

# Parent Information



Available services within the  
local community

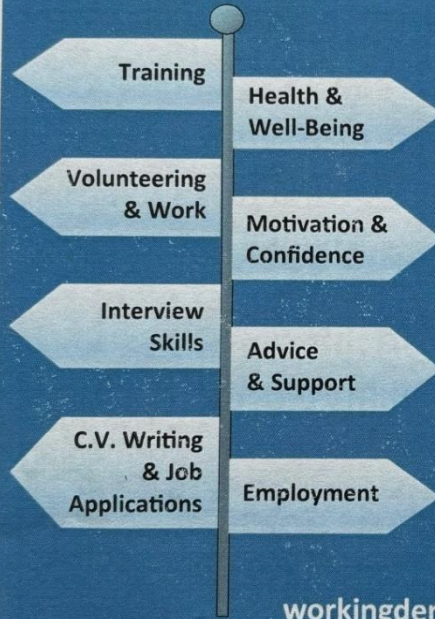
# Working Denbighshire

Sir Ddinbych yn Gweithio



Working Denbighshire

## Friendly & Informal Employability Support For Denbighshire Residents



If you would like an informal chat about training, improving your skills, volunteering and work, please don't hesitate to contact the Working Denbighshire team

Contact details:

01745 331 438 / 07342 070635

[workingdenbighshire@denbighshire.gov.uk](mailto:workingdenbighshire@denbighshire.gov.uk)

**OPUS**



Ynghor  
**sir ddinbych**  
**denbighshire**  
County Council



UNDEB EWROPEAIDD  
EUROPEAN UNION



Llywodraeth Cymru  
Welsh Government

**Cronfa Gymdeithasol Ewrop**  
European Social Fund



Partneriaeth Gymunedol  
De Sir Ddinbych  
South Denbighshire  
Community Partnership

# Citizen Advice Support

SOUTH DENBIGHSHIRE  
COMMUNITY PARTNERSHIP  
CARING & CONNECTING COMMUNITIES



## CITIZENS ADVICE APPOINTMENTS face to face

**TUESDAYS CORWEN @ CANOLFANI NI CORWEN LL210DP**

Appointment Times limited to 1/2hr slots each:  
**10:00, 11:00, 12:00. 14:00 & 15:00**

**\*NEW LOCATION\* Starting 11th January**

**THURSDAYS LLANGOLLEN AM @ St Collen's Community Hall LL208SN**  
Appointment Times limited to 1/2hr slots each:  
**9.30, 10.30 & 11.30**

**\*CHANGE OF DAY \* Starting 4th January**

**THURSDAYS LLANGOLLEN PM @ Pengwern Community Hub LL208BB**  
Appointment Times limited to 1/2hr slots each:  
**13:00, 14:00 & 15:00**

**BOOKING IS ESSENTIAL  
TO MAKE AN APPOINTMENT PLEASE CALL  
SDCP ON 01490 266004**



Partneriaeth Gymunedol De Sir Ddinbych  
South Denbighshire Community Partnership



NSPCC

# Talk Pants

Full details on their website:

<https://www.nspcc.org.uk/keeping-children-safe/support-for-parents/pants-underwear-rule/>

**Dewch i Siarad PANTS**

Mae Siarad PANTS yn ymwneud â chael sgysiaiu pwysig gyda phlant i helpu i'w cadw'n ddiogel rhag camdriniaeth rywiol – gyda help Pantosorws, wrth gwsr!

Mae pob llythyren o PANTS, o P i S, yn darparu rheol syml ond gwerthfawr.

**Let's Talk PANTS**

Talk PANTS is all about having important conversations with children to help keep them safe from sexual abuse – with the help of Pantosaurus, of course!

From P through to S, each letter of PANTS provides a simple but valuable rule.

