

Community Support

Information, contact numbers and community support during COVID 19 outbreak across Carmarthenshire

PLEASE NOTE THE SERVICES THAT HAVE BEEN OFFERED MAY CHANGE TIMES AND OFFERS MAY BE EXTENDED OR DISCONTINUED AS THE SITUATION CHANGES. PLEASE CALL SERVICE DIRECT FOR UP TO DATE INFORMATION.

Some of these services are already on DEWIS/InfoEngine, our directory of services for Carmarthenshire and Wales, if so a link to their DEWIS/Infoengine entry is attached to their information.



If you've got a service that helps people with their well-being, you can add your details to Dewis Cymru, so that the people who you want to help, and support can find you more easily. It doesn't matter how big or small you are, or whether you're volunteers - if you help people with their well-being, Dewis Cymru wants to know about you and about what you do, so that we can put people in touch with you! If you want to add details of your service to Dewis Cymru, click [here](#).

Any changes or new services identified please send to susansmith@cccpartners.org.uk

CARMARTHENSHIRE – County wide support various

DEWIS/InfoEngine -

Dewis Cymru is **THE place** to go if you want information or advice about your well-being – or want to know how you can help somebody else. When we talk about your well-being, we don't just mean your health. We mean things like where you live, how safe and secure you feel, getting out and about, and keeping in touch with family and friends.

No two people are the same and well-being means different things to different people. So Dewis Cymru is here to help you find out more about what matters to **you**.

We've got information that can help you think about what matters to you, and we've also got information about people and services in your area that can help you with the things that matter to you.



<https://www.dewis.wales/>

Delta Wellbeing - <http://www.deltawellbeing.org.uk/> a range of social care support, keeping in touch telephone calls, Lifelines and other technology to help keep you and your loved ones independent in their own homes. Contact on for an assessment of your needs. 0300 3332222.

If a full assessment is considered necessary, you will be referred to Social Care.

Delta Connect – a range of plans pick which suits you, currently offering free till March 2021 A full wrap around support service for you or your loved ones - FREE until March 31, 2021

Monthly charges apply following this period, if you wish to continue with this service.

Sign up to CONNECT today for a flexible support package including a wellbeing assessment, pro-active wellbeing calls, digital support, help to re-engage with the community and access to a 24/7 community response service.

[Find Out More](#)



<https://www.dewis.wales/ResourceDirectory/ViewResource.aspx?id=21697>

National Ready Meal Deliveries:

WILTSHIRE FARM FOODS, 0800 077 3100, www.wiltshirefarmfoods.com

OAK HOUSE FOODS, 0333 370 6700, www.oakhousefoods.co.uk

FAIRFIELD CATERERS, 07792 117 882 / 01994 419 087, E mail:
Fairfieldcaterers@hotmail.com

Connect Carmarthenshire – Do you have a skill you would like to share, art, crafts, photography, video of gardening, share your music with others sign up and put up an offer. Are you elderly and can't get out? Are you self-isolating, have you been advised to isolate do you need support with shopping, collecting medication, a telephone chat, want to learn new skills? A new platform has been developed as part of Connect 2 Kindness, the launch has been brought forward with support from the Local Authority and CAVS (Carmarthenshire Association of Voluntary Services). <https://connectcarmarthenshire.org.uk/> is a platform that can connect people in Carmarthenshire. You can sign up and request some help or add on an offer of help to your community. If you have any problems with getting your request on the

platform then please contact myself as a coordinator for the platform,
susansmith@cccpartners.org.uk .

Dementia Connect – <https://www.alzheimers.org.uk/dementiaconnect>

Examples of the support we provide:

- help with legal and financial documents
- emotional support when things get tough
- connecting you to local support groups
- help to understand and live with dementia, including coping techniques
- support with everyday living, such as government benefits

Our Dementia Advisers are available on the phone to give you the support you need. They will offer you the option of regular calls so we can keep in touch and help meet your changing support needs.

Our dementia advisers are available on the phone to give you the support you need.

Call us for support on [0333 150 3456](tel:03331503456).

Or, if you speak Welsh, you can call our Welsh-speaking support line on [03300 947 400](tel:03300947400).

You'll be offered regular calls so we can keep in touch, to find out how you are and offer support and advice when things change.

Support Line Opening Hours:

Monday – Wednesday: 9:00am – 8:00pm

Thursday – Friday: 9:00am – 5:00pm

Saturday – Sunday: 10:00am – 4:00pm

Online support is available round the clock through our website. Find support materials to download or order, chat to others in a similar situation on our online community Talking Point, and search for local services through our online directory.

