council/consultations

Paper copies can be collected from your local Library or Leisure Centre.

Phone: 01545 574200

Email: clic@ceredigion.gov.uk

Communication and Information

Customer Services Ceredigion Local Offices (CLIC)

The CLIC team can take a range of enquiries in-person including:

- General enquiries
- Taking payments for council services
- Recycling bags
- Garden waste bags
- Kitchen caddy compostable bags
- Battery recycling
- Waste electrical and electronic equipment recycling bins
- Public access computers are available in all libraries across the county

Phone: 01545 570881

Email: clic@ceredigion.gov.uk

Emergency number for out of hours:

- **North Ceredigion:** 01970 625277
- **South Ceredigion:** 01239 851604

Social Services emergencies: 0300 456 3554

Local Council Offices

Aberystwyth

Canolfan Alun R Edwards
Queens Square
Aberystwyth
SY23 2EB

Lampeter

Council Offices
Market Street
Lampeter
SA48 7DS

Aberaeron

County Hall
Market Street
Aberaeron
SA46 OAT

Cardigan

Council Offices
Morgan Street
Cardigan
SA43 1DG

Digital Communities Wales

Digital Communities Wales is a Welsh Government funded organisation who are focused on digital inclusion in Wales. They provide free digital training and resources to individuals and groups across Wales.

Phone: 0300 111 5050

Website: www.digitalcommunities.gov.wales

Libraries

Ceredigion libraries offer a warm and welcoming space for people to browse books, CD's and DVD's and access computers and accessible books for the visually impaired.

Dementia friendly boxes are available to view in all libraries. There are lots of helpful tools and items of comfort for people living with dementia and their carers.

Local Libraries

Aberaeron

County Hall
Stryd y Farchnad
Aberaeron
SA46 0AT
Phone: 01545 572500

Aberystwyth

Canolfan Alun R. Edwards
Queen's Square
Aberystwyth
SY23 2EB
Phone: 01970 633717

Cardigan

Council Offices
Morgan Street
Cardigan
SA43 1DG
Phone: 01545 574110

Lampeter

Market Street
Lampeter
SA48 7DR
Phone: 01570 423606

Llandysul

Canolfan Ceredigion
Llandysul
SA44 4QS
Phone: 01545 574236

New Quay Community Library

Room 4, Memorial Hall
Towyn Road
New Quay
SA45 9QQ
Phone: 01545 560803

Ceredigion Citizens Advice

Citizens Advice offer free, confidential information and advice on benefits, debts, energy, housing, work and much more. Weekly drop- in advice sessions and face to face appointments are also available at community venues around the county.

Advice line: 01239 621 974 / 01970 612 817 (open Monday, Tuesday, Thursday 10am-1pm)

Text or Whats App: 07971 802 060

Email: ask@cabceredigion.org

Post: Ceredigion Citizens Advice, PO Box 76, Lampeter, SA48 9BY

Website: www.cabceredigion.org/services

Advice Mid Wales

Based in Machynlleth, Advice Mid Wales offer free, impartial and confidential advice on debt and money problems, benefits, pensions, housing, employment and consumer issues. Drop in and pre booked appointments are available at the Advice Centre in Machynlleth and outreach programmes are run in North Ceredigion.

Phone: 01654 700192

Email: enquiries@advicemidwales.org.uk

Post: The Care Centre, Forge Road, Machynlleth, Powys, SY20 8EQ

Website: www.advicemidwales.org.uk

Crime Prevention

Reporting Fake, Fraudulent or Scam Websites

Report misleading websites, emails, phone numbers, phone calls or text messages you think may be suspicious.

Do not give out private information (such as bank details or passwords), reply to text messages, download attachments or click on any links in emails if you're not sure they're genuine.

- **Forward suspicious emails to:** report@phishing.gov.uk
- **Forward suspicious text messages to:** 7726 - it's free

Contact Action Fraud if you think you've lost money or been hacked because of an online scam or fraud and you're in England or Wales.

