

# In Touch

**Your guide to changes in services to keep you safe**

AUTUMN/WINTER 2020

**Ways to look after your mental health**

**Acts of kindness across our communities**

**How to make a 3-layer face covering**

**Directory of support services in your area**





## NHS Wales Test, Trace, Protect service.

Be aware of scam callers.

**You will never be asked  
to pay for a test, or to give  
bank details or passwords.**

Contact tracers will always use this number **02921 961133**.

**NHS WALES TEST, TRACE, PROTECT SERVICE.  
HELPING TO KEEP YOUR COMMUNITY SAFE.**

[gov.wales/coronavirus](https://gov.wales/coronavirus)



### Contact Us

Wales & West Housing, Archway House, 77 Parc Tŷ Glas, Llanishen,  
Cardiff CF14 5DU

Tel: **0800 052 2526** Text: **07788 310420**

Email: [contactus@wwha.co.uk](mailto:contactus@wwha.co.uk) Web: [www.wwha.co.uk](http://www.wwha.co.uk)

You can also contact members of staff direct by their email. For example,  
[joe.bloggs@wwha.co.uk](mailto:joe.bloggs@wwha.co.uk)

**Due to the current situation the waiting time for calls may be a bit longer  
than usual, so please be patient.**

### Other languages and formats

If you would like a copy of  
this edition of In Touch in  
Welsh or another language  
or format, for example in  
large print, please let us  
know and we will help you.

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® linkedin.com/company/wwha



**Instagram**  
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Every effort has been made to ensure the accuracy of the information in this publication. With the ever-changing circumstances we would advise residents to check up-to-date information on our website [wwha.co.uk](http://wwha.co.uk), the Welsh Government website, Public Health Wales website and other official and reputable sources.



Dear residents

As we head into the Winter months, it is clear that we will still have many hurdles to overcome in this ever-changing environment. We had intended for this magazine to be published last month, but we decided to hold back until the end of the Welsh Government's firebreak lockdown to give us an opportunity to give you the most up-to-date information we can. The firebreak lockdown served as a reminder that sadly the virus has not gone away, and I urge everyone to take as many precautions as you can to keep yourselves and your loved ones safe; maintain social distance, wash your hands regularly, and listen to the advice from Welsh Government.

As for the Wales & West Housing Group, over the past few months we have tried to deliver the best services we can in a safe and controlled manner. The way we do things may look and feel a little different, but the safety of our communities and staff is our utmost priority. In the event of further lockdowns, we will continue to change and adapt services according to Welsh and UK Government guidelines. If we do need to revert to essential emergencies only then that is what we will do and we thank you for all your support.

You will find in this issue a breakdown of how our service

delivery looks right now and you will be able to see how we have resumed our maintenance services and full lettings, whilst following new protocols to make sure we can help you look after your home or move when you may wish to do so.

Over the initial lockdown period our teams in Cambria delivered over 7,000 essential repairs and we maintained an exceptional level of gas safety compliance. So, for this I thank you – for trusting our teams and following the protocols we have discussed with you to allow necessary work to be carried out in your home.

Though we have been faced with challenging times I have heard countless stories of residents showing kindness and compassion within communities, some of which are mentioned in this issue of In Touch.

At the time of going to print, we are still uncertain how Christmas will look this year, but we can expect it to be different. No matter how you plan to celebrate, please stay safe, follow guidelines and look after yourself and those around you.

As ever if you have any questions or would like to contribute to In Touch please do get in touch....

Stay safe

**Anne Hinchey**  
Group Chief Executive

# Kindness brings our

If there's one thing the pandemic has shown us, it's the importance of friendship. Across errands, carrying shopping into homes or simply writing a letter to a person shielding, these from our communities:

## Postman delivers friendship for older and younger residents

Younger and older residents have made friends during lockdown by sharing their experiences of the pandemic via pen pal projects.

Children living at Ffordd Williamson, Cardiff struck up friendships with older residents who were shielding. At Llys Jasmine extra care scheme in Mold older residents had their spirits lifted when they received letters from children at nearby Ysgol Bryn Coch Primary School.

As part of the projects, the children sent individual letters and drawings to the older residents telling them about their lives in lockdown and asking

how they were coping. In return they had letters from the older residents.

Community Development Officer Sarah Willcox, who set up the Cardiff scheme, said: "The children have been telling our older residents all about the activities they have been doing throughout lockdown and have drawn rainbow pictures to bring a smile to the residents. The crayons and paper were donated by Asda in Pontprennau, and the project has really brought a smile to those who had to stay at home."



### CARDIFF

## Cleaning up Cardiff

Residents at East Tyndall Street joined WWH staff for a socially-distanced litter pick in September.

They collected nine bags of litter and were so proud of their results, they are now hoping to create a butterfly garden on their scheme as part of a Keep Wales Tidy project.



# communities closer

Wales our residents have gone to great lengths to help their neighbours. From running random acts of kindness have helped throughout lockdown. Here are some of the stories

## CEREDIGION

### Capturing wildlife



A resident in Ceredigion was inspired to get closer to nature during lockdown.

Amateur photographer John Trott took his camera on his daily exercise walks to his local Teifi Marshes wildlife conservation area and captured some spectacular photographs of birds such as kingfishers, ducks, birds of prey and insects, along with flowers and other animals.

The results are stunning – as



these photos show. John also captured the cheeky robin on our cover.

John said: "Photography has been my solace this year during this trying time that we've all been going through."

You can see more of John's stunning wildlife photography here on Facebook <https://facebook.com/john.trott.52687> and Instagram at [www.instagram.com/jatrotvisions](http://www.instagram.com/jatrotvisions)

## DENBIGHSHIRE

### Tribute to Captain Tom Moore



In April a 100-year-old veteran captured the hearts of the nation by walking 100 lengths of his garden.

In honour of Captain (now Sir) Tom Moore's incredible fundraising efforts which raised £32m for NHS Charities, two residents at Nant y Mor extra care scheme in Prestatyn created their own tributes for his landmark birthday.

Brenda Wright painted a portrait with an accompanying message while Anne Mangan knitted a special figure to go with a birthday card for Captain Tom.

### MAD Awards Community Heroes continue their good work during lockdown

Cardigan residents Daren Howe and Ian Stoker didn't let the restrictions stop their good work in our communities.

Daren, from Golwg Y Castell, Cardigan, took on a challenge as part of a group of 8 local fitness fans who completed a number of online challenges to raise more than £3,000 for Cardigan Oxygen Therapy.

After successfully giving up

alcohol for a week, he was sponsored another £250 to stay off the booze for a second week. Once he had completed that, he was challenged to ride 47 miles on a spinning bike, to mark his 47th birthday.

Ian used his daily exercise to go out on his own and pick up litter from around the town and local Teifi Marshes wildlife park using a grabber.

## DENBIGHSHIRE

# WWH helps fund resident's ambition to complete 189-mile journey by wheelchair



Nathan Penfold, 32, from Prestatyn, made the trip from the North Wales seaside town to Kings Langley in Hertfordshire – the home town of his friend Dean Charnley.

The duo completed the journey in six days, starting from the Welcome to Rhyl sign on Prestatyn seafront with a send off from friends and supporters, including Hollywood actor Spencer Wilding.

Nathan raised just under £900 for the Lee Spark Foundation, which supports people whose lives have been affected by necrotising fasciitis.

He chose to support the charity in memory of his late uncle who passed away six years ago after living with the condition, a severe infection affecting soft tissue, for many years.

Nathan completed the challenge using equipment funded by WWH, including face

coverings, gloves, rucksacks hi-vis clothing, tools, umbrellas.

The money also covered the cost of compression clothing for Nathan, who lives with Dercum's disease, a rare condition that causes painful growths to appear under the skin.

"I wouldn't have been able to complete the challenge without the compression clothing," he said. "They are brilliant and helped me to manage my condition all the way.

"I'm proud that we managed to finish the trip – the night it ended I was relieved more than anything, but there was a real sense of achievement the next day. We completed the minimum of a marathon every day, one day reaching 36 miles.

"It was a long way to go and we raised quite a lot of money for charity."

Nathan and Dean met online during the coronavirus

pandemic through a mutual friend who Nathan interviewed for his YouTube channel Wheelie Access, where he documents the experiences of wheelchair users out and about in the community.

Locked down at home for weeks, they became inspired to raise money for charity and their plans soon came together.

"Being in a wheelchair and being quite a vulnerable person, Covid-19 was quite scary and I had locked down two weeks before the Government enforced lockdown," said Nathan. "It started to have quite a negative impact on my mental health – stuck in a wheelchair without even being able to leave the house to go anywhere.

"Dean and I quite quickly became good friends and began to speak about raising money for charity. Travelling the full 189 miles between our home towns was the one which excited us the

most and everything fell into place over five or six weeks.”

The duo are now preparing to embark on an equally gruelling challenge – a 24 hour endurance event at Rhyl’s Marsh Tracks to raise money for a severely ill child in South England.

They will be part of a group of six in total taking part in the challenge, four in wheelchairs and two on bikes. They are aiming to clock up as many miles as they can between them in 24 hours.

“We don’t have a target in mind but we’ll be tracking how much distance we cover.” says Nathan.

## CEREDIGION

### Gardening promotes wellbeing

At our Tŷ Curig supported housing accommodation in Aberystwyth young residents planned for their lockdown so they could spend time in the garden.

They bought the new greenhouse and items to go in it just before the Government announced a lockdown and with the help of staff planted chillies and peppers, which they were able to use in their cooking at Tŷ Curig.

Rhian Harries, Operations Manager for Castell Care and Support, said: “The gardening project has been excellent for their morale and wellbeing.”

## MERTHYR TYDFIL

### Making a place for nature in Merthyr Tydfil

Twyncarmel Youth Group in Merthyr Tydfil are working with Keep Wales Tidy (KWT) to develop a wildflower garden at the scheme.

The group was one of only three projects in the county to be awarded a Keep Wales Tidy Local Places for Nature Starter Pack.

The packs included materials to build a wildlife garden with wildflower bed, climbing plants, wildflower seeds, bird feeders, bird box, 2 x 25kg bags of bird seeds and bee hotel.

Due to social-distancing restrictions the young people couldn’t build the project as originally intended. But nature waits for no-one, so Community

Development Officer Alison Chaplin worked with Keep Wales Tidy officer Jake Castle to build and plant the flower beds.

Alison says: “We still have 3 packs of wild flower seeds to sow, so we hope the Twyncarmel Youth Group will be able to get involved later. When it is safe to, they will be able to put up the bee hotel and bird feeders and keep them filled every week.”

In Cardiff KWT have also awarded nature packs to residents at Celyn Avenue, Lymebourne Court, Hanover Court, Whitchurch and East Tyndall Street and to St Catherine’s Court, Caerphilly.



### Supporting families in food poverty

Merthyr Tydfil resident David Cooksey found himself busier than ever volunteering during the lockdown.

David, who lives at Tŷ Gwaunfarren retirement scheme, has been working hard to collect surplus food from M&S Merthyr Tydfil and Farmfoods, and deliver food parcels to 30 families in need on Twyncarmel.

Each household is visited on average twice weekly and is overwhelmed by his kindness,

many being moved to tears. They look out for him every visit especially when he has fancy cakes, biscuits and drinks among his deliveries.

As well as delivering food parcels, David and his team of volunteers also cooked and delivered breakfasts and lunches and delivered them to the front doors of neighbours, who are self-isolating or have health issues.

# Service delivery

The way we deliver our services to you may have changed over the past few months. We have adapted some ways of doing things in order to keep you and our teams safe. This is a handy guide to what we can do and how you can expect us to work. We will be updating our website and Facebook pages with any changes as we go, such as during local lockdowns, of course this is all dependent on current Government rules and regulations.

