

Gwynedd Council's

Welcome to Gwynedd

Supporting Homes for Ukraine



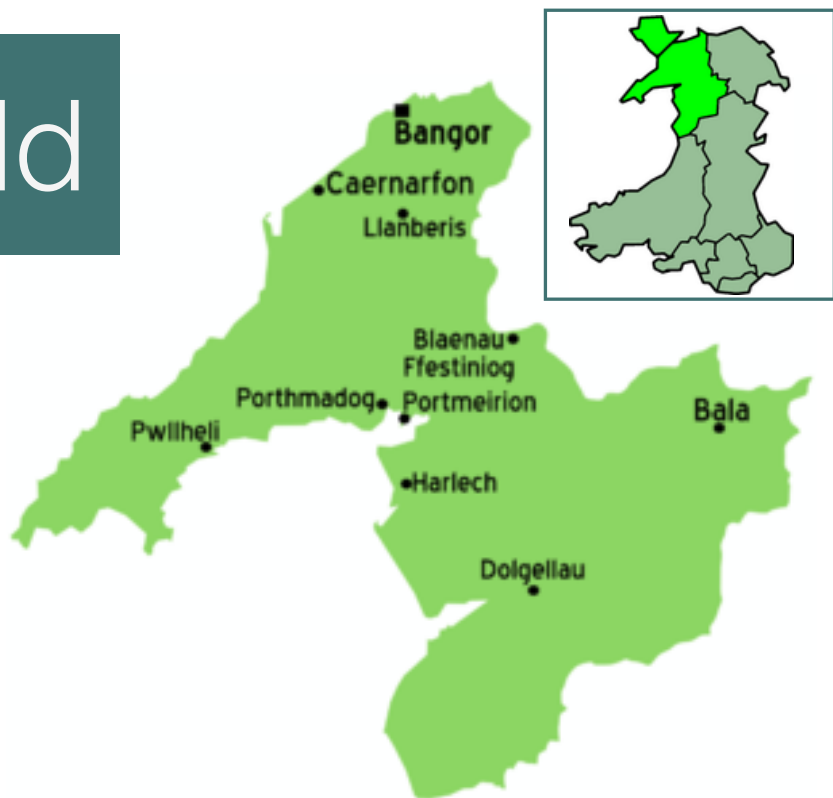
Welcome to Gwynedd

This booklet contains information that will help you during your time here in Gwynedd.

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Gwynedd



Gwynedd is located in the north west of Wales and is one of the largest counties, with a population of approx. 123,000. It's predominantly a rural area with a very scenic landscape as most of the Snowdonia National Park is situated within Gwynedd.

Bangor is the main city and home to Bangor University. Bangor is the county's main cultural centre, it has two modern shopping centres and a wide selection of cafes.

The **Welsh Language** is predominantly the first language of the region, and is of supreme importance to many of the population. Approximately 65% of the population is Welsh speaking, but in the surrounding villages and towns, you will find that the Welsh language is spoken by the majority. Most of the population are bilingual and can speak Welsh and English.

There are buses and trains connecting the whole county and you can find more for trains here: **Transport for Wales** and for buses here: **Arriva Bus**

SANCTUARY WEBSITE

Sanctuary | Choose a path (gov.wales)

There is help for you on the Sanctuary website to explain your rights, learn about Wales and where to find help.

You can also call the free helpline on **0808 175 1508** or on **+44 (0)204 542 5671** between 8am and 8pm.

VISA / BIOMETRIC RESIDENCE PERMIT

Biometric Resident Permits (BRP) are handled by the Home Office.

For information on your VISA / Biometric Resident Permits (BRP) follow this link: **Move to the UK if you're coming from Ukraine - GOV.UK (www.gov.uk)** as **these documents** provide evidence of your right to stay in the UK and enable you to confirm your identity.