Our local Dementia Advisers can meet you to offer further support, practical advice and information. We can also connect you with other face to face services in your area.



<https://www.dewis.wales/ResourceDirectory/ViewResource.aspx?id=5603>

Carers Information Service – Information for anyone with Caring responsibilities, The Carers Information Service provides free and confidential information, advice and support to Carers. We produce and distribute information and a regular newsletter for carers, <https://carmarthenshirecarers.org.uk/carers-information/> contact Carers Information Service on 0300 0200 002 or by emailing info@carmarthenshirecarers.org.uk You can also request an appointment by registering as a carer with your GP surgery via the Investors in Carers registration form.

www.carmarthenshirecarers.org.uk

@CarmsCarers on FB and Twitter

Carers Information Service, Unit 3, The Palms, 96 Queen Victoria Road, Llanelli, Carmarthenshire, SA15 2TH , 0300 0200 002 , info@carmarthenshirecarers.org.uk



<https://www.dewis.wales/ResourceDirectory/ViewResource.aspx?id=1082>

CUSP – Carmarthenshire United Support Project,

<https://www.dewis.wales/ResourceDirectory/ViewResource.aspx?id=10107>

CUSP is a project aimed at coordinating support for people living in Carmarthenshire who are over 18 years old and not receiving care on a regular basis.

The objective is to enable them to build confidence and maintain or develop their independence. It is especially appropriate for those who are on the 'CUSP' of needing more formal care and support from social services.

We liaise with local charities and agencies and aim to prevent the small setbacks that can sometimes tip someone over the edge and in to the need for hospital, residential or home care packages.

CUSP is supported by, and is a partnership between, The British Red Cross and various third sector organisations.

<https://www.redcross.org.uk/>, Contact methods [01554 745480](tel:01554745480), CUSP@redcross.org.uk Monday - Friday 9:00 to 16:30

We visit the service user in their own home.



<https://www.dewis.wales/ResourceDirectory/ViewResource.aspx?id=10107>

BAME organisations in Wales have witnessed increased service demand from BAME community members impacted by Covid-19 needing advice and support around a range of areas. A partnership of organisations working together has today launched a brand new national multi-lingual BAME telephone helpline to respond to this demand. EYST, working in partnership with Women Connect First, Henna Foundation, ProMo Cymru, Wales TUC, and key BAME Stakeholders has received funding from the Welsh Government via the Voluntary Services Emergency Fund managed by WCVA to deliver the helpline, initially as a six-month pilot project. The helpline will provide an accessible first port of call for information on a range of specialist, mainstream and community organisations, with call handlers speaking a range of community languages. Available from Mon – Friday : 10.30 – 2.30, those looking for help on a number of issues such as; employment & welfare, education, housing, personal safety and health issues can be referred or signposted to a range of mainstream and community organisations for further advice and support. The helpline number is 0300 2225720 , SMS text number is 07537 432415 and the website is www.bame.wales . The helpline will go live from Monday 7th September 2020

ReConnecting project Dr Mz and the Carmarthenshire 50+ Forum in partnership to reconnect the generations.

Enjoy making something with an online demonstration. Learn to cook a new dish. Find out how to fix your bike and much more. We welcome suggestions for sessions. Visit our facebook page or website for details

Reconnecting@carmarthenshire50 .Various sessions planned see links for current sessions. Open to all both older and younger people

Please visit our facebook page at <https://www.facebook.com/ReConnecting-Carmarthenshire-110142884108330> to book a place on a session. All information is also on the website www.reconnecting.org.uk

We can be contacted at 07842589535 or email: reconnecting@carmarthenshire50.org.uk or on Whatsapp on 07842589535

If you want to participate or contribute please let us know what you want to see or hear in the sessions.

Macmillan Telephone Buddies. - Going through cancer can be an isolating experience at any time, and especially when social distancing. Their **Telephone Buddy Service** offers a listening ear, befriending and signposting to Macmillan services and other local and national sources of further support. A trained and

understanding volunteer will be matched up with someone who would benefit from their support, providing a weekly call – arranged at times to suit both parties.

For anyone who's interested in receiving this support, there are a couple of easy steps to take (as below). They welcome self-referrals or from a third party (with permission) on someone's behalf:

Follow the link below:

<https://www.macmillan.org.uk/get-involved/campaigns/telephone-buddies>

Sign up to register interest by giving a few basic details

Following these steps, a Macmillan colleague will get in touch to find out more, and then find a Telephone Buddy volunteer who suits the support needs discussed. The Buddy will call weekly for up to 12 weeks, depending on needs and what works best.



<https://www.dewis.wales/ResourceDirectory/ViewResource.aspx?id=27135>

Access to Work - scheme has been extended to offer new help for disabled people working from home during the coronavirus pandemic.

