

In Touch

SPRING 2021

In the frame

- our talented young residents

Surprises for our Making a Difference Awards finalists



We asked what you think about your home and community – the results are in
Why nature can be good for your health



Cover image: pencil and acrylic painting by 14-year-old Charlotte Dommett of Cardiff. Drawings on this page also by our young residents. 1 Katie, aged 8, from Wrexham; 2 Ruby, 9; 3 Emily, 7; 4 Maisie, 5; Eva, 8; 6 Olivia, 14; 7 Isobel, 9; Lily, 8, all from Sceddau, Pembrokeshire.

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You can also contact members of staff direct by their email. For example, 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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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, the Welsh Government website, Public Health Wales website and other official and reputable sources.



Spring is here and the green shoots of a way out of the pandemic are starting to appear.

It has been a challenging year for so many, and with the vaccination programme in Wales steaming ahead, it is as important as ever that we all do what we can to protect ourselves and keep those around us safe.

With this first magazine of 2021 we are trying to get back to some sort of normal and bring you regular information and updates.

We start by reflecting on the last year. For example, in 2020 we carried out a Resident Satisfaction Survey to help us understand how you feel about us. An independent research company asked a random sample of our residents, from across the country, questions about what they think about their WWH home and community. They asked how you felt about the way we work, how we listen, whether you trust us and if living in your WWH home provides value for money. For the first time we included email and text surveys alongside more traditional phone interviews and postal surveys.

We had over 1000 responses. Thank you to everyone who took the

time to complete the survey. Every response will help us understand what we are doing well and where we could improve. It is your views which help us shape the services we deliver to you. You can read about what residents told us in our centre pages.

With this in mind, we have chosen "all about you" as the theme of this magazine. The artwork on the front and inside cover has been created by our younger residents. When we put out a call on social media to send in drawings we were amazed by the response and wanted to print them all. They are all delightful, I hope you agree.

You can also learn about the ways we are working to develop new homes and services with our residents in mind. Plus, there's advice on how we can help with energy bills and budgeting, tips to stay safe online and improve your mental health in the great outdoors, as well as all the usual puzzles and things to make and do.

As ever, if you have any questions, please get in touch.

Stay safe.

Anne Hinchey

Group Chief Executive

Delivering care throughout the pandemic

Our teams at Castell Ventures have continued to provide care and support to our residents in extra care and supported housing throughout the pandemic.

In 2020 we have provided more than 100,000 hours of care.

A total of 61,742 meals have been delivered to the doors of our residents' homes in extra care schemes while restaurants were closed.

Staff at our extra care and supported housing schemes have

been moved by the letters and cards they have received from residents and their family members thanking them for their care.

A resident at Nant Y Môr wrote "Thank you to all the cleaners, carers and kitchen staff – you're doing a grand job."

While another resident at Llys Jasmine said: "We really appreciate everything you are doing for us."

We provided more than
100,000
hours of care

We delivered a total of
61,742
meals



Transforming our services

We have transformed the way we carry out some of our services to make sure existing and new residents can live safely in our homes.

Throughout the past year we have adapted and evolved the way we deliver our services in line with Welsh Government guidance to keep you and our teams safe.

Many people have turned to online services, whether shopping, booking appointments or keeping in touch with family and friends. At WWH we too have turned to technology to continue our work safely.

Here are some of the ways we are now using technology to deliver services.



Moving into your new home

In 2020 we carried out 815 new lettings when it was safe to do so. When Welsh Government allowed people to move home last summer we looked at our old ways of working and used new technology to create flexible processes that would keep you safe and reduce the need for meeting people when viewing properties and moving home.

If you have moved into one of our new or vacant homes in recent months, or are planning to move soon, you will be sent photos or a video viewing of your potential new home first. Viewings in person can be arranged where absolutely necessary with limits on the number of people and strict sanitising procedures in place.

We have taken a new approach to our Home User Guides for new-build homes too, providing residents moving into our new developments in Cardiff and Bridgend with videos and online guides.

Tenancy agreement contracts are now signed digitally to minimise the risk of transmission and this has proved to be much quicker and easier for new residents. Housing Officers are also using temporary key safes to hand over keys for moving in.

We carried out
815
new lettings

Moving out

We are using email for 4-week notices. Housing Officers are asking residents to take photos or videos of the condition of their homes and send to them on their smartphones. Key safes are used for returning all keys.

Throughout the moving in and moving out process we ask if anyone in the household is showing signs of symptoms or feeling unwell or self-isolating and, if this is the case, it may delay the visits or moves.

For more information on moving in and moving out visit our website www.wwha.co.uk/en/service-delivery/



Repairs

We have continued to carry out repairs in line with Welsh Government restrictions at any given time. During the Level 4 restrictions, we prioritised urgent and essential repairs as reported to us. When you report a repair, we ask if anyone in your household is showing symptoms of coronavirus so we can take all the necessary precautions.

We have continued to carry out all relevant safety checks. In 2020 we carried out:



11,709
gas services



1,807
electrical tests



26,577
repairs to your homes

While our ways of working may have changed in some areas we are committed to going that extra mile to make a difference and support residents during the pandemic.

Surprise deliveries for our MAD Awards 2020 finalists



2020 has been a little different for everyone including our Making A Difference Awards finalists.

With the backing of our sponsors, we arranged a special surprise delivery of a luxury Christmas hamper to each of our 62 finalists after we made the difficult decision to cancel the event due to the ongoing COVID-19 situation.

Packed with Welsh produce to support local suppliers during the difficult times, the hampers were delivered to our finalists' homes and were well-received.

Here are some of the comments from our finalists:

"Thank you for the beautiful Welsh Hamper. It was greatly appreciated and shared between my neighbours."

"What a lovely hamper, thank you very much from us all. A lovely gift to receive in these uncertain times."

"Thank you for our hampers. So much choice, so much to eat and drink, so much weight to put on."

Our 2020 finalists

Community Heroes, sponsored by Ian Williams & Dulux Trade

Twyncarmel Youth Group, Merthyr Tydfil; Paula Hack, Tracy Coppack and Sally Grant of Hightown Community Resource Centre, Wrexham; Viv Evans, Newtown, Powys; Claire Rees, Carmarthenshire.

Fresh Start, sponsored by Cambria Maintenance Services

Jane Unwin, Abergele; Kelly Capener, Newtown; Stephen Conroy, Rhyl; Kelly Bayliss, Holywell; Kyron Kinsey, Bridgend.

Wellbeing Champion, sponsored by Hale Construction

Gwen Evans & Nick Arden for Caffi Cwmni, Cardigan; Debbie Williams, Hightown, Wrexham; Men's Shed Newtown; House Martins Men's Shed, Bettws, Bridgend.

Going Green, sponsored by Contour Showers

Patrick Murphy, Penarth, Vale of Glamorgan; Caia Gardens, Wrexham; Ty Gwaunfarren Gardeners, Merthyr Tydfil; Angela and Des Hunt, Llys Colwyn, Conwy.

Good Neighbour, sponsored by MACP

Patricia Williams, Hightown, Wrexham; Alun Bargewell, RCT; David Wood, Aberystwyth; Elizabeth Jenkins, Newtown, Powys

Fundraising Champion, sponsored by Anwyl

Oakmeadow Court Community Shop, St Mellons, Cardiff; Tongwynlais Play Area Mums, Cardiff; Mandy Davies, Carmarthenshire; Muriel Casey, Caerphilly.

