

**NEWTOWN  
NETWORK  
LOCAL DIRECTORY**

**NEWTOWN  
HARDSHIP  
HELP**

**HELP IS AVAILABLE FOR  
YOU AND YOUR FAMILY**

**CALL 0333 996 1124**

## NEWTOWN HARDSHIP HELP LINE

**Help is available for you and your family  
Call Newtown Network on 0333 996 1124**

The helpline is funded by the Newtown Network and the phone line is answered by trained staff at Ponthafren.

If the escalating cost of living is resulting in financial hardship for your family or you are worried about how you'll manage and need a bit of support to help you stay afloat – here are some useful contacts for you.

### STARTING OFF:

If you are unsure where to start or what support you need you can contact your local: **Community Connectors: Claire and Bobbie on 01597 828649**

We can help you make sense of all of the support available to you. Community Connectors work with adults to help them find and access services, support and activities and achieve what matters most to them. If you need advice please call and leave your details and we will call you back. Ring Citizens Advice and check your benefit entitlement 0808 250 5700 Mon to Fri 9am to 5pm.

### SUPPORT WITH BENEFITS AND MONEY WORRIES:

**Citizens Advice Powys – 0345 601 8421**

Is able to provide free and confidential assistance with:

- Money Worries
- Finding the correct benefits
- Utility costs
- Any other issues that may be affecting you

**Age Cymru Powys – 01686 623707**

Offers a free and confidential information and advice service for older people, their families and carers.

## **EMPLOYMENT SUPPORT:**

### **Working Wales – 0800 028 4844**

An adult advice and guidance service provided by Careers Wales. Advisers can provide one-to-one information, advice and guidance. Working Wales' services are open to anyone who is 'at risk' of redundancy and can be contacted immediately.

### **Communities For Work – Message us on Facebook or phone: 07976 864528**

FREE SUPPORT for people who are looking for work or to improve their job prospects. We are available to help you with job searches and application forms, CV's and sourcing funded training opportunities.

### **Job Centre – email: [nmw.employmentteam@dwp.gov.uk](mailto:nmw.employmentteam@dwp.gov.uk) or visit the centre in person.**

If you are at risk of or have been made redundant, please use the above email address and include your name, telephone number and the name of your current/previous employer a member of the team will contact you to discuss your circumstances and offer support.

## **SUPPORT FROM SOCIAL SERVICES:**

### **Assist – 0345 602 7050**

(8.30-4.45 Monday – Thursday and 8.30 - 4.15 Friday)  
Emergency Duty Team 0845 0544 847 (out of hours service).

### **Children's Services Front Door – 01597 827666**

## **CARERS SUPPORT:**

### **Credu – 01597 823800**

Credu supports carers and their families in Powys. We help carers to both look after their loved ones and take care of themselves as individuals.

### **Hafal Crossroads – 01874 610346**

Hafal Crossroads provides practical support to unpaid Carers living in Ceredigion, Pembrokeshire and Powys.

## **FAMILY SUPPORT:**

### **Parents Childcare and Employment (PaCE) project 07717 541584/lisa.hadley2@dwp.gov.uk**

Childcare support for parents whilst training or looking for work.

### **Family Information Services – email: [fis@powys.gov.uk](mailto:fis@powys.gov.uk) or visit Facebook page**

The Youth and Family Information Service is a one stop shop where parents, carers, young people can get a range of information for children and young people aged 0-25 years.

### **Montgomeryshire Family Crisis Centre – 01686 629114 (24 hour crisis line)**

Supporting men, women and children experiencing or affected by domestic abuse in North Powys.

### **Baby Basics – The Salvation Army – 01686 610340**

We provide much needed essentials and equipment for new-born babies and mothers of families who are in need of support. Please ask your Midwife or Health Visitor to contact us.

7-8 Market Street, SY16 2PQ.