The extension to the scheme means that:

- Disabled people can now benefit from financial support to work from home.
- People who are clinically extremely vulnerable can get new applications for grant funding fast-tracked.
- Funding can now cover taxi fares and public transport costs if a health condition prevents you from travelling on public transport during the pandemic.

You can find out more about the Access to Work scheme on [GOV.UK](https://www.gov.uk).

DWP [factsheet](#) for customers has also been updated.



<https://www.dewis.wales/ResourceDirectory/ViewResource.aspx?id=18605>

Pension Credit

New rules will be introduced limiting free TV licences to over-75s receiving Pension Credit on 1 August 2020. Pensioners are being urged to check if they're eligible for Pension Credit.

The [Pension Credit toolkit \(link is external\)](#) is an online tool for agencies and welfare rights organisations to use to help older people understand how they could get



Pension Credit. More information is also available on [GOV.UK \(link is external\)](#) as well as a [free online calculator \(link is external\)](#).

See DEWIS/Infoengine link for lots of information and more support with Pension Credit

<https://www.dewis.wales/SearchResults.aspx?q=pension+credit&d=&c=>

Personal Independence Payment Statistics

The [quarterly PIP statistics \(link is external\)](#) for the period April 2013 to April 2020. Figures for March and April 2020 reflect the initial period of the COVID-19 pandemic and show a reduction in the activity initiated by customers has led to lower levels of registrations of new claims, changes of circumstances and Mandatory Reconsiderations.



See DEWIS/Infoengine link for lots of information and more support

<https://www.dewis.wales/SearchResults.aspx?q=Personal+independent+payment&d=&c=>

Construction Talent Retention Scheme (CTRS)

The Construction Leadership Council (CLC) has partnered with industry and Government to launch the Talent Retention Scheme. Designed to retain and secure essential talent in the sector, there is a new [online portal \(link is external\)](#) that will support the redeployment of staff at risk of redundancy, allowing them to be temporarily loaned between businesses. There is also support for employers, partners and those looking for employment.

Coronavirus Job Retention Scheme (CJRS) Updates

There will be changes to the Coronavirus Job Retention Scheme (CJRS) from 1 August 2020. The scheme will no longer fund employers' National Insurance (NI) and pensions contributions. Employers will have to make these payments from their own resources for all employees, whether furloughed or not. Further information can be found on [GOV.UK](#)

Job Retention Bonus

Further details of how jobs will be protected through the government's new Job Retention Bonus have been [announced](#)

Redundancy Support Service for Apprentices (ReSSA)

A [new online and telephone support service \(link is external\)](#) for apprentices who have lost their jobs during the Covid-19 outbreak can provide financial, legal, health and wellbeing support, and help them to find a new job should they need it.

Supporting Employment and Training - Wales

The Welsh Government have pledged to support everyone to find work, education or training or help to start their own business as it launched a £40m [skills and jobs fund \(link is external\)](#). The [plan includes \(link is external\)](#) an emphasis on achieving better outcomes for those affected most by the economic downturn, including disabled people, people from Black, Asian and minority ethnic communities, women, and those with low skills and on low wages.

Touchbase

Touchbase is being produced weekly and is being circulated to subscribers every Friday. Although these provide a roundup of announcements and are useful for organisations they will not be published on GOV.UK  [Coronavirus Special - 31 July 2020](#) [Subscribe to Touchbase](#)

Goldies Cymru we want to try and do everything we can to help people feel connected, and continue to brighten up the day with a Goldies Mini Sing & Smile session once a week through our **Facebook** page. We want to encourage everyone who can to tune in, join in, sing-a-long. Many of our ageing community are now on Facebook and we hope to reach as many people as possible.

<http://www.facebook.com/goldiescymru>. Every week we will have either a pre-recorded Mini session or a LIVE session, as well as other posts throughout the coming weeks to engage with those that are lonely and isolated. We hope that people will join in with us, send in requests, comment and share our posts and videos to help keep the Goldies and wider community feel connected at this time. YouTube channel now available where we will upload all of our Mini sessions and more. link: <https://www.youtube.com/user/UKgoldies> VERIFIED



Click on logo to take you to the updated DEWIS/Infoengine entry for this service

Carmarthen Food, online food from local producers for collection and in some cases delivery, see website for current information, products from bread, eggs, meat, soaps, fish and seafood, veg and fruit, flour, honey and jams and much more all from local people <https://carmarthenfood.com/> VERIFIED