Outstanding Achievement, sponsored by Environvent Ltd

Ole Constantine, Flint; Louise Fordham, Cardiff; Cefn Coed Residents Play Team, Fishguard.

Thank you to all our sponsors



A home is ... more than bricks and mortar



The pandemic has highlighted the importance of a safe and secure home. Jon Harvey, Regional Development Manager for South Wales, explains how we are building homes with residents in mind.

“We are working hard to build more new homes to meet the needs of our residents now and in the future.

In the next five years we are committed to develop 2,500 new homes for rent across Wales to help address the housing crisis.

Last year our contractors worked within Government COVID guidelines to complete 238 new homes around Wales, including sites at Pentland Close, Cardiff; Earl Street, Flint; Labour Exchange, Merthyr and Ysgol Ffynnonbedr, Lampeter.

Currently we have 1,071 homes under construction, these include the former Grange Hotel, Rhyl; Woodlands Farm, Wrexham; former Blue Dragon Hotel, Cardiff; Station Close, Porthcawl; Station Road, St Clears and a new Extra Care scheme in Aberystwyth.

When we are planning and designing new homes we focus on how we can go above and beyond the standard requirements to make our homes energy efficient, attractive, safe and welcoming places for our residents.

Warmer homes

Fuel poverty is a problem for many of our residents, who often spend more than 10 per cent of their income on their energy bills.

Having well-insulated, draught-free homes that cost

less to run is important when we start designing new housing developments. Many of our new homes are built with new innovations and technologies to help create homes that residents can afford to run and are comfortable to live in.

We are committed to improving our homes and learning from our residents about what is important to them in their new home and we use the feedback from residents to improve our standards.

Key considerations in designing new homes to meet residents' needs are:

- **Size:** the homes we build are larger than market average to give residents living space and to meet the Welsh Government's Development Quality Requirements
- **Accessibility:** our homes have wider than average doorways

and level ground floor access as standard which mean that they can be adapted to meet the changing needs of residents in accordance with Lifetime Standards

- **Location, location, location:** our homes are built in sustainable locations, close to key services and amenities, including shops, schools, and public transport.
- **Sense of place:** we want the outside spaces to be attractive with mature planting to add colour and vibrancy to our schemes. We also strive to create private outdoor spaces that are safe, secure and usable.

Our homes are more than bricks and mortar, we want them to be places where our residents can feel proud to call home for as long as they want.”



A new development of 100 new homes at Clive Lane, Grangetown, Cardiff



IN THE PIPELINE

South Wales

Work is expected to start soon on the development of 50 x 1 and 2-bedroom apartments for rent at Colchester Avenue, Cardiff, following the demolition of the Three Brewers pub and neighbouring car sales garage.

Our long-term contract partners Jehu Project Services Ltd are building the scheme which will include a ground floor retail store, as well as car parking, bike stores and outdoor communal amenity space for residents.

In Barry, Waterstone Homes (part of the Jehu Group) are also nearing completion on our development of 72 apartments at Subway Road.

West Wales

Ceredigion County Council planners have approved our plans to develop 20 new 1-bedroom apartments in the popular coastal town of Aberaeron. Our long-

term construction partner TRJ (Betws) Ltd will demolish the hospital building at Princes Avenue and replace it with two, three-storey buildings with 20 one-bedroom flats and car parking.

TRJ Ltd have also started work to build 11 new homes on the site to the rear of The Globe Inn, Maenclochog, Pembrokeshire and are progressing well on the site of the former Tawelan care home in the Johnstown area of Carmarthen, where 18 new homes are under construction.

In the coastal village of Llanon, Ceredigion contractors Morgan Construction Wales are building 10 x 1, 2 and 3 bedroom homes for rent at Cylch Perris. They are due for completion in October 2021.

North Wales

We are due to start work on 6 new homes on the site of the

former United Reformed Church in Northop, Flintshire. Funded through the Welsh Government's Innovative Housing Programme, the homes will be constructed using innovative construction methods in support of a low carbon economy, including timber frame structures and triple-glazed timber windows. In Wrexham, work is due to start on site in June for a new development of 23 homes at Woodlands Farm, Gwersyllt. They will be built by Anwyl Partnerships, who are also close to completing our new homes at the former Grange Hotel in Rhyl, where the first residents are expected to move in this Spring.



Follow us on Instagram to see more pics of our new developments:

[instagram.com/wwhousing](https://www.instagram.com/wwhousing)



Adapted apartment gives Rory his independence

Rory O'Connor is looking forward to building a life of independence and achieving his goals in his specially-adapted Wales & West Housing flat at Pentland Close, Cardiff.

Rory, aged 25, had been waiting for almost two years for a home where he could live independently.

Born without arms, Rory uses his feet to carry out all the usual tasks that most people take for granted.

Wales & West Housing staff worked with Rory's occupational therapist and Cardiff Accessible Homes to adapt a one-bedroom ground floor flat at Pentland Close to meet his needs. The apartment has low kitchen worktops, a wet room with a specially-adapted toilet, extra wide doorways and corridors and an electronic door entry system.

Rory and his pet spaniel Jack moved into the apartment in November.

"It definitely feels like home. The neighbours are lovely," says Rory.

"The kitchen worktops are lower, so I can sit on them and prepare my food and do the washing up.

"In my old flat I had a bath that was difficult for me to use. The wet room here is superb and makes my life much easier."

"The electric lock on the front door is great too. I hold up my fob to the tag and the door unlocks.

Then I press a button to leave. Everything is so easy.”

“The flat is the foundation I need to be myself build up my life and goals for the next 10 years and beyond. It’s a place I can call home.”

The scheme is a development of 82 apartments in the popular Cardiff suburb of Llanishen mostly aimed at older people. Built in five three-storey blocks, the ground floor apartments have been developed in partnership with Cardiff Accessible Homes for people with accessibility needs.



Building more and more new homes

We completed more than three times more homes at the end of 2020 compared to the previous year. This included 82 apartments for mostly older people at Pentland Close, Llanishen, Cardiff; 55 extra care apartments at Plas Yr Ywen, Holywell, Flintshire; 11 homes at Ffordd Tiger Moth, Airfields, Deeside and 12 Supported Units at Llys Y Iarll, Earl Street, Flintshire.

During this time work also started on 24 new homes - 11 at Maenclochog, Pembrokeshire and 13 at Cog Road, Sully. Some of the homes at Cog Road will be sold under the low-cost home ownership scheme which helps local people buy homes in their local area.





“Our new home that will make a difference to all our family’s life”

Families moving into our innovative new homes in Bridgend say there are many things that will make a difference to their lives – especially the lower energy bills.

The development of 14 eco homes have been designed to use the latest technologies so that the homes will be able to generate their own electricity to run the heating and appliances and save money for residents through lower energy bills.

The houses and apartments are the first of their kind for social rent in Bridgend County Borough and have been part funded under Welsh Government’s Innovative Housing Programme to develop ways to meet their zero-carbon target for homes for 2050.

Sian Lewis and her partner Alex are already seeing the benefits of their new home on their special family.

Their six-year-old daughter

Olivia was born with a rare genetic condition called DDX3X Syndrome that affects her learning and development. She attends a special school and will need lifelong care. As a result, Sian and Alex had to give up their full-time careers to care for Olivia and have waited several years for a home that meets their daughter’s needs.

The family were one of the first to move in in January.

Sian, 38, says: “It’s an amazing opportunity to live in a home that will significantly reduce our carbon footprint.

