

Useful websites and telephone numbers

Listed mainly by topic in the following order:

Benefits
Care Inspectorate for Wales (CIW)
Carer's Need Assessment
Carers Support Organisations
Complaints
Direct Payments
Emergencies
Gwynedd Council
Health
Help with day to day living
Housing, adaptations and equipment
Legal Matters
Leisure Centres
Transport

Benefits

- Carer's Allowance Unit ☎ 0800 731 0297
- Pension Service (applications) ☎ 0800 99 1234
- Pension Service (enquiries) ☎ 0800 731 0453
- Winter Fuel Payment ☎ 0800 731 0160
- Universal Credit ☎ 0800 328 1744
- Budgeting Loan ☎ 0800 169 0140
- Attendance Allowance ☎ 0800 731 0122

🌐 www.gov.uk

Housing Benefit/Council Tax Discounts and Rebates

☎ 01286 682689

www.gwynedd.llyw.cymru/en/Residents/Benefits-and-grants/Benefits-and-grants.aspx

Turn2Us (Help people in financial hardship to access benefits)

☎ 0800 88 2200

✉ info@turn2us.org.uk

🌐 www.turn2us.org.uk

Care Inspectorate in Wales (CIW)

The Care Inspectorate in Wales regulate social care services in Wales, including **care homes** and other **care providers** (as well as social services).

☎ 0300 790 0126

✉ ciw@gov.wales

Useful websites and telephone numbers

Carer's Needs Assessment

To ask for a Carer's Needs Assessment, contact your Community Resources Team:

Llyn area

☎ 01758 704099

✉ OedolionLlyn@gwynedd.llyw.cymru

Caernarfon area

☎ 01286 679099

✉ OedolionCaernarfon@gwynedd.llyw.cymru

Bangor area

☎ 01248 363240

✉ OedolionBangor@gwynedd.llyw.cymru

Eifionydd-North Meirionnydd area

☎ 01766 510300

✉ OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru

South Meirionnydd area

☎ 01341 424499

✉ DeMeirionnydd@gwynedd.llyw.cymru

or

Children's Referral and Intake Team

☎ 01758 704455

✉ cyfeiriadauplant@gwynedd.llyw.cymru

Carers Support Organisations

Action for Children (Young carers) –

☎ 01248 364614

✉ gwyneddyoungcarers@actionforchildren.org.uk

🌐 www.actionforchildren.org.uk

Carers Outreach Service

☎ 01248 370797

✉ help@carersoutreach.org.uk

🌐 www.carersoutreach.org.uk

Carers Wales

☎ 02920 811 370

✉ info@carerswales.org

🌐 www.carersuk.org/wales

Carers Trust North Wales Crossroads Care Services

☎ 01492 542212

✉ northwales@nwcrossroads.co.uk

🌐 www.nwcrossroads.org.uk

Complaints

Social Services Customer Care and Information Officers

☎ 01286 679549 (Adult) or 01286 679223 (Children)

✉ ggcg@gwynedd.llyw.cymru

Useful websites and telephone numbers

Betsi Cadwaladr University Health Board Concerns Team

☎ 03000 851851

✉ BCUCConcernsTeam@wales.nhs.uk

North Wales Community Health Council offers help and advice to people wishing to complain about NHS Services

☎ 01248 679284

✉ admin@waleschc.org.uk

Public Services Ombudsman for Wales

☎ 0300 790 0203

✉ ask@ombudsman.wales

🌐 www.ombudsman.wales

Direct Payments

To ask about Direct Payments, contact your Community Resources Team:

Llŷn area

☎ 01758 704099

✉ OedolionLlyn@gwynedd.llyw.cymru

Caernarfon area

☎ 01286 679099

✉ OedolionCaernarfon@gwynedd.llyw.cymru

Bangor area

☎ 01248 363240

✉ OedolionBangor@gwynedd.llyw.cymru

Eifionydd-North Meirionnydd area

☎ 01766 510300

✉ OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru

South Meirionnydd area

☎ 01341 424499

✉ DeMeirionnydd@gwynedd.llyw.cymru

or

Children's Referral and Intake Team

☎ 01758 704455

✉ cyfeiriadauplant@gwynedd.llyw.cymru

Emergencies

GP out of Hours Service

☎ 0300 123 5566.

Gwynedd a Môn Social Services Out of Hours Team

☎ 01248 353551

Dental NHS Direct Wales

☎ 0845 46 47

🌐 www.nhsdirect.wales.nhs.uk

Useful websites and telephone numbers

Samaritans

☎ 116 123

Welsh Language Line

☎ 0808 164 0123 (7pm – 11pm every day)

🌐 www.samaritans.org

Gwynedd Council

Telephone Galw Gwynedd and they will put you in touch with the relevant department/person.