Castell Howell Foods at Cross Hands. Phone and collect from Cross Hands depot groceries, and other collection points across Carmarthenshire; Llandeilo Bakery, Llandybie Memorial Hall, Ramps Skate Park, Parc y Bocs, Ffos Las Race Course, Roadhouse Restaurant Whitland. Available for all. Contact 01269 846080 8.00am – 8.00pm Price list is here <https://bit.ly/CHCollect2> order by phone or online <http://www.castellhowellfoods.co.uk/services/online-ordering/> VERIFIED

Young Farmers Carmarthenshire YFC, are offering support to their local communities. If you, or someone you know need any support, shopping, prescription, phone chats please contact one of the offices below to receive more information regarding clubs areas where support is available. St Ishmael's, Capel Iwan, Cwm Ann, Cynnwyl Elfed, Dyffryn Cothi, Dyffryn Tywi, Llanddarog, Llandovery, Llanllwni, Penybont, St Peter's, Llanfynydd, contact 01267 237693 / 07375673046. VERIFIED



Click on logo to take you to the updated DEWIS/Infoengine entry for this service

Age Cymru Dyfed. Help and advice, volunteer coordination, telephone befriending, 01554 784080 and email support, Age Cymru Dyfed digital volunteers have been helping people over the phone, solving some technology problems. Setting up Zoom so they can talk to friends, Setting up a Facebook page and teaching them how to use messenger so they can keep in contact with family members. Setting up email account so they can send messages to their nephew in Australia. Helped input numbers into their new iPhone. Connect a wireless printer to their laptop. Helped to access their webcam so they can now use Skype and Zoom to keep in contact with family. Download and set up Whatsapp on their Iphone, p.mcilroy@agecymrusirgar.co.uk

Age Cymru Dyfed – Byw Adref Home Support service, An award-winning home support service for older people is expanding into the Llanelli area.

Age Cymru Dyfed – which covers the three counties of Ceredigion, Carmarthenshire and Pembrokeshire – has provided the Byw Adref service in Ceredigion for the past 20 years.

Byw Adref includes general cleaning, bed changing, assistance with laundry, dog walking and light local shopping plus offers a free benefit check for all clients.

For more information on how to access the service or to become part of the home support workers team contact Byw Adref on 01239 615556.



Click on logo to take you to the updated DEWIS/Infoengine entry for this service

CAVS, Carmarthenshire Association of Voluntary Services, advice, volunteer coordination, updates from third sector partners, updated community guidance and support lists. admin@cavs.org.uk, 01267 245555

CAVS also running a Telephone Befriending Scheme accepting referrals email Jackie.dorrian@cavs.org.uk



Click on logo to take you to the updated DEWIS entry for this service

Huts Workshop , Newcastle Emlyn, Mental Health Charity based in Newcastle Emlyn are offering a new service, telephone call back and chat, for anyone feeling lonely or in need of a chat to reduce isolation. If you would like a call back ring 01239 710377 to log interest. Monday to Friday 10.00am – 2.00pm Confidential Free Service. VERIFIED



Click on logo to take you to the updated DEWIS entry for this service

Scarlets Rugby Club, offering to deliver, Care Packages, non-perishable foods, people who are over 70, underlying health conditions or in need, contact 01554 783933, 9.00am – 5.00pm. VERIFIED

CARMARTHENSHIRE CITIZENS ADVICE

They currently have 21 advisers working from home able to answer your questions on the numbers below. They are open Monday - Thursday 9-4 and Friday 9-2. They have dedicated UNIVERSAL CREDIT, WELFARE BENEFITS, DEBT, ENERGY EFFICIENCY and GENERALISTS Lines

Specialist Advice-

Debt – 01267 231275

Welfare Benefits – 01267 231742

Universal Credit – 07957 668187

Energy Efficiency – 07565 562282

General Advice

Ammanford – 01269 592267

Carmarthen – 01267 234488

Llanelli – 01554 759626

Updates vis twitter @C_ShireCA VERIFIED



Click on logo to take you to the updated DEWIS entry for this service

Dragon Fine Foods can deliver county wide - fresh and cooked meats, cheese and laverbread. Orders taken 8am-4pm; 01269 842148 VERIFIED

People Speak Up Community Support

'Stories by Phone'

If you are feeling isolated, please call us and then you will receive a story gift by phone by a professional storyteller'

Or you may want to send this as a gift to a family member that is living alone.

Contact: 07972651920

or email: info@peoplespeakup.co.uk

Young People Speak Up

If you would like to join our weekly google hangout sessions, please get in touch. A creative time to talk and to listen!

