DIRECTORY OF USEFUL NUMBERS FOR HOMELESS PEOPLE IN CARDIFF AND THE VALE OF GLAMORGAN

NUMBERS TO CONTACT IN AN EMERGENCY

Police
In an emergency contact 999.

Address: The Bay Police Station
Telephone: Central Station 029 2022 2111
South Wales’ Police policing pledge states that they will support citizens to keep neighbourhoods safe from harm.

Social Services
Emergency Duty Team (Covering Cardiff & the Vale of Glamorgan)
Telephone: 029 20788570.
The Emergency Duty Team can be contacted out of normal office hours.

Intake and Assessment (Children’s Services)
The Intake and Assessment department should be called with any concerns regarding a child’s safety; they will also provide advice
Telephone: 029 2087 2000
Fax: 029 2044 8363

Emergency Bed Co-ordinator
Telephone: 029 2044 0391
Service offered: Based in Cardiff County Council’s Tresillian House Hostel the Emergency Bed Coordinator is managed and co-ordinated by Crichton House Outreach Services, The Salvation Army. The EBC post is integral to the homelessness provision in Cardiff and places people in available bed spaces based on assessed need. Since its introduction, new systems have been introduced to ensure that accurate assessments are made at the first point of contact with the service user to ensure that their support needs could be met in their hostel accommodation.

HANR Outreach (Cardiff Council, Communities, Housing and Neighbourhood Renewal) also previously known as the City Centre Team
Telephone: 029 20871 223
Service offered: provide an outreach service to vulnerable people within the City Centre, with the aim to link people into services and prevent street homelessness.
HANR can be contacted with all general enquiries on homelessness and concerns with vulnerable people.

Out of Hours Homelessness Advice
Telephone: 02920 873900
Emergency Number for Housing & Homelessness Services in the Vale
Telephone: 01446 700111

Service Provided: There is only one Homeless Hostel in the Vale called Ty Iolo, Ar-y-Nant, Trehan St, Barry CF6 1RT. It is not direct access therefore all placements are made via Local Authority Homelessness Service so the emergency number must be used (01446 700111)

Outreach Bus (present outside the Museum in Cardiff at 6pm-9pm every evening)
Telephone: 02920 440391

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FOOD FOR PEOPLE WITH ACCESS TO NOTHING

The Huggard Centre: Provides free soup and bread to anyone everyday, also provides free meals 3 days a week which are cooked by volunteers and served at 4pm. The Huggard Centre also provides food and hot drinks at greatly subsidised prices from 8am – 8pm

Rough Sleepers Intervention Team - The Breakfast Run: This service goes around Cardiff in the early morning visiting the sites where people are known to be sleeping rough, for example, the Museum Steps, College of Music & Drama, Bute Park etc...

The Breakfast Run is a jointly run project between HANR Outreach and the Wallich Rough Sleeper Intervention Team. This service operates seven days a week, 365 days a year, between the hours of 07:00 and 09:00. Its aim is to check on the wellbeing of those sleeping rough and attempt to encourage engagement with mainstream services. It is not solely about feeding those sleeping rough.

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SUPPORTING SEX WORKERS

Safer Wales StreetLife
Address: Safer Wales Ltd, Fourth Floor East, 113-116 Bute Street, Butetown, Cardiff, CF105EQ
Telephone: 029 2046 1564
Fax: 029 2046 1225

Safer Wales considers any child or young person under 18 involved in prostitution as victims of abuse and exploitation. Understanding Legislation, StreetLife works closely with Children’s Services and the Police; there is a designated Young Peoples worker, who works with children and young girls at risk. Also young adults involved in street sex work.

Services offered: Evening outreach that provides condoms, beverages, snacks, advice and support. There are also direct referral routes for all women wishing to exit prostitution.
Barnardo’s (Vulnerable Young People at Risk of Sexual Exploitation Programme)
Address: Trident Court, East Moors Road, Cardiff, CF245TD
Telephone: 029 2049 3387
Barnardo’s provides a range of services to support children at risk and to prevent future harm from neglect, abuse and sexual exploitation.
Services offered: Specialist sexual exploitation project that offer a safe and confidential environment where people can go for help, advice and support. Schools educate teachers and students on how to prevent vulnerable children being exploited.

Youth Offending Team (Cardiff)
Address: The Rise, Penhill Rd, Cardiff, CF229PR
Telephone: 029 2056 0839.
The Y.O.T incorporates representatives from the Police, Probation Service, Social Services, Health, Education, Substance Misuse Services and Housing.
Services offered: The Y.O.T assesses a young person’s need and implements a relevant support plan.