“Being a special family, we didn’t just want to move to a larger house with more space for Olivia’s needs. There are so many things about our new home that will make a difference to all our family’s life.”

“The energy-saving technology

is amazing. We were paying £140 a month for energy in our old home, which is a good chunk of our monthly income, so we are looking forward to lower energy bills.

“Olivia is likely to be in nappies for the rest of her life and our washer and two dryers are always on so the chance to reduce our impact on the environment is really appealing. We want to protect our children’s planet.”

Allyn King and his family are also feeling the benefits of their new home on their health and finances.

Allyn, who has the heart condition angina and is unable to work, is pleased with the easy-access, flat entrance to their new home at Rhiw Cefn Gwlad, Bridgend.

“There were 14 steps leading up to the front door of our old

house and I would struggle. Here it's all flat and so much easier and we have so much more space for our growing family."

Allyn, his wife Anne-Marie and three children aged between 10 and 17, are also seeing the early benefits of their energy-generating home on their finances.

Before moving into their 4-bed home at Rhiw Cefn Gwlad, they were spending nearly £200 a month on electricity and gas for heating, washing and drying. Now their monthly energy payments have drastically reduced.

Allyn says: "The money we will be saving means we won't have to dip into our savings for essentials."

Innovative technologies designed into the new homes

At Rhiw Cefn Gwlad we have worked with partners Zenergy Design to create homes based on the concept of the innovative Solcer House at Stormy Down near Bridgend, which was designed and built by Cardiff University's Welsh School of Architecture.

The unique design includes:

Roofs: made from a large panel of photovoltaic cells (PV) which turn daylight into electricity to help power the home.

Windows: triple-glazed with air-tight seals to prevent draughts and larger than average to absorb as much heat from the sun as possible.

Heating and hot water: the heating is run by a state-of-the-art heat pump and ventilation system, which takes the air from outside, extracts any warmth and any impurities before circulating the warm air around the home. Water is heated by electricity generated from the roof panels and stored in a water tank.

Batteries: Each home has a Tesla battery, which stores electricity generated by the PV panels on the roof to use when it is needed, usually in the evenings. When the battery is fully-charged, excess electricity generated is put back into the National Grid.

Changing the way we let homes

In 2020, we had periods where we let very few properties, and other times where we let at numbers much higher than usual.

We saw that we needed to change the way that we let out properties to keep applicants, residents and staff safe throughout the process. We introduced a 'virtual viewing' to allow prospective residents to see the property easily and safely; we installed key safes to remove the need to visit the offices to return keys; and we moved to an electronic signing process. We are continuing to listen to you to understand what you liked, or didn't, about our approach to continue to improve our service.



Coronavirus - keep

A message from Gareth Davis, WWH's Director

It is great news that since our last edition of In Touch the Coronavirus vaccination programme in Wales is now in full swing and more and more people are getting their vaccines each day.

Although the NHS report that there is a high level of protection following the first dose, a second dose is required for long term protection and so it is important to get both.

Even once you have had the vaccine there is still a small chance you could catch COVID or pass it on to others. It is essential, therefore, that we all continue to take action to protect those around us:

- wash your hands carefully and more often
- maintain social distancing
- wear a face covering in indoor public spaces and on public transport
- stay home when advised
- avoid touching surfaces others have touched, wherever possible

Had your vaccine? You should still help to prevent the spread of coronavirus and continue to follow the COVID-19 guidance to protect those around you.

The pandemic continues to impact all our lives, and we

continue to follow Welsh Government guidance to make sure we have robust measures to help ensure the safety of all our residents and staff.

As some restrictions are lifted you may see more of our staff carrying out work where you live and, in some cases, in your own home. Where we do this, we will continue to follow our safe working methods and, where needed, wear appropriate personal protective equipment (PPE).

The safety of you and our staff remains our top priority. We are regularly reviewing protocols so that we can keep delivering our services safely. Please help us by following social distancing rules when you see our teams, or other visitors.

Our staff and visitors are asked to wear a face covering when in indoor communal spaces like corridors, lounges, laundry areas and stairwells and we strongly recommend that you do too to reduce the risk of the virus spreading.

If you have any concerns, then please talk to us so we can offer reassurance about the actions we are taking to maintain your safety and that of our colleagues.

This leaflet is the latest advice from WG at the time of print. To check for further updates please visit www.gov.wales/coronavirus



Keep
SO

Important Coron

We all need to help stop
of Coronavirus in Wales.

How to keep yourself c



WASH HANDS REGULARLY

Especially if you've been shopping, picked up a package or are about to handle food.



WEAR A FACE MASK

Where required.



SELF-ISOLATE

Stay home if you or someone in your household have symptoms, or if you're asked to by a contact tracer.

Wales safe

of Safety & Compliance

Wales
safe



Coronavirus information

to the spread

and your family safe



KEEP SOCIAL DISTANCING

Stay two metres away from other people who aren't in your extended household.



KNOW THE SYMPTOMS

The main symptoms of Coronavirus are a high temperature, a new continuous cough and a loss or change in taste or smell.

GET TESTED

Call **119** or **book a test online**

Immediately if you have any symptoms – even if they are mild.



HELP CONTACT TRACERS

Contact tracers will call with advice on what to do if you've been in close contact with someone who tests positive. They will only call from **02921 961133**.



GET THE NHS COVID-19 APP

It's a quick way to know if you're at risk of Coronavirus. Download it from the App Store or Google Play.

REDUCE YOUR CONTACT WITH OTHER PEOPLE

Think carefully about where you go and who you meet. The more places you visit and the more people you meet, especially indoors, the more chances there are to catch Coronavirus and pass it to others.



YOUR WELLBEING

We're living through a difficult time. It's more important than ever to look after your mental health and wellbeing. You can get free advice and help by going to **www.callhelpline.org.uk**, or calling **0800 132 737** or texting: **HELP** to **81066**.

THE NHS IS STILL HERE FOR YOU — HELP US HELP YOU

The way you access NHS services might be different this winter but it is still here for you when you need it. Help the NHS by keeping appointments, and using the right service for your illness or injury.

If you need help but it's not an emergency, visit **https://111.wales.nhs.uk**. Alternatively call **111** for advice or contact your GP, or a pharmacy, optician or dentist.

For the latest information and advice on Coronavirus in Wales, please check the Welsh Government website www.gov.wales/coronavirus

This leaflet is available in alternative formats upon request: customerhelp@gov.wales 0300 0604400

87%
trust us

This figure also includes over half that rated Wales & West Housing as **10 out of 10**.

The majority of residents said they would be likely to approach us for help if it was needed.

83%
would come to us for help if needed.

86% ★
overall
satisfaction

The majority of Wales & West Housing residents were satisfied overall with the services they received.

The most common improvement that dissatisfied residents wanted to see was for us to deal with slow or outstanding repair issues.

85%
enjoy being kept
up to date.



8 OUT OF 10 residents across the country are happy with their neighbourhood as a place to live. We strive to create communities where our residents can thrive. The experience of anti-social behaviour was one of the most common reasons why residents said that they were dissatisfied.

83% feel we did what we said we would. Around one in ten feel the opposite, this was most often related to unresolved repair issues.



8 OUT OF 10 residents feel listened to and understood.

We also found out a lot of people would use digital methods to get in touch so we will look to improve in this area.

41%

of those who have experienced issues are satisfied with the way we deal with ASB. Over **98%** of those surveyed did not respond to the question having not reported any ASB in the past 12 months.