## Looking after your home

### Repairs

We are back to delivering a full repairs service. Our staff will follow strict safety protocols and take extra precautions to keep you and them safe. You can still expect the same quality work from us, but it might take a little longer.

### Boilers and heating

Keeping your home safe and warm is important to us and we continue to carry out boiler and heating repairs.

During the colder months between November and the end

of April we will aim to repair your heating if you are without any water or space heating in one working day.

We are continuing with annual gas servicing checks to keep you and your homes safe, as well as the usual repairs to heating systems. If we contact you about your gas boiler service please help by keeping your appointment.

### Electrics

Our electrical repairs service is fully operational. We are carrying out electrical tests on our properties to ensure they can receive their safety certification.

If we contact you about electrical testing in your home, please help by keeping your appointment.

### Cyclical decoration

Where this is due to take place, we will decorate the communal areas and corridors but not front doors to keep to our safety protocols.

### Planned works

External planned works have recommenced including roofing works. We will carry out internal planned works where it is safe to do so.

### Kitchens and bathroom renewals

We will write to you when we are ready to carry out these works.

### Safety checks in blocks of flats and retirement schemes

To keep you safe in your home we continue to carry out all our relevant safety checks in schemes including:

- communal fire panel weekly testing, replacement and repairs
- emergency lights testing, replacements and repairs
- smoke detector testing and



- replacements
- access doors repairs and replacements
- weekly and monthly legionella testing
- sprinkler checks
- automatic opening vents checks
- asbestos checks
- any other fire safety test.

## Site services

### Grass cutting

We fully resumed cutting grass and strimming banks, on a two-week cycle. We do these works from March and usually stop in October or November when the grass stops growing due to the change in season.

### Hedge cutting and tree maintenance

In the Autumn and Winter months we will make sure hedges are cut and trees are well maintained.

### Litter picking and cleansing bin stores

When visiting your scheme our teams will pick litter and cleanse the bin store areas.

### Cleaning

We have returned to a full cleaning service.

We are not cleaning any locked communal areas.

The outside windows are cleaned in blocks of flats usually 4 times a year. This cleaning is done by contractors who all have agreed to follow our safety protocols.



## Supporting you in your home

### Welfare calls

We are offering regular welfare calls to those residents who may be vulnerable, elderly, or lonely, and can help with signposting and support over the phone. If you or someone you know needs support, please contact your Housing Officer. We will make further calls to residents should areas go into local lockdown.

### Adaptations

Occupational health visits are now taking place. We are carrying out essential internal adaptations subject to our working safely guidelines. External adaptations are taking place safely.

### Neighbourhood disputes and anti-social behaviour

If you are experiencing nuisance or anti-social behaviour we may be able to help to resolve any issues. We will do this mainly over the telephone, but we will arrange face-to-face appointments where necessary.

If you are experiencing noise nuisance then you should call the Environmental Health team in your local council. You can find their number by searching your council's website, or you can report it to the police on 101.

If you suspect or witness any criminal activity, please contact the police.

If you are concerned about breaches of social distancing rules, please call the police on 101.

For more detail about anti-social behaviour visit [wwha.co.uk/en/report-anti-social-behaviour](https://wwha.co.uk/en/report-anti-social-behaviour)

## Lettings

House moves are now allowed, and we have resumed the lettings of all our homes including those in retirement housing schemes.

We can facilitate mutual exchanges but only in areas which are not in local lockdown.

When you tell us you wish to move, we will speak with you to arrange the next steps.

Once it is safe to do so we will do outstanding repairs and get homes ready to let.

We will do all the necessary safety checks and follow our health and safety protocols to get everything ready.

We are managing our lettings a little differently including using video viewings of properties for first viewing. You will still be able to view a property in person and we will help you do this safely with our protocols which we must all follow.

We have moved to digital contract signing which is quick and easy and we will hand over your keys via a temporary key safe.

**All the new details about moving can be found at [wwha.co.uk](https://wwha.co.uk).**



## Retirement housing

Scheme managers are available to talk to on the phone and can arrange safe face-to-face appointments with you, where it is essential.

A full cleaning service has been resumed, although we are currently not cleaning any locked communal areas.

Lettings will continue where people want to move. We are managing our lettings a little differently including using video viewings of properties.

You will still be able to view a property in person and we will help you do this safely with our protocols we must all follow. We have moved to digital contract signing which is quick and easy. And we will hand over your keys via temporary key safe. All the new details about moving can be found at [wwha.co.uk](http://wwha.co.uk).

If the empty property is next door to you, please don't worry as we will follow all our protocols to mitigate any risks of spreading the virus including limiting the

number of people viewing an empty property.

Where there is decorating due to take place, we will decorate the communal areas and corridors but not front doors.

Due to Welsh Government guidance it is necessary that the communal lounges remain shut. As and when restrictions allow us to reopen these spaces for safe use, we will.



## Supporting you in your home

### Paying your rent

It is important you continue to pay your rent and contribute towards any arrears you may have on your account; your Housing Officer can work with you to set up a suitable payment plan.

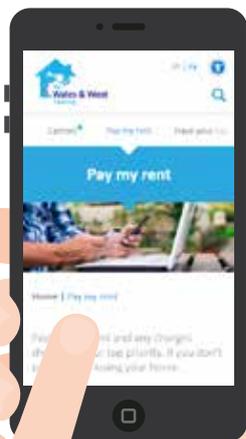
We can also help you set up a direct debit to pay your rent quickly and simply.

You can pay your rent at [wwha.co.uk/en/pay-my-rent/](http://wwha.co.uk/en/pay-my-rent/) or call **0800 052 2526**

Our teams are here to help and do what they can to enable you to remain happy and healthy in your home.

We continue to offer money advice, budgeting assistance, or support with funding applications including applying for Universal Credit.

*Turn to page 16 for more information on money advice.*



## Respecting the 2m safe distance

A message from Gareth Davis, WWH's Director of Safety & Compliance

Coronavirus (COVID-19) has impacted all our lives, and the information and guidance on how to cope with the pandemic seems to be changing daily. We are meticulously following the guidance from Welsh Government, NHS Wales and Public Health Wales and have put in place robust measures to help ensure the safety and wellbeing of all our residents and staff.

You may see some of our staff carrying out essential safety checks and work in communal areas and in some cases, in your own home. Where we do this, our staff have safe working methods and where needed, appropriate personal protective equipment (PPE) to conduct their jobs safely.

Our residents and staff safety remain our top priority, and we are regularly reviewing protocols on how to deliver our services safely. The way we work has evolved over the past few months and the way in which we will continue to work in the coming months will look a little different.

It is important that you follow social distancing rules when you see our teams, or when someone visits your home. We will explain what protocols to follow when we arrive for a visit and we ask you to respect our teams and follow all their safety advice.

Our safety protocols do not require staff or residents to wear face masks unless they

will need to work within 2 metres of each other and this is based on our assessment of risk and the guidance from Welsh Government. If you would prefer staff to wear a face covering when visiting you in your home then please let them know.

Our staff and visitors are asked to wear a face covering when in indoor communal spaces like corridors and it is strongly recommended that you do too in these areas to reduce the risk of the virus spreading. To help keep you and our staff safe, our staff will follow these measures, which remain the best ways of managing risk of the virus spreading.

- maintain 2m safe distancing from others
- minimise the time spent on site
- increase hand washing or use of hand sanitiser
- increase surface cleaning

Please help us by respecting the 2m safe distancing when you see our staff and contractors at your home.

It remains important that we carry out essential safety checks and repairs as these protect you and your family. If you are concerned however, please talk to us so we can offer reassurance about the actions we are taking to maintain your safety and that of our colleagues.

# How to make a 3 layer face covering

When complete it should form **3 layers** of the same close knit, or close woven material such as cotton from a t-shirt or pillowcase.

Material from a handkerchief, silk or nylon tights will not be effective.

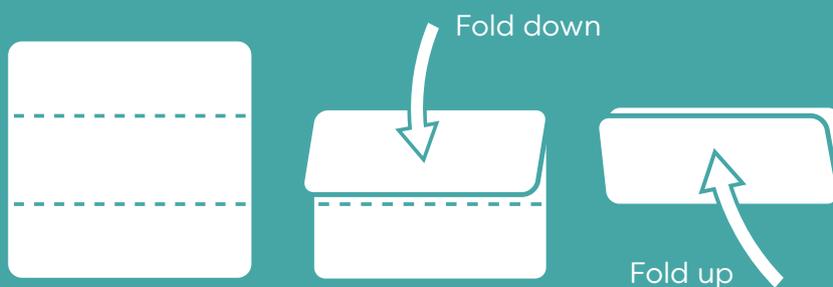
## You will need:

- 2 x elastic bands / hair ties
- A piece of material 40-50cm square (2.5cm = 1 inch)

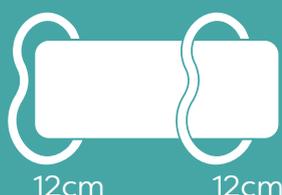


## Before you start - wash your hands

Lay the material flat. Fold the top third down, fold the bottom third up to create 3 layers.



Thread through two elastic bands, approximately 12cm in from each side.



Fold each side to meet in the middle.

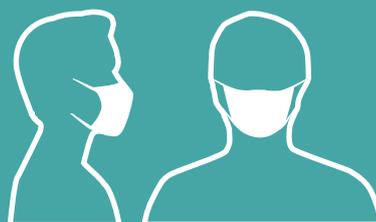


Place the bands over your ears to attach the covering to your face.

Avoid touching your face when wearing the face covering.

Do not touch the material when removing.

After removing, store in a plastic bag before washing, then wash your hands.



- Do not share face coverings
- Wash after each use
- Dispose of carefully

## Together we'll keep Wales safe

For further information:

<https://gov.wales/face-coverings-frequently-asked-questions>



# Scams are a growing problem and this year criminals are expected to take advantage of the combination of Christmas and the ongoing coronavirus pandemic

Fraudsters will go to any lengths and any means to take advantage of people in our communities so remaining vigilant is crucial during the festive period. Here are some of the most common current scams:

## HMRC OUTSTANDING DEBT

Victims are being contacted in one of three ways by fraudsters claiming to be from HMRC and are told they owe an outstanding debt.

### Voicemail

Automated voicemails are left telling the victim they owe HMRC unpaid taxes. When victims call back on the number provided, they are told that there is a warrant out in their name and if they don't pay, the police will arrest them.

### Spoofed calls

Cold calling using a spoofed 0300 200 3300 number and convincing victims that they owe unpaid tax to HMRC.

### Text messages

Fraudsters are sending text

messages that require victims to urgently call back on the number provided. When victims call back, they are told that there is a case being built against them for an outstanding debt and they must pay immediately.

Fraudsters often ask for payment of the debts in iTunes gift cards or voucher codes because they can be easily redeemed and easily sold on. Scammers don't need the physical card to redeem the value and instead get victims to read out the serial code on the back over the phone.

South Wales Police have received reports of this type of scam in the Treherbert area of Rhondda Cynon Taf.

## HOW YOU CAN PROTECT YOURSELF:

HMRC will never use texts to tell you about a tax rebate or penalty or ever ask for payment in this way.

- Telephone numbers and text messages can easily be spoofed. You should never trust the number you see on your telephone's display
- If you receive a suspicious cold call, end it immediately.
- Never share personal or financial information.



## COURIER FRAUD

Criminals pretending to be police officers call about fraudulent activity on your bank account or card. They then ask for your personal information or PIN to verify who you are, in some cases even offering to collect your card to save you a visit to the police station. There have been reports of this type of fraud in Pembrokeshire, Ceredigion and Carmarthenshire.