BEING SAFE IN YOUR COMMUNITY (COMMUNITY COHESION)

For information around Community Safety matters and local services, please refer to our website: **Community safety**

North Wales Police

To report a non-emergency incident contact North Wales Police online or call **101**.
Remember always dial **999** in an emergency.
Live chat | North Wales Police

Domestic Violence

If you have concerns about domestic abuse or sexual violence you can contact the Live Fear Free Helpline 24/7:
0808 80 10 800
Contact Live Fear Free | GOV.WALES

Hate Crime

Crimes committed against someone because of their disability, gender-identity, race, religion or belief, or sexual orientation are hate crimes. For support and to report hate crime online, visit: **Report hate crime | North Wales Police** or
Wales Hate Crime (victimsupport.org.uk)

Safeguarding

If you're worried about abuse / neglect of a child or adult contact Gwynedd Council Safeguarding Teams:
Children: 01758 704 455
Adults: 01766 772577 (Out of hours: 01248 353551)

Human Trafficking

If you're worried about human trafficking then contact the Modern Slavery Helpline: **08000 121 700 (modernslaveryhelpline.org)**
If you have concerns about worker exploitation contact the Gangmasters & Labour Abuse Authority:
0800 432 0804 / intelligence@gla.gov.uk
Know the signs **Ukrainian (gla.gov.uk)** / Know your rights **Ukrainian (gla.gov.uk)**

HEALTH

Here in the UK we are supported by the NHS with our medical needs. You will be able to access all relevant information by following the links below.

If you are in need of emergency medical attention call **999** at once or **111** for non-emergency and out of hours medical support.



Doctor (GP) and Dentist

To register with a local doctor (GP) and to access dentistry follow this link:

Local Health Services - Betsi Cadwaladr University Health Board ([nhs.wales](https://www.nhs.uk)).

To receive medical treatment, you and your children must register with a doctor (GP) as soon as possible, even if you are not ill.

Some dentists offer NHS treatment and private treatment. You should register with a dentist as an NHS patient and let them know if you are receiving benefits.



Medical Prescriptions

To access medical prescriptions follow this link to find a list of all local pharmacists.

Local Health Services - Betsi Cadwaladr University Health Board ([nhs.wales](https://www.nhs.uk))

MENTAL HEALTH AND WELLBEING



C.A.L.L 0800 132 737

Local service Directory, Mental Health adults, children and young people: **lechyd a llesiant (llyw.cymru)**



5-9 Abbey Road, Bangor, Gwynedd LL57 2EA
01248 354888
ARC@abbeyroadcentre.co.uk
www.abbeyroadcentre.co.uk



Tan y Maen Centre is located in Tywyn, Barmouth, Bala, Blaenau Ffestiniog and Dolgellau. For more information phone, email or visit the website **07964 858095** or **tanymaen@btinternet.com**
www.tanymaen.org.uk



Canolfan Felin Fach, Stryd Penlan, Pwllheli, Gwynedd, LL53 5DE.
01758 701611
christinefelinfach@gmail.com

LEISURE CENTRES



BYW'N IACH

Across Gwynedd Byw'n Iach have 11 leisure centres that provide various activities from swimming to gyms. All facilities and opening times can be seen here [Hafan | Byw'n Iach \(bywniach.cymru\)](#)

- **Bangor** - Byw'n Iach Bangor, Garth Rd, Bangor. LL57 2SD
01248 370600
- **Caernarfon** - Byw'n Iach Arfon, Bethel Rd, Caernarfon, LL55 1HW
01286 676451
- **Tywyn** - Byw'n Iach Bro Dysynni, High St, Tywyn, LL36 9AE
01654 711763
- **Blaenau Ffestiniog** - Pwll Nofio Bro Ffestiniog, Wynne Rd,
Blaenau Ffestiniog, LL41 3DW. 01766 831066
- **Pwllheli** - Byw'n Iach Dwyfor, Recreation Rd, Pwllheli, LL53 3PF
01758 613437
- **Dolgellau** - Byw'n Iach Glan Wnion, Arran Rd, Dolgellau, LL40
1LH 01341 423579
- **Porthmadog** - Byw'n Iach Glaslyn, Stryd y Llan, Porthmadog.
LL49 9HW 01766 512711
- **Barmouth** - Byw'n Iach Pavilion, The Promenade, Barmouth. LL42
1NF 01341 280111
- **Bala** - Byw'n Iach Penllyn, Pensarn Rd, Bala, LL23 7YE
01678 521222
- **Bethesda** - Byw'n Iach Plas Ffrancon, Coetmor New Rd,
Bethesda, LL57 3DT 01248 601515
- **Penygroes** - Byw'n Iach Plas Silyn, County Rd, Penygroes, LL54
6HJ 01286 882047

WORK AND LEARNING

To access support for work and learning see below or turn to the next page to learn about Job Centre Plus locations across Gwynedd. Job Centres offer support with various aspects from employability to benefits,

You can also access Universal Credits /Benefits and information regarding your National Insurance online, see page **08-10** for more information.



