Discretionary Housing Payments
Leaflet and application form

What are Discretionary Housing Payments?
Discretionary Housing Payments (DHPs) provide customers in receipt of Housing Benefit or Universal Credit (which includes an element for Housing Cost), further financial assistance if they are in exceptional need with their housing costs.
The U.K. Government provides each Local Authority with a cash-limited budget each financial year to help those in greatest need.

What do we mean by housing costs?
In general, housing costs means rental liability, but housing costs are interpreted more widely to include:
Rent in Advance;
Rent Deposit;
Other lump sum costs associated with a housing need such as removal costs, or credit checks for letting agents.

What is the criteria to apply for a Discretionary Housing Payment?
You must already be in receipt of Housing Benefit (HB) or Universal Credit (UC) within Conwy Borough which includes an element for Housing Costs and facing a shortfall in housing costs which you have been unable to budget for, or currently fund.

What types of shortfalls in housing costs can a Discretionary Housing Payment cover?
Benefit Cap reductions to HB or UC Housing Cost element.
Under-occupation reduction (social rented sector) to HB or UC Housing Cost element.
Local Housing Allowance restrictions to HB or UC Housing Cost element.
Non-dependant deduction from HB or Housing Cost contribution in UC Housing Cost.
Income Taper reductions.
Rent Officer restrictions, such as a local reference rent or shared accommodation rate.
Rent shortfalls to prevent a household becoming homeless whilst the Housing Department explores alternative options.

Rent deposits, Rent in Advance, Removal Costs, Credit Checks for letting agents.
Discretionary Housing Payments can be awarded for the above for a property an applicant is yet to move into. The applicant has to be in receipt of Housing Benefit or Universal Credit Housing Costs element at their current address within Conwy Borough and the new property should be affordable for the applicant.
If you have any questions about your claim, please phone
the Benefit Offices of Conwy Council Borough Council for advice.
Benefits Customer Service: 01492 576491
BT Text Relay: 18001 01492 576491 or call in at a local office of Conwy County Borough Council detailed on page 12
Or by email on: hben.enquiries@conwy.gov.uk
and by post to: Revenue & Benefits Assessment Service, CCBC, Bodlondeb, Bangor Road, Conwy LL32 8DU
Your call may be recorded for training and monitoring purposes

If you need a copy of this form in Welsh, Braille or large print please contact this office.
We also have access to an interpreting service called “The Big Word” which is a 24 hour telephone interpreting service.
What Discretionary Housing Payment cannot cover?
Discretionary Housing Payment cannot cover the following:

- ineligible service changes in a customer's rent, such as meals water charges etc.
- assistance with Council Tax payments.
- increase in rent due to outstanding rent arrears
- certain sanctions and reductions in benefit detailed as follows:
  - any reduction in Income Support (IS) or income-based Jobseeker’s Allowance (JSA(IB)) due to a Reduced Benefit Direction (RBD) for failure to comply with the Child Support Agency in arranging maintenance. The RDA is a reduction in benefit of 40% of the personal allowance and only applies to IS or JSA (IB).
  - any reduction in benefit as a result of non-attendance at a work-focused interview. This applies both where the customer’s Housing Benefit is reduced and when any other benefit that the customer is receiving, such as Income Support is subject to a sanction.
  - any reduction or loss of benefit due to a Job Seekers Allowance (JSA) employment sanction. JSA is not payable for the period of sanction if the customer has contributed towards their unemployed status, for example, by leaving employment voluntarily or failing to attend a prescribed training scheme.
  - any reduction in benefit due to a JSA sanction for 16/17 year olds - this is for certain young people who receive JSA under a Severe hardship Direction. JSA is not payable for the period of sanction if the customer has contributed towards their unemployed status, for example, by leaving paid employment voluntarily or failing to attend a prescribed training scheme, or
  - any restriction in benefit due to a breach of a community service order
  - Housing Benefit/Universal Credit that has been suspended because the customer has failed to provide the required information for the claim.
  - shortfalls caused by Housing Benefit recovery from a customer’s entitlement.

In such cases, it may be possible for a reduced rate of JSA to be paid under the JSA hardship provisions.