N.B: Inroads, SARC and New Pathways also have specific young person workers. (contact details included within directory)

Youth Offending Team (the Vale)
Address: 91 Salisbury Rd, Barry CF62 6PD
Telephone: 01446 745820

ACCOMMODATION & HOSTELS

Tresillian House
Telephone: 02920 873900
Services Offered: 24 hour advice to vulnerable people in crisis, access to emergency overnight bed space and supported accommodation for single homeless people that aims to work with individuals towards positive and appropriate move-on.

The Huggard Centre
Telephone: 029 20 349980
Services offered: Day Centre, Emergency Bed Unit, Supported Housing, resettlement in the community with support. A user development programme encourages clients to get involved with education and training opportunities; with the help of a full time advocate. Cold weather provision accommodates street homeless people during the winter months.

Salvation Army (Ty- Gobaith)
Address: Social Services Centre, Bute Street, Cardiff, CF105TY
Telephone: 029 2048 0187
Services offered: accommodation and services for vulnerable people that want to address their support needs. Ty Gobaith offers a supportive environment where physically, psychologically, socially and spiritually,
individuals are empowered and encouraged to meet their full potential and become independent.

**YMCA**
**Telephone:** 02920 465 250
**Services offered:** Cardiff YMCA offers a range of accommodation services to homeless people. Referrals are open to outside agencies. The projects are managed by a 24 hour Housing Team whilst each resident has a named support worker to ensure that the resident is empowered to work towards their housing and life goals.

**Wallich Sir Julian Hodge Centre**
**Telephone:** 029 20 495219
**Services offered:** The Sir Julian Hodge Centre is a direct access hostel that works with people with a variety of support needs. The centre encourages a policy of positive and active engagement with service users to work towards independence and resettlement.

**Wallich Night Shelter**
**Telephone:** 029 20 399 739
**Services offered:** The Night Shelter provides emergency accommodation for people who would otherwise be at significant risk of sleeping rough.

**Shoreline Wet House**
**Telephone:** 029 20 640 265
**Services offered:** The project provides a safe, stable home for long term street drinkers with access to twenty four hour support and assistance from staff and the opportunity to address their drinking problem if they wish.

**Ty-Seren and Ty Enfys**
**Telephone:** 029 20497 379 - Ty Seren - Newport Road, Cardiff,
**Telephone:** 029 20494 729 - Ty Enfys - Ninian Road, Cardiff CF23 5EP,
**Services offered:** to homeless women aged 16 - 25 with support needs. Applicants can self-refer or be referred by outside agencies, for an assessment of their housing and support needs. Both projects allow prescription drugs (Methadone etc) but are “dry houses” Ty Enfys also accepts children under 2.

**Oak House**
**Address:** 340 Newport Road, Cardiff, CF241RT
**Telephone:** 029 2044 4524.
Oak House is a 24 hour supported housing scheme directly managed by United Welsh. The scheme provides temporary accommodation for homeless or potentially homeless people, who have mental health, drug or alcohol problems. There is also a women-only floor that is secure and provides a safe refuge for women escaping domestic abuse
**Services offered:** comprehensive care and support plan is drawn up for each client utilising a keyworking system and promoting the empowerment of each client. Oak House promotes training and educational opportunities.

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For Families & Children under the age of 16yrs
Greenfarm Hostel:
Telephone: 029 20 598 288

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**SUBSTANCE MISUSE SERVICES**

**Community Addictions Unit**
**Address:** House 56, CRI, Newport Road, Cardiff,
**Telephone:** 029 2046 1742
Provide help and support for people with problematic drug use, with an emphasis on harm reduction.
**Services offered:** drop in needle exchange, prescribing, medical care and advice. Social assistance, psychiatric care, in and out patience detox, advice and support

**Cardiff Alcohol and Drugs Team**
**Address:** House 54, Newport Road, Cardiff, CF24 0SZ
**Telephone:** 029 2046 8555
Provides practical help and guidance for people with drug and alcohol related difficulties and their families.
**Services offered:** counselling, social work, training, family support (CRAFT), STIR, Option 2 (family in crisis support)

**Vale Alcohol & Drugs Team**
**Address:** Newlands, 26 Newland St, Barry CF62 8EA
**Telephone:** 01446 700943

**Drug Intervention Programme**
**Address:** 109 St Mary St, Cardiff, CF10 1DX.
**Telephone:** 029 2072 9555
Provides support to individuals involved within the criminal justice system, with problematic substance use.
**Services offered:** detoxification, time limited on site prescribing, structured 1:1 sessions with allocated case worker.