☎ 01766 771000

🌐 www.gwynedd.llyw.cymru

Health

Betsi Cadwaladr University Health Board

🌐 www.bcu.wales.nhs.uk

Gwynedd office

☎ 01286 672451

Hospitals:

- | | |
|---|----------------|
| • Alltwn, Tremadog | ☎ 03000 850027 |
| • Bryn Beryl, Pwllheli | ☎ 01758 701122 |
| • Dolgellau | ☎ 01341 422479 |
| • Eryri, Caernarfon | ☎ 03000 850021 |
| • Gwynedd, Bangor | ☎ 01248 348384 |
| • Tywyn | ☎ 03000 850026 |
| • Glan Clwyd | ☎ 01745 583910 |
| • Wrexham Maelor | ☎ 01978 291100 |
| • Bronglais, Aberystwyth (Hywel Dda HB) | ☎ 01970 623131 |

NHS Direct Wales

☎ 0845 46 47

🌐 www.nhsdirect.wales.nhs.uk

Hospital transport

☎ 0300 123 2303

Help with day to day living

Age Cymru Gwynedd a Môn

☎ 01286 677711

✉ info@acgm.co.uk

🌐 www.ageuk.org.uk/cymru/gwyneddamon

Useful websites and telephone numbers

Housing, adaptations and equipment

Care and Repair (under the management of Canllaw)

☎ 01286 889360

✉ gofalathrwsio@gofalathrwsio.org

🌐 www.gathmon.org

Disabled Living Foundation

🌐 <https://www.dlf.org.uk/living-made-easy>

Free Home Fire Safety Check and Smoke Alarms

☎ 01745 535250

🌐 www.nwales-fireservice.org.uk/keeping-you-safe/at-home/free-smoke-alarm

Nest (Home Energy Efficiency Scheme)

☎ 0808 808 2244 (landline and mobile)

🌐 <https://nest.gov.wales/en/>

Shelter Cymru

☎ 0800 495 495

✉ advicenorth@sheltercymru.org.uk

🌐 www.sheltercymru.org.uk

The Red Cross

☎ 01248 364677

✉ h.williams@redcross.org.uk

🌐 www.redcross.org.uk

Turn2Us (Benevolent Society Grants)

☎ 0808 802 2000

✉ info@turn2us.org.uk

🌐 www.turn2us.org.uk

Legal Matters

Citizens Advice Bureau

☎ 0808 27 87 922

✉ admin@cabgwynedd.org.uk

🌐 www.cabgwynedd.wales

Civil Legal advice

☎ 0345 345 4 345

It is also possible to make an enquiry online: 🌐 www.gov.uk/civil-legal-advice

The Society of Will Writers

☎ 01522 687888

✉ info@willwriters.com

🌐 www.willwriters.com

Useful websites and telephone numbers

The Law Society

☎ 029 2064 5254

✉ wales@lawsociety.org.uk

🌐 www.lawsociety.org.uk

Office of the Public Guardian (Power of Attorney)

☎ 0300 456 0300

🌐 www.gov.uk/government/organisations/office-of-the-public-guardian

Leisure Centres

Arfon

- Byw'n Iach Plas Ffrancon, Bethesda ☎ 01248 601515
- Byw'n Iach Bangor, Bangor ☎ 01248 370600
- Byw'n Iach Arfon, Caernarfon ☎ 01286 676451
☎ 01286 676945
- Byw'n Iach Plas Silyn, Penygroes ☎ 01286 882047

Dwyfor

- Byw'n Iach Dwyfor, Pwllheli ☎ 01758 613437
- Byw'n Iach Glaslyn, Porthmadog ☎ 01766 512711

Meirionnydd

- Byw'n Iach Pavilion, Barmouth ☎ 01341 280111
- Byw'n Iach Bro Dysynni, Tywyn ☎ 01654 710167
- Byw'n Iach Glan Wynion Dolgellau ☎ 01341 423579
- Byw'n Iach Penllyn, Bala ☎ 01678 521222
- Bro Ffestiniog Pool, Blaenau Ffestiniog ☎ 01766 831066
- Bro Ffestiniog Sports Hall, Blaenau Ffestiniog ☎ 01766 780571

🌐 www.bywniach.cymru

Harlech & Ardudwy Hamdden

Harlech Swimming Pool, Harlech

☎ 01766 780576

🌐 <http://harlechleisure.co.uk/en/>

Transport

Blue badges

☎ 01766 771000

Or 🌐 www.gwynedd.llyw.cymru/en/Residents/Parking-roads-and-travel/Parking-and-permits/Bluebadge-scheme.aspx or www.gov.uk/apply-blue-badge

Bus passes

Transport Wales

0300 303 4240

🌐 www.tfw.gov.wales/travelcards

Companion bus pass – Gwynedd Council

☎ 01766 771000

Useful websites and telephone numbers

Disabled Person's Railcard

☎ 0345 605 0525

🔗 www.disabledpersons-railcard.co.uk

Motability Scheme

☎ 01279 635666

🔗 www.motability.co.uk

National Express Disabled Persons Travel Helpline

☎ 08717 818181 – tickets, timetables etc

☎ 0371 781 8181 – arrange help when travelling

🔗 www.nationalexpress.com/en/help/accessibility

Traveline Cymru

☎ 0800 464 0000

🔗 www.traveline.cymru/travellers-with-a-disability/

Train services:

- Transport Wales

☎ 0333 3211 202

☎ 03330 050 050501 (Passenger Assist Team)

🔗 <https://tfwrail.wales/before-your-journey/accessible-travel>

- Avanti West Coast Passenger Assist

☎ 08000 158 123

✉ AssistedTravel.AvantiWestCoast@mailgb.custhelp.com

🔗 www.avantiwestcoast.uk/onboard/assisted-travel (One can book Passenger Assist online)

Community transport:

- Barbara Bus Gwynedd

☎ 07484 223696

- Cymrod (Dwyfor)

☎ 01758 614311

- Ddrws i Ddrws

☎ 01758 721777

- The Red Cross Transport and Escort Service

☎ 01248 351103

🔗 www.barbarabusgwynedd.com

Hospital transport

☎ 0300 123 2303