

Fact Sheet

Useful Numbers

Coed Pella,
Conway Road,
Colwyn Bay.
LL29 7AZ



Telephone numbers that may be useful for you:

Claims for benefits are now on-line; Go to the gov.uk website and follow the links to apply
Access to Work - www.gov.uk/access-to-work - Provides practical support so people with disability, health or mental health conditions can work

Attendance Allowance	0800 731 0122	Jobseekers Direct	0345 6060234
Benefits advice shop	01745 349 145	Maternity Allowance	0845 6088610
Bereavement Svs/Funeral Grants	0800 731 0469	National Insurance Applications	0845 6000643
C.A.B Advice line: 10am – 4pm	03444 772020	National Debt Line	0800 808 4000
Carers Allowance Unit	0800 731 0297	Pension Credit	0800 991234
Child Benefit helpline	0300 200 3100	Pensions Service	0845 6060265
Child Maintenance Options	0800 988 0988	Personal Independence Payment Helpline	0800 121 4433
Child Support Agency Helpline	0845 6090082	Post Office Helpline	0345 7223344
Citizens Advice, Debt & Welfare Benefits: 9.30am - 4.30pm	0300 3301158	The Samaritans	116 123
Council Tax	01492 576606	Shelter Cymru (housing charity)	0345 075 5005
Credit Union	01492 580028	Social Fund Enquiries	0845 6036967
Disability Living Allowance Helpline	0800 1214600	Tax Credits Helpline	0345 300 3900
Discretionary Assistance Fund	0800 859 5924	Universal Credits	0800 328 5644
E.S.A, I.S or J.S.A Helpline	0800 169 0310	Welfare Benefits advice line for families in Conwy	01492 576616
New claims for JSA, ESA, IS and Maternity Allowance	0800 055 6688	Welfare Food (Milk Tokens) Helpline	0845 6076823
Housing Benefit (now located in Colwyn Bay Library)	01492 576491	Working + Child Credits Helpline	0345 300 3900 0845 300 3900
Job Centre Plus	0800 169 0190	Winter Fuel Helpline	0800 731 0160

UTILITIES - To find out who your current supplier is phone Consumer Futures 0345 404 0506					
British Gas	0800 048 0202	Powergen	0845 519 1523	Manweb	0845 272 2424
Scottish Power	0800 270 0072	N Power	0800 073 3000	Swalec	0800 052 5252
Welsh Water	0800 052 0145	TV Licence	0300 790 6165		



Dewis Cymru is a place for information about well-being in Wales.

If you would like information that can help you think what matters to you, along with information about local organisations and services that can help, you can visit the Dewis Cymru website at www.dewis.wales

This website will help you access local support services and find information and advice. It is a single, clear and reliable point of access