Call 07972651920 or email info@peoplespeakup.co.uk

Ages 11-16 VERIFIED



Click on logo to take you to the updated DEWIS entry for this service

CATCHUP Welfare Benefits team are available for telephone information, advice and benefit checks and are also able to support with benefit applications and form filling over the phone, 01554 776850, catchup@carmarthenshirecarers.org.uk . They have telephone appointments available for next week for form filling or ring any time between 8.30 and 2.30 for benefit advice.

British Red Cross - 03000230700 - ERWales@redcross.org.uk Support group, Elderly / vulnerable - Home delivery



Click on logo to take you to the updated DEWIS entry for this service

Cinnamon Trust provide shopping, prescription, dog walking, etc for vulnerable news@cinnamontrust.org.uk

Oil4Wales - Priority Callout - 01267275777 sales@oil4wales.co.uk oil4wales.co.uk

Co-op are doing a delivery service, call a national number 0330 041 7784 and they connect you to a local store who will take your order, advise on local availability and take payment and then deliver. VERIFIED

Co-op have introduced a Co-op gift card scheme for those self-isolating and reliant on others to do their shopping. Speak to our dedicated colleagues on 0800 029 4592 to purchase a Co-op gift card which can be shared with friends, neighbours or volunteers to pay for your shopping in your local Co-op. See more <https://coop.uk/2yD4PdL> VERIFIED

Carmarthenshire Community Safety Manager for Mid and West

Wales Fire and Rescue Service. In normal times we have a dedicated team to deliver free Home Fire Safety advice and equipment to the people of Carmarthenshire, however, due to the current climate and to minimise the risk of Covid spread, we've temporarily seized our home visits. As an alternative, we are providing over the phone advice and can send out or deliver free smoke alarms etc to those who need them. Individuals can contact us on freephone 0800 169 1234 or email cfscarmarthenshire@mawwfire.gov.uk . Website - www.mawwfire.gov.uk VERIFIED



Click on logo to take you to the updated DEWIS entry for this service

Families who are experiencing financial hardship and are unable to meet the cost of their immediate needs are able to apply to the Discretionary Assistance Fund for an emergency assistance payment (EAP) which can help with the cost of food, gas and electricity. Applications for these crisis payments can be made using the link below which also includes more information on this scheme. These crisis payments are made within 24 hours and are open to anyone who is experiencing financial hardship. <https://gov.wales/discretionary-assistance-fund-daf>

Silent 999 system. <https://www.south-wales.police.uk/en/advice/silent-999-system/>

The Silent Solution system enables a 999 mobile caller who is too scared to make a noise, or speak, to press 55 when prompted – to inform police they are in a genuine emergency.

It is not true that police will automatically attend if you make a silent 999 call. Callers need to listen and respond to questions and instructions, including by coughing or tapping the handset if possible, or if using a mobile phone, once prompted by the automated Silent Solution system, pressing 55.

The system filters out thousands of accidental or hoax silent 999 calls made daily. Around 50 emergency calls from mobiles a day are transferred by a BT operator to police forces in the UK as a result of someone having pressed 55 when prompted, enabling the police to carry out urgent enquiries to respond. VERIFIED

Lewis Pies and Pastry Co, Abergelly Rd, Fforest-fach, Swansea SA5 4DY, offering delivery of large bags flour, yeast, baked goods etc for Local South Wales area. Once you have placed your order our team will contact you to let you know your delivery date, We operate 5 days a week and make our products fresh.

Deliveries take between 3-5 days depending on your order? Our drivers are currently operating a NON CONTACT delivery service. The driver will knock the door place the product and await an answer. There is a minimum order of £23.95 contact 01792 579908

Hywel Dda Health Board - Urgent care telephone advice line for women experiencing pregnancy complications (in the first 20 weeks) in

Carmarthenshire, Ceredigion and Pembrokeshire during the Coronavirus pandemic. This will be available from Monday to Friday, 8am - 4pm, for patients and health professionals. The number to contact is 01267 227159 and a team of specialist nurses will be able to provide advice and support as appropriate. A telephone assessment will be provided for patients to ensure that they are appropriately triaged and provided with the best care and treatment for their needs.

Staying in touch with family members or friends in hospital is important, especially during these unprecedented times.

Hywel Dda Patient Support Team is helping to maintain the contact between patients and family in a number of ways, such as sharing messages with loved ones, dropping off personal belongings and gifts or virtual visiting.