If you receive a call like this:

- Do not engage in conversation with them
- Put the phone down
- Do not allow anyone to arrange collection of bank cards
- Block the number they called from
- Do not call any number provided to you during the call. If you need to contact your bank, use the number on your bank card.

## CORONAVIRUS SCAMS

Scammers have been taking advantage of fears over coronavirus in the form of everything from bogus mobile phone apps and track and trace scams to fake products and fraudulent job listings designed to take advantage of people worried about their jobs.

Scams are also in operation around coronavirus cures and vaccines, including calls for volunteers to take part in vaccine trials. These are expected to increase as potential vaccines emerge.



## USEFUL WEBSITES

### Take Five

Led by UK Finance, a national campaign that offers impartial advice

[www.takefive-stopfraud.org.uk](http://www.takefive-stopfraud.org.uk)

### Action Fraud

National fraud and cyber crime reporting centre. Information on how to report and prevent fraud.

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

### Friends against scams

National Trading Standards scams team initiative to empower people to take a stand against scams

[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

## HOW TO REPORT A SUSPECTED SCAM

- Call **Action Fraud** on **0300 123 2040** Monday to Friday 8am – 8pm or report online 24 hours a day at [actionfraud.police.uk](http://actionfraud.police.uk)
- Let your own bank/building society or card provider know as soon as possible if you think you've been scammed
- Forward suspicious emails to [report@phishing.gov.uk](mailto:report@phishing.gov.uk)
- Forward suspicious texts to **7726**



# More people turn to WWH for money advice

Our Tenancy Support Officers are busier than ever supporting residents whose finances have been affected by the pandemic.

Our team of Tenancy Support Officers are a vital support for many of our residents and never more so than at present, with so much uncertainty and hardship as a result of the ongoing pandemic.

Wales has seen rising redundancies alongside the rest of the UK as employers look to save costs and the devastating impact of this, on more than just people's finances, has been brought into sharp focus.

"Personal debt and poor mental health have long been linked and we've been offering increasing numbers of people help and support as more and more have lost jobs and been pushed into poverty by the pandemic," says Chris Bailey, a WWH Tenancy Support Officer in North Wales.

"Even during normal times, the support we offer is wide ranging as we help residents with everything



How can we help you?

from referrals for food parcels and vouchers to money management and debt advice, accessing grant funding and maximising benefits. All types of support are still being needed but the demand for our advice and support has been much higher as a result of the financial pressures which have been placed on households and individuals.”

Extreme poverty is sadly not a new problem and had been growing sharply in recent years even before the onset of COVID-19, as highlighted by organisations such as the Joseph Rowntree Foundation, which is dedicated to bringing about social change and ending poverty in the UK.

Since March, the issue has become even more stark.

“Although it’s not a

consequence of the pandemic, we’re definitely seeing a rise in cases of extreme poverty,” adds Chris.

“We have been offering the best support we can to those most badly affected by Covid – in the form of our own technical expertise and knowledge but on many occasions by just offering a listening ear and reassurance that the situation is not as bad as it might appear from the outset. This can be as invaluable as helping with the formal side of managing money and dealing with debt.”

**If you’ve been affected by the Covid-19 pandemic and would benefit from advice from one of our Tenancy Support Officers, please contact your Housing Officer.**

## Need help?

These organisations have lots of information online:

### Money Advice Service



Free and impartial money advice set up by the Government. Features tools and calculators for managing money as well as a dedicated coronavirus money guidance section .

[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

### Entitled To



An independent online benefits calculator to find out what you could be entitled to.

[www.entitledto.co.uk](http://www.entitledto.co.uk)

### Turn2Us



A national charity which offers support to people who are struggling financially, provides information on income related benefits, tax credits, Universal Credit and more.

[www.turn2us.org.uk](http://www.turn2us.org.uk)

### National Debtline



An independent charity dedicated to providing free debt advice.

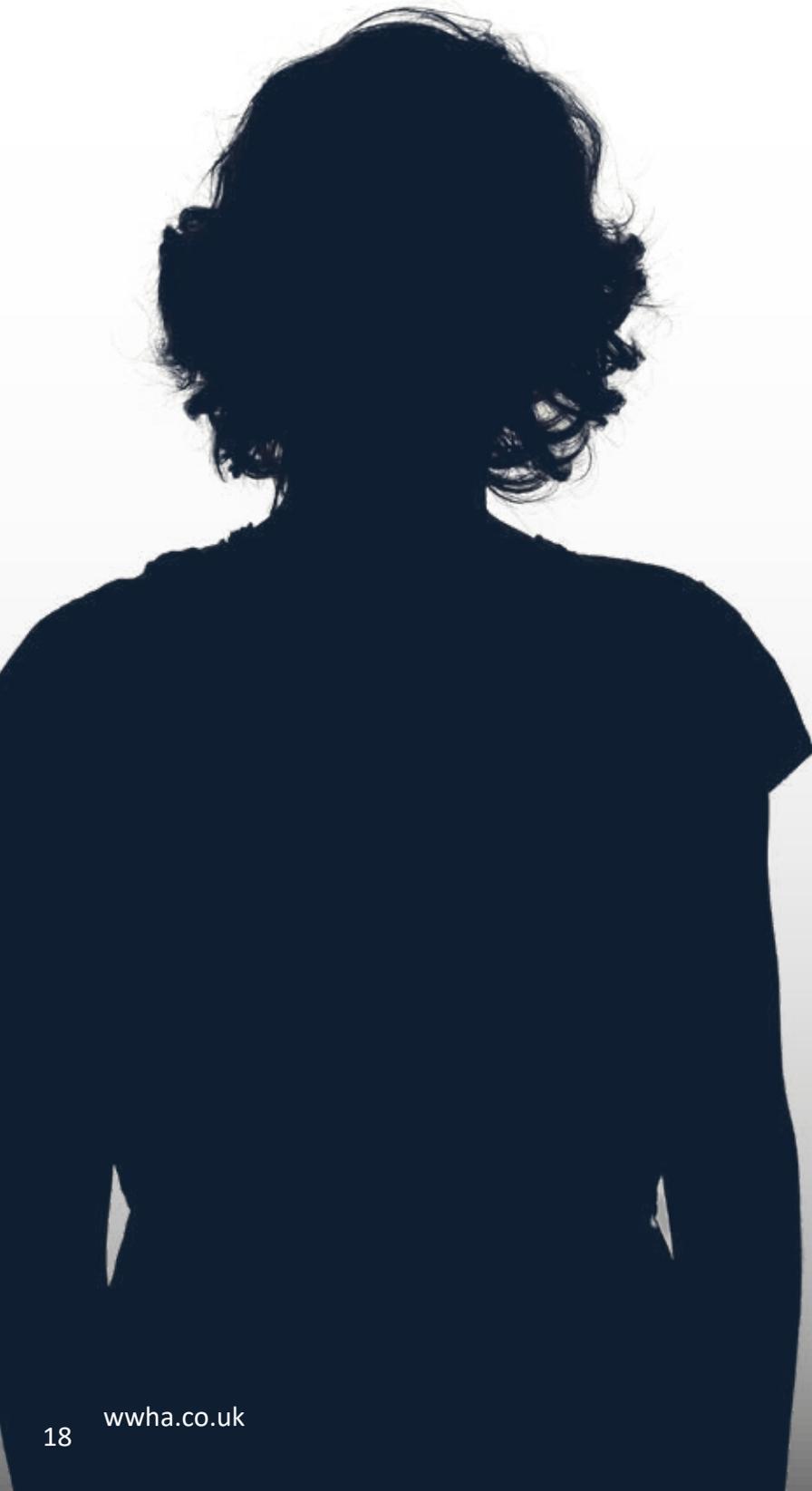
[www.nationaldebtline.org](http://www.nationaldebtline.org)

### Help to Save

A Government saving scheme for those on a low income  
[www.gov.uk/get-help-savings-low-income](http://www.gov.uk/get-help-savings-low-income)

At the start of 2019 Wales & West Housing resident Cara (*not her real name*) was in deep crisis. She owed thousands of pounds in bills and was in danger of losing her home due to years of unpaid rent.

Then one-day something happened that would make a huge difference to her wellbeing and help her keep her home. Here's her story....



“I was in such a dark place. My debts were mounting up. Every day another official brown envelope would arrive in the post. I just shoved them in a drawer without even opening them. I was too afraid.

Bailiffs and debt collectors would bang on my door. It felt like they were trying to break in, so I would hide in fear.

“We know you're in there. You might as well open the door, you're gonna have to pay us the money you owe eventually,” they shouted through my letterbox.

They all wanted money. Money I didn't have. I knew it was wrong to avoid everyone, but I was in such a dark place I couldn't see a way out. It was easier to hide.

I loved my flat. I had lived there for many years. But my life started unravelling after I lost my job. I found it difficult to pay my bills. My rent arrears were going up. I was so consumed by my debts that it was affecting my health. The worry was overwhelming. I was suffering with anxiety and depression and the weight was dropping off. Most days I wouldn't get out of bed. I couldn't face what the day ahead would bring.

Then one day an envelope landed on my doormat. I was expecting more bad news and threats, but this looked different. There were no threatening big red letters on the front, just my name neatly hand-written in blue ink.

*“Bailiffs would bang on my door. I was scared. But with help from Wales & West Housing I am dealing with my debts.”*

With some trepidation I opened it. It was from a woman who worked at Wales & West Housing. I was surprised as I had been avoiding all calls from my Housing Officer.

“I want to help you keep your home, but we need to talk,” she wrote. “Please could we meet up somewhere safe?”

I was in danger of losing everything anyway, so what did I have to lose?

I agreed to meet with her at a nearby office. When the day came I was so worried, I nearly didn't go. But something inside told me this would be different.

I arrived at the office and the woman opened the door, smiling. “How are you Cara? How's the family?” I told her. And as I chattered away nervously, she listened. The more I talked, the more comfortable I felt.

For the first time in a very long time, I felt I was being listened to. I told her about my situation, how I'd lost my job and was desperately trying to find work.

“I feel so helpless,” I heard myself saying. “I don't want to lose my home, but I just don't know where to turn. I really need help.”

As the words left my mouth,

I shocked myself. I had never admitted this to myself, let alone another person.

“And I want to help you,” she smiled. “But we need to do this together. No hiding.”

The woman arranged for me to meet with a Tenancy Support Officer from WWH. I was amazed at how much they knew about debts and benefits and the places I could go for help.

I wasn't judged, I was understood, and I realised I wasn't facing this on my own. I worked with her and as I faced my problems, she supported me to get the financial and medical help I needed.

Looking back, I wish I hadn't let things build up as much as they had. But now I am working my way to a better place.

Gradually I am working to get on top of my debts. My health is improving too.

It has been quite a journey, a bit bumpy at times, but it has been worth it. I feel like I'm beginning to see the light.

If anyone in a similar position asked me for advice, I would say ‘don't ignore the offers of help. Speak to your Housing Officer or someone at WWH. Those offers of help are real... you are not alone.’

## Paying your rent

2020 has been a testing year. It has highlighted the importance of a safe and secure home and how this is linked to our health and wellbeing.

This festive period will look and feel different to what we are used to; having a safe, warm and secure home is more important than ever.

Although it may be tempting to overspend at Christmas do remember you must still continue to prioritise paying your rent and energy bills so that you can stay safe and well in your home in 2021.

If you are struggling please talk to us on 0800 052 2526 or call your Housing Officer.

## How we can help

Our experienced Tenancy Support Officers and housing staff are ready to help residents in financial difficulty just like Cara.