- any reduction in benefit due to a JSA sanction for 16/17 year olds - this is for certain young people who receive JSA under a Severe hardship Direction. JSA is not payable for the period of the sanction if the customer has contributed towards their unemployed status, for example, by leaving paid employment voluntarily or failing to attend a prescribed training scheme, or
- any reduction or loss of benefit due to a Job Seekers Allowance (JSA) employment sanction. JSA is not payable for the period of sanction if the customer has contributed towards their unemployed status, for example, by leaving paid employment voluntarily or failing to attend a prescribed training scheme, or
- any restriction in benefit due to a breach of a community service order
- Housing Benefit/Universal Credit that has been suspended because the customer has failed to provide the required information for the claim.
- shortfalls caused by Housing Benefit recovery from a customer’s entitlement.

How can I apply for a Discretionary Housing Payment?
You will need to complete and return the attached application form without delay and send with supporting evidence (either with your application or at a later date) to The Benefit Office, Revenue and Benefits Assessments Service, Conwy County Borough Council, Council Offices, Bangor Road, Bodlondeb, Conwy, LL32 8DU or visit a Conwy County Borough Council Benefit Office detailed on page 12.

How do we decide whether to award a Discretionary Housing Payment?
There is now a more consistent approach in the administration of DHP’s in Wales where a points system has been developed. It is designed to make discretionary decision-making more systematic, consistent and transparent. However it is definitely not intended to impose a one size fits all solution. The exercise of discretion remains at the heart of the scheme. This is explained in more detail in the Discretionary Housing Payment Policy. [http://www.conwy.gov.uk/doc.asp?cat=7255&doc=25178](http://www.conwy.gov.uk/doc.asp?cat=7255&doc=25178)

How will I be informed of the decision on a Discretionary Housing Payment application?
You will be informed of the decision in writing within 10 days, or as soon as possible thereafter which will include the start and end day of the entitlement if you are successful, the amount, and who the payment will be sent to. A Discretionary Housing Payment is not an ‘open ended’ benefit. There is no guarantee that if you reapply after your Discretionary Housing Payment has ended you will be awarded a further payment, even if your circumstances are the same.

You will also be informed in writing if you are not successful.

The length of award
The length of the Discretionary Housing Payment award will depend on the circumstances of the applicant/family. There is no minimum period of an award, which could be a one off payment for rent in advance/rent deposit/removal costs. A periodic payment could be for a few weeks but generally is made between 13-26 weeks. The maximum number of weeks for a DHP is 12 months, an example of such a case would be if a property has been specifically adapted for an individual’s needs.

Can I appeal against the decision made on my claim?
If you disagree with the decision, you would need to write to the Benefit Office, Conwy County Borough Council, Bodlondeb, Bangor Road, Conwy, LL32 8DU within a calendar month of the original decision and request an Appeal giving the reasons why you were unhappy with the decision. A different Senior Benefit Officer would then consider the Appeal and you would be informed in writing of the outcome within 10 days or as soon as possible thereafter.

What do I do if my circumstances change?
You must tell the Benefit Office, Conwy County Borough Council, Bodlondeb, Bangor Road, Conwy, LL32 8DU as soon as possible if your circumstances change. The Benefit Office may need to revise your Discretionary Housing Payment award. If the change in circumstances means that you have received money that you are not entitled to, we may ask you to pay it back.
DISCRETIONARY HOUSING PAYMENT APPLICATION FORM

Full name and title

Current address:
(including room/flat number)

National Insurance No. Date of Birth / / 

Telephone numbers: Landline Mobile

Housing Benefit Ref: Email address (optional)

1. What sort of help do you need? (please tick)

☐ ONE-OFF PAYMENT to help with a specific payment (e.g. Rent Deposit/Rent in advance) if YES, go to question 12.

☐ ONGOING PAYMENT to help with your weekly rent.

Please tell us why you are applying for a DHP? (please tick those that apply)

☐ My benefit is reduced because I am classed as having a spare bedroom.

☐ I am affected by the Benefit Cap.

☐ I am affected by a non-dependant deduction/Universal Credit housing cost contribution reduction.