Click here for more information about how you can stay in touch with family and friends in hospital:

<https://hduhb.nhs.wales/healthcare/covid-19-information/covid-19-1/staying-connected-support-available-to-patients-and-their-families-and-friends/?fbclid=IwAR07ELSuCn5b7-8t45LEeNbSKpupPMYJEfqP1OTZtbaI4weN51Ou1GEI1NM>

FAIRFIELD CATERERS, Home cooked meals on Wheels and Ready Meals. We are an outside catering company established in September 2015. Our food is prepared and cooked in our purpose-built kitchen in Crymych. We use local and friendly delivery drivers and cover South Ceredigion, Pembrokeshire and Carmarthenshire. Our meals are delivered in microwavable 100% recyclable containers. Over the last 18 months we have been supplying meals on wheels to the elderly in our area. Our promotional discount stands at 7 meals and puddings for the price of 6 for £40 a week. This discount applies to weekly orders. If you would like to have a free sample of a meal, then please call in or phone to order one.

1 free main meal per person over 18 years of age.

Meals on wheels have two sizes.

Standard. £40 a week.

Large. £50 a week

Individually priced meals on wheels are £7 for main course and pudding.

*=Meals on Wheels £1 supplement.

Contact Us : Russell & Rhoswen Robertson-Williams

Fairfield Caterers, Fairfield Road, Crymych, Pembrokeshire SA41 3QE

Phone: 01239 831195 / 07792117882

Email: Fairfieldcaterers@hotmail.com

Please phone, text or email for orders or information. VERIFIED

Old Mill – are providing support for the cancer community via phone and zoom with coffee mornings, yoga, tai chi, meditation, homeopathy and hypnotherapy
01792 851553



Click on logo to take you to the updated DEWIS entry for this service

Epilepsy support services, meeting on Zoom groups every month. <https://www.epilepsy.org.uk/near-me/llanelli-llanelli-coffee-and-chat> for people looking for support and friendship living with Epilepsy. As an accredited volunteer I can offer a listening ear and also provide Zoom meeting info. I know several of our group members are feeling isolated during this crazy time so I know how important it is to offer support right now. Contact Sarah McColl-Dorion, Epilepsy Action Cymru tel number 07850417499 and email address sarmacdor@gmail.com



Click on logo to take you to the updated DEWIS entry for this service

LIMITLESS is funded under the European Social Fund (ESF) under Priority 2, Skills for Growth: SPECIFIC OBJECTIVE 4. Its purpose is to up-skill women through education and training and helps them improve their career prospects. I would like to share with you the course content for the Customer Service qualification. It has become very popular in the last few weeks, with women wishing to improve their career opportunities, upskill or reskill, gain a qualification and feel a sense of achievement in these difficult time. The next cohort starts in October. Places fill up quickly so I would recommend an early response to book a place on the course. Customer Service Agored Cymru Level 2 Full Qualification

This course explores the expectations of consumers in terms of customer service and different expectations for different organisations. It studies the influence of receiving poor customer service, and how bad customer service can effect an organisation and its staff. It identifies what organisations can do to provide good customer service, and explores the different types of customers, products and serviced of organisations and yours in particular. You will research your

organisations policies and procedures, and study how these meet the need of your customers. The training will also get you to analyse your role and responsibilities, GDPR, customer confidentiality, complaint procedure and resolving customer satisfaction. You will also study verbal and non verbal communication skills and customer interaction. Training materials will be provided upon registration. 1 to 1 support will be provided (though not mandatory) through our Guided Learning programme. Each course requires a commitment of around 15/20 hrs, spread over approximately 4 weeks. Tutorials are offered at a time to suit (day, evening, or weekends) and are available at a first come, first served basis. You then complete the Question booklet in your own convenient time. We work with the individuals directly (not the employers) on the course of their choice.

Other courses that we offer:-

Mental Health and Stress Level 2

Safeguarding Level 2

Environmental Awareness Level 2

Volunteering and Community and Engagement Level 2

Domestic Violence Awareness Level 1 (very informative)

We also have the NatWest WEB Project for **unemployed women who live in Caerphilly, Carmarthenshire, Blaenau Gwent**. Please contact for more information: Office 01554 700650, Mobile 07496 267361, dwilliams@threshold-das.org.uk

Llanybydder Family Centre is currently offering weekly outdoor sessions for families with children up to 11 years, which are always advertised on our Facebook page. This could involve a nature walk, or play sessions in our garden. Booking is essential for these groups.

We are also on hand, 5 days a week, in order to provide all manner of support, from signposting to outside organisations, Infant Feeding support, to a quick Zoom call for a catch up with our families.

As the inclement weather begins, we will be offering toddler sessions and Baby Group online. These again will advertised on Facebook, and need to be booked.

We also have a large selection of baby/children clothes and nappies that we collect, quarantine and distribute to those in need.