**P** REIFATS YN BREIFAT  
**A** CHOFIA MAI DY GORFF DI YW E  
**N** A YW NA  
**T** EIMLO'N YPSET AM GYFRINACH? DYWEDA WRTH RYWUN TI'N YMDDIRIED YNDDO  
**S** ONIA WRTH RYWUN. GALLAN NHW DY HELPU

**P** RIVATES ARE PRIVATE  
**A** LWAYS REMEMBER YOUR BODY BELONGS TO YOU  
**N** O MEANS NO  
**T** ALK ABOUT SECRETS THAT UPSET YOU  
**S** PEAK UP, SOMEONE CAN HELP

Dysgu rhagor am adnoddau ysgol Trafod PANTS

Find out more about Talk PANTS school resources

**NSPCC** MAE POB PLENTYNDOD WERTH BRWYDRO DROSTO EVERY CHILDHOOD IS WORTH FIGHTING FOR

Mae marc gair a logo Pantosorws yn nodau masnach cofrestredig i'r NSPCC a © NSPCC 2022. Y Cymdeithas Genedlaethol er Atal Creulondeb i Blant, Cedwir pob hawl. Elusen gofrestredig yng Nghymru a Lloegr 216401, Yr Alban SCO37717 a Jersey 384. Llundain gan Jamie Nash. Modeli yw'r plentyn yn y llun. Ffotograffau gan Tom Hull. J20211135. Pantosaurus word mark and logo are registered trade marks of NSPCC and © National Society for the Prevention of Cruelty to Children (NSPCC) 2022. All rights reserved. Photography by Tom Hull. The children and adults pictured are models. Illustrations by Jamie Nash. Registered charity England and Wales 216401, Scotland SCO37717 and Jersey 384. J20211135.



Mewn cysylltiad â / In association with  Undebau Credyd Cymru  
Credit Unions Wales

# MONEYWORKS

## Wales/Cymru

- lost track of your finances?
- Struggle making payments?
- Paying high interest?

Moneyworks can take the stress out of your finances by offering you the chance to consolidate your debts into one easy payment, taken directly from your salary before its paid into your bank account and giving you peace of mind whilst repaying your debts.

It can even save you money as you will only be paying one set of interest

Its simple, its easy and its free.



Borrow up to  
**£15,000**

[moneyworkswales.com](http://moneyworkswales.com)





Partneriaeth Gymunedol  
De Sir Ddinbych  
South Denbighshire  
Community Partnership

## Dial – A – Ride Scheme



Canolfan Ni - Yn gofalu am y gymuned  
SDCP - Caring for the community

### Dial-A-Ride Scheme available now

#### How it works

Need to get to appointments at the hospital, doctors or dentist? Just want to go shopping or visit your friends? Call SDCP and book one of our cars. We will pick you up at your door, take you where you want to go and return at an agreed time or just wait to take you home. We can even supply a wheelchair accessible vehicle if necessary.

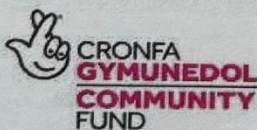
\*Membership is just £15 per person per year and a small mileage charge is paid for each journey.

Areas Covered : Corwen, Cynwyd,  
Carrog, Llandrillo, Llidiart y Parc,  
Glyndyfrdwy, Bettws Gwerfyl Goch,  
Melin Y Wig, Gwyddelwern Brynegwlys  
Llangollen, Pentredwr, Pengwern,  
Eglwyseg, Llantysilio, Rhewl

\*For a membership form, price list and full terms and conditions, please call Canolfan Ni, Corwen to complete the paperwork.



Enquire about our Dial-A-Ride Service today on -  
**Canolfan-ni.org 01490 266004**





# Mental Health – ICAN Hub

**KIM**

**WE ARE ALSO A ICAN HUB**

**WHAT IS AN ICAN HUB?**

**RELATIONSHIP BREAKDOWN**

**FINANCIAL PROBLEMS**

An ICAN Hub is a Community Hub providing Access to Wellbeing and Mental Health Support in the community

We offer ICAN Mental Health support with our Partners KIM Inspire.

**EMPLOYMENT DIFFICULTIES**

**GENERALLY FEELING LOW**

KIM Inspire offer mental health support and recovery in the community. They offer one to one support sessions, Group sessions and also a variety of online sessions too. There is something to suit everyone. KIM sessions are friendly, fun and always focused on individual development and progression.

**LONELINESS**

**DRUG OR ALCOHOL PROBELMS**

If you're struggling for whatever reason, please don't hesitate to get in touch & between us we will help you get back on track..