☐ My benefit is reduced because of the Local Housing Allowance (LHA) rate.

☐ I am affected by Income Taper Reductions.

☐ Rent officer restriction such as local reference or shared accommodation rate.

☐ I need financial support while I am seeking employment or more employment.

☐ The Housing Department are assisting me with a possible homelessness issue and I have a shortfall in the rent payment.

☐ I cannot afford to pay the difference between my rent and Housing Benefit/Universal Credit Housing Cost element for other reasons. Please tell us why here.

How much extra help do you think you need in monetary terms? £ per week
2. Has your home been adapted to help with a disability affecting you or a member of your family?
If ‘Yes’, please provide details of the adaptations and the reasons why they are needed.

3. Do you have shared custody of a child or children, but do not receive Child benefit for them?
If ‘Yes’, please provide proof (if you have a court order granting access please provide this).
If ‘Yes’, but you do not have a court order, please forward a copy of a letter from former partner or any other proof.

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of birth</th>
<th>Usual Home address</th>
<th>How often do they stay with you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

How often has the child/children stayed with you in the last 12 months?

4. Housing Benefit Size Criteria/Underoccupation Reduction/more rooms than required?
Only complete this question if your home has more rooms than allowed by Housing Benefit rules. This includes tenants in the Private Rented Sector, and in the Social Rented Sector. In the Social Sector tenants who are affected by the Spare Room Subsidy/Under Occupation Reduction. In the Private Sector tenants who have more rooms than required. If ‘Yes’, and your home has more rooms than allowed by Housing Benefit rules, please state below.

5. Do you or your partner have a carer who lives somewhere else but provides care for you or your partner overnight in your home and you have a bedroom available?
If ‘Yes’, please give details which should include the name and address of the carer/s, how often they stay with you and if they receive Carers Allowances for looking after you.

6. Have you tried to find cheaper alternative accommodation?
If ‘Yes’, please give details. If you found cheaper accommodation but did not move, please explain why below.
If ‘No’, can you please explain why you haven’t looked for cheaper accommodation.
7. **If you are currently a Social Housing Tenant within Conwy Borough and affected by the under occupation reduction, have you registered with Single Access Route to Housing (SARTH) for alternative smaller accommodation?**
   If ‘Yes’, please provide details which should include the date you registered for the smaller accommodation and the location you would accept this accommodation to be in.
   If ‘No’, please explain your reasons for not doing so.

If you have been offered social housing accommodation/alternative Social Housing which you’ve refused, please provide the details below:

8. **Please tell us if it would cause you problems if you moved from the area which you live in now, e.g. you need to live near a particular nursery/childcare, school, hospital or other services, or you are receiving care or providing care to a member of family not living with you.** If ‘Yes’, please provide details.

9. **If you have a private landlord have you asked your landlord if they would consider lowering your rent?**
   If ‘Yes’, tell us below what the outcome was.
   If ‘No’, can you please tell us why you haven’t considered this?

Have you any objection to Conwy County Borough Council contacting your private landlord to see if your rent can be reduced? If ‘Yes’, please tell us why below.

Do you have any rent arrears? *(Please answer if you are a social or private tenant).*
   If ‘Yes’, how much? (please send a copy of any evidence of this) £
Has your landlord taken any legal action against you to recover these arrears?
If ‘Yes’, please give details of action taken.

Yes  □  No  □

10. Please tell us if you have any plans to help your situation in the long term, such as increasing your income or moving house, even if you just register for a smaller property (see Question 7). Any evidence that you can provide will help us to make a decision.


11. The DHP fund granted to the Council by the Government is cash limited, and it would not be possible for the Council to use DHP to help everybody who does not receive full Housing Benefit/Universal Credit Housing costs to meet their rent. If none of the questions have described your true circumstances, please tell us below why you consider that your claim is exceptional.


ONLY APPLICANTS WHO TICKED “ONE-OFF PAYMENTS” IN QUESTION 1 SHOULD COMPLETE QUESTIONS 12 TO 23

12. Please tick the payment you are applying for: (EVIDENCE WILL BE REQUIRED).

☐ Rent in advance  Total Amount due £  Total amount applied for £
☐ Deposit  Total Amount due £  Total amount applied for £
☐ Other  Total Amount due £  Total amount applied for £

If other, please state what the payment is for:


13. If you are leaving your current address, please state why.


6
14. Have you been served with a notice to quit/seeking possession?  
If ‘Yes’, please provide a copy of this and the reason/s it has been served.