86% feel we provide the range and type of services you expect from us.

87% are happy with the quality of their home.

When those that were dissatisfied were asked how to improve matters, the most common concerns were to improve protection from the elements. By making older homes more energy efficient we will improve satisfaction in this area and tackle the climate emergency.

83% are pleased with their last repair.

At times there are repairs that cannot be fixed first time but we aim to improve on this satisfaction score and fix it right first time.



88%

are satisfied with their customer service experience and feel it's easy to get hold of the right person. The most common complaint of those who were not satisfied was messages not being replied to. We will work on our response processes to improve in this area.

88%

feel their rent represents good value for money. **92%** of under 25s were particularly positive.



WHAT NEXT?

Thank you to everyone who took the time to complete the survey. We are pleased so many of you took the time to share your true feelings with us.

It is important that we gather this feedback so we can make sure we are delivering the right level of service to you. It is your feedback which helps us to shape our services.

Although we can be happy with much of what was shared in the survey there is undoubtedly room for improvement. We are working on our procedures for reporting ASB and will be able to feed back to you about this over the course of 2021.

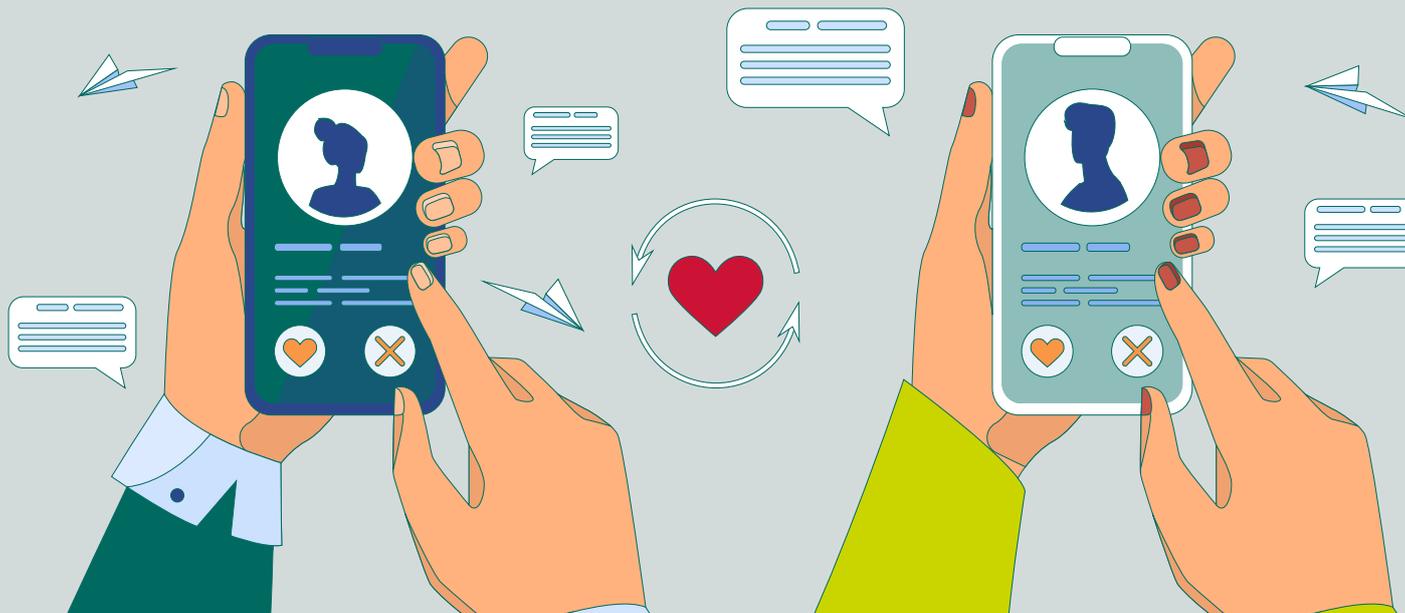
We will look at improving the processes we have in place to make sure messages are always responded to as part of improving our digital offering to you.

We are embarking upon a number of projects across the country to improve the fabric of some of our older homes to make them more energy efficient. We are committed to doing our part to help tackle the climate emergency, and working to improve energy efficiency in our homes will help this. These projects will be showcased in future In Touch issues so you can see the difference it will make.

We are pleased that so many read In Touch -If you have any thoughts you wish to share with us please get in touch at communications.team@wwha.co.uk.



Lockdown love scams



Romance frauds are on the increase as more people have turned to online dating and dating apps during lockdown.

This has given criminals more opportunities to exploit and coerce people into parting with their money.

The scammers go to great lengths to gain the victim's trust and convince them that they are in a genuine relationship. They will trick victims into sending them money in many ways including gift cards and vouchers or presents such as phones and laptops.

What can I do if I have already become a victim of romance fraud?

- If you think you have been a victim of a romance scam, do not feel ashamed or embarrassed - you are not alone. Contact your bank immediately and report it to Action Fraud on 0300 123 2040 or via [actionfraud.police.uk](https://www.actionfraud.police.uk)
- If you have fallen victim to a romance fraud, don't be afraid to report it. It is a serious crime
- If you, or someone you know, may have fallen victim to this type of fraud, please report it via 101 or online via your local police's website.

Useful websites:

[Actionfraud.org.uk](https://www.actionfraud.org.uk)
[Takefive-stopfraud.org.uk](https://www.takefive-stopfraud.org.uk)
[Moneymules.co.uk](https://www.moneymules.co.uk)
[Getsafeonline.org](https://www.getsafeonline.org)

How to stay safe from romance scams

- Be suspicious of any requests for money from someone you have never met in person, particularly if you have only recently met online
- Speak to your family or friends to get advice
- Profile photos may not be genuine, do your research first. Performing a reverse image search on a search engine can find photos that have been taken from somewhere, or someone, else

How to tell if your friend or family member is involved in a romance scam

- They may be very secretive about their relationship or become hostile or angry, and withdraw from conversation when you ask about their partner
- They may express very strong emotions and commitment to someone they have only just met
- They have sent, or are planning to send, money to someone they have not met face-to-face. They may take out loans or withdraw from their pension to send money

Helping residents through challenging times

This year has been challenging for many. Businesses have closed, either temporarily or permanently, and many workplaces have changed in a way that we would never have imagined.

We have helped many residents to make claims for Universal Credit and other welfare benefits, some claiming for the first time.

We have also worked with you to help maintain rent and service charge payments.