They can help to:

- Deal with debts
- Advise on benefits
- Help to maximise finance

“Our main aim is to help residents keep their homes” says a Tenancy Support Officer. “But we can only help if people are willing to talk to us and are open and honest about their problems.

We can arrange to contact them in any form they wish.

There is no need to feel ashamed or afraid. Whatever the situation is, we will have seen worse.

If we don't know there is a problem, we can't help.”

# Avoid getting caught by the loan sharks this Christmas

Christmas is nearly here – and so is the temptation to borrow money at

ridiculously high rates of interest.

In addition to the human cost, the Covid-19 pandemic has had a huge impact on household finances and many people are struggling to make ends

meet. With that comes the temptation to borrow money at any cost.

Credit Unions in Wales are a way to avoid loan sharks and other high interest lenders and borrow money at fair and reasonable interest rates.

Credit Unions saved people in Wales more than £16m last year in interest repayments compared to payday lenders. There are no

***“We know that Covid-19 has hit people’s finances hard, and credit unions are focussed on helping to keep money in our communities across Wales”***

hidden charges or fees, loans are offered at the rates advertised, there are no early settlement fees and loan protection Insurance is usually offered free of charge.

There are now 16 credit unions operating across Wales and some have opened new branches and collection points in high street locations where high cost lenders have shut down including Rhyl, Cardiff and Cwmbran.

“We know that Covid-19 has hit people’s finances hard, and credit unions are focussed on helping to keep money in our communities across Wales,” said CEO of Cardiff & Vale Credit Union, Leanne Herberg.

“The money that is saved with a credit union is lent responsibly

to others in the community at affordable rates. There are no external shareholders, so our focus is simply on providing the best services to our members.”

## Find out how much it costs to borrow from your local Credit Union

Credit Unions in Wales have an online ethical and affordable tool where you can find out how much interest you will pay on loans from £100 to £15,000 over a period of up to 5 years. Loans are subject to affordability checks and ability to repay.

To find out more follow this link:

[www.creditunionsofwales.co.uk/loans](http://www.creditunionsofwales.co.uk/loans)

# Christmas Family Loans

## from Cardiff & Vale Credit Union

A study by the Financial Conduct Authority highlighted a growing reliance on payday loans showing that people in Wales borrowed £46 million. It put Cardiff in the top 10 poverty hotspots with 74,370 payday (or high-cost short-term credit) loans totalling more than £17.5 million taken out by residents in 2018.

- Residents can now save and repay loans up to £500 for family-related purposes including Christmas directly from their Child Benefit payments (other repayment options such as standing order and payroll deductions with participating employer partners also available)
- Borrowing from a credit union can save residents hundreds of pounds in interest (see table below)
- New simplified online loan application process at [www.creditunionsofwales.co.uk](http://www.creditunionsofwales.co.uk)
- For those with a bank account, there is no requirement to save before applying for a loan
- All Wales & West Housing residents are eligible to apply
- Free life insurance on savings and loans (terms and conditions apply)

### You're Better Off With Us This Christmas



## Discounted Christmas Loan Offer



Rates from 17.9% APR\*



#YourCityYourMoney

**Why pay £436 in interest when you can pay £59.27 ?  
That's an enormous saving of £376.73\***

| Lender          | Amount      | Term            | APR          | Weekly Repayment | Total Repayment |
|-----------------|-------------|-----------------|--------------|------------------|-----------------|
| Provident*      | £500        | 52 weeks        | 299.3%       | £18.00           | £936.00         |
| <b>Our Loan</b> | <b>£500</b> | <b>52 weeks</b> | <b>24.9%</b> | <b>£10.76</b>    | <b>£559.27</b>  |

\*Information based on Provident website from September 2020

Cardiff and the Vale Credit Union is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our FSA Firm Reference Number is 213467.

## Christmas loan comparison: £500 repaid over 6 months

|                               | APR    | Total interest | Difference to residents                   |
|-------------------------------|--------|----------------|---|
| Cardiff & Valley Credit Union | 24.9%  | £33.22         |   |
| Moneyline Cymru               | 169%   | £160.78        | 4 times more expensive than Credit Union  |
| Provident / Satsuma           | 535.3% | £280.00        | 8 times more expensive than Credit Union  |
| Mr Lender Payday Loan         | 1333%  | £426.49        | 12 times more expensive than Credit Union |

## Find your local Credit Union

Here's a list of all the Credit Unions operating across WWH communities. With current Covid restrictions in place some offices are closed to visitors, so please call or email first.

You can find out more at: [www.creditunionsofwales.co.uk](http://www.creditunionsofwales.co.uk)

### Flintshire Credit Union

Offices: Holywell  
Tel: 01352 715555  
Email: (Cymraeg) tecwyn@flintshire-creditunion.co.uk  
Website: [www.allflintshirecreditunion.co.uk](http://www.allflintshirecreditunion.co.uk)

### Brecon & District Credit Union

Offices: Brecon  
Tel: 01874 620104  
Email: [info@breconcreditunion.co.uk](mailto:info@breconcreditunion.co.uk)  
Website: [www.breconcreditunion.co.uk](http://www.breconcreditunion.co.uk)

### Cambrian Credit Union

Offices: Conwy, Denbighshire, Flintshire, Gwynedd, Isle of Anglesey, Powys, Wrexham  
Telephone: 0333 2000 601  
Email: [info@cambriancreditunion.com](mailto:info@cambriancreditunion.com)  
Website: [www.cambriancreditunion.com](http://www.cambriancreditunion.com)

### Celtic Credit Union Ltd (Neath, Port Talbot Credit Union & Swansea Bay Credit Union)

Offices: Neath & Port Talbot, Swansea  
Telephone: 0333 006 3002  
Email: [admin@celticcreditunion.co.uk](mailto:admin@celticcreditunion.co.uk)  
Website: [www.celticcreditunion.co.uk](http://www.celticcreditunion.co.uk)

### Merthyr Tydfil Borough Credit Union

Offices: Merthyr Tydfil  
Telephone: 01685 377888  
Email: [info@mtbcu.org.uk](mailto:info@mtbcu.org.uk)  
Website: [www.mtbcu.org.uk](http://www.mtbcu.org.uk)

### Red Kite Credit Union, Powys

Offices: Builth Wells  
Telephone: 01982 551000  
Website: [www.redkitecreditunion.co.uk](http://www.redkitecreditunion.co.uk)

### Smart Money Cymru Credit Union

Offices: Blaenau Gwent, Caerphilly, Newport  
Telephone: 029 2088 3751  
Email: [info@smartmoneycymru.co.uk](mailto:info@smartmoneycymru.co.uk)  
Website: [martmoneycreditunion.co.uk](http://martmoneycreditunion.co.uk)

### Bargoed, Aberbargoed and Gilfach Credit Union

Offices: Aberbargoed  
Telephone: 01443 838605  
Email: [ccu@bagcu.com](mailto:ccu@bagcu.com)  
Website: [www.bagcreditunion.co.uk](http://www.bagcreditunion.co.uk)

### Bridgend Lifesavers Credit Union

Offices: Bridgend  
Telephone: 01656 729912  
Email: [info@blscu.co.uk](mailto:info@blscu.co.uk)  
Website: [www.blscu.co.uk](http://www.blscu.co.uk)

### Cardiff and Vale Credit Union

Offices: Cardiff, Vale of Glamorgan  
Telephone: 029 2087 2373  
Email: [info@cardiffcu.com](mailto:info@cardiffcu.com)  
Website: [www.cardiffcu.com](http://www.cardiffcu.com)

### Dragonsavers Credit Union

Offices: Rhondda Cynon Taf  
Telephone: 01443 777043  
Email: [enquiries@dragonsavers.org](mailto:enquiries@dragonsavers.org)  
Website: [www.dragonsavers.org](http://www.dragonsavers.org)

### Llynfi Valley Credit Union

Offices: Bridgend  
Telephone: 01656 731392  
Email: (Cymraeg) [llynficredit@tiscali.co.uk](mailto:llynficredit@tiscali.co.uk)  
Website: [www.facebook.com/Llynfi-Valley-Credit-Union-322331561615041/](http://www.facebook.com/Llynfi-Valley-Credit-Union-322331561615041/)

### Saveeasy Credit Union

Offices: Carmarthenshire, Ceredigion, Pembrokeshire  
Telephone: 01554 770867  
Email: [info@saveeasycrreditunion.co.uk](mailto:info@saveeasycrreditunion.co.uk)  
Website: [www.saveeasycrreditunion.co.uk](http://www.saveeasycrreditunion.co.uk)

# Looking for care in Aberystwyth – apply now



We are now accepting applications for our Maes y Môr extra care scheme in Aberystwyth, which is set to open in Summer 2021.

Adults with a care need or support need are eligible to apply and priority will be given to those already living in Ceredigion.

Call **01545 574123** or email [housingregister@ceredigion.gov.uk](mailto:housingregister@ceredigion.gov.uk) to apply. Find out more at [www.wwha.co.uk/maesymor](http://www.wwha.co.uk/maesymor)



# Site safety

## How we are working with our contractors to continue to build new homes safely

When lockdown was first announced back in March many of our contractors acted quickly to close their building sites. This allowed them some time to take stock of the situation, understand the new restrictions and satisfy themselves and their staff that work on site could continue safely. Welsh Government have consistently supported construction to continue throughout the pandemic, but with working practices adapted to keep everyone as safe as possible.

With the new Government

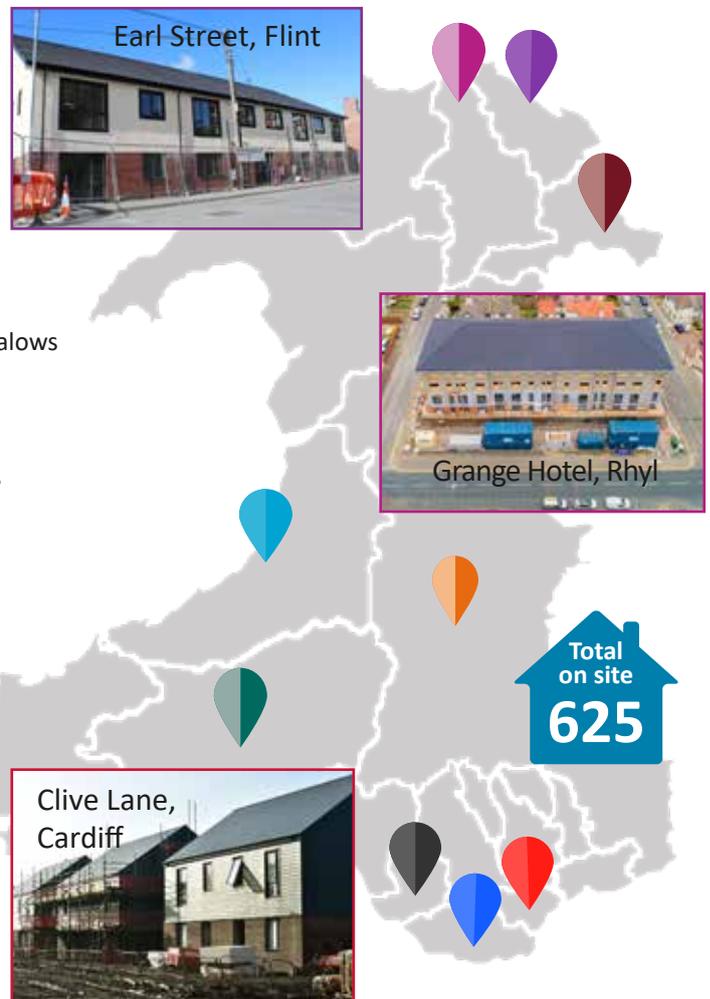
guidance in place, all our sites re-opened within a few weeks. Some of the changes have included fewer people being allowed on site, one-way systems, staggered start/finish and break times and additional cleaning and hygiene facilities.