## **FOOD AND MEAL PROVISIONS:**

### **Newtown Food Bank – The Salvation Army - 01686 610340**

If you find yourself needing support to access the foodbank, call us for advice or speak to a referring agency. 7-8 Market Street. SY16 2PQ

### **Newtown Food Surplus**

At Pendinas (near the College on Llanidloes Road is open every Monday and Friday from 10.30am to 12 noon for free surplus fresh food. Follow on facebook @newtownfoodsurlus

### **Cultivate**

Cultivate supports local people to grow their own food through providing low cost micro allotments at the Community Garden at Pen Dinas. Contact Sue Stickland [sues@cultivate.uk.com](mailto:sues@cultivate.uk.com)

Cultivate runs weekly gardening sessions looking after Newtown's Green Spaces for those who would like to learn more about gardening, chat and enjoy being outside together. Contact Mel Chandler [melc@cultivate.uk.com](mailto:melc@cultivate.uk.com)

### **Community Café**

Free meals delivered every Wednesday lunchtime to those referred for help.

### **Souper Café**

Free soup every Thursday at the Bowling Club on Back Lane from 12 noon to 1pm.

### **All Saints Church**

Sunday Lunches: A roast lunch with pudding available every 2nd and 4th Sunday from 9th October. A suggested donation of £5 per meal is desirable from those who can afford.

## **EMOTIONAL HEALTH & WELLBEING:**

### **CALL Community Advice & Listening Line – 0800 132 737**

A 24 hours a day/7 days a week helpline offering a confidential listening and support service.

### **Ponthafren – 01686 621586**

Provide practical and emotional one to one support, life skills groups, health and wellbeing activities and counselling, either face to face or online, along with general support for those experiencing mental ill health.

Ponthafren also provides an Out of Hours support line from 17:00 - 21:00 Monday to Friday and 12:00 - 17:00 Saturday and Sunday offering emotional support and information on Mental Health and related matters the Out of Hours number is 07508 709 338. Email: [admin@ponthafren.org.uk](mailto:admin@ponthafren.org.uk) Web: [www.ponthafren.org.uk](http://www.ponthafren.org.uk)

### **Mid & North Powys Mind – 01597 824411**

Mid and North Powys Mind provides information, support, activities and training to anyone in Mid and North Powys with an interest in mental health and wellbeing.

### **Silvercloud**

Speak to your GP/Healthcare professional about a referral to Silvercloud. A FREE online (computer) course that's easy to use.

### **Blended Silvercloud**

As above but working with a CBT practitioner for support, both services offer a range of topics to help improve your own mental wellbeing, Refer via self through to Ponthafren or via GP. Offer available to all Powys patients and residents aged 16+.

## **EMOTIONAL HEALTH & WELLBEING CONT:**

### **Samaritans – 116 123**

Phone: 116 123

The Samaritans 24 hour helpline. Calls are free.

## **SPIRITUAL SUPPORT:**

Contact the Community Connectors: Claire and Bobbie on 01597 828649 regarding faith groups in the community.

## **HOUSING SUPPORT:**

### **Pobl – 01686 610626 (Monday/Wednesday/Friday)**


Offers housing related support, including benefits advice, floating support, maintaining tenancies and searching for alternative accommodation.

### **Powys County Council Housing – 01597 827464**

If you are homeless, eligible, in priority need and have nowhere to live temporarily, we will make sure that you are offered somewhere to live in the short-term while we find out more about your situation and work with you to secure a suitable housing option.

### **Shelter Cymru – 08000 495 495**

We work for people in housing need by providing free, independent, expert housing advice.



# NEWTOWN NETWORK – WORKING FOR YOU



## COMPRISING:



Powys County Council



Salvation Army



Newtown Town Council



Newtown Food Surplus



Pontrhafren



PAVO



Pobl



Citizens Advice Powys



Cultivate



All Saints Church



Powys Together

## INFORMATION BOOKLET FUNDED BY:



Hilltop Honey



Powys Together



Rees Astley Independent Financial Advisors



Powys County Council



Pontrhafren