Yes ☐  No ☐

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15. Did you pay rent in advance on your existing tenancy?  
If ‘Yes’, how much? £

Yes ☐  No ☐

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16. Did you pay a deposit on your existing tenancy?  
If ‘Yes’, how much? £

Yes ☐  No ☐

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17. Are you due to have a deposit returned to you?  
If ‘Yes’, please give date it will be returned to you. If it will not be returned to you, please explain why.

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18. Have you any savings that could be used to meet this need (or part of this need)?  
If ‘Yes’, please give details.

Yes ☐  No ☐

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19. Have you approached Conwy Housing Solutions (Homelessness Officers) for help?  
If ‘Yes’, what did they say?

Yes ☐  No ☐

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20. Have you asked for help from the Department for Work and Pensions or Discretionary Assistance Fund/Nacro Bond?  
If ‘Yes’, please give detail of the outcome.  
If ‘No’, is there any reason why not?

Yes ☐  No ☐
21. Have you asked for help with rent deposit/rent in advance/other housing costs from anyone else.  
If ‘Yes’, please give details and the outcome.

22. What is the address of the property you are applying for rent in advance/deposit for and the amount of rent you would be charged?

23. Tenancy deposit protection schemes

Tenancy deposit protection (TDP) schemes guarantee that tenants will get their deposits back at the end of the tenancy, if they meet the terms of the tenancy agreement and do not damage the property. Landlords must protect their tenant’s deposits using a TDP scheme if they have let the property on an assured shorthold tenancy which started after 6 April 2007.

Landlords or agents must use one of the three approved TDP schemes to protect tenants’ deposits where these conditions apply. If any other scheme is used, deposits are not protected in law. The three approved schemes are:

- Deposit Protection Service (DPS)
- MyDeposits
- Tenancy Deposit Scheme (TDS)

Please ask your landlord/agent to confirm which Tenancy Deposit Scheme they will be using and tick the relevant box above.

24. Information about you and your partner’s income, outgoings and debts (if any).

This information will help us decide if you need further financial assistance to meet your housing costs.

Please take your time and include everything. All the information you give us is confidential and we will only use it to see if we can give you extra help.

Please enter number of adults in your household

Number of children in your household
### INCOME - please give weekly figures

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take Home Pay</td>
<td>£</td>
</tr>
<tr>
<td>Child benefit</td>
<td>£</td>
</tr>
<tr>
<td>Child Tax Credit</td>
<td>£</td>
</tr>
<tr>
<td>Working Tax Credit</td>
<td>£</td>
</tr>
<tr>
<td>State pension</td>
<td>£</td>
</tr>
<tr>
<td>Occupational Pensions</td>
<td>£</td>
</tr>
<tr>
<td>Private Pensions</td>
<td>£</td>
</tr>
<tr>
<td>Income Pensions</td>
<td>£</td>
</tr>
<tr>
<td>Job Seekers Allowance</td>
<td>£</td>
</tr>
<tr>
<td>Employment &amp; Support Allowance/Incapacity Benefit</td>
<td>£</td>
</tr>
<tr>
<td>Disability Living Allowance/Personal Independence Payments</td>
<td>£</td>
</tr>
<tr>
<td>Carers Allowance</td>
<td>£</td>
</tr>
<tr>
<td>Universal Credit (Total Amount)</td>
<td>£</td>
</tr>
<tr>
<td>Maintenance received</td>
<td>£</td>
</tr>
<tr>
<td>Contribution from other people in your household (non dependant adult relative or friend living with you). If the non dependant/s have unavoidable high personal expenses, please detail below - Any further information</td>
<td>£</td>
</tr>
<tr>
<td>Rent from lodger/tenant</td>
<td>£</td>
</tr>
<tr>
<td>Other - give details below</td>
<td>£</td>
</tr>
</tbody>
</table>

