

# Fact Sheet

Crisis Assistance

Coed Pella,  
Conway Road,  
Colwyn Bay.  
LL29 7AZ  
0300 1240050



## What can you do to help if I am sleeping outdoors?

Local Authorities do not always have a duty to provide temporary accommodation, but do have a duty to provide advice, assistance and an assessment of your needs to help prevent and/or relieve your homelessness.

## Are there any other services to support & advise me?

Our partner agencies (below) can offer a range of advice and support. You can access the internet at your local library or at the Coed Pella Offices to make contact.

### Direct Access Shelters

There is a Direct Access Shelter: **Ty Golau**, Clwyd Buildings, Clwyd Street, Rhyl, LL18 3LA. ☎ 01745 345900. You need to be there by 6.45pm to request shelter. There is demand for beds so consider arriving early. To be eligible you need to be homeless, 18 years old + and have some ID or Nat Ins Number and have a connection to Denbighshire. If there is less demand for beds they may consider you without a local connection.

There is also **Ty Nos** — Wrexham Night Shelter, which is at the old Maes Y Dre Community Centre, Holt Road, Wrexham, ☎ 01978 291274 between 8 p.m. – 9 a.m. or ☎ 01978 262 222 (day time enquiries)



### Severe Weather Emergency Protocol (SWEP)

During extreme weather there is extra provision of services available for those without accommodation. Contact The Homeless Prevention Duty Team on ☎ 0300 1240050 or call in at Coed Pella Offices, Colwyn Bay 9.30am – 4.00pm. You can also contact Galw Gofal out of hours on 0300 123 6688

## Community Support and Charities



The Kind Bay Initiative is a community group set up to add some kindness into Colwyn Bay and the wider community. They provide a weekly get together to help tackle homelessness, isolation, loneliness and poor mental health. Provide free hot food, warm clothes, entertainment and support. Every Sunday 1pm – 3pm there is live music, barber service and crafts activities once a month. Also providing emergency food parcels when possible.

Kind Bay can also provide you will a cup and sachets of drinks or powdered soup and work with local companies to provide the 'Refill & Stir' initiative. All you need to do is take your cup to one of these locations and they will give you hot water to add to your sachets:

Porters – Station Road

Café – Bayview centre

Station View – bottom of Ivy Street

HAUS – Penrhyn Road

Bay Takeaway – Seaview Road

Corner Cupboard

Galleon Fish & Chip Rhos on Sea

Mexican Wave – Rhos on Sea

SIP café Colwyn Bay

Rachel's Café Old Colwyn

☎ Dewi Sant Church, Rhiw Road, Colwyn bay



The Community Hub is held every Tuesday 10am – 12pm at Dewi Sant Church, Rhiw Road, Colwyn Bay, providing a hub for you to access services such as; kaleidoscope, Housing, CAB, DWP, Harm Reduction, The Wallich, Nacro and more.



Hope Restored can offer a wide range of help and advice to make the lives of homeless people just that little bit more bearable. Hope Restored also provide hot meals and can also provide funding for temporary stay at a local B&B in an emergency as well as sleeping bags etc. when available

☎ Brenda - 07564 991 789



Conwy Food Bank is a voluntary organisation which helps to feed people living in the Conwy Borough who are in crisis and unable to afford food

✉ [conwyfoodbank@gmail.com](mailto:conwyfoodbank@gmail.com).

There are foodbanks in Llanrwst and Kinmel Bay. Food parcels can also be ordered through Hope Restored in Llandudno: 07564 991 789. Nacro, or Itica in Abergele;

✉ [info@ltaca.org.uk](mailto:info@ltaca.org.uk)



## Ty Hapus Community Resource Centre

Provide support & training to help people get out of poverty and back into work. They are also a Food Bank, run a Job Club, Youth Club, Fitness sessions, Healthy families activity club, Community Radio, Knitting for Charity group, Healthy eating on a budget sessions.

