









## Useful websites and telephone numbers

**Listed mainly by topic in the following order:**


Benefits  
Care Inspectorate for Wales (CIW)  
Carer's Need Assessment  
Carers Support Organisations  
Complaints  
Direct Payments  
Emergencies  
Gwynedd Council  
Health  
Help with day to day living  
Housing, adaptations and equipment  
Legal Matters  
Leisure Centres  
Transport

### Benefits

- Carer's Allowance Unit  0800 731 0297
- Pension Service (applications)  0800 99 1234
- Pension Service (enquiries)  0800 731 0469
- Winter Fuel Payment  0800 731 0160
- Universal Credit  0800 012 1888
- Budgeting Loan  0800 169 0140
- Attendance Allowance  0800 731 0122


 [www.gov.uk](http://www.gov.uk)


Housing Benefit/Council Tax Discounts and Rebates

 01286 682689

[www.gwynedd.llyw.cymru/en/Residents/Benefits-and-grants/Benefits-and-grants.aspx](http://www.gwynedd.llyw.cymru/en/Residents/Benefits-and-grants/Benefits-and-grants.aspx)

Turn2Us (Help people in financial hardship to access benefits)


 0800 88 2000

 [info@turn2us.org.uk](mailto:info@turn2us.org.uk)

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

### Care Inspectorate in Wales (CIW)

The Care Inspectorate in Wales regulate social care services in Wales, including **care homes** and other **care providers** (as well as social services).

 0300 790 0126

 [ciw@gov.wales](mailto:ciw@gov.wales)

## Useful websites and telephone numbers

### Carer's Needs Assessment

To ask for a Carer's Needs Assessment, contact your Community Resources Team:

Llyn area

☎ 01758 704099

✉ OedolionLlyn@gwynedd.llyw.cymru

Caernarfon area

☎ 01286 679099

✉ OedolionCaernarfon@gwynedd.llyw.cymru

Bangor area

☎ 01248 363240

✉ OedolionBangor@gwynedd.llyw.cymru

Eifionydd-North Meirionnydd area

☎ 01766 510300

✉ OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru

South Meirionnydd area

☎ 01341 424499

✉ DeMeirionnydd@gwynedd.llyw.cymru

or

Children's Referral and Intake Team

☎ 01758 704455

✉ cyfeiriadauplant@gwynedd.llyw.cymru

### Carers Support Organisations

Action for Children (Young carers) –

☎ 01248 364614

✉ gwyneddyoungcarers@actionforchildren.org.uk

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

Carers Outreach Service

☎ 01248 370797

✉ help@carersoutreach.org.uk

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

Carers Wales

☎ 02920 811 370

✉ info@carerswales.org

🌐 [www.carersuk.org/wales](http://www.carersuk.org/wales)

Carers Trust North Wales (Crossroads Care Services)

☎ 01492 542212

✉ northwales@nwcrossroads.co.uk

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

### Complaints

Social Services Customer Care and Information Officers

☎ 01286 679549 (Adult) or 01286 679151 (Children)

✉ gcgc@gwynedd.llyw.cymru

## Useful websites and telephone numbers

Betsi Cadwaladr University Health Board Concerns Team

☎ 03000 851234

✉ BCU.ComplaintsTeam@wales.nhs.uk

North Wales Community Health Council offers help and advice to people wishing to complain about NHS Services

☎ 01248 679284

✉ admin2@waleschc.org.uk

🌐 <https://northwaleschc.nhs.wales>

Public Services Ombudsman for Wales

☎ 0300 790 0203

✉ ask@ombudsman.wales

🌐 [www.ombudsman.wales](http://www.ombudsman.wales)

## Direct Payments

To ask about Direct Payments, contact your Community Resources Team:

Llyn area

☎ 01758 704099

✉ OedolionLlyn@gwynedd.llyw.cymru

Caernarfon area

☎ 01286 679099

✉ OedolionCaernarfon@gwynedd.llyw.cymru

Bangor area

☎ 01248 363240

✉ OedolionBangor@gwynedd.llyw.cymru

Eifionydd-North Meirionnydd area

☎ 01766 510300

✉ OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru

South Meirionnydd area

☎ 01341 424499

✉ DeMeirionnydd@gwynedd.llyw.cymru

or

Children's Referral and Intake Team

☎ 01758 704455

✉ cyfeiriadauplant@gwynedd.llyw.cymru

## Emergencies

GP out of Hours Service

☎ 111

Gwynedd a Môn Social Services Out of Hours Team

☎ 01248 353551

Dental NHS Direct Wales

☎ 111

🌐 <https://111.wales.nhs.uk/localservices/dentistinformation/>

## Useful websites and telephone numbers

Samaritans

☎ 116 123

Welsh Language Line

☎ **0808 164 0123** (7pm – 11pm every day)

✉ [jo@samaritans.org](mailto:jo@samaritans.org)

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

### Gwynedd Council

Telephone Galw Gwynedd and they will put you in touch with the relevant department/person.

☎ 01766 771000

🌐 [www.gwynedd.llyw.cymru](http://www.gwynedd.llyw.cymru)

### Health

Betsi Cadwaladr University Health Board

🌐 [www.bcu.wales.nhs.uk](http://www.bcu.wales.nhs.uk)

Gwynedd office

☎ 01286 672451

Hospitals:

- |   |                |
|---|----------------|
| • Alltwn, Tremadog                      | ☎ 03000 850027 |
| • Bryn Beryl, Pwllheli                  | ☎ 01758 701122 |
| • Dolgellau                             | ☎ 01341 422479 |
| • Eryri, Caernarfon                     | ☎ 03000 850021 |
| • Gwynedd, Bangor                       | ☎ 01248 348384 |
| • Tywyn                                 | ☎ 03000 850026 |
| • Glan Clwyd                            | ☎ 01745 583910 |
| • Wrexham Maelor                        | ☎ 01978 291100 |
| • Bronglais, Aberystwyth (Hywel Dda HB) | ☎ 01970 623131 |

NHS Direct Wales

☎ 111

🌐 <https://111.wales.nhs.uk/localservices/Default.aspx?locale=en>

Hospital transport

☎ 0300 123 2303

### Help with day to day living

Age Cymru Gwynedd a Môn

☎ 01286 677711

✉ [info@acgm.co.uk](mailto:info@acgm.co.uk)

🌐 [www.ageuk.org.uk/cymru/gwyneddamon](http://www.ageuk.org.uk/cymru/gwyneddamon)

## Useful websites and telephone numbers

### Housing, adaptations and equipment

Care and Repair (under the management of Canllaw)

☎ 01286 889360

✉ [gofalathrwsio@gofalathrwsio.org](mailto:gofalathrwsio@gofalathrwsio.org)

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

The FDF Centre for Independent Living

☎ 01352 756618

✉ [admin@thefdf.org.uk](mailto:admin@thefdf.org.uk)

Disabled Living Foundation

🌐 <https://www.dlf.org.uk/living-made-easy>

Free Home Fire Safety Check and Smoke Alarms

☎ 0800 169 1234

🌐 [www.nwales-fireservice.org.uk/keeping-you-safe/at-home/free-smoke-alarm](http://www.nwales-fireservice.org.uk/keeping-you-safe/at-home/free-smoke-alarm)

Nest (Home Energy Efficiency Scheme)

☎ 0808 808 2244

🌐 <https://nest.gov.wales/en/>

Shelter Cymru

☎ 0800 495 495

✉ [advicenorth@sheltercymru.org.uk](mailto:advicenorth@sheltercymru.org.uk)

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

The Red Cross

☎ 01248 364677

✉ [h.williams@redcross.org.uk](mailto:h.williams@redcross.org.uk)

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

Turn2Us (Benevolent Society Grants)

☎ 0808 802 2000

✉ [info@turn2us.org.uk](mailto:info@turn2us.org.uk)

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

### Legal Matters

Citizens Advice Bureau

☎ 0808 27 87 922

✉ [admin@cabgwynedd.org.uk](mailto:admin@cabgwynedd.org.uk)

🌐 [www.cabgwynedd.wales](http://www.cabgwynedd.wales)

Civil Legal advice

☎ 0345 345 4 345

It is also possible to make an enquiry online: 🌐 [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)