**TOTAL**                                           £

<table>
<thead>
<tr>
<th>Capital/savings actually held</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
</tr>
<tr>
<td></td>
<td>£</td>
</tr>
<tr>
<td></td>
<td>£</td>
</tr>
</tbody>
</table>

**TOTAL**                                           £

Any further information in relation to income/outgoings

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### EXPENDITURE - please give weekly figures

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent</td>
<td>£</td>
</tr>
<tr>
<td>Council Tax</td>
<td>£</td>
</tr>
<tr>
<td>Gas</td>
<td>£</td>
</tr>
<tr>
<td>Electricity</td>
<td>£</td>
</tr>
<tr>
<td>Water Charges</td>
<td>£</td>
</tr>
<tr>
<td>Telephone/mobile</td>
<td>£</td>
</tr>
<tr>
<td>TV Rental/Licence</td>
<td>£</td>
</tr>
<tr>
<td>TV Satellite (e.g. Sky)</td>
<td>£</td>
</tr>
<tr>
<td>Internet Access</td>
<td>£</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>£</td>
</tr>
<tr>
<td>Home Insurance</td>
<td>£</td>
</tr>
<tr>
<td>Bus/Train fares</td>
<td>£</td>
</tr>
<tr>
<td>Petrol</td>
<td>£</td>
</tr>
<tr>
<td>Car Insurance</td>
<td>£</td>
</tr>
<tr>
<td>Car Tax / MOT</td>
<td>£</td>
</tr>
<tr>
<td>Special dietary costs</td>
<td>£</td>
</tr>
<tr>
<td>School meals</td>
<td>£</td>
</tr>
<tr>
<td>Glasses/Contact Lenses</td>
<td>£</td>
</tr>
<tr>
<td>Household (including toiletries and cleaning materials)</td>
<td>£</td>
</tr>
<tr>
<td>Clothes/footwear</td>
<td>£</td>
</tr>
<tr>
<td>Nappies</td>
<td>£</td>
</tr>
<tr>
<td>Child Care payments</td>
<td>£</td>
</tr>
<tr>
<td>Food</td>
<td>£</td>
</tr>
<tr>
<td>DWP Budgeting Loan repayment</td>
<td>£</td>
</tr>
<tr>
<td>Maintenance (e.g. CSA payments)</td>
<td>£</td>
</tr>
<tr>
<td>Doorstep lender</td>
<td>£</td>
</tr>
<tr>
<td>Court costs and fines</td>
<td>£</td>
</tr>
<tr>
<td>Catalogues/Mail order</td>
<td>£</td>
</tr>
<tr>
<td>HP repayment</td>
<td>£</td>
</tr>
<tr>
<td>Credit/Store card repayment</td>
<td>£</td>
</tr>
<tr>
<td>Bank/Building Society overdraft repayments</td>
<td>£</td>
</tr>
<tr>
<td>Any other spending (Please state what for)</td>
<td>£</td>
</tr>
</tbody>
</table>

**TOTAL**                                           £

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**Have your tried to renegotiate any debt or arrears repayments?**

Yes [ ] No [ ]

If ‘Yes’, please provide details

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**Would you like the Benefit Office to refer your case for debt advice to the Citizen’s Advice Bureau?**

Yes [ ] No [ ]
25. Are there any further details about your income and expenditure you have not already included?  
If ‘Yes’, please give details below.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

26. DECLARATION

Please read this declaration carefully before you sign and date the application.

- I declare that the information given on this form is correct.
- I agree that the Council may make enquiries necessary to check the information I have given.
- I understand that if any information I provide is incorrect that I will have to repay any awarded DHP back to the Council.

Signature of Claimant:

Signature of Partner:

Date: / / 

Declaration of the person filling in the form on behalf of the tenant.

Print Name:

Signature:

Relationship to applicant:

Date: / / 

Please send the completed form with supporting evidence, either with your application, or at a later date to: Benefit Offices, Revenue and Benefits Assessment Service, Bodlondeb, Bangor Road, Conwy LL32 8DU or take it to an Area Benefit Office of Conwy County Borough Council detailed on page 12
Equal Opportunities Monitoring Form

The questions in this section are for statistical analysis, monitoring and the development of improved services. All information is stored on a confidential database.