✉ Ffordd Penrhyn, Llandudno

☎ 01492 878781

✉ [info@tyhapus.com](mailto:info@tyhapus.com)



## Abergele District Foodbank

The Abergele Foodbank serves Abergele and wider community. They have a branch within Kinmel Bay Church providing 3 days emergency food and support to local people in crisis.

✉ Hesketh House, Bridge Street, Abergele

☎ 01745 826570

✉ [info@abergeledistrict.foodbank.org.uk](mailto:info@abergeledistrict.foodbank.org.uk)



## Penfoodbank

✉ St Pauls Church dining room, side entrance on Celyn Street, Penmaenmawr. Every Wednesday 2pm – 3pm. Facility to register with the foodbank



Version 3 – Jan 2020





## Llanfairfechan Foodbank

 llanfoodbank2018@gmail.com

### Sit N Stew

**Sit and Stew Community Cafe** drop in - provides a free hot meal, meet other people, access advice and information – no need to book just turn up

-  Canolfan Dewi Sant Centre, South Parade, Pensarn every Monday 1pm-2pm and
-  Douglas Road Youth Centre, Douglas Road, Colwyn Bay every Wednesday 1-2pm.



### Soup 'n' Sox

**The Soup and Sox** Van is outside Providaro Café, 112 Mostyn Street, Llandudno Thursday night 7-8pm then next to St Pauls Church on Woodlands Road 8-9pm.



## FoodShare Colwyn & Pensarn with HopeGiver.org.uk

Helps those in food poverty in the Colwyn Bay / Old Colwyn and Pensarn area, helping those with low budgets to purchase food. For a weekly membership of £3.50 they will provide up to £15-worth of food, or up to £10 of food for £2.50 or £5 of food for £1.50 every week. You just need to turn up, sign up, and pick up your food every week. The FoodShare Club is run in partnership with and based at:

-  Sure Hope Church, The Interchange, Abergele Rd, Old Colwyn, Colwyn Bay LL29 9YF
-  01492 514021



-  The Interchange, Abergele Rd, Old Colwyn, Colwyn Bay LL29 9YF
-  01492 514021

Sure Hope hold a Meal Feast every Monday at 12 noon at no charge. Pop in to the Bean Bar and let them know you would like to come along.

They also hold a FoodShare on Monday and Wednesday 1.15pm - 2.30pm. Register with the FoodShare Club for a subscription charge (for each week you attend) of £1.50 - £3.50, and take home food up to the value of £15.00, depending on your chosen subscription.

A Job Club is available - Just drop in and use the laptops to search for jobs, help is on hand to support you and help update your CV.



Llandudno CYTUN (Churches Together in Wales) offer lunchtime sandwiches to those in need on a daily basis.

- |   |             |
|---|-------------|
|  St. John's Methodist Church, Llandudno        | Mon & Thurs |
|  Holy Trinity Church, Llandudno                | Wed         |
|  Hot meal at Hope Restored, Llandudno          | Tue & Fri   |
|  Our Lady Star of the Sea RC Church, Llandudno | Sat & Sun   |

Version 3 – Jan 2020



This is a credit that can be added to your prepayment meter to stop self-disconnecting, or having to choose between eating or heating. This can be accessed via CAB

## HELP WITH HOUSEHOLD ITEMS

### Free Furniture

Penmaenrhos Education Centre have developed an upcycling furniture project.

They are also holding workshops to teach/practice the skills in upcycling

They will be selling some furniture but also looking to donate for free to people/families who are in need. Contact directly on:

 [www.facebook.com/ididthatentertainments](https://www.facebook.com/ididthatentertainments)

 07592 607115 quoting 'Conwy Housing Solutions'



**Freecycle** enables you to give and get things for free in your town and neighborhood. It's all about reuse and keeping good stuff out of landfills. Membership is free.



**Freegle** This organisation offers a free Internet-based service where people can give away and ask for things that would otherwise be thrown away.