## Useful websites and telephone numbers

The Society of Will Writers

☎ 01522 687888

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

🌐 [www.willwriters.com](http://www.willwriters.com)

The Law Society

☎ 029 2064 5254

✉ [wales@lawsociety.org.uk](mailto:wales@lawsociety.org.uk)

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

Office of the Public Guardian (Power of Attorney)

☎ 0300 456 0300

🌐 [www.gov.uk/government/organisations/office-of-the-public-guardian](http://www.gov.uk/government/organisations/office-of-the-public-guardian)

## Leisure Centres

### Arfon

- Byw'n Iach Plas Ffrancon, Bethesda ☎ 01248 601515
- Byw'n Iach Bangor, Bangor ☎ 01248 370600
- Byw'n Iach Arfon, Caernarfon ☎ 01286 676451
- Byw'n Iach Plas Silyn, Penygroes ☎ 01286 676945
- Byw'n Iach Plas Silyn, Penygroes ☎ 01286 882047

### Dwyfor

- Byw'n Iach Dwyfor, Pwllheli ☎ 01758 613437
- Byw'n Iach Glaslyn, Porthmadog ☎ 01766 512711

### Meirionnydd

- Byw'n Iach Pavilion, Barmouth ☎ 01341 280111
- Byw'n Iach Bro Dysynni, Tywyn ☎ 01654 710167
- Byw'n Iach Glan Wynion Dolgellau ☎ 01341 423579
- Byw'n Iach Penllyn, Bala ☎ 01678 521222
- Bro Ffestiniog Pool, Blaenau Ffestiniog ☎ 01766 831066
- Bro Ffestiniog Sports Hall, Blaenau Ffestiniog ☎ 01766 780571

🌐 [www.bywniach.cymru](http://www.bywniach.cymru)

### Harlech & Ardudwy Hamdden

Harlech Swimming Pool, Harlech

☎ 01766 780576

🌐 <https://harlechardudwyleisure.org.uk>

## Transport

Blue badges

☎ 01766 771000

Or 🌐 [www.gwynedd.llyw.cymru/en/Residents/Parking-roads-and-travel/Parking-and-permits/Bluebadge-scheme.aspx](http://www.gwynedd.llyw.cymru/en/Residents/Parking-roads-and-travel/Parking-and-permits/Bluebadge-scheme.aspx) or [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge)

## Useful websites and telephone numbers

### Bus passes

Transport Wales


0300 303 4240

 [www.tfw.gov.wales/travelcards](http://www.tfw.gov.wales/travelcards)

Companion bus pass – Gwynedd Council


 01766 771000

### Disabled Person's Railcard

 0345 605 0525


 [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)


### Motability Scheme

 0300 456 4566

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


### National Express Disabled Persons Travel Helpline

 08717 818181 – tickets, timetables etc

 0371 781 8181 – arrange help when travelling

 [www.nationalexpress.com/en/help/accessibility](http://www.nationalexpress.com/en/help/accessibility)


### Traveline Cymru


 0800 464 0000

 [www.traveline.cymru/accessible-travel/](http://www.traveline.cymru/accessible-travel/)

### Train services:


- Transport Wales

 0333 3211 202


 03330 050 050501 (Passenger Assist Team)

 <http://tfw.wales/info-for/passengers/accessible-travel>

- Avanti West Coast Passenger Assist


 0345 528 0253 (option 3)

 [AssistedTravel.AvantiWestCoast@mailgb.custhelp.com](mailto:AssistedTravel.AvantiWestCoast@mailgb.custhelp.com)


 [www.avantiwestcoast.uk/travel-information/plan-your-journey/assisted-travel](http://www.avantiwestcoast.uk/travel-information/plan-your-journey/assisted-travel) (One can book Passenger Assist online)

### Community transport:


- Barbara Bus Gwynedd

 07484 223696


- Cymrod (Dwyfor)

 01758 614311

- Ddrws i Ddrws


 01758 721777

- The Red Cross Transport and Escort Service

 01248 351103

 [www.barbarabusgwynedd.com](http://www.barbarabusgwynedd.com)

### Hospital transport

 0300 123 2303