**Inroads Drug Project (Tier 2/3 Voluntary Sector)**
Inroads Drug Project is a registered charity providing a free and confidential service, in the way of information, advice and support to drug users, ex drug users; including their friends and family
**Cardiff Address:** 94 Neville St Riverside, Cardiff CF11 6LS
**Telephone:** 02920 407407

**Vale Address:** 42 Holton Rd, Barry, Vale of Glamorgan CF63 4HD
**Telephone:** 01446 404040
**Services offered:** tenancy support, advice and support on problematic drug use, a drop-in service, needle exchange, auricular acupuncture, mobile outreach, workers seconded to the youth offending service and a young persons drug information service.
Probation
Address: Westgate Street, Cardiff
Telephone: 029 2023 2999
The National Probation Service (NPS) is a major component in reducing crime. They work in partnership with the police and other CJT teams.

Salvation Army
Address: Social Services Centre, Bute Street, Cardiff, CF105TY
Telephone: 029 2048 0187
The Bridge Programme offers a service lead project to support motivated homeless or rough sleeping service users, to address their substance misuse issues.
Services offered: Preparation for detox and after care service for those presenting with drug and/or alcohol issues. Substitute medication, resettlement programme, and health awareness with access to harm minimisation. There are support groups held within the Bridge Programme and service users have 1:1 support from their allocated workers.

ALCOHOL SERVICES

STIR (CADT)
Address: House 54, Newport Road, Cardiff, CF24 0SZ
Telephone: 029 2046 8568
Service for alcohol users involved with the criminal justice system.
Services offered: case management for a variety of issues, advice, support and substitute medication

Fitzhammond Centre
Telephone: 029 20 388 003
Service offered: Locally based day centre providing help to people with alcohol issues

Alcohol Services for All [ASFA]
Telephone: 029 2038 8003
ASFA provides a voice for people who have experienced an alcohol problem, to discuss existing provision and help to develop better services.
Services offered: the Forum meets about six times a year in various locations across Cardiff and the Vale. It provides a newsletter and a range of training events. It also helps to organise the “Message in a Bottle” theatre group, and lobbies on various alcohol related issues.

Alcoholics Anonymous
National help line: 0845 7697 555
Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.
Services offered: meetings held throughout Cardiff, 7 days a week.
Dyfrig House (Pen yr Enfys)
Address: 53a Fitzhamon Embankment, Riverside, Cardiff, CF11 6AN
Telephone: 029 2023 2127
Fax: 029 2022 6660
Email: dyfrighouse@penyrenfys.org
A direct access hostel that provides 24 hour care.
Services offered: resettlement worker, counselling and advice and support around alcohol use.

HEALTH / MEDICAL SERVICES

Homeless Nurse
Based in Marland House
Telephone: 02920 871223
Services offered: A nursing service for all the front-line hostels in Cardiff, working closely with the HANR Outreach Team and Dr Kay Saunders in Loudoun Square. The nurse may not be there when you call, but the Marland House Team are able to contact her urgently if needed within office hours.

Community Addictions Unit & Needle Exchange
Telephone: 029 20 461 742

Dentists including Emergency (Communication Hub will sign post you)
Telephone: 029 20 444 500

Doctors who care for homeless people in Cardiff
Those who are homeless can register with any GP in Cardiff, although some doctors have a special interest in caring for this client group for example, Dr Kay Saunders Butetown Health Centre, Loudoun Square, Butetown, Telephone: 029 20 483126.

For information about GP’s in Cardiff please follow the link: -
http://www.cardiffandvaleuhb.wales.nhs.uk/directory/gps/

Cardiff & Vale UHB Mental Health Out of Hours Team
Telephone: 029 20 396 873

Community Mental Health Teams
Hamadryad: 029 20 463 488
Links Centre: 029 20 335555
Pendine Centre: 029 20 578 778
Pentwyn CMHT: 02920 731466
Gabalfa CMHT: 02920 693941
Forensic CMHT: 02920 693191
Vale CMHT: Amy Evans Centre, 190 Holton Rd, Barry CF63 4HN. Telephone: 01446 733331

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NHS Inquiry Service (register with G.P and dentist)  
**Telephone:** 01495 332000  
This is an information line that will tell you all the G.P’s and dentists in your local area that are taking on NHS patients.