**BEREAVEMENT**

**HOUSING ISSUES**

**EDRA'i iCAN**  
na yn hysw :: lachyd maddol

Canolfan Ni  
Yn gofalu am y gymuned  
SDCP  
Caring for the community

Partneriaeth Gymunedol De Sir Ddinbych  
South Denbighshire Community Partnership

**CRONFA GYMUNEDOL**  
COMMUNITY PARTNERSHIP



# Reading Well – Self-help books available from the library service.

**DARLLEN YN WELL | READING WELL**  
reading-well.org.uk/cymru

Llyfrau ar Bresgripsiwn Books on Prescription

**Darllen yn Well ar gyfer iechyd meddwl**  
Dod o hyd i lyfrau i'ch helpu yn eich llyfrgell leol

**Reading Well for mental health**  
Find helpful books at your local library

Argymhellwyd gan weithwyr iechyd proffesiynol a phobl gydag anghenion iechyd meddwl  
Recommended by health professionals and people with mental health needs

**W** wellcome  
**TCS** The Society of Chief Librarians  
Cymdeithas Prif Llyfrgellwyr Cymru

**Libraries Connected**  
**ARTS COUNCIL ENGLAND**  
Supported using public funding by

**THE READING AGENCY**

Noddir gan Lywodraeth Cymru  
Sponsored by Welsh Government

**CYNGOR LLYFRAU CYMRU WELSH BOOKS COUNCIL**

© The Reading Agency. Registered charity number 1085443 (England & Wales)





## What is an ELSA?

**ELSAs** are Emotional Literacy Support Assistants. They are a specialist teaching assistant based at the school with a wealth of experience of working with children. **ELSAs** are trained and regularly supervised by the Educational Psychologists.

An **ELSA** is a warm and caring person who wants to help your child feel happy in school and to reach their potential educationally.

Their aim is to build your child's emotional development and help them to cope with life's challenges.

The **ELSA** will help your child to find solutions to any problems they may have.

If you think your child could benefit from **ELSA** sessions then please contact the school.



## Domestic Abuse Safety Unit

DASU exists for anyone who has experienced domestic abuse. We believe that no one should be discriminated against by reason of their race, religion, beliefs, nationality, sexual orientation, gender reassignment, age, disability, marriage and civil partnerships. pregnancy or maternity. We operate in line with the Equality Act 2010, and promote an inclusive service for both service users and staff.

[Confidential Helpline: 0333 360 0483](tel:03333600483)

[Out of Hours: 0808 80 10 800](tel:08088010800)

[Website: https://www.dasunorthwales.co.uk/et](https://www.dasunorthwales.co.uk/et) [Help Now](https://www.dasunorthwales.co.uk/et)



  
Cymorth i Ferched Cymru  
Welsh Women's Aid

## Live Fear Free

The Live Fear Free helpline, managed by Welsh Women's Aid, provides support for anyone who has experienced, or is experiencing, violence against women, domestic abuse, or sexual violence, or for anyone concerned about a friend or relative. The service is available 24 hours a day, 7 days a week, 365 days a year.

A team of highly trained advocates manage the helpline, offering specialised, compassionate, confidential advice. Helpline advocates are there for you, no matter what.

[Confidential Helpline: 0808 8010800](tel:08088010800)





Being a parent has never been easy. It can be lonely, frustrating, heart breaking and over-whelming.

All parents struggle at one time or another. You are not alone.

Home-Start's expert staff and trained volunteers work alongside families just like yours to give non-judgmental, compassionate and confidential support.

They help you regain confidence and be the parent you want to be. Below are some of the areas we can help with.

## Address

Home-Start Denbighshire  
Uned A4, Trem y Dyffryn  
Erw Las  
Ystad Ddiwydiannol Colomendy  
DINBYCH  
Denbighshire  
LL16 5TX

## Telephone:

01745 814819

## Email:

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

## Website:

<https://homestartcymru.org.uk/>



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

The **School Nursing Service** offers support and advice to children, young people and their families or carers to help ensure that they reach their full potential during their school aged years and beyond.

School nurses are a team of Registered Nurses with specialist skills who can provide expert public health advice for children that range from 4 -18 years.