Staff on site must maintain social distancing of 2m wherever they can, but where they need to work more closely to carry out a task safely, that is allowed. We are working really closely with all our contractors to make sure that they continue to follow Government guidance and operate safely.

We've had to re-think the way we help residents as they move into their newly-built homes too. We usually spend time with residents when they first move into their new homes, helping them to understand how to use any systems and technologies. In response to the pandemic we are starting to create video guides instead. Whilst we'd love to be supporting people face-to-face, this is the safer option for now and has the added benefit of being able to hit pause, rewind and re-play, whenever needed!

### Schemes currently on site

- Cardiff**  
Clive Lane, 101 houses and apartments  
Pentland Close, 82 apartments
- Bridgend**  
Rhiw Cefn Gwlad, 14 houses and apartments  
Station Close, Porthcawl, 10 apartments
- Ceredigion**  
Maes Y Môr, 56 extra care apartments  
Maes y Môr (Leasehold), 7 apartments  
Land adjacent to Cylch Peris, Llanon, 10 houses and bungalows
- Vale of Glamorgan**  
Barry Waterfront Phase 3, 8 apartments  
Subway Road, 72 apartments  
Golwg y Môr Phase 3, Rhoose, 23 houses and apartments
- Flintshire**  
Holywell Extra Care, 55 apartments  
Earl Street, 12 apartments  
Northern Gateway (Airfields), 28 houses
- Powys**  
Cae Glas, Welshpool, 8 bungalows  
Garth Owen, Newtown, 25 houses and apartments
- Denbighshire**  
Grange Hotel, Rhyl, 41 apartments
- Wrexham**  
Rhosymedre, 30 apartments and bungalows  
Jacques Garage, 25 houses and apartments
- Carmarthenshire**  
Tawelan, 18 houses, apartments and bungalows



## Sharing our thanks in the community



We're now displaying rainbow thank you banners at many of our new development sites across Wales and at our offices, thanking the communities and key workers for their dedication.

This includes (1) the former Grange Hotel in Rhyl, (2) Cae Glas in Newtown, (3) Subway Road in Barry and (4) Pentland Close, in Cardiff.



Residents have started moving into our new development of modern apartments for older people in one of Cardiff's most popular residential suburbs.

The scheme at Pentland Close, Llanishen, Cardiff features 82 new homes for people who require easy access accommodation. The scheme is aimed primarily at over 55s age group, and those with accessibility needs, and has been designed to create a close-knit community.

## New homes for Lampeter

Ceredigion residents were able to move into their new homes on the site of a former school in Lampeter after the Welsh Government eased restrictions.

We worked with Hacer Developments Ltd to redevelop the site of the old Ysgol Gynradd Ffynnonbedr in Lampeter with 18 new homes for affordable rent, a mix of houses and apartments.

Our housing teams arranged virtual viewings for residents and staggered moving in to make sure everyone stayed safe and socially distanced.

Lampeter resident Shirley Hall was delighted with her new home.

She said: "I love my new home, especially my kitchen - it's so big. I have lived in Lampeter for 21 years so it's been nice to stay local as I have many friends in the area."



# Keeping our residents

# SAFE

with at least three months of shielding on Government advice and no visitors, our care and support staff began taking on extra responsibilities and adapting the way we deliver services.

“Residents were very worried about the risks to themselves and their communities and stayed in their apartments,” said Carys. “We restricted people entering the building to essential visitors and maintenance only, so staff across all of our sites were quickly drawn to action to ensure residents’ needs were met.”

Our extra care scheme restaurants were closed, so care and support, catering and housing management teams pulled together to ensure every resident had a hot meal delivered to their door each day.

Staff began helping out with small tasks such as picking up essential shopping and collecting prescriptions. Testing for coronavirus also had to be organised, residents’ symptoms

The COVID-19 pandemic has seen dramatic changes to the way we deliver our care and support services but, from new working patterns through to shopping and co-ordinating regular testing for coronavirus, staff have adapted and embraced a new way of working to keep our residents safe.

“Life in our extra care communities changed massively overnight - where we had busy corridors, a full restaurant and several regular weekly activities, we quickly became a closed setting”.

For Carys Drennan, one of our extra care managers, work quickly changed when the Coronavirus pandemic hit at the start of March.

Many of the residents at our extra care schemes were among the most at-risk groups and, faced

*These are just some of the messages of thanks our residents sent to staff during the lockdown*



were monitored regularly and anyone who was suspected to have COVID-19 was put forward for a test.

There was also a move to working across a seven day week rota for housing staff, ensuring someone from WWH was always available to meet residents' needs as they arose.

"Often residents were struggling with isolation, so we made regular calls to discuss how they were and if they needed any support," said Carys. "We would talk to them on the phone and on a few occasions where we felt it was necessary we'd meet them in the outdoor area

of their apartment so they could get some fresh air or just see a friendly face, whilst still keeping a safe distance.

"This small act provided a great boost for some people, who had been looking at the same four walls for weeks at a time.

Thanks to the efforts of all of our teams and the precautions taken by residents, rates of coronavirus remained very low across all of our care and support services.

Restrictions have now eased in line with Government advice but with the virus still present in the community, a traffic light system has been introduced to keep

people safe.

"We wanted to make sure people could start seeing their family and carry out normal daily routines again, while being mindful that the virus still presents a risk.

"In amber, where we have no identified cases of COVID-19, people can have some visitors and come for meals in the restaurant in small numbers.

"We know that there is a risk that a spike in local infections may rise and we'll have to go into red, where we'll take extra precautions, but we are all keeping our fingers crossed for green."

## THANK YOU!

"Thank you to WWH staff for their phone call. Nice to know caring people are around and about us."

A resident from one of our retirement schemes in Bridgend

# thanks

Wales & West really think and care about us. Thank you all x

A resident post on Facebook

"WWH staff are doing a great job. We really appreciate your hard work."

Residents at Cwrt Anghorfa, Pyle & Hanover Court, Bridgend

# Thank You

For the work you've done at my home today. I feel happy and safe following the work you have completed.

A resident at Hanover Court, Barry.



# Coronavirus and your mental health

Coronavirus (COVID-19) is affecting all our lives. Things are continually changing, and many of us are worrying about what it all means for ourselves and for our loved ones. Those of us already living with mental health problems are facing extra challenges too.

If you're finding things hard emotionally right now, you're not alone. Mind is the leading mental health charity for Wales and England and they can provide information and support.

Every year, one in four of us will experience a mental

health problem. Hundreds of thousands of people are struggling and Mind believe that no one should have to face a mental health problem alone. They will listen, give you support and advice, and fight your corner.

Through Mind you can find reliable information and tips to help you cope during this time.

The charity has an online information hub offering practical tips and advice for coronavirus and wellbeing.

Some of these tips include:

- Connect with people
- Eat regularly and stay

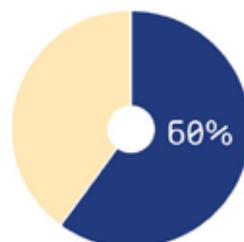
hydrated

- Try to keep active
- Get as much sunlight, fresh air and nature as you can
- Take care with news and information
- What you can do if you're feeling anxious
- What you can do if you're feeling claustrophobic or trapped

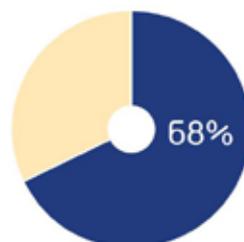
You can find out more by visiting Mind's information hub:

[www.mind.org.uk/information-support/coronavirus/](http://www.mind.org.uk/information-support/coronavirus/)

More than half of adults (50%) and over two thirds of young people (68%) said their mental health got worse during lockdown



Adults



Young people



Mind also:

- Provide advice and support to empower anyone experiencing a mental health problem
- Campaign to improve services
- Raise awareness and promote understanding

**If you are not online  
you can call the Mind  
Infoline on 0300 123 3393  
for advice and support.**



# Supporting our NHS, health and care workers

WWH grants made a world of difference to elderly hospital patients, new parents and care home residents during the Covid-19 crisis.

Donations from our Making A Difference fund helped at a time when hospitals and care services were working under enormous pressures.

We donated more than £4,000 to **Tarian Cymru's** community campaign to help shield carers in Wales so they could buy much-needed PPE for health and care workers. They distributed thousands of visors, gowns, gloves and face masks to NHS and care staff in Wales at a time when PPE was in desperately-short supply. In **Cardiff** we donated 5 iPads to support Cardiff Midwives to help them to keep in touch virtually with mothers and their babies in the community.

We also donated 3 iPads to a care home in **Penarth** and helped **Age Connects Morgannwg** to buy "home comforts" for elderly patients who were being moved to step-down care facilities in **Bridgend** and **Merthyr Tydfil**. With our funding Age Connects Morgannwg provided 120 storage units for older patients who had been in hospital for some time and were being moved to the new facilities and needed somewhere to store their personal belongings.

In **RCT** we also provided almost £2,000 funding to the **Ynysybwl Fit & Fed Club** to help feed 40 young people throughout the school summer holidays. With our sponsorship they were able to provide more than 400 meals – 2



meals a week – per child.

While in **Merthyr Tydfil** we supported a reading initiative by providing £1200 sponsorship to fund 80 reading packs for children as part of the **Stephens & George Trust Love Reading Festival** in August and a further grant to **Voluntary Action Merthyr Tydfil** to purchase 15 wellbeing packs to tackle loneliness.

## Helping residents in need and homeless families

A £9,000 grant from WWH helped a community scheme to continue helping families in need throughout the pandemic.

Boomerang Cardiff is a volunteer-run charity which collects donations of unwanted furniture and clothes from individuals and house clearances and recycles them to provide starter packs of mugs, kettles, toasters, plates and glasses and furniture and white goods for people in need.

Since April Boomerang has provided emergency help to

hundreds of homeless families/ individuals, refugees and people experiencing serious domestic violence to help them move into new accommodation.

They also supplied fridges, microwaves and cookers for WWH residents who were in desperate need to cook for their families and store their life-saving medication after their appliances broke down during lockdown.

## WWH staff also give their time to help

In Cardiff, Cambria operatives answered an appeal and gave their time to help local social enterprise and community training project Vision 21 to deliver hanging baskets to their customers during the coronavirus closure.

One of our Customer Services Assistants, Abygail Lewis-Jones, spent her spare time crocheting woolly rainbows, which she sold to friends and family, raising £300 for Tŷ Hafan children's hospice in the Vale of Glamorgan.

# Community Assistance during Coronavirus

Working with our contractors we have been able to help many projects in our communities through our Community Benefits and Community Assistance programmes in recent months.



When WWH began work to demolish the former Tawelan care home in **Johnstown, Carmarthen** to make way for new homes, we wanted to find a good home for the industrial kitchen.

For many years the kitchen with its industrial cookers, fridges, sinks and washing machines had served meals to the care home residents. Before our contractors **TRJ Construction** started demolition work, WWH staff worked with Carmarthenshire Action for Voluntary Organisations (CAVO) to offer the kitchen to local organisations. Cardigan Food Bank came forward and **TRJ Construction** were able to arrange for the kitchen to be dismantled and delivered to their

base, where we hope it will serve local people meals for many more years to come.

In **St Mellons, Cardiff, the Beacon Centre** approached us for help to repair a leaking roof and upgrade their heating. The centre is used by many residents in the community, so we were able to help by arranging for some of our

experienced roofing and heating contractors **Alumasc Roofing Systems** and **Gibson Specialist technical Services** to advise them. Our Community Development Officers are now working with them to help secure funding to carry out the work and WWH have agreed to part-fund the cost of repairing the roof.