SEXUAL HEALTH ORGANISATIONS

**Integrated Sexual Health (aka GUM)**  
**Address:** Cardiff and Vale NHS Trust, Department of Integrated Sexual Health, Newport Road, Cardiff, CF24 0SZ  
**Telephone:** 029 2033 5207  
Specialists in the diagnosis and treatment of sexually transmitted infections. There is also a family planning /contraceptive service on site.  
**Services offered:** testing and treatment for sexually transmitted infections/disease.

**Family Planning Association (FPA)**  
**Helpline:** 0845 310 1334  
The FPA is a charity that aims to improve sexual health, reproductive rights and choices of the people of the U.K.  
**Services offered:** Advice on contraception, STD’s and STI’s and pregnancy. They also give out free condoms. Many clinics also provide emergency contraception, smear tests and have a contraception clinic for younger people.

**Terrence Higgins Trust (THT)**  
**Address:** Canton House 435 Cowbridge Road East. Canton. Cardiff, CF1JH  
**Telephone:** 029 2066 6465  
THT is the leading and largest HIV and sexual health charity in the U.K. They provide practical advice and support to people who are living with and affected by HIV.  
**Services Offered:** 1:1 support for people living with and/or affected by HIV, Advocacy, Financial assistance, Counselling, **1 Hour HIV testing**, support groups, information and support for alternative groups and training for professionals around HIV.

RAPE AND ASSAULT

**SARC (Sexual Assault Referral Centre)**  
**Address:** Safe Island, Cardiff Royal Infirmary, Newport Road, Cardiff, CF24 0SZ  
**Telephone:** 029 2033 5795  
**Fax:** 029 2033 5796  
SARC is for ALL victims of sexual assault both males and females and does not have an age limited criteria. Forensic examinations and police interviews are provided within the SARC centre. Referrals are made via telephone with a
24 hour on call crisis worker for those who are referred by the police. Self referrals can gain support from Monday-Friday 9-5. SARC can refer individuals for counselling and sexual health checks. There is a young persons and an adult advocate, who provides support to the victim.

**New Pathways**  
**Address:** Willow House, 11 Church Street, Merthyr Tydfil, CF470BS  
**Telephone:** 01685 379 310  
New Pathways, works closely with SARC; offering counselling to victims of rape and sexual abuse. They also have a children’s worker.  
**Services offered:** Counselling and direct referral to the SARC.

**N.B:** The Women’s Safety Unit, HANR Outreach, Cardiff Addictions Unit and StreetLife, also support and sign post people to the relevant agencies.

**Counselling**  
Counselling services can be accessed through The CADT (substance misuse and anger management.)  
SARC, New Pathways, Inroads and Women In Mind. (Rape and sexual abuse)

**DOMESTIC ABUSE**

**Women’s Aid**  
**Address:** Cardiff Women’s Aid, 16 Moira Terrace, Adamstown, Cardiff, CF24 0EJ  
**Telephone:** 02920 460566  
**Fax:** 02920 484097  
Cardiff Women’s Aid (CWA) provides advice and support for women in abusive relationships.  
**Services offered:** advice, information, emergency temporary accommodation (REFUGE), outreach services and counseling to women (and their children if they have any) who are fleeing domestic abuse.

**Women’s Safety Unit (WSU)**  
**Address:** Safer Wales Ltd, Fourth Floor East, 113-116 Bute Street, Butetown, Cardiff, CF105EQ  
**Telephone:** 029 222 022  
**Services offered:** Known nationally for their expertise the WSU offers a fast track system for the process of domestic violence cases.

**BAWSO (Black Association of Women Step Out)**  
**Address:** 195 Newport Road Cardiff CF24 1AJ  
**Telephone:** 029 2043 7390  
BAWSO an accredited support organisation that provides specialist services to Black and Minority Ethnic (BME) Women and Children in Wales.  
**Services offered:** practical and emotional support to BME women and children fleeing domestic abuse. 1:1 worker to help with support needs,
outreach and resettlement workers. BAWSO offers a language and interpretation project with volunteering and mentoring opportunities for BME women.

**Atal-y-Fro (Vale Women’s Aid)**

**Address:** 222 Holton Road, Barry, Vale of Glamorgan, CF63 4HS  
**Telephone:** 01446 744755  
**Services Offered:** Practical and emotional support to women and their children (if any) who are suffering the effects of domestic abuse.