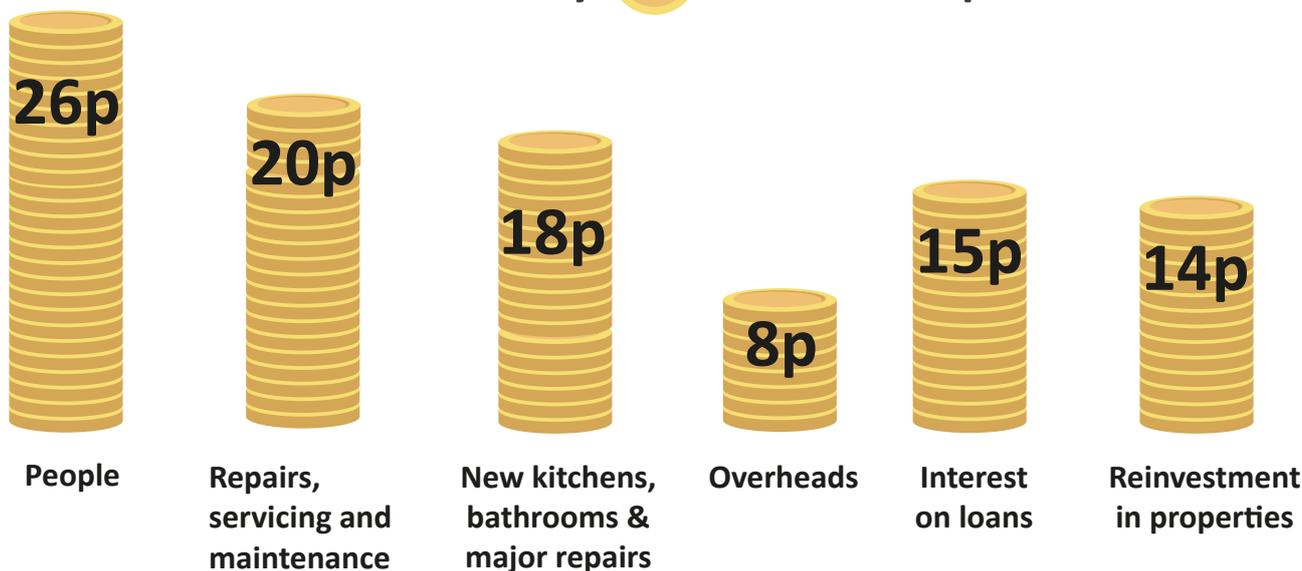


Every month almost
6,000
residents
are choosing
to pay their rent
by Direct Debit



Pound to pennies

Where every  rent is spent



More than 1 in 10 households in Wales are living in fuel poverty and during the pandemic even more have fallen behind on their energy payments.

Residents who are struggling to manage their bills and outgoings can get help and support from our Tenancy Support Officers. One of the innovative schemes our TSOs use to refer residents in need is Power Up! A partnership between energy provider Western Power Distribution and the Energy Saving Trust, Power Up! helps customers across South and Mid Wales to manage their energy bills and offers advice on income, tariff and energy efficiency.

For example, one couple in South Wales were given help to save almost £500 a year on their bills when they were referred to the service by one of our TSOs. By carrying out a tariff check, the Power Up! advisors were able to save them £467 on their gas and electric bills, plus further advice which led to savings of £210 on

water bills, and other financial assistance such as the Warm Home Discount scheme.

Another resident was helped to save £180 a year by switching to a more economical gas and electric tariff, plus she was given advice to reduce her water bills.



The power to help residents

Need help?

- If you live in South Wales or Powys and could benefit from energy help from Power Up! ask your Housing Officer for a referral. For more information on Power Up! visit [www.westernpower.co.uk/customers-and-](http://www.westernpower.co.uk/customers-and-community/priority-services/power-up)
- Residents in North Wales can get free and impartial energy advice through the Nest scheme, an all-Wales scheme administered by Welsh Government. For more information visit www.nest.gov.wales
- In Ceredigion, Carmarthenshire and Pembrokeshire similar support is available at Citizens Advice via their energy advisors, which is funded by The British Gas Energy Trust's Warmer Wales project. For more information visit www.citizensadvice.org.uk/wales/about-us/our-work/advice-partnerships/warmer-wales/

Keeping you safe

We all play a part in keeping our families, friends, and neighbours safe.....

This could be safe from harm, from exploitation, or simply making sure that they have the skills to look after themselves and live independently.

What is safeguarding?

Safeguarding is a term used to describe the procedures in place to protect people from all forms of risk or harm.

Safeguarding is everyone's responsibility

Safeguarding involves preventing and protecting adults and children at risk of abuse or neglect, educating people around them to recognise the signs and dangers of abuse and neglect and to finally promote health and wellbeing.

Why do we need Safeguarding?

In April 2020 Welsh Government introduced the 'Wales Safeguarding Procedures' which provides practical advice and guidance on how to respond to safeguarding for adults or children at risk across Wales and provide a clear expectation of responsibilities and how to meet them.

What are WWHG doing in regard to safeguarding?

At Wales & West Housing Group we have been working hard to ensure our policies are consistent and adhere to the new procedures introduced in Wales. We have strengthened our processes and procedures in how we manage our safeguarding alerts and concerns, so you can be assured we are doing all we can to help keep you safe.

WWHG have brought together a group of staff from across the organisation who meet on a quarterly basis. At these meetings staff discuss issues, follow up on any actions taken, identify improvements and training needs, and to prepare statistical information which is presented to our Board for consideration. This group is supported by two Designated Safeguarding Persons within the organisation.

How can you help us?

We want to make sure that everyone can live in our homes safely and so we will work with our residents, partners and other agencies to help.

If you have a concern for a neighbour or for someone's safety, or if you think someone is living in fear of abuse, neglect, or may be suffering with issues around debt, or struggling with physical or mental health issues, please let us know by contacting our Customer Service Centre, or your Housing Officer, on 0800 052 2526.

For Data Protection reasons we may not report back to you, but we have a robust system in place to deal with all concerns raised.

Everybody plays a part in keeping our communities safe.....



You can access the full guidance document at www.safeguarding.wales or alternatively you can download the App.

The healing power of nature

Many people have been brought closer to nature during the pandemic as they discover walks and things to do close to home. So, it's fitting that Nature is the theme of Mental Health Awareness Week in May.

Organised by the Mental Health Foundation, MHAW runs from Monday 10th May until Sunday 16th May 2021. This year they are encouraging people to take time to open their eyes to the power of nature and exploring the barriers that prevent some people from enjoying nature.

How can nature benefit my mental health?

Spending time in green space or bringing nature into your everyday life can benefit both your mental and physical wellbeing, says Wales' leading mental health charity MIND Cymru.

The charity says doing things like growing food or flowers, exercising outdoors or being around animals can have lots of positive effects.

For example, it can:

- improve your mood
- reduce feelings of stress or anger
- help you take time out and feel more relaxed

- improve your physical health
- improve your confidence and self-esteem
- help you be more active
- help you make new connections
- provide peer support

MIND Cymru has plenty of ideas of ways to bring nature into your life and how to overcome the barriers that might prevent you.

Spending time with nature has been found to help with mental health problems including anxiety and depression. Being outside in natural light can also be helpful if you experience seasonal affective disorder (SAD) and many other types of mental health problems.

Here are some ideas:

Grow or pick food

- Create a growing space. If you don't have access to a garden, you could plant salad leaves or herbs in a window box or plant pot
- Plant vegetables in your garden if you have one



Bring nature inside

- Collect natural materials, for example leaves, flowers, feathers, tree bark or seeds and use them to decorate your living space or in art projects
- Arrange a comfortable space to sit, for example by a window where you can look out over a view of trees or the sky
- Grow plants or flowers on windowsills (the Royal Horticultural Society website www.rhs.org.uk for tips on planting seeds indoors)
- Take photos of your favourite places in nature. Use them as backgrounds on a mobile phone or computer screen, or print and put them up on your walls



Do activities outdoors

- Take a walk in green space, such as a local park
- Get creative. Draw or paint animals or nature scenes or let them inspire a poem or song lyrics. If you enjoy writing in a journal, try doing this outside
- Watch the stars. Use a stargazing website, app or book to help you recognise different stars, or simply enjoy looking at the night sky
- Be mindful in nature. Find things to see, hear, taste, smell and touch, like grass under your feet or the feeling of wind and sunlight



Help the environment

- Go on a litter picking walk near your home or in your local park
- Plant helpful seeds, such as berry bushes for garden birds or flowers to help bumblebees



Connect with animals

- Watch out for wildlife. If you don't live near open countryside, try visiting a local park to look for squirrels, fish, insects, ducks and other birds
- Try birdwatching. You don't need any special equipment. (See the RSPB website for more information on feeding, sheltering and watching birds.)