Employability

To learn more about work opportunities contact Working Wales - **Cymru'n Gweithio | Working Wales (llyw.cymru)**



Gwaith Gwynedd can provide :

- local one to one support,
- mentor to help develop skills that will match employers' needs ,
- free training, and help to find work.

Gwaithgwynedd@gwynedd.llyw.cymru or phone 01286 679211.



Lessons and Training

Grŵp Llandrillo Menai offer English lessons and other courses / trainings.

More information about courses/trainings/lessons available locally can be found on their website:

Grŵp Llandrillo Menai - Gwella Dyfodol Pobl (gllm.ac.uk)



When you cannot work....

For help to find work, or if you cannot work, or you are unable to work, the UK has a Welfare System and you might be entitled to some benefits. See the section for Job Centres in Gwynedd below.

JOB CENTRES

Your local Job Centre Plus will be able to help you find out which benefits you may be able to access.

You can visit your local job centre by following the addresses below or contact via telephone: **0800 169 0190**

This may include:

- **Universal Credit** – a payment for those of working age, to help with your living costs if you're on a low income. You could be working (including self-employed or part time) or be out of work.

Calls to the Universal Credit helpline are free - Telephone: **0800 328 5644**

<https://www.gov.uk/apply-universal-credit>

- **Pension Credit** - extra money to help with your living costs if you are over the age of 66 and on a low income. Applications for Pensions is online or via telephone

- **Disability benefits** – extra money to help with additional costs if you have a long term physical or mental health condition or disability

- **Carer's Allowance** – extra money if you care for someone at least 35 hours a week.

- **Child Benefit** – extra money to help with the cost of raising a child. A link to the different types of benefits you could receive can be found here.

If you have any urgent queries or issues where you can't attend your local Job Centre Plus in Gwynedd please email – **gwynedd.employer-partnershipteam@dwp.gov.uk**

To receive Universal Credit or other benefits yourself, you need to open a bank account. To open a bank account, you need to go to a bank and show documents that prove: Identity; Immigration status and Address.

BANGOR

322 - 330 High Street, Bangor, Gwynedd, LL57 1YA

Monday: 09:00 – 10:30 & 11:00 – 12:30 & 13:30 – 15:00 & 15:30 – 17:00

Tuesday: 09:00 – 10:30 & 11:00 – 12:30 & 13:30 – 15:00 & 15:30 – 17:00

Wednesday: 10:00 – 10:30 & 11:00 – 12:30 & 13:30 – 15:00 & 15:30 – 17:00

Thursday: 09:00 – 10:30 & 11:00 – 12:30 & 13:30 – 15:00 & 15:30 – 17:00

Friday: 09:00 – 10:30 & 11:00 – 12:30 & 13:30 – 15:00 & 15:30 – 17:00

CAERNARFON

29-31 St Helens Street Caernarfon Gwynedd LL55 2YD

Monday: 09:00 - 17:00

Tuesday: 09:00 - 17:00

Wednesday: 09:00 - 17:00

Thursday: 10:00 - 17:00

Friday: 09:00 - 17:00

PWLLHELI

Lower Cardiff Road, Pwllheli, Gwynedd, LL53 5BY

Monday: 09.00 – 12:30 & 13:30 - 16:00

Tuesday: 09.00 – 12:30 & 13:30 - 16:00

Wednesday: 09.00 – 12:30 & 13:30 - 16:00

Thursday: 09.00 – 12:30 & 13:30 - 16:00

Friday: 09.00 – 12:30 & 13:30 - 16:00

PORTHMADOG

Thedford House, High Street, Porthmadog, LL49 9LS

Monday: 09.00 -10.40 & 11.00 - 12.30 & 13.30 - 15.10 & 15.30 - 17.00

Tuesday: 09.00 -10.40 & 11.00 - 12.30 & 13.30 - 15.10 & 15.30 - 17.00

Wednesday: 09.00 -10.40 & 11.00 - 12.30 & 13.30 - 15.10 & 15.30 - 17.00

Thursday: 09.00 -10.40 & 11.00 - 12.30 & 13.30 - 15.10 & 15.30 - 17.00

Friday: 09.00 -10.40 & 11.00 - 12.30 & 13.30 - 15.10 & 15.30 - 17.00

DOLGELLAU

Government Buildings, Arran Road, Dolgellau, LL40 1BP

Monday: 09:30 – 12:30 & 13:30 - 16:00

Tuesday: 09:30 – 12:30 & 13:30 – 16:00

Thursday: 10:00 - 12:30 & 13.30- 16:00

MACHYNLLETH

43-45 Maengwyn Street, Machynlleth, Powys, SY20 8EB

Tuesday: 10.00-12.30 & 13.30-16.00

Wednesday: 10.00-12.30 & 13.30-16.00

Thursday: 10.00-12.30 & 13.30-16.00

FINANCIAL AND BENEFIT ADVICE



**citizens
advice**

Citizens Advice Bureaux (CAB)

You can get free financial advice and help to understand what you're entitled to, and how to claim, from your local CAB.