Main contact: Kimberly Rees, llanybydderfc2@gmail.com, and you can also contact me through our Facebook page <https://www.facebook.com/llanybydder.family.centre/>

Nest Welsh Government Warm Homes Scheme : Nest Annual Report and leaflet attached. Pete also talked about new schemes in place so it is worth contacting him as it is easier for people to get assistance.

Nest support Homeowners and Private Tenants with measures. Council/social tenants can still receive the energy advice and signposting support we offer, however, not measures as their properties are funded/supported by their social landlords. Happy to meet to run through eligibility etc



Click on logo to take you to the updated DEWIS entry for this service

Barnardo's new initiatives to support Families during Covid 19:

Barnardo's has launched two new services in Wales to support children and families who are struggling to cope through the current pandemic. The first is called **See, Hear, Respond**, now able to offer therapeutic support for to help families overcome challenges exacerbated by Covid-19. These might include bereavement and loss, anxiety, child mental health and worries about returning to school, isolation and loneliness or financial and relationship difficulties. You can read more detail in their press release at:

<https://www.barnardos.org.uk/news/barnardos-launches-counselling-and-wellbeing-services-families-struggling-effects-covid-19>

Children, young people and families are able to self-refer online or through a telephone helpline. Professionals are also welcome to refer. The microsite also holds a wealth of self-help information and links to local services which support families with issues such as emotional wellbeing, bereavement, domestic abuse and financial worries. The helpline number is **0800 157 7015** or you can visit the microsite at:

<https://www.barnardos.org.uk/see-hear-respond-net>

Barnardo's have also launched the first UK-wide helpline and live webchat facility for Black, Asian and minority ethnic children, young people and their families aiming to provide advice, signposting and support from trained specialist advisors and therapists – all of whom are from a diverse set of cultural backgrounds and able to speak a range of languages. This will run for 12 months ending in September 2021.

The helpline and live webchat facility for children from Black, Asian and other minority ethnic backgrounds is on **0800 151 2605** or visit:

<https://helpline.barnardos.org.uk>

You can read more at: <https://www.barnardos.org.uk/news/barnardos-launches-new-uk-specialist-helpline>

Contact by phoning the helpline or emailing on: SHRWales@barnardos.

Over 50s alcohol helpline [We Are With You](#) and [Barod](#) have launched an over 50s Alcohol Helpline providing support and advice to individuals aged over 50 worried about their drinking, and their concerned others. The helpline is also available for professionals supporting people aged over 50.

The helpline is available 7 days a week and is open during the following times:

- **Monday to Friday – 12pm – 8pm**
- **Saturday & Sunday – 10am – 4pm**

If someone would rather not talk on the phone, we also have a [webchat](#) service offering instant text-based help, 7-days a week. Just click on the 'Chat now' tab at the bottom right hand corner of the screen.

FACEBOOK LINKS TO COVID 19 SUPPORT FOR COMMUNITIES

Age Cymru Dyfed: <https://www.facebook.com/Age-Cymru-Dyfed-Carmarthenshire-page-237052943365286/>

Information, Advice & a Listening Ear. What we don't know, we'll try our best to find out for you, keeping you connected with your community.

Carmarthenshire Covid-19 support group

<https://www.facebook.com/groups/827580067719862/about/>

Carmarthenshire West & South Pembrokeshire Covid 19 Support Group

<https://www.facebook.com/groups/231551228021854/>

Carmarthen Area Support Group offers various support – Facebook - Support group <https://www.facebook.com/groups/601735697077761/>

Pembrokeshire COVID-19 Support Network

<https://www.facebook.com/groups/pembscovid19/>

Pembrokeshire Covid-19 Action & Support Group

<https://www.facebook.com/groups/506992673209298/>

Lampeter Corona Virus Support Group COVID 19

<https://www.facebook.com/groups/710463783094284/>

Ceredigion Covid 19 Support Group

<https://www.facebook.com/groups/CeredigionCoronavirusSupport/>

Laugharne Township Community Council volunteer plan

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

Pontyberem Community Council are arranging home deliveries for those Self isolating. 01269 871075

Pontyberem Community Park Association: Offering free meals on week days for children. <https://www.facebook.com/pontyberemcommunityparkassociation/> updated links

Llanybydder Community Support

<https://www.facebook.com/Llanybydder-Community-Support-107818794184724/>

updated links

Corona virus Llanelli support Page

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

Connect 2 Kindness, community campaign connecting people.