More information

MIND Cymru has lots more tips and ideas on their website www.mind.org.uk where you can also download a "How nature benefits mental health" booklet.

To find out more about Mental Health Awareness Week visit www.mentalhealth.org.uk



“ I’m so embarrassed that I stuck my head in the sand and didn’t ask for help sooner ”

Wales & West Housing resident Rhian (not her real name) turned to pay-day loans to make ends meet when ill health meant she could no longer work. But the cycle of high-interest repayments and growing debts got worse when she was furloughed. Scared of losing her home, she turned to her Housing Officer for help. This is her story...

“I wish I could blame Covid for my problems, but the truth is I was in financial trouble before the pandemic – I just couldn’t see it.

It all started when I injured my back and was unable to carry on working at a local café. Signed off work by my doctor, with no sickness pay, I applied for Universal Credit.

While I waited 6 weeks for my first payment, I started getting pay day loans to cover my outgoings. First it was £100, then as the interest mounted up I still

needed to borrow money. Even when I returned to work, I still needed to get extra to pay my outgoings.

Faced with a choice of paying back my loan debts or paying my rent, I started getting into rent arrears.

My Housing Officer tried calling me and left messages on many occasions, reminding me that I hadn’t paid my rent. I was scared to speak to her as I didn’t want to lose my home.

Then COVID-19 hit and I was put on furlough, so the cycle of borrowing and debts just got increasingly worse.

It got to the point that my debts were taken before my direct debits, so my rent and bills weren't getting paid. One of my close friends told me about a debt help service and suggested I call them. They were really helpful and set out all my options

and worked out the best solution for my situation.

They recommended I should speak to my Housing Officer, so I called her back and explained my situation. She referred me to a Tenancy Support Officer to help me manage my money. I emailed my debt solution to them and they helped me to set up a payment plan to pay off my debts.

I am now paying my rent arrears off in weekly instalments and feel relieved that I can now afford food and petrol.

I’m embarrassed that I stuck my head in the sand and didn't ask for help sooner.

Speaking to my Housing Officer wasn’t as scary as I had imagined. If my circumstances changed in future, I wouldn’t hesitate to contact her for advice and support.”

Keeping our communities safe

We have all spent a lot more time in our homes over the last year and, at times, this has seen relatively minor issues escalate into something bigger. We have not been able to visit residents as often as we would like, but we have been making greater use of video calls to help resolve situations. We have continued to work with partners, such as the local police and local authorities, on more serious cases of anti-social behaviour to keep our communities safe throughout this difficult time.



Support for arthritis

Almost one in 3 people in Wales has arthritis. A new all-Wales project aims to provide early intervention and prevention and better support in local communities for sufferers and the people who care for them.

The CWATCH Cymru (Communities Working Together Can Help) Project will be working alongside people with arthritis or musculoskeletal conditions, carers and health care professionals to give them the confidence and support to manage their condition and be more independent and less isolated.

The project plans to develop support and activity groups, workshops and information hubs, and is looking for volunteers to

help in their communities.

If you'd like to volunteer for the project or learn more about the services, please contact CWATCH Cymru on 0800 756 3970 or walesadmin@versusarthritis.org.

CYMRU
VERSUS
ARTHRITIS



“My independence, personal dignity and self-respect has been restored thanks to my truly wonderful bathroom adaptation”

Our Physical Adaptation Grant (PAG) team works closely with our residents and specialist contractors to adapt their homes to meet their physical needs.

Every year we carry out hundreds of grant-assisted adaptations to help our residents with everyday tasks. Some of the work includes fitting handrails, installing ramps and hoists, widening doors or fitting automatic door entry systems and creating level-access wet rooms.

Our teams work with residents and their occupational therapists, social workers or health professionals to make life easier.

In the past year we have worked

in line with Covid restrictions and prioritised adaptations based on essential medical need. We have carried out the essential work where it has been safe to go into residents' homes.

Jessica Davies, Asset Management Assistant for Cardiff, says: “If a resident is struggling and they could benefit from an adaptation we will work with them and get an occupational therapist involved to assess their needs.”

“We try and go above and beyond to make sure the adaptations will benefit the residents now and in the future.”

Dave Evans is one of those

residents who has been able to live more independently in his Cardiff home following an accident, which fractured his spine and greatly reduced his already-poor mobility. Dave moved to his ground floor apartment almost 10 years ago on the recommendation of his doctor as he was living with serious disability caused by a long-term vascular damage and a series of blood clots.

Dave contacted us for help when he was struggling to use his bathroom and our PAG team worked with Dave and his occupational therapist to install a wet-room. This is his story...



“As time has passed my disability worsened. It was becoming far more difficult to use the shower as I was unable to

stand for any length of time and my shower had a raised tray and no seating. I asked my Housing Officer if there was anything that could be done.

Following an assessment by an occupational therapist, WWH contractors Physical Adaptation Solutions Ltd contacted me to arrange for work to be carried out. Their tradesperson Scott arrived on time as arranged and set to work fitting a new wet

room with a low-level access shower, raised toilet and fixed shower chair with fold-up arms.

With the UK full lockdown in January, I was expecting a delay, so I was delighted how quickly the work was carried out. The fitters worked with face masks and excellent ventilation, I always felt safe.

Scott was professional and made sure I was kept informed. I was offered a choice of colours for the tiles, non-slip flooring and paint. It made me feel valued. I really felt that I had been treated with full respect. The work was finished in days and to a very high professional standard.

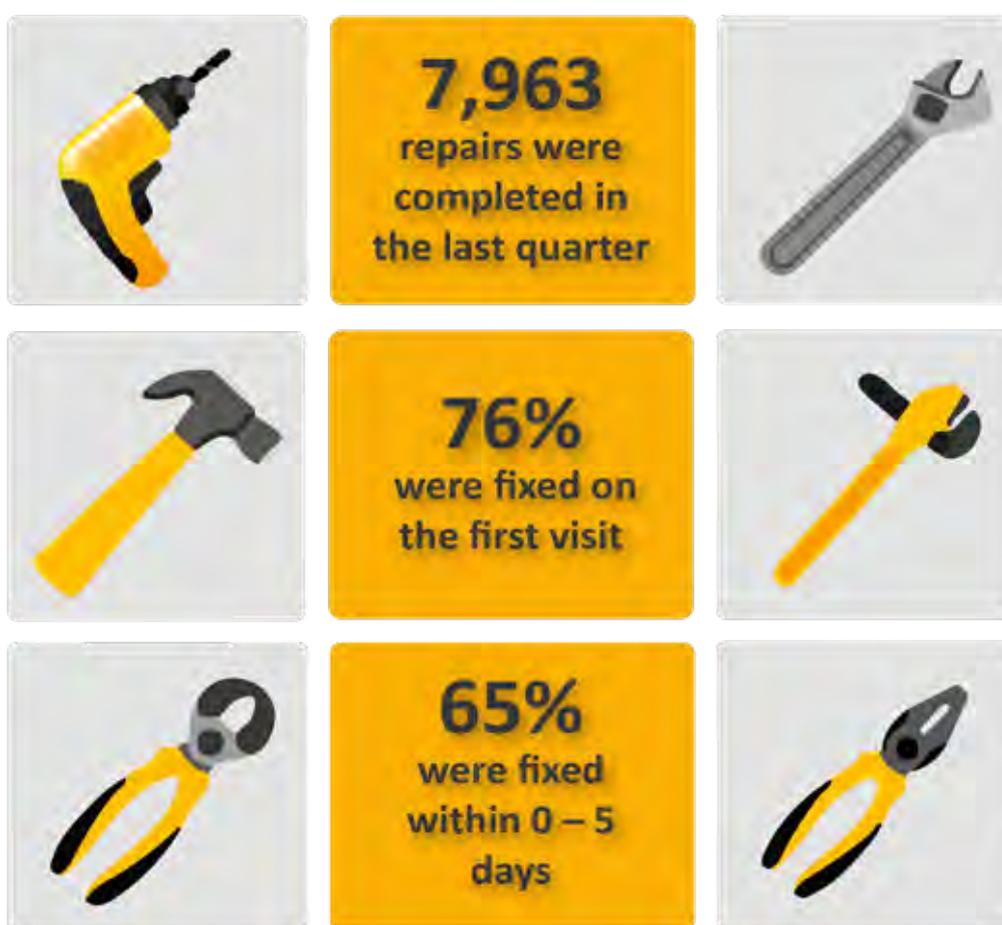
Having a wet room has been a massive step in restoring my mobility, independence and has