- Information - enabling women and their children (if any) to make informed decisions on the options open to them  
- Assisting women suffering domestic abuse in gaining confident independence from their abusers, leading ultimately to the empowerment of the women through the encouragement of self help  
- Emergency temporary accommodation if necessary  
- Five bedroomed refuge within the Vale of Glamorgan  
- Access to accommodation through other Women's Aid organisations in most parts of Britain  
- Times of opening - 10am-3pm, Monday - Friday  
- 24hr telephone on-call service in operation 7 days a week  
- Outreach service to women living in the community.  
- Early intervention programme [for families including Dads/Partners]

**Police Domestic Abuse Unit**  
**Telephone:** 02920 521212

**The Dyn Project**  
**Services Offered:** The Dyn Project provides accessible support for men who experience domestic abuse in Wales regardless of age; race; religion or sexuality. We can provide support and advice for men in the Cardiff area who experience domestic abuse. This service allows us to provide advice, information and support for men who have experienced domestic abuse from a partner.

The Dyn Wales Helpline provides accessible support for all men across Wales. Men can speak confidentially to the helpline about the issues they are facing and receive support and safety planning advice. The helpline will also allow men from all areas of Wales to find out about the services they can access in their area.

To compliment the new helpline, the Dyn Wales website provides an online resource to domestic abuse services across Wales. The site also offers users an opportunity to contact us online if they do not wish to use the helpline.  
**Tel:** 0808 8010321
DEBT AND FINANCES

Citizens Advice Bureau
Address: First Floor, Castle House, Castle Street, Cardiff, CF10 1BS
Telephone: 029 2034 6499
CAB offers free and impartial legal advice.

National Debtline
Telephone: 0808 808 4000
Nation Wide service offer advice on debt, credit cards, bank charges, arrears, council tax, catalogues, hire purchases agreements, benefits, bankruptcy, harassment, eviction, homelessness and housing issues related to finances,

Consumer Credit Counselling Service
Telephone: 0800 138 1111
Helpline and counselling for people with debt problems
Services offered: debt management planning including debt repayment plans and advice on all aspects of money management.
Solicitors (Legal Aid Clinics)

OTHER USEFUL CONTACTS

Cardiff MIND
Address: 166 Newport Road, Roath, Cardiff CF24 1DL
Telephone: 029 2040 2040
Email: www.mind.org.uk
Services provided: mental health awareness, self harm, suicide, risk

Barry MIND
Address: 29 Trenewydd Rd, Barry CF62 8HB
Telephone: 01446 730792

Women’s Workshop
Address The Women’s Workshop, Clarence House, Clarence Road, Butetown, Cardiff, CF10 5FB
Telephone: 029 2049 3351
Fax: 029 2048 2122
Women’s Workshop promote gender equality and aims to improve the lives and role of women in society.
Services offered: training, consultancy and support to individual women, groups and organisations assessment, women’s issues in mental health. Other topics related to mental health may be provided.

After Adoption
Telephone: 0800 0568 578
Telephone: 029 2057 5318
Web- www.afteradoption.org.uk.
After Adoption provides support for anyone affected by adoption issues.
Services offered: practical help and support, such as letter box contact, counseling, meetings and outreach sessions for people who cannot access their Newport office easily.

NewLink Wales
Address: Meridian Court, North Road, Cardiff CF14 3BE
Telephone: 029 2052 9002
New link is an independent substance misuse organisation that operates throughout Wales.

They also provide:
The MILE (mentoring in learning and education)
Service offers: a programme specifically designed for ex service users who would like to gain the skills needed to work within the substance misuse field and

The Axis Project
Service offers: Black and ethnic minority’s drug user’s access to information on drugs and alcohol in various languages.

Llamau Housing
Address: 23 Cathedral Road, Cardiff, CF11 9HA
Telephone: 029 2023 9585
Llamau’s supported housing projects provide supported accommodation to young people leaving care, young offenders or young people who are homeless or vulnerably housed
Services offered: Support Workers help with skills such as maximizing income, budgeting, paying bills, shopping, cooking, housework, training, education or employment opportunities, substance misuse, relationships and health matters

Victim Support
Telephone: 029 20 578 408

Cardiff Prison
Telephone: 029 20 923100

Cardiff Magistrates Court
Telephone: 029 20 463040

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