You do not have to complete this questionnaire.

About Yourself
I am: Male □ Female □

How would you describe your ethnic origin?
White
- British □
- Irish □
- Welsh □
- Any other White Background □
Please give details

Mixed
- White and Black Caribbean □
- White and Black African □
- White and Asian □
- Any other Mixed Background □
Please give details

Asian or Asian
- Indian □
- Pakistani □
- Bangladeshi □

British Black or Black British
- Caribbean □
- African □

Chinese or other ethnic group
- Chinese □

Any other Asian, Black background. Any other ethnic group. Please give details.

Age
- 16 to 24 □
- 25 to 34 □
- 35 to 44 □
- 45 to 54 □
- 55 to 64 □
- 65 and over □

Do you have any long-term illness, health problem or disability that affects your day to day activities?
Yes □ No □

Thank you for completing this form
Main office of Conwy County Borough Council and postal address

Benefit Office
Revenues and Benefits Assessment Service, Bangor Road, Bodlondeb, Conwy LL32 8DU
Monday-Thursday 8.45am-5.15pm - Friday 8.45am-4.45pm Phone: 01492 576491

Local Housing Benefit suboffices of Conwy County Borough Council

Area Office
Revenues and Benefits, Assessment Service, Town Hall, George Street, Llandudno LL30 2ST
Monday-Thursday 8.45am-5.15pm - Friday 8.45am-4.45pm Phone: 01492 576491

Area Office
Revenues and Benefits, Assessment Service, 4A Coed Pella Road, Colwyn Bay LL29 8LP
Monday-Thursday 9.00am-5.00pm - Friday 9.00am-4.45pm Phone: 01492 576491

We will be moving Area Benefit Office Colwyn Bay end of April 2016/May 2016 to –
First Floor, Colwyn Bay Library, Woodland Road West, Colwyn Bay LL29 7DH
Monday, Wednesday, Thursday 9.00 am – 5.15 pm - Tuesday 10.00 am – 5.15 pm Friday 9.00 am – 4.45 pm

Area Office
Revenues and Benefits, Assessment Service, The Library, Plas yn Dre, Llanrwst LL26 0DF
Tuesday 10am-1pm Phone: 01492 576491

Other Government Departments

The Pension Service
PO Box 8
Swansea
SA80 8AH
Phone: 0845 6060265

Job Centre
45a Conway Road
Colwyn Bay
Conwy
LL29 7AU
Phone: 0845 6043719

Department for Work
and Pensions
PO Box 2239
Chester
CH99 1WZ
Phone: 0845 6088545

Rent Officer Service
Welsh Assembly Government
Sarn Mynach
Llandudno Junction
LL31 9R2
Tel 0300 0625106

Citizens Advice Bureau
District Office,
Eryl Wen, Eryl Place,
Llandudno, LL30 2TX
Phone: 0844 4772020

North Wales Credit Union
168 Conwy Road
Llandudno Junction
Conwy
LL31 9DU
Tel: 0333 2000 601

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, impartial, independent and confidential advice.

Other Organisations

Shelter Cymru provides free confidential and independent advice and services to people in housing need, aimed at addressing both crisis needs and longer underlying issues.

Shelter Cymru
19 Bedford Street
Rhyl
LL18 1SY
Phone: 01745 361444

Citizens Advice Bureau
District Office,
Eryl Wen, Eryl Place,
Llandudno, LL30 2TX
Phone: 0844 4772020

Rural Advice Service
The Bon
Bridge Street
Llanrwst
LL26 0ET
Tel: 01492 641313

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, impartial, independent and confidential advice.

North Wales Credit Union
168 Conwy Road
Llandudno Junction
Conwy
LL31 9DU
Tel: 0333 2000 601

Membership of the North Wales Credit Union gives access to low cost and ethical financial services for the public of Conwy County, including current accounts, savings accounts and low interest loans.

Age Concern provide information and advice for the elderly about benefits care, age related discrimination and training.

Age Concern
12-14 Hall Square
Denbigh
LL16 3NV
Tel: 01745 816947