restored my personal dignity and self-respect. I can now enjoy having a shower in comfort... what a truly wonderful job.”



High levels of satisfaction for essential repairs

Keeping in line with Welsh Government guidelines we have focussed our service on urgent and essential repairs. We aim to do the right thing, in the right way, prioritising the work that needs to be done and working safely to protect both you and your home. Our repairs team are following approved safety guidance as they work, including checking that no-one is showing symptoms of coronavirus before entering any homes. Working in this way we have maintained a high level of resident satisfaction.



Smell gas? Take action!

If you think you have a gas leak, or you can smell gas, it's important to call Wales & West Utilities on 0800 111 999 immediately to avoid putting yourself or your neighbours in danger.

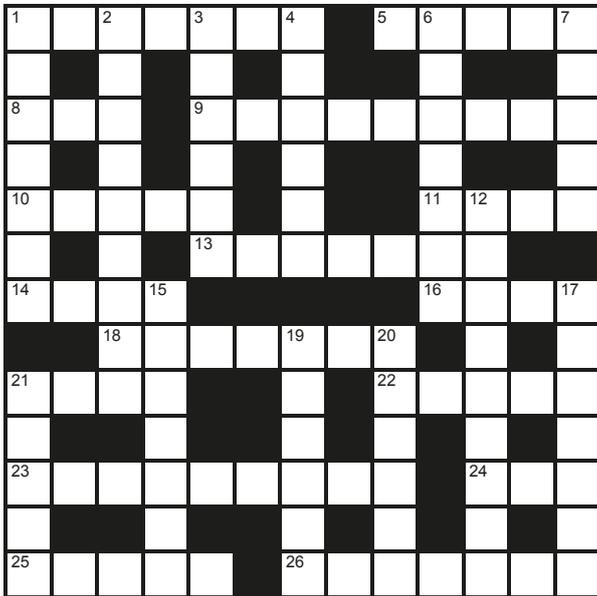
Their trained staff are ready to take your call, give advice, and their engineers are ready to help, day or night.



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

- 1 Room (7)
- 5 Country, capital Cairo (5)
- 8 Prowess (3)
- 9 Decoration hung in a home (9)
- 10 Less tainted (5)
- 11 Strong restless desire (4)
- 13 Small opening through which one can look (7)
- 14 Tot of spirits (4)
- 16 Long narrative poem (4)
- 18 Copy (7)
- 21 Comes to the assistance of (4)
- 22 Blossom (5)
- 23 Quentin ____, US film-maker born in 1963 (9)
- 24 Put into service (3)
- 25 Cowboy show (5)
- 26 Most insane or angry (7)

Down

- 1 Applauded (7)
- 2 Later (9)
- 3 Be on one's guard against (6)
- 4 Give an account of (6)
- 6 Tiny particle, of sugar for instance (7)
- 7 Curt, brusque (5)
- 12 Have offspring (9)
- 15 Written communication (7)
- 17 Remark (7)
- 19 Bedridden (6)
- 20 Out of the country (6)
- 21 Communion table (5)

Wordsearch

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

- | | | |
|--------|---------|-----------|
| Easter | Eggs | March |
| Spring | Hop | Chocolate |
| Find | Sweets | Sunday |
| Hunt | Holiday | Lamb |
| Bunny | Basket | |

Sudoku

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

Easter Rocky Road bars

If you have any chocolate left over from Easter, this simple no-bake rocky road recipe is great to make with the kids. You can also top with mini eggs if you have any. Makes 8-10 bars



Ingredients

- 225g dark chocolate
- 100g unsalted butter, cubed
- 2 tbsp cocoa powder
- 2 tbsp golden syrup
- 100g rich tea biscuits
- 50g mini marshmallows
- 50g dried cranberries or any other dried fruit or nuts
- 200g chocolate mini eggs

Method

1. Take a 20 x 30cm baking tin and line with 2 sheets of cling film in a criss-cross pattern.
2. Break the chocolate into pieces and put in a large bowl with the butter. Put the bowl over a saucepan of gently simmering water and melt the chocolate and butter together until smooth and glossy.
3. Remove from the heat, add the cocoa powder and golden syrup.
4. Mix together fully and leave to cool at room temperature for about 15 mins.
5. Meanwhile break up the biscuits into pieces by putting them in a freezer bag and bashing them with a rolling pin. Leave some pieces chunkier than others.
6. Stir the biscuit pieces into the cooled chocolate along with the marshmallows and cranberries (if using) and 150g of the mini eggs.
7. Pour the mix into the tin and press down with the back of a spoon until even.
8. Scatter over the remaining mini eggs, pressing them in a little, and leave to set in the fridge for 1 hr.
9. Remove from the tin and cut into bars to serve.
10. If kept in an airtight container, the bars should keep fresh for up to 1 week.

TIPS: Instead of mini eggs, try using Maltesers, pieces of honeycomb or popcorn.

How to make a fairy door

Are your children or grandchildren fascinated by fairies and elves? Get them involved in making secret doors to encourage fairy folk to visit your garden.

Follow these simple instructions from the Woodland trust. For more ideas for things to do visit www.woodlandtrust.org.uk



You will need

- Lolly sticks or twigs
- Glue
- Paint or felt pens to colour your sticks

Here's what to do

1. Line up some lolly sticks or twigs
2. Glue two sticks diagonally across your 'door' to hold it together
3. Look for acorn cups or tiny pebbles to be your doorknob and letterbox. Glue them in place. You could use old buttons or beads instead.
4. When the glue is dry, place your door against a tree trunk or wall. Make sure it's well away from big feet, curious cats and other wildlife.

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.

Dewis Cymru, a comprehensive A-Z online directory of services in your area, from pharmacists to help groups. www.dewis.wales

NHS Direct Wales
Out of hours chemists search. www.nhsdirect.wales.nhs.uk/

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/>

AGE CONNECTS

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

Age Connects Cardiff & The Vale, Contact 02920 683600.