<https://www.facebook.com/groups/1103307530047266/about/>

Amman Valley support for Corona virus, sharing information and support offers

<https://www.facebook.com/groups/342905956650233/about/>

Nextdoor, neighbourhood hub for trusted connections and the exchange of helpful information, goods, and services. <https://nextdoor.co.uk>

Rhydacameru , Rhydcymerau and surrounding community and support
<https://www.facebook.com/groups/830900104082755/>

Brechfa Village Shop, Community And Events,
<https://www.facebook.com/groups/1762381443784208/>

Maesybont community support group,
<https://www.facebook.com/groups/210857176832753/>

Llandeilo Covid-19 Community Support Group, has group of volunteers set up to help with shopping, supplies, dog walking etc call 07395 949914
[.https://www.facebook.com/groups/196451478462428/](https://www.facebook.com/groups/196451478462428/)

Teresa Walters, volunteering service in Llanybydder and nearby via a facebook page (please search for Llanybydder Community Support <https://www.facebook.com/Llanybydder-Community-Support-107818794184724/> and volunteer if you live near or ask those who need support to message) to carry out deliveries/make phone calls to any isolated or self-isolating individuals. We're not vetting, just putting people together who will already know each other. VERIFIED

Carmarthen Town Council, contactable on 07796 134 991
<https://www.facebook.com/Cyngor-Tref-Caerfyrddin-Carmarthen-Town-Council-578432558989732/>
<https://twitter.com/CarmarthenTownC>
<http://www.carmarhentowncouncil.gov.uk/>
ajharries@carmarhentowncouncil.gov.uk

We're members of several Facebook groups that have been set up to spread messages and key information that people may find helpful.

Trimsaran Community Support,
<https://www.facebook.com/groups/658569608293580/about/> Community group recruiting volunteers to support community, coordinated by Cllr Kim Broom on 07711551762

Llanelli Town Council website and Facebook site has relevant and up to date information on COVID19 for Llanelli and is updated regularly.
<http://www.llanellitowncouncil.gov.uk/> , <https://www.facebook.com/llantowncouncil/>

Llanelli Community Partnership is posting daily updates from Public Health Wales/ community activity in Llanelli. The page is being provided and supported with verified information and has a large community following. <https://www.facebook.com/Llanelli-Community-Partnership-556897377761447/>

Covid19 Ponthenri / Pontyates , volunteers and local information
<https://www.facebook.com/groups/213263739940154>

Llanedi Community Council, local community advice and coordination, Updated regularly, <http://www.llanedi.org.uk/> , <https://www.facebook.com/LlanediCC/>

Branching Out Carmarthen & Kidwelly, <https://www.facebook.com/Branching-Out-Carmarthen-Kidwelly-631034587339991/> A closed Facebook group for support to improve emotional wellbeing through peer support, chat with other members (ask to join after virtually signing the code of conduct agreement).

Branching Out can currently offer, Online meetings via Zoom (download the app to your device and ask for the link) Monday 8.45pm, Wednesday 7pm, Friday 6pm.

Support via text, phone call, what's app, video call, email, message etc. Whatever suits members best. Signposting to other services available. Daily positivity posts and you can sign up for a newsletter. Contact Branching out via messenger or FB.

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St Ishmaels Community Council <https://www.facebook.com/St-Ishmaels-Community-Council-2153902847954281/> practical support eg shopping, errands, keeping in touch, contact via FB page, 07825 003648 or you can email clerk.stishmaelscc@gmail.com or contact Cllr Gloria Squires on 01267 267477. If you need our help, please contact Julie on 07825 003648 or Gloria on 01267 267477 and we will do our best to assist you. VERIFIED

Community Action Group Kidwelly and Mynydd Y Garreg, <https://www.facebook.com/groups/2308489282784675/> , group of Volunteers that are here to offer support and help during this Coronavirus Health Crisis for the people of kidwelly and Mynydd Y Garreg. VERIFIED

Help Llandovery, <https://www.facebook.com/helpllandovery/>, or contact 01550 721499, coordinating facebook page, linking residents and telephone contact details for all residents without WiFi/broadband.

Llandeilo Covid 19 Support and information for people in Llandeilo <https://llandeilocovid19.com/> Foodbank, Community Support and Information. VERIFIED

Whitland Town Council ,there are also regular updates with advice from UK Government, Welsh Government, Carmarthenshire County Council, MIND, AgeCymruSirGar, and many others as well as topical updates on keeping yourself healthy at this time on the Facebook page - <https://www.facebook.com/whitlandtc/>

Carmarthen Area Support Group offers various support – Facebook - Support group <https://www.facebook.com/groups/601735697077761/>

COVID 19 Carmarthen Community Care - Help, medicine, shopping, elderly, support group 07796134881 carmarthencommunitycare@gmail.com

Facebook Llannon Community self-isolating support group. If you live in Llannon and you need help whilst you are self-isolating you can join us at <https://www.facebook.com/groups/807616286403676/>