Report online: www.reporting.actionfraud.police.uk

Phone: 0300 123 2040

Neighbourhood Watch

Neighbourhood Watch groups are run by volunteers in local communities with the aim to create safer, resilient, and active communities.

Website: www.ourwatch.org.uk

Phone: 0116 402 6111

Victim Support

If you're a victim of crime, whether you have reported it to the police or not, you can call your local Victim Support Team in Dyfed Powys, and they will make sure you get the information and support you need. This might be arranging a meeting for you to receive emotional support in confidence, helping you to fill out a compensation form or get advice on how to make your home more secure, or referring you to other specialist organisations that can also help.

Phone: 0300 123 2996

Lines are open Monday to Saturday 10am-6pm

For out of hours support, call Supportline: 0808 16 89 111

Website: www.victimsupport.org.uk

Community Support and Health Services

Tir Dewi Farm Support

Tir Dewi's volunteers support farmers and their families. The volunteers understand many of the issues faced by farmers in our community. Explaining your problems confidentially is the first step towards finding a solution.

Phone: 0800 121 47 22

The DPJ Foundation

The DPJ Foundation is a Welsh mental health charity to support those in agriculture and rural communities with mental health problems. The DPJ Foundation offers a counselling service called the 'Share the Load helpline.'

Phone: 0800 587 4262

Text: 07860 048799

Website: www.thedpjfoundation.co.uk

The Royal Agricultural Benevolent Institution

RABI provide confidential support is available to those who currently work within agriculture and also to those who are no longer able to work in the sector due to ill-health, accident or age.

Phone: 0800 188 4444

Website: www.rabi.org.uk

Alzheimer's Society

Alzheimer's Society provides help to those living with dementia today and offers hope for the future. If you are affected by dementia, worried about a diagnosis or are a carer, staff are ready to give you the support you need.

Phone: 0333 150 3456

Website: www.alzheimers.org.uk

Mind

Mind is a charity offering advice and support for anyone dealing with mental health problems.

Phone: 0300 123 3393

Email: info@mind.org.uk

Website: www.mind.org.uk

Help Us To Survive (HUTS)

HUTS are a charity supporting adults with mental health concerns or learning difficulties by providing a well-equipped craft workshop, where members can boost their life-skills and confidence.

Phone: 01239 710377

Website: www.hutsworkshop.org

West Wales Action for Mental Health (WWAMH)

WWAMH provide a range of services to voluntary groups, carers and individuals who have used or are using mental health services in Ceredigion.

Phone: 01267 245572

Email: admin@wwamh.org.uk

Website: www.wwamh.org.uk

Dyfed Drug and Alcohol Service (DDAS)

DDAS provides substance misuse services in West Wales. They offer support and advice for people with alcohol/drug problems and their families and concerned others.

Phone: 03303 639 997

Website: www.barod.cymru

Choices West

Choices West is a service supporting people under 18 years of age with alcohol/drug problems or that care for loved ones with substance misuse problems.

Phone: 03303 639 997

Website: www.barod.cymru

Macular Society

The Macular Society provides free information and support to those with macular disease, along with their family and friends, to help people keep their independence.

Phone: 0300 3030 111

Website: www.macularsociety.org

Headway Ceredigion

Headway Ceredigion is the local branch of the national charity Headway UK. It provides support to people who have experienced a brain injury, through an accident, stroke or illness and their family, and carers. Headway provide advice, support outings and drop ins.

Phone: 01974 821301

Email: dolaubach@gmail.com

Website: www.headwaysouthwestwales.org.uk

Carers Wales

Carers Wales provides information and advice for carers in Wales. They also campaign with carers for change to improve services.

Phone: 02920 811370

Email: info@carerswales.org

Website: www.carersuk.org

Hourglass Cymru

Hourglass Cymru supports older people experiencing harm and abuse or are at risk of harm and abuse.