RCT, Merthyr Tydfil and Bridgend. Contact 01443 490650.

Flintshire
Contact 0845 549969.

MENTAL HEALTH SUPPORT

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

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

Listening line emotional support
Contact 0800 477 2020. Support for anyone coping with mental illness, contact 0800 132 737 or text 81066 www.callhelpline.org.uk

Mental Health Matters (MHM)
Telephone befriending service. Contact Michaela Moore 01656 651450. Email befriending@mhmwales.org.uk

Depression Alliance
UK's leading depression charity with a network of self-help groups. Contact 0845 1232320
information@depressionalliance.org

Depression UK
Promoting mutual support between individuals affected by depression, through pen/phone friend schemes and newsletters. Email info@depressionuk.org

No Panic helpline
Help & resources for people with anxiety disorders and panic attacks. Contact 0844 967 4848 (10am - 10pm), www.nopanic.org.uk

National Self-Harm Network
Supports people who self-harm, providing information, contacts and workshops. Website www.nshn.co.uk; email nshncg@hotmail.co.uk

Papyrus Prevention of suicide for young people - confidential support and advice. Contact 0800 068 4141; 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 | <http://bridgend.foodbank.org.uk>

Porthcawl Covid-19 Strategy Group. 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, <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. 08000 223 444, www.ageuk.org.uk/cymru, email: advice@agecymru.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, 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, Call 02920 775 934 or email cast@easternhigh.org.uk. Give a brief message with your contact details and they will call you back.

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 01267 245 555

Carmarthen Foodbank 01267 232 101 carmarthenfoodbank@towychurch.co.uk

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

YMCA Llandovery – Foodbank – 01550 721 499

CEREDIGION

CAVO (Ceredigion Association of Voluntary Services) COVID-19 Community Response Team 01570 423 232

Penparcau Hub, coordinating volunteers, 01970 611 099, email: contact@penparcau.cymru

Aberystwyth Food Bank – 0800 242 58 44 foodbank@stannes.wales

Cardigan Coronavirus Support

Group. Contact 01239 801 012 or cardigancoronahelp@gmail.com

Cardigan Foodbank – 01239 615 864 Info@cardigan.foodbank.org.uk

Help Llandysul & Help Pencader.

Contact Matt Adams, 01559 740 146/ matt@calontysul.cymru

Llandysul Foodbank – 07966 014 348 bancbwyd@golau.cymru

Lampeter Foodbank – 07582 905 743

Tregaron support Contact Cllr Catherine Hughes 01974 298 700

FLINTSHIRE

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 | www.facebook.com/nannybiscuit/

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

Citizens Advice 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, 01437 769 422

Pembrokeshire Foodbanks

01834 861 999; info@pembrokeshire.foodbank.org.uk

PATCH Foodbank

01646 699 275 tracy@patchcharity.org.uk

Fishguard Next Door Coordinator

Tel: Emma 07399 267 007.

Good Neighbour Crymymch, coordinate shopping, prescriptions etc.

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

RHONDDA CYNON TAF**RCT Care & Repair Cwm Taf**

Morgannwg www.careandrepair.org.uk/en/your-area/cwm-taf-care-repair/contact-us/ <https://www.facebook.com/careandrepaircymru>

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. Contact 01443 846200 or on facebook <https://www.facebook.com/RhonddaWellbeingCoordinators/>

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/>

Rhondda Coronavirus Update and

Support Group, a Facebook page with the latest <https://www.facebook.com/groups/196502235014389/about/>

Volunteering Matters Welcome Friends, telephone befriending service. Also recruiting volunteers. Contact Diane Matheson / 07788 310445

Ynysyawl and Coed y Cwm Covid19 Community Support Group. 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. <https://vamt.net/en/coronavirus/>

Twyn Action Group (TAG) Grub Hub
Offering a hot meal service for people of any age in Merthyr Tydfil, £4.50 Mon-Fri, £5.50 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 07394 313497 or 07783 905533

POWYS

Crickhowell Volunteer Bureau, if you are self-isolating a team of volunteers can help with collecting shopping, delivering hot/cold meals locally, picking up prescriptions locally, telephone befriending etc. 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

PAVO (Powys Association of Voluntary Organisations) -Community Connectors

PAVO Community Connectors can put you in touch with voluntary and community groups to support you. Contact 01597 828649 email community.connectors@pavo.org.uk @powysconnectors
www.pavo.org.uk

SWANSEA

Swansea Foodbank
Contact 07815 534095 | info@swansea.foodbank.org.uk
<https://swansea.foodbank.org.uk/>

SCVS (Swansea Council for Voluntary Service), Coronavirus information and support. Contact 01792 544000 | 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
<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 service information <https://www.valeofglamorgan.gov.uk>

Dinas Powys Voluntary Concern, helping with shopping, prescriptions etc for those who are self-isolating. Contact Wendy or Judy 02920 513700 /befriendingdpvc@gmail.com

Helping Hands Penarth, support. Including 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 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.

Vale of Clwyd foodbanks. Contact 07468 028953 |ldris.foodbank@gmail.com

Unllais
Informative HUB for all support agencies. Contact Joan Doyle 01745 827903/ 07766183275 |Director@unllais.co.uk

Did you know that around half of home fires are caused by cooking accidents and every day two fires are started by candles?

These are normal, everyday things that many of us do with little thought to the fire risks. If managed properly, they're not a risk, but as the statistics show, taking your eye off the ball can lead to fires which can have devastating effects.

At Wales & West Housing we take your safety seriously and fire safety is a top priority. In every home there are fire safety measures such as smoke detectors to protect you and your home.

Here are some steps you can follow to protect yourself and your family from fire.

Smoke detectors

We recommend you test these monthly by pressing the test button on the detector itself until the alarm sounds. Any issues contact our repairs team.

Cook safely

Avoid cooking when under the influence of alcohol. Keep tea towels and cloths away from the hob and ensure your cooker is off when you have finished cooking.

Electrics

Try and keep to one plug per socket to avoid overloading and follow manufacturers' guidelines when charging equipment. Unplug electrical equipment when not in use and overnight. Replace old and worn electrical equipment.

Cigarettes

It is particularly dangerous to smoke in bed. Always use proper ashtrays and don't let them overflow.

Candles

Place candles away from materials that could catch fire, such as curtains, and always use proper holders. Put candles out when you leave a room and make sure they are out at night. Never leave lit candles with children or animals.

Portable heaters

Place them where they are less likely to be knocked or fall over, and keep them clear of curtains and furniture. Never use them to dry your clothes.

Fire

If a fire breaks out, do not try to tackle it. Leave the room, shutting doors behind you, get everyone else out of your home and dial 999 and ask for the fire service.

Plan an escape route

Know how you would get out in the event of a fire, especially in the night. Make sure you can easily open/unlock front doors and that everyone staying in your home, including guests are aware

of how they would get out if a fire broke out. Keeping doors closed will help delay the spread of any fire in your home.

We will assess the fire safety for our most vulnerable residents as part of our commitment to providing person-centred services.

In these cases, the standard fire safety measures may need further additions. If we feel you are at an increased risk from fire, we'll have an open conversation with you to discuss the potential fire risks and help come up with some solutions to reduce that risk.





Our new extra care scheme in Holywell, Flintshire, has started to welcome its first residents.

Plas yr Ywen is located on the site of a former primary school and features 55 apartments with facilities including an on-site restaurant, woodland walk and offers a 24-hour on site care and support service.