The age range covered is 4 up to 18. Children and young people can access the service whether they attend school or educated otherwise.

What does this service do/provide:

School Nurses become involved in the health and wellbeing needs of children once they become 4 years old taking over the care from the Health Visitor.

Confidential advice and support can be offered for a wide range of issues:

- Promoting [healthy lifestyles for primary school aged children](#)
- Promoting [healthy lifestyles, relationships and lifestyle choices for adolescents and young adults](#) hopefully with the aim of enabling informed choices
- [Parental worries about their child](#)
- [Emotional health and well being](#)
- [Immunisations](#)
- General advice about health conditions
- Helping to ensure that children and young people with complex health needs can access education.
- [Bedwetting](#) and constipation
- Healthy relationships and [sexual health](#)
- The support of children and young people in need or at risk of harm
- Healthy growth and development

School Nurses carry out the Child Measurement Programme and a vision and hearing test for children in their first year of school.

[Immunisations in high school](#) are also delivered by the School Nursing Service.

In high schools young people can access the School Nursing service for support and advice independently whilst in school.

School Nurses work closely with schools, Health Visitors, GPs, Social Workers and Community Paediatric Services.

[The Neurodevelopmental Service](#) offers information and support for children with learning disabilities, this sections explains the service, has information about assessments, has advice and support for teenagers and children, frequently asked questions and much more.

**Our school nurse is Laura Everal** [laura.everall@wales.nhs.uk](mailto:laura.everall@wales.nhs.uk)  
**03000859719**





## Families First: our support

Families First are a group of people who can support your family during a difficult time. We provide support to your family and work to ensure that all needs are met in a coordinated manner (a Team Around the Family approach), at the right time when your family needs it.

What can we help you with?

There are lots of ways we can support your family. We work with children, young people up to the age of 25, their parents or guardians, and other family members who may be part of the bigger picture.

We can provide confidential support and advice on:

- parenting skills, to help you manage your child's or young person's behaviour
- relationship problems or family conflict
- support and advice for young people aged 11-25
- supporting young carers and their families
- energy efficiency, and housing and employment rights
- helping you to make the most of your money
- dealing with loss
- Increasing opportunities for disabled children and young people to access activities
- play ideas and behaviour management for parents and carers of disabled children and young people
- disability training for parents and carers

<https://www.denbighshire.gov.uk/en/childcare-and-parenting/families-first-and-flying-start/families-first-our-support.aspx>



## Speech and language Service

The Speech and language therapy service provides assessment, treatment, support and care for people of all ages who have difficulties with communication or eating, drinking and swallowing (dysphagia).

Speech and language therapists (SLTs) are allied health professionals, and are registered with the [Health & Care Professions Council](#) and the [Royal College of Speech and Language Therapists](#). The team also includes SLT technical instructors (TIs) - specially trained support workers providing delegated SLT support across a range of settings. The SLT team work with patients, carers and families, and other professionals, such as teachers, nurses, dietitians, occupational therapists and doctors to provide a person-centred approach.

### **Address:**

Speech and Language Therapy Department, Royal Alexandra Hospital, Marine Drive, Rhyl, LL18 3AS

### **Contact Details:**

Tel: 03000 855 972

Email Address: [BCU.SALTAdminCentral@wales.nhs.uk](mailto:BCU.SALTAdminCentral@wales.nhs.uk)

**\*Children who are nursery age and younger can only be referred for speech and language support by the health visitor and parents would need to take them to a centre for the sessions.**

**\*Once a child is in full time education, the school can refer for speech and language support and the child will receive their sessions in school.**



Internet Matters supports parents and professionals with comprehensive resources and expert guidance to help them navigate the ever-changing world of child internet safety.

Website: <https://www.internetmatters.org/about-us/>

## Age Restrictions for Social Media Platforms

(Ages specified in terms as of 2014)



Twitter  
Facebook  
Instagram  
Pinterest  
Google+  
Tumblr  
Reddit  
Snapchat  
Secret



LinkedIn



WhatsApp



Vine  
Tinder



Path



YouTube  
Keek  
Foursquare  
WeChat  
Kik  
Flickr





## **Denbighshire Independent Young Person's Counselling Service (DIYPCS)**

Our counselling sessions can last up