Phone: 0808 808 8141 (confidential and free and will not show up on your phone bill.)

Email: cymru@wearehourglass.org

Website: www.wearehourglass.cymru

West Wales Domestic Abuse Service (WWDAS)

WWDAS provides free, confidential support across Ceredigion to anybody experiencing domestic abuse.

24hr Emergency Helpline: 01970 625 585

Aberystwyth Office: 01970 612 225

Cardigan Office: 01239 615 385

National Domestic Abuse Helpline

The National Domestic Helpline is run by Refuge and provides 24-hour support via a free helpline.

Phone: 0808 2000 247

Website: www.nationaldahelpline.org.uk

Mankind

Mankind is a confidential helpline available for male victims of domestic abuse and domestic violence across the UK as well as their friends, family, neighbours, work colleagues and employers.

Phone: 01823 334244

Website: www.mankind.org.uk

NHS Health Check

The NHS health check is for people who are aged 40 to 74 who **do not** have certain pre-existing conditions. If you think you are eligible but have not been invited, contact your GP surgery to find out if they offer NHS health checks.

Planed - Catalysts for Care

Catalysts for Care has an online directory of self employed and small limited services offering personal care, home help, support to appointments or shopping and befriending.

Phone: 07442 681883

Email: sue.lewis@planed.org.uk

Website: www.planed.org.uk/projects/catalysts-for-care/

Veteran Support

Woody's Lodge

Woody's Lodge aims to provide an inviting meeting space for veterans of the Armed Forces, Emergency Services and Reservists to re-engage with life, their families and communities.

Phone: 01559 361328

Email: support@woodyslodge.org

Website: www.woodyslodge.org

Veterans NHS Wales

The VNHSW is a mental health service for veterans and reservists who have served in HM Armed Forces and have a suspected service related mental health condition. Veterans can self refer or be referred by families / friends, GP's or other services.

Phone: 01570 422577

Website: www.veteranswales.co.uk

The Royal British Legion

The Royal British Legion supports Armed Forces Communities across the UK and has branches that offer a welcoming space for serving and ex-serving personnel and their families to get practical help and support.

Phone: 0808 802 8080 - lines open 8am-9pm, 7 days a week.

Website: www.britishlegion.org.uk

Fighting With Pride

Fighting With Pride supports LGBT+ Veterans, service personnel and their families, in particular those most impacted by the ban on LGBT+ personnel serving in the Armed Forces prior to January 2000.

Email: info@fightingwithpride.org.uk

Website: www.fightingwithpride.org.uk

Veterans Legal Link

The Veterans Legal Link run by Aberystwyth University provides specialist legal advice to veterans.

Phone: 03330 905 5387

Department for Work and Pensions Armed Forces Champions

The Department for Work and Pensions (DWP) has initiatives that help current and former armed forces personnel and families access Jobcentre Plus services. This includes having an armed forces champion in every Jobcentre Plus district who ensures that the support provided meets your needs.

South West Wales Armed Forces Champion: Gareth Thomas

Phone: 07553 677 929

Email: gareth.thomas@dwp.gov.uk

or wales.armedforceschampions@dwp.gov.uk

Website: www.gov.uk

The following UK wide organisations provide a range of information, advice and support available only in English.

SSAFA (The Armed Forces Charity)

SSAFA supports regulars and reserves in the Royal Navy, the Royal Marines, the British Army and the Royal Air Force and their families. They provide specialised support from cost of living to life changing injuries, depression and PTSD.

National Support Line: 0800 260 6708

Ceredigion Contact: Stephen Boswell - 02922 941004

Address: SSAFA South West Wales, TA Centre, Alamein Road, Landore, Swansea, SA1 2HP

BLESMA (The Limbless Veterans)

BLESMA offers advice and support to Veterans who may have been fitted for a prosthesis or are awaiting fitting, financial and emotional support is also offered to them and their families.