Our construction partners **Brenig Construction** who are building new homes in North Wales have also been helping in their communities and donated time and materials to put up a new fence and lay paving in the garden at Lavender Court, Deeside.

Staff at WWH Group's **Cambria Maintenance Services** have also helped **Cardigan's Jigso Children's Centre** to install a new shed to store their outdoor equipment at their new bigger premises. Cambria operatives installed a shed base for a shed, which was purchased with a WWH Making A Difference grant.

## Work experience goes online

Our Employability team have been helping school pupils with their careers choices online.

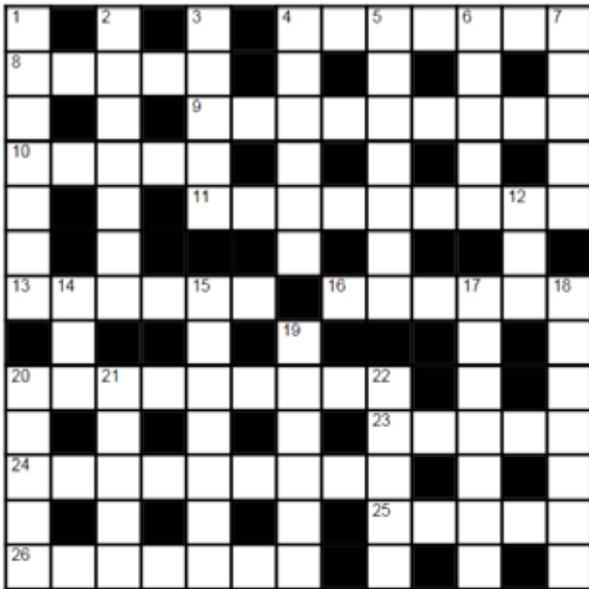
They teamed up with teachers at Cardiff West High School to offer a week's interactive work

experience to the pupils. They also worked virtually, helping with CV writing and carrying out mock interviews with young people through video conferencing.

# PUZZLES

In this edition of In Touch all of our puzzles are just for fun so please **do not** post your completed puzzles to us this time.

## Crossword



### Across

- 4 Nunnery (7)  
 8 Titles (5)  
 9 Synthetic fabric (9)  
 10 Native of Baghdad, for example (5)  
 11 Foster the growth of (9)  
 13 Appraise (6)  
 16 Maker of beer (6)  
 20 Focused ray of high-intensity radiation (5,4)  
 23 Invalidate (5)  
 24 Making (someone) troubled or nervous (9)  
 25 Juicy fruit (5)  
 26 Self-propelled submarine weapon (7)

### Down

- 1 Character played by Harrison Ford, \_\_\_ Jones (7)  
 2 Preserves a dead body (7)  
 3 Savoury jelly (5)  
 4 In a sedate manner (6)  
 5 More impoverished (7)  
 6 Minor actor in crowd scenes (5)  
 7 Number in a trio (5)  
 12 Knotted item of clothing (3)  
 14 Health resort (3)  
 15 Outer covering (7)  
 17 Fold in the skin, often as a result of ageing (7)  
 18 Part of a barrier or fence (7)  
 19 Republic in southern North America (6)  
 20 Smallest amount (5)  
 21 Traveller who uses runners to cross snow (5)  
 22 Molten rock in the Earth's crust (5)

## Fun Quiz

### General Knowledge

1. What is the collective name for a group of owls?
2. What is the comedic name of the New Zealand mens national basketball team?
3. What year was facebook launched?
4. In what year did hurricane Katrina decimate New Orleans?
5. How many wives did Henry VIII divorce?
6. What was Stephen Kings first published novel?
7. What is the largest island in the Mediterranean sea?
8. Who shot John Lennon?
9. Who was the winner of the UKs first series of I'm a Celebrity?
10. Which TV character said 'Live long and prosper'?

### Food and Drink

1. Cannonball, kohlrabi, red drumhead are all types of...
2. Which fruit tree is considered to be sacred in India?
3. Which fruits, also called "Indian apples", were imported into Europe by Alexander the Great's warriors?
4. How do pineapples grow?
5. Which region produces the most apples?
6. What should you do in the Arab countries to show that the food was delicious?
7. What is the most famous Mexican beer?
8. What is the name of the pan in which one makes paella?
9. What is the real meaning of the Greek word Pita?
10. Which vitamin is the only one that you will not find in an egg?

# Wordsearch

|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| B | R | H | E | G | A | I | L | O | F | K | I | S | J | O |
| D | O | A | L | S | C | R | I | S | P | T | R | P | W | R |
| S | M | N | B | E | F | E | N | O | I | E | V | F | A | E |
| E | P | Y | O | B | A | E | U | R | D | A | Y | R | H | C |
| A | X | S | N | R | I | V | Z | F | O | D | F | O | P | V |
| S | T | E | F | H | Y | A | E | M | R | C | G | S | J | S |
| O | D | E | I | B | O | E | K | S | A | M | A | T | R | B |
| N | L | R | R | T | G | E | L | V | I | B | N | A | T | L |
| S | O | T | E | A | L | R | S | L | N | U | K | G | F | E |
| R | C | K | I | M | L | T | E | P | O | E | Z | M | O | R |
| W | G | L | P | Q | U | A | C | Y | N | W | I | D | L | R |
| D | O | A | D | N | F | K | T | S | E | V | R | A | H | I |
| F | A | C | Y | V | O | R | C | H | A | R | D | B | N | U |
| U | E | S | C | A | R | V | E | S | S | B | O | T | A | Q |
| S | K | P | O | R | I | L | N | I | K | P | M | U | P | S |

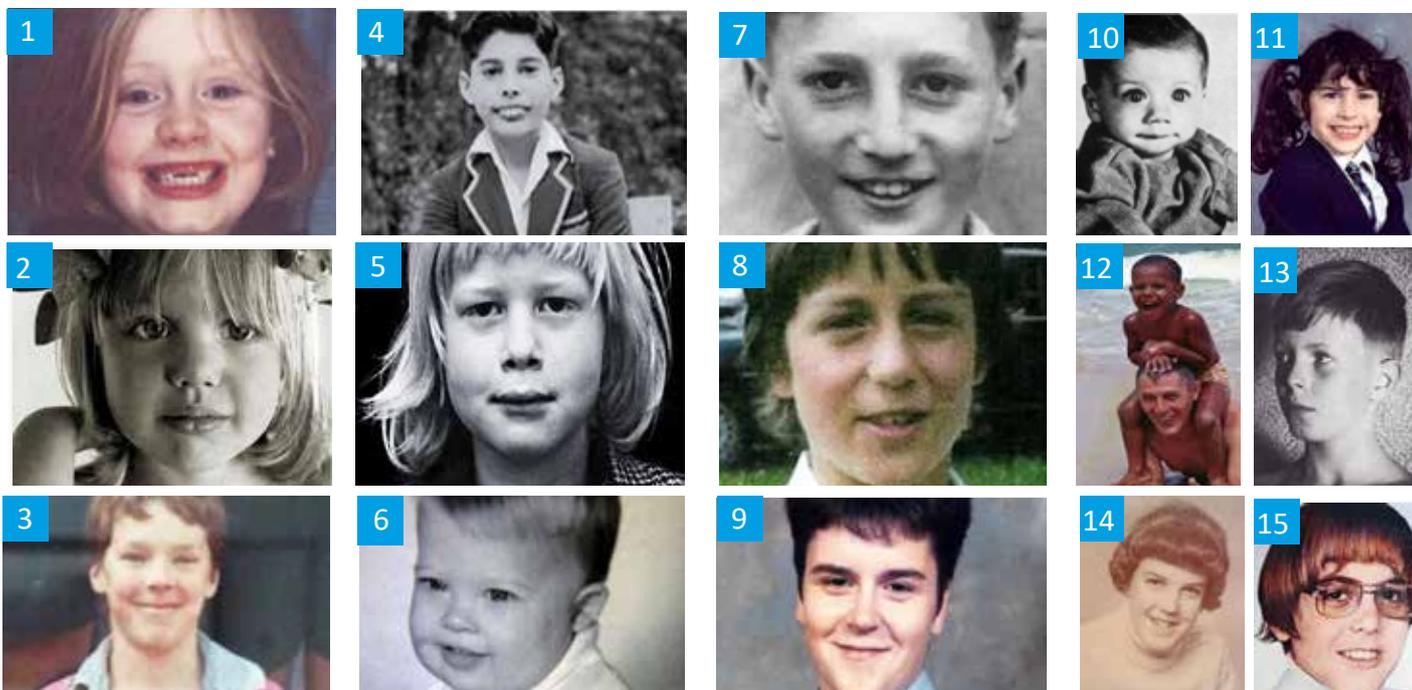
- |          |         |         |
|----------|---------|---------|
| ORCHARD  | HARVEST | SCARVES |
| LEAVES   | FROST   | COLD    |
| FROST    | ACORN   | RAKE    |
| SQUIRREL | TREES   | NUTS    |
| PUMPKIN  | RAIN    | CRISP   |
| YELLOW   | FOLIAGE | BONFIRE |
| SEASON   | RED     |         |

# Sudoku

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
|   | 9 |   |   | 8 |   |   | 5 |   |
|   | 6 | 8 |   |   | 7 | 3 | 9 |   |
| 3 | 4 |   | 9 |   |   |   | 8 | 1 |
| 9 |   | 6 | 1 | 3 |   |   |   |   |
|   |   | 4 |   |   |   | 1 |   |   |
|   |   |   |   | 5 | 2 | 9 |   | 7 |
| 2 | 3 |   |   |   | 8 |   | 6 | 5 |
|   | 8 | 7 | 4 |   |   | 2 | 1 |   |
|   | 5 |   |   | 6 |   |   | 7 |   |

# Picture Quiz

Can you name these famous people when they were young?



**Fun Quiz Answers**  
**General Knowledge** 1. A parliament; 2. The Tall Blacks; 3. 2004; 4. 2005; 5. Two - Anne of Cleves and Catherine of Aragon; 6. Carrie; 7. Sicily; 8. Mark David Chapman; 9. Tony Blackburn; 10. Mr Spock.  
**Food and Drink** 1. Cabbage; 2. Mango; 3. Lemons; 4. On the ground; 5. Central Asia; 6. Belch; 7. Corona; 8. Paella (meaning 'pan'); 9. Bread; 10. Vitamin C  
**Picture Quiz** 1. Adele; 2. Angelina Joelle; 3. Benedict Cumberbatch; 4. Freddie Mercury; 5. Boris Johnson; 6. Brad Pitt; 7. John Lennon; 8. David Cameron; 9. Nicola Sturgeon; 10. John Travolta; 11. Amy Winehouse; 12. Barack Obama; 13. David Bowie; 14. Jeremy Clarkson; 15. Elton John

# Christmas shortbread



## INGREDIENTS

- 100g caster sugar
- 200g butter
- 325g plain flour
- Orange zest, 1 tsp cinnamon or dried cranberries (optional)

## METHOD

1. Cream together the butter and sugar in a large mixing bowl.
2. Gradually add the flour and form into a dough; if the mix looks too wet add more flour, if too dry add a touch of water.
3. If using, add the orange zest, cinnamon or a handful of dried cranberries.
4. Then either spread the dough evenly on to a baking tray or cut out shapes using a Christmas themed cutter, such as a star or Christmas tree first, then cover with cling film.
5. Place in the fridge to chill for at least half an hour.
6. Once the dough has chilled for a while, place in the oven and bake at 180c/160c fan/gas 4 for 15-20 minutes.