For further information -

<https://www.citizensadvice.org.uk/helptoclaim> or **0800 702 2020**



**cyngor ar
bopeth**



**citizens
advice**

Gwynedd

CAB Gwynedd

To contact the local CAB team call **0808 27 87 922** or visit their website **CAB Gwynedd Citizens Advice**



Gwynedd Council Benefit Team

There might be some local grants, benefits and financial assistance available to you from your local council .

Benefits and grants (llyw.cymru)

Benefits and grants (llyw.cymru) or call **01766 771 000**

EDUCATION AND CHILDCARE



School Access

Children can access free education in Wales between the ages of 3 and 18. For information about local schools and how to access the schools for your children follow this link:

School Admissions / Changing school (llyw.cymru)



Financial Support at School

For information regarding free school meals, school transport and financial assistance towards school uniform and sports kit, and sanitary products follow this link:

Financial help / support (llyw.cymru)



Childcare

For information about childcare providers, creches, childminding and breakfast clubs visit Gwynedd Council website: **Childcare (llyw.cymru)**.

You might also be eligible for help towards childcare costs.



General Support for Families / Raising Children

You can find general information here that can help with raising a family:

Phone: 0797623816

Email: **GGTGwyneddFIS@gwynedd.llyw.cymru**

Website: **[Hwb Teuluoedd Gwynedd \(\[llyw.cymru\]\(http://llyw.cymru\)\)](http://HwbTeuluoeddGwynedd.llyw.cymru)**

HUMANITARIAN / REFUGEE SUPPORT

Follow **Ukraine Crisis** to access local information from Gwynedd Council on support for Ukraine.



Supporting Refugees

Gwynedd Council support a number of refugee programmes and a dedicated team is at hand to help you with your needs. Contact ffoaduriaid@gwynedd.llyw.cymru or 01766 771 000



Local Support Groups

There are local support groups that provide practical items and personal support to refugees to resettle here in Gwynedd. Find and follow these groups on facebook.

- [Pobl i Bobl](#)
- [Croeso Menai](#)
- [Cefn](#)



British
RedCross

British Red Cross

BRC can provide support and information to Ukrainian refugees through their Support Line. 0808 196 3651



Welsh Refugee Council

WRC can provide support and information to refugees through their freephone number 0808 196 7273 or info@wrc.wales.

OTHER SUPPORT



Connectivity

Loan a laptop / sim card or access a Digital Champion to help you get connected through Citizens Online [website](#) - or phone **0808 196 5883**

For free Public Access IT and support with IT Skills visit Gwynedd Council's [IT support website](#).



Mantell Gwynedd

Mantell Gwynedd is the local Voluntary Council for Gwynedd and offers various support across the county. This support include information and support to individuals interested in volunteering in their communities. They are also able to provide information about organisations and services across Gwynedd. They can also support individuals through their project 'social prescription'.

Their offices are open Monday-Friday at Caernarfon and Dolgellau.

You can also contact by phoning 01286 672 626 or emailing ymholiadau@mantellgwynedd.com.



Dewis.Cymru

For more general support regarding community hubs, local support groups and local activities look at the [Dewis.Cymru website](#).

OTHER SUPPORT



Foodbanks and Community Pantries

Foodbanks provide free emergency food to people. Community Pantries share free food amongst people to stop it from going to waste.

These can be found across Gwynedd - **Budd-daliadau a grantiau (llyw.cymru)**



There are Public Libraries throughout the county. You can borrow books, large print books, audio books, access computers with free Internet Access, and they are places where you can get help and information locally.

Your local library (llyw.cymru)



Any other support:

For information on other Gwynedd Council services not listed above visit **Trigolion (llyw.cymru)** or call "Galw Gwynedd" on 01766 771 000 and we will put you in contact with the correct department.

All information included in this booklet was correct when printed, for the latest information visit [Gwynedd Ukraine Crisis](#) website.