Email: info@blesma.org

Website: www.blesma.org

Wales and West contact: Tom Hall - 02085 487098

Help For Heroes

Help For Heroes support with the transition from military to civilian life and provide lifelong tailored support for physical and mental health, welfare and social needs.

Website: www.helpforheroes.org.uk

Ceredigion contact: Helen Neve - 0300 303 9888

The Poppy Factory

The Poppy Factory supports Veterans with health conditions into employment.

Email: support@poppyfactory.org

Website: www.poppyfactory.org

Ceredigion contact: Andrew Millership - 02089 391837

Outdoor Space and Buildings

Discover Ceredigion

To find out more ways to discover Ceredigion and explore local heritage sites, you can contact the Tourist Information Centre in Aberystwyth.

Phone: 01545 570881

Email: tourism@ceredigion.gov.uk

Website: www.discoverceredigion.wales

Ceredigion Walks and Rides

The network of public paths offers an excellent way to explore Ceredigion. The walks and rides are available to view on the Discover Ceredigion website which details the coastal pathway, outdoor activities and adventure, heritage, culture and Celtic routes. To learn more or report any issues experienced on public rights of way, visit the website or contact the councils customer service centre.

Website: www.discoverceredigion.wales

Phone: 01545 570881

Email: cllc@ceredigion.gov.uk

Ceredigion Museum

Ceredigion Museum is situated on Terrace Road, Aberystwyth, near the seafront. The museum is home to both permanent and temporary displays that explore Ceredigion's heritage, culture, and art.

Phone: 01970 633088

Website: www.ceredigionmuseum.wales

Community Gardens

Yr Ardd

Yr Ardd is a community Garden Project based in Pont-Tyweli, Llandysul. Activities are run by its members and cover a variety of things from growing and handling food to arts and crafts. To become a member contact Yr Ardd's Committee.

Address: Morris Terrace, Pont-Tyweli, Llandysul, SA44 4RJ

Email: yrardd@gmail.com

Facebook: @yrardd1

Instagram: @yrardd_llandysul

Penglais Community Garden

Penglais Community Garden holds regular sessions where all are welcome, sign up to their mailing list to find out when these are.

Email: pgpstaff@aber.ac.uk

Facebook: @tyfuaber

Aberystwyth WW2 Allotment

Location: Aberystwyth WW2 Allotment, Penglais Hill, Aberystwyth

Contact Sian Nicholas by email: shn@aber.ac.uk

Naturewise Forest Garden

Situated on Parc Teifi, Cardigan, the Forest Garden has weekly Community Volunteer Days.

Contact Claire: 07732 861104

Email: contact@naturewise.org.uk

Website: www.naturewise.org.uk

Gardd Enfys

Gardd Enfys is a sensory garden and a safe space for vulnerable people in the community.

Address: Y Caban, Fferm Ty Fry, Llechryd, Cardigan SA43 2PB

Phone: 07815 658955

This is just a small selection of what is available in Ceredigion, contact a Community Connector to explore what's available in your area.

What if something happens to me?

Emergencies

Type of emergency	Phone number
Life threatening health emergency	999
Emergency prescriptions	111
Dental problems	111
Reporting non-emergencies to the Police	101
Fire and rescue emergency	999
Fire and rescue non-emergency	0370 6060 699
Coastguard	999
If you smell gas in your home	0800 111 999
Reporting power cuts	105
Reporting blocked rivers, landslides or flooding	03000 65 3000

This booklet is brought to you by the Carers and Community Support Team. The information is intended as guidance and not as recommendations on behalf of Ceredigion County Council. It is provided for the reader to consider and form a personal opinion. All information is correct at time of printing, winter 2024/2025.

If you are an organisation or community group that would like to be included in future editions of the Age Friendly Directory, please contact:

Phone: 01545 574200

Email: clic@ceredigion.gov.uk