Crest have sites in Colwyn Bay and Llandudno Junction selling second hand and refurbished white goods



### Social Media

<https://www.facebook.com/helpinghandsbb/>

If you type "Free" in to the Market place, this will show details of free items in the area

## OTHER HELP AVAILABLE



### Free School Meals in Conwy County

Free School Meals are for pupils attending Conwy County Borough Council schools whose parents/guardians receive one of a number of benefits. Please visit the website for details:

<http://www.conwy.gov.uk/en/Resident/Benefits-and-grants/Education-Benefits/Free-School-Meals-in-Conwy-County-Borough.aspx>





**Pupil Development Grant** (Access) help to purchase school uniform and sports kit, equipment for out of school hour trips, including outdoor learning and equipment for activities within the curriculum. The grant is for pupils in Reception, Year 3, Year 7 and Year 10 will be available from Conwy Council for parents/guardians whose children attend a school in Conwy and receive one of a number of benefits. Visit the website for details: <http://www.conwy.gov.uk/en/Resident/Benefits-and-grants/Education-Benefits/School-Uniform-Grant-in-Conwy-County-Borough.aspx>



Department  
for Work &  
Pensions

**jobcentreplus**

The Colwyn Bay jobcentre offers benefits and support services including; Universal Job match, Income Support, Jobseekers Allowance, Employment Support Allowance and Universal Credit.

☎ 0800 169 0190

📍 2 Princes Dr, Colwyn Bay LL29 8PL

☎ 0845 6043719 🌐 [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

📍 29-31 Chapel St, Llandudno, Conwy



Citizens Advice

☎ 0344 477 2020

🌐 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

📍 Eryl Wen, Eryl Place, Llandudno, Conwy LL30 2TX



Nacro house, educate, support, advise disadvantaged young people and adults. People are welcome to drop-in or Nacro are happy to arrange appointments

☎ 01492 539940

📍 13 Princes Drive, Colwyn Bay, LL29 8HT

Times: Monday to Friday, 9am to 4:45pm.

Access to immediate appointments and to book appointments for new clients is also available between Monday to Friday, 9.30am-4.00pm



Communities For Work Plus provides help and support to anyone aged 16+ living in Conwy to find work and employment related training. They support with confidence building, provide 1-2-1 support, help with CVs/job applications, interview skills, weekly Job Clubs, an IT Club, volunteering/work placements and better off calculations. For more info:

☎ 01492 575578

Text 07711 567191

📧 [communitiesforwork@conwy.gov.uk](mailto:communitiesforwork@conwy.gov.uk)

🌐 [www.conwy.gov.uk/communitiesforwork](http://www.conwy.gov.uk/communitiesforwork)

or drop in for a chat at Douglas Road Youth Centre, Douglas Road, Colwyn Bay, LL29 7PE, Monday – Friday 9.30am-4pm.





Conwy Welfare Rights Team

Daily Advice Line Monday to Thursday 9.00 am to 5pm and Friday 9.00 am to 4.45. Benefit advice given and appointments if required

☎ 01492 576605

Drop in Benefits Advice Service every Monday 9.30 -12.00 Ground Floor Coed Pella Colwyn Bay no appointment required.

**Shelter**  
Cymru

☎ 01792 469400

🌐 [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk)

📍 Unit 5, Station Bldg., Bodfor St, Rhyl LL18 1AT



🌐 [www.homelessuk.org](http://www.homelessuk.org)

Provide Information on over 9,000 services - hostels, day centres and other advice and support services for homeless people and those at risk of homelessness.

**THE BIG ISSUE**

☎ 01792 410222 or 020 7526 3200

Advice and referrals for housing, health, financial independence and aspirations. Also offers homeless and vulnerably housed people the opportunity to earn a legitimate income

**BritishRedCross**

☎ 0844 871 11 11

Provide support to vulnerable people all over the UK.



☎ 01792 813593 or 020 7367 4865

Advice and support, providing a professional service to meet the needs of homeless people (soup runs, breakfast clubs, evening support groups etc.)

**SAMARITANS**

Available 24 hours a day, every day of the year, providing a safe place for anyone struggling to cope.

☎ 116 123

🌐 <http://www.samaritans.org> to find details of the nearest branch or email [jo@samaritans.org](mailto:jo@samaritans.org)