# Refried roasties

Don't let a good roastie go to waste this Christmas

Serves 2-3 people



## INGREDIENTS

- 250g leftover or defrosted frozen cooked roast potatoes
- 2 tbsp olive oil
- 5 small pickled onions, cut in half
- ½ tsp cayenne pepper
- A couple of sprigs of thyme

## METHOD

1. Heat 1 tbsp oil in a large frying pan over a medium heat, add the pickled onions and fry for 3-4 mins until they caramelise.
2. Add the cayenne and thyme to the pan, followed by the roasties and another 1 tbsp oil. Squash each potato slightly using the back of a wooden spoon. Fry for another 3-4 mins to get extra crisp on one side, then give them a toss.
3. Add the remaining oil, toss and fry again for extra crispiness. Don't worry if they fall apart a little, the scuffed bits will get extra crispy.
4. Add seasoning to taste and serve warm with your Boxing Day buffet or Christmas leftovers.

# Make a cute sock snowman



## WHAT YOU WILL NEED

- 1 long white sock
- 1 coloured sock
- rice
- rubber bands (or string/thread)
- colourful buttons
- ribbons
- glue or super glue
- permanent markers, paint, beads to decorate

## METHOD

1. First, find a white sock to use for your snowman body.
2. Cut the foot part of the sock from the heel
3. Close the cut end by tying tightly with a rubber band or string.
4. Turn inside out and fill with rice. You can use a small spoon or measuring spoon.
5. Once you're happy with the size of your snowman, tie the top of your sock with another rubber band or string.
6. To form the body and head of the snowman, take another rubber band and tie it around the middle, a bit closer to the top (since you want the top part to be a little smaller for the head).
7. Now, it's time to decorate your snowman. To make the hat either use the foot piece you cut off or cut the toe or heel from the coloured sock. You could also use a baby sock. Roll up the ends to create a rim. Feel free to secure it safely using a bit of glue, or just let the hat rest on his head.
8. To add a scarf, tie a piece of ribbon or fabric around the neck. You could also cut a small piece of the coloured sock if you want the hat and scarf to match.
9. Add buttons to your snowman using glue or double-sided tape.
10. Once your snowman is decorated to your liking, it's time to bring him to life! There are a few different ways you can add a face:
  - **Eyes:** Paint on with fabric paint, draw them on with permanent marker, or sew on small black beads.
  - **Nose:** Orange sewing pin, orange pom poms, orange painted toothpicks, orange marker, etc.
11. **Other ideas:** you could always draw or paint on a mouth, use a pink crayon to add some rouge to the cheeks, or add toothpicks or sticks for arms.

# Support Services Directory

## ALL WALES

**Alcoholics Anonymous**, 24-hour support for people with alcohol problems. Contact 0845 769 7555.

**Wales Bereavement Support**, bereavement advice centre. Contact 0800 634 94 94.

**Wales Mental Health Community Advice and Listening Line**, listening line emotional support. Call 0800 477 2020. Support services for anyone coping with mental illness, including sufferers' relatives and friends. Call 0800 132 737

**Dewis Cymru**, a comprehensive A-Z online directory of services in your area, from pharmacists to help groups. Useful as an online 'Yellow Pages' for local services and activities in your area. [www.dewis.wales](http://www.dewis.wales)

### NHS Direct Wales

Out of hours chemists search. Find out which chemists are available in your area. Opening hours and services and medication available subject to changes.

<https://www.nhsdirect.wales.nhs.uk/LocalServices/?s=Pharmacy>

**NHS Volunteer responders**. If you're at a higher risk from coronavirus, you can get help from an NHS Volunteer Responders with collecting prescriptions. Call 0808 196 3646 (open 8am to 8pm). <https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/can-i-pick-up-a-prescription-for-someone-else/>

## MENTAL HEALTH SUPPORT

### C.A.L.L (Community Advice and Listening Line)

Listening line emotional support Contact 0800 477 2020. Support for anyone coping with mental illness, including relatives and friends contact 0800 132 737 or text 81066 [www.callhelpline.org.uk](http://www.callhelpline.org.uk)

### Mental Health Matters (MHM)

Telephone befriending service. Contact Michaela Moore 01656 651450. Email [befriending@mhmwales.org.uk](mailto:befriending@mhmwales.org.uk)

### Depression Alliance

UK's leading depression charity with a network of self-help groups. Contact 0845 1232320 [information@depressionalliance.org](mailto:information@depressionalliance.org)

### Depression UK

Charity promoting mutual support between individuals affected by depression, through pen/phone friend schemes and newsletters with members contributions. Email [info@depressionuk.org](mailto:info@depressionuk.org)

### No Panic helpline

Help & resources for people with anxiety disorders and panic attacks - helpline and crisis message available. Contact 0844 967 4848 (10am - 10pm), [www.nopanic.org.uk](http://www.nopanic.org.uk)

### National Self-Harm Network

Supports people who self-harm, providing information, contacts and workshops. Website [www.nshn.co.uk](http://www.nshn.co.uk); email [nshncg@hotmail.co.uk](mailto:nshncg@hotmail.co.uk)

**Papyrus Prevention of suicide for young people** - confidential support and advice. Contact 0800 068 4141; [www.papyrus-uk.org](http://www.papyrus-uk.org)

### Saneline

Provides support surrounding mental health. Contact 08457 678 000

## BRIDGEND

**Bridgend Foodbank**, 79A Nolton St, Bridgend, CF31 3AA. Contact Angela Rackham 01656 858713 | [info@bridgend.foodbank.org.uk](mailto:info@bridgend.foodbank.org.uk) | <http://bridgend.foodbank.org.uk>

**Porthcawl Covid-19 Strategy Group**, shopping/ deliveries, collecting medication, phone buddying. Contact Kerry Marlow 01656 771457 | 07900 494386 | <https://www.facebook.com/PorthcawlC19S/> <https://porthcawlc19s.weebly.com/>

**BAVO** (Bridgend Association of Voluntary Services) COVID-19

Community Response Team - various help in the community by trained volunteers. <https://bridgend.volunteering-wales.net>

**Bridgend County Borough Council Covid 19**, update on service closures and COVID-19 information. <https://www.bridgend.gov.uk/news/covid-19-update-from-bridgend-county-borough/>

**Bridgend Age UK**, information on services during coronavirus outbreak. Telephone advice line is currently receiving high call volumes. Try calling at 9am or just before 5pm. 08000 223 444, [www.ageuk.org.uk/cymru](http://www.ageuk.org.uk/cymru), email: [advice@agecymru.org.uk](mailto:advice@agecymru.org.uk)

**Bridgend County Care and Repair**, helping older people to live independently in warm, safe and accessible homes. Services may be restricted due to staffing levels. Phone 01656 646755, web: [www.careandrepair.org.uk](http://www.careandrepair.org.uk)

## CARDIFF

**Council Hub**, giving Foodbank vouchers, delivering and shopping for the foodbank parcels those who are in need and vulnerable. Contact 02920 871071.

**Cardiff Council volunteer service** for help with prescriptions. Contact 029 20871239.

**Cathays, Roath, Heath, Plasnewydd and Gabalfa Community group** offering shopping and chats. Contact Nikki 07762 930223

**COVID-19 Area Group**, group of neighbours who want to help bring our local communities together and make sure everyone has access to the support they need. Facebook <https://www.facebook.com/groups/251990475816496/about/>

**Ely and Caerau Covid-19 Support**, supporting people in our community, <https://www.facebook.com/groups/1036654390037535/>

**Rumney Coronavirus Support Group**, group of active volunteers to help the elderly, vulnerable and those in need. <https://www.facebook.com/groups/550591232330149/?fref+nf>

**C.A.S.T Coronavirus Action St Mellons & Trowbridge**, community action partnership between Rumney Coronavirus Support group, Eastern High School and Bethania Church. Helping with groceries, utilities, personal, spiritual and social needs. Someone to talk to. Call 02920 775 934 or email [cast@easternhigh.org.uk](mailto:cast@easternhigh.org.uk). Give a brief message with your contact details and they will call you back.

**Grangetown Community Action**, network of neighbourhood volunteers <http://www.grangetowncardiff.co.uk/home.htm>

#### Tongwynlais

Help with delivering shopping and prescriptions for vulnerable residents. Contact Cllr Linda Morgan 07779 975476 or Cllr Mike Pritchard Jones 07974825252.

**Click and collect library service**, where you can pre-order titles from or by calling 029 2087 1071 (option 2) or visit <https://www.cardiff.gov.uk/ENG/resident/hubs-and-housing-offices/click-and-collect-library-service/Pages/default.aspx>

#### Money advice

<https://www.cardiffmoneyadvice.co.uk/advice-during-covid-19/>

#### Volunteering in Cardiff

Opportunities to offer to give time to help others in your communities <https://www.volunteercardiff.co.uk/>

## CAERPHILLY

**Caerphilly Council Community Response**, help with shopping and prescriptions. Contact 01443 811490.

**Age Cymru Caerphilly**, advice for older persons during coronavirus outbreak, offering information and support. Contact 02920 865897.

## CARMARTHENSHIRE

**CAVS** (Carmarthenshire Association of Voluntary Services) COVID-19 Community Response Team - various help in the community by trained volunteers 01267 245 555

**Carmarthen Foodbank** 01267 232 101 [carmarthenfoodbank@towychurch.co.uk](mailto:carmarthenfoodbank@towychurch.co.uk)

**Llandovery Coop** food shop, 0330 0417 784.

**Help Llandovery**, coordinating shopping, prescriptions etc, contact 01550 721 499.

**YMCA Llandovery** – Foodbank – 01550 721 499

**Drefach Felindre Premier Shop**, food shopping. Contact 01559 371 278 / 07919 150 980

## CEREDIGION

**CAVO** (Ceredigion Association of Voluntary Services) COVID-19 Community Response Team - various help in the community by trained volunteers 01570 423 232

**Aberystwyth Coop** Food shop, 0330 0417 784

**Penparcau Hub**, coordinating volunteers, 01970 611 099, email: [contact@penparcau.cymru](mailto:contact@penparcau.cymru)

**Ymaichi**, new online food shop covering Aberystwyth and surrounding area. Contact 01970 606 010 [www.ymaichi.co.uk](http://www.ymaichi.co.uk)

**Aberystwyth Food Bank** – 0800 242 58 44 [foodbank@stannes.wales](mailto:foodbank@stannes.wales)

**Bow Street Spar** food shop, 01970 617 683

**Borth Premier food shop** 01970 871 543

**Cardigan Coronavirus Support Group**, coordinating shopping, prescriptions, etc. Contact 01239 801 012 or [cardigancoronahelp@gmail.com](mailto:cardigancoronahelp@gmail.com)

**Cardigan Foodbank** – 01239 615 864 [Info@cardigan.foodbank.org.uk](mailto:Info@cardigan.foodbank.org.uk)

**Llanilar Village shop**, food shopping and coordinating volunteers, 01974 241 338

**Help Llandysul & Help Pencader**, coordinating shopping, prescriptions, etc. Contact Matt Adams, 01559 740 146/ [matt@calontysul.cymru](mailto:matt@calontysul.cymru)

**Llandysul Foodbank** – 07966 014 348 [bancbwyd@golau.cymru](mailto:bancbwyd@golau.cymru)

**Lampeter Coop food shop** 0330 0417 784

**Lampeter Foodbank** – 07582 905 743

**Tregaron support**, coordinating shopping, prescriptions etc. Contact Cllr Catherine Hughes 01974 298 700

## FLINTSHIRE

**Flintshire Covid 19 group**, local food delivery service. <https://m.facebook.com/Flintshire-business-offering-delivery-during-coronavirus-105245144450487/>

**Nanny Biscuit**, delivering food and services for vulnerable people in need. Also acts as a hub for volunteers. Contact Rob 07726 230989 | [info.nannybiscuit@gmail.com](mailto:info.nannybiscuit@gmail.com) | [www.facebook.com/nannybiscuit/](http://www.facebook.com/nannybiscuit/)

**FLVC** (Flintshire Local Voluntary Council) Contact Jan Owen 01352 744 000.

**C.A.B** now working in partnership with Flintshire foodbanks and other agencies to deliver food parcels 0300 330 2118

## PEMBROKESHIRE

**PAVS** (Pembrokeshire Association of Voluntary Services) COVID-19 Community Response Team - various help in the community by trained volunteers 01437 769 422

**Pembrokeshire Foodbanks** 01834 861 999; [info@pembrokeshire.foodbank.org.uk](mailto:info@pembrokeshire.foodbank.org.uk)

**PATCH Foodbank**

01646 699 275

tracy@patchcharity.org.uk

**Fishguard Coop Food Shop**

Contact 0330 0417 784

<https://quickshop.coop.co.uk>**Fishguard Next Door Coordinator**

Help with food shopping, prescriptions and other requests.

Tel: Emma 07399 267 007.

**Newport Engagement Officer**, support with community volunteering.

Tel: Rose Seymour 07495 700 297

email Rose.pavs@gmail.com

**Good Neighbour Crymych**, coordinate shopping, prescriptions etc.

Tel: Sian Elin Thomas, 07824 394 909 or Sara Williams, 07814 104 917.

**J K Lewis Food shop** 01239 831 288**RHONDDA CYNON TAF****Blaencwm Chapel Foodbank**,

providing emergency support to local people in crisis. Delivering Mondays and Thursdays. Contact 07891

035021 / <https://www.facebook.com/blaencwmchapel/>**RCT Care & Repair Cwm Taf****Morgannwg** continue to care for people in hospital and in the community, offering a telephone befriending service and a delivery service. Contact 01443 755696 <https://www.careandrepair.org.uk/en/your-area/cwm-taf-care-repair/contact-us/><https://www.facebook.com/careandrepaircymru>**CORONAVIRUS - Rhondda Community Network**,

looking for street volunteers who can support the Rhondda Community by providing shopping service/befriending etc.

<https://www.facebook.com/groups/650222742465435/>**Cwm Taf Morgannwg Health Board**,up-to-date information from local health board. <https://cwmtafmorgannwg.wales/>**RCT Interlink**, offer a range of advice and support to help our local communities during the Covid-19 crisis. Contact 01443 846200 or onfacebook <https://www.facebook.com/RhonddaWellbeingCoordinators/>  
<https://www.facebook.com/cynonwellbeingcoordinators/>  
<https://www.facebook.com/TaffElyWellbeingCoordinators/>**Pentre Community Support - Covid 19**,community page helping members to stay connected during Covid-19 pandemic. <https://www.facebook.com/Pentre-Community-Support-Covid-19-107835004185462/>**Salvation Army Foodbank**, emergency support to local people in crisis.

Contact 01443 436833

<https://www.facebook.com/pentresalvationarmy/>**RCT County Borough Council**, regular updates on council services and information for residents. <https://www.rctcbc.gov.uk>**Rhondda Coronavirus Update and Support Group**,a Facebook page with the latest updates and support on the Coronavirus for Rhondda residents. <https://www.facebook.com/groups/196502235014389/about/>**Penygraig/Treherbert/Treorchy****Valleys Kids**, supporting people in the local area providing shopping, food hampers, food vouchers. Penygraig - 01443 420870 / Treherbert - 01443 773835 / Treorchy - 01443 303300 / Penygraig - lynfa@valleyskids.org / Treherbert - caroline@valleyskids.org / Treorchy - nathan@valleyskids.org**Volunteering Matters Welcome****Friends**, telephone befriending service as an alternative to one-to-one meetings and supporting with deliveries and pick up. Also recruiting volunteers. Contact Diane Matheson / 07788 310445  
Volunteer : <https://forms.gle/628Zdnmiqv62jzZW6> <https://volunteeringmatters.org.uk/>**Ynysybwl and Coed y Cwm Covid19 Community Support Group**,

supporting people in the local area providing a befriending service, picking up shopping/medication. Recruiting volunteers so that there is a network across the villages. Contact Sue Pickering, sue.pickering@rctcbc.gov.uk

**Rhondda Foodbank**

Contact 07928 451374/ info@

rhondda.foodbank.org.uk

<http://rhondda.foodbank.org.uk/>**Merthyr Cynon Foodbank**, Cynon Valley Church, The Lighthouse, 369 Fernhill, Mountain Ash CF45 3EW 07427 537437 / 01443 479306

info@merthycynon.foodbank.org.uk

<http://merthycynon.foodbank.org.uk/>**Pontypridd Foodbank**, St Lukes Church, Cardiff Road, Rhydyfelin, Pontypridd CF37 5LG. Contact 07411 965958 / 01443 492033 info@pontypridd.foodbank.org.uk <http://pontypridd.foodbank.org.uk/>**MERTHYR TYDFIL****Voluntary Action Merthyr Tydfil**, lists the types of services being offered by different organisations and their contact details. Puts people looking for ways to help, together with organisations looking for volunteers. <https://vamt.net/en/coronavirus/>**Stephens and George Charitable Trust**, help with groceries and food deliveries for most vulnerable and isolated locally. Will also deliver sandwiches. Food requests can be taken by phone on 01685 377688. Contact Helen Hughes 07940 094638 | 01685 377688 helenhughes@stephensandgeorge.co.uk**Twyn Action Group (TAG) Grub Hub**

Offering a hot meal service for people of any age in Merthyr Tydfil. A daily hot meal &amp; dessert from just £4.50 a day, Monday to Friday, and £5.50 on weekends. Contact 01685 709430.

**Gellideg Foundation Group (GFG) – Eat Well 4 Less Service**

Meals delivered to your door by GFG staff and volunteers. Contact Tracey on 07394313497 or 07783for more information.905533

**POWYS****Crickhowell Volunteer Bureau**, team of volunteers helping with picking up pre-paid shopping, delivering pre-ordered hot/cold meals locally, picking up prescriptions locally, telephone befriending, telephone pastoral support, posting mail, picking up library books. Service is only available

to those who have to self-isolate.  
Contact 01873 812177

**Newtown Network - COVID-19**,  
Facebook group set up to offer  
services and support.

**Newtown Evangelical Church**, help  
with shopping, friendly calls, dog  
walking and prayer. Contact 01686  
624343

**Llandrindod Wells - Cefnlllys Ltd**  
computer specialists offering help  
eg for online shopping. Offering free  
phone advice & support for anyone in  
the high-risk group or over 70. Remote  
support for PC problems currently  
but looking into collection and repair,  
with safety precautions, of computers  
requiring more maintenance. Contact  
01597 829 020 | <https://www.facebook.com/cefnlllyslimited/>

## SWANSEA

### Swansea Foodbank

Contact 07815 534095 | [info@swansea.foodbank.org.uk](mailto:info@swansea.foodbank.org.uk)  
<https://swansea.foodbank.org.uk/>

**SCVS** (Swansea Council for Voluntary  
Service), Coronavirus information  
and support to help cope includes  
signposting to groups that can help  
you, and even tips on games to  
keep children entertained when  
unable to leave the house. Contact  
01792 544000 | [www.scvs.org.uk/coronavirus-inds](http://www.scvs.org.uk/coronavirus-inds)

**Age Cymru West Glamorgan**,  
telephone support service for Over 70s  
(or over 50 and living with a disability  
or long-term health condition).  
Contact 01639 895202 | [enquiries@agecymruwestglamorgan.org.uk](mailto:enquiries@agecymruwestglamorgan.org.uk)  
<https://www.facebook.com/AgeCymruWestGlamorgan/>

**Swansea Covid 19 Support Group**,  
Facebook local Coronavirus support  
group <https://www.facebook.com/groups/1110458535954111/>

## VALE OF GLAMORGAN

**Vale of Glamorgan Council**, updated  
with latest Vale of Glamorgan Council  
service information during the current  
outbreak

<https://www.valeofglamorgan.gov.uk>

**Dinas Powys Voluntary Concern**,  
helping with shopping, prescriptions  
etc for those who are self-isolating  
and have no support network. Contact  
Wendy or Judy 02920 513700 /  
[befriendingpvc@gmail.com](mailto:befriendingpvc@gmail.com)

**Helping Hands Penarth**, support.  
Including and not limited to, collecting  
shopping, prescriptions, checking  
on vulnerable people, walking  
dogs. <https://www.facebook.com/groups/207933657118081/>

**Llandough Covid-19 Mutual Aid Group**, local network of volunteers  
helping our communities through  
the challenging times ahead in  
dealing with the coronavirus covid-19  
pandemic. <https://www.facebook.com/groups/216736309441390/>

**Barry community COVID-19 news & assistance**, working to respond to the  
challenges of COVID-19. Message Bee  
Forest Admin via direct message on  
Facebook to request help or offer to  
volunteer. <https://www.facebook.com/groups/BarryCommunityCOVID19/>

## WREXHAM

**Wrexham CMHT** (Community Mental  
Health Team)  
Tŷ Derbyn 0300 085 8000

**Wrexham Foodbanks** – 07538 547971

## CONWY

### Clwb Rwgbi Nant Conwy Covid-19 Support Group

Offering support for people during  
the Covid-19 outbreak, network of  
volunteers across rural Conwy help  
with shopping, a friendly phone call  
and delivering meals on behalf of  
local businesses. Contact Llion Jones  
07444 805078.

**CVSC** (Conwy Voluntary Services  
Council). Contact 01824 702 441

**Conwy Community Mental Health Team**. Contact 03000 850 049

## DENBIGHSHIRE

**DVSC** (Denbighshire Voluntary  
Services Council. Contact 01492

534091.

**Denbighshire Community Mental Health Team**. Contact 01745 443  
194

**Vale of Clwyd foodbanks**. Contact  
07468 028953 | [Idris.foodbank@gmail.com](mailto:Idris.foodbank@gmail.com)

**Vale of Clwyd Mind**- support lines  
– Lorraine Baylis 01745 351 635 /  
01745 336 787

### Unllais

Informative HUB for all support  
agencies. Contact Joan Doyle 01745  
827903/ 07766183275 | [Director@unllais.co.uk](mailto:Director@unllais.co.uk)

## AGE CONNECT

Advice for older persons during  
coronavirus outbreak offering  
shopping, picking up of prescriptions  
and a weekly phone call.

**Age Connect Cardiff & The Vale**,  
advice for older persons during  
coronavirus outbreak, offering  
information on local shops, volunteers  
in the area for shopping, picking up of  
prescriptions and a weekly phone call.  
Contact 02920 683600.

**RCT, Merthyr Tydfil and Bridgend**.  
Contact 01443 490650.

### Flintshire

Contact 0845 549969.

## STAY CONNECTED

<http://www.facebook.com/goldiescymru> is a link to Goldies  
Cymru - a Facebook community  
connecting older people online. They  
organise a Goldies Mini Sing & Smile  
live (or pre-recorded) session once a  
week through their Facebook page,  
where anyone can join in a sing-a-  
long. Older people can join in, send  
in requests, comment and share our  
posts and videos to help keep the  
Goldies and wider community feel  
connected at this time.

# Christmas operating hours

Our Christmas closing times this year are  
4pm on Wednesday 23 Dec 2020 until  
8.30am on Monday 4 Jan 2021

MERRY  
*Christmas*



For emergencies during  
this time, please call

**0800 052 2526**

For help with non-urgent repairs or enquiries about rent payments, please visit our  
website: [wwha.co.uk](http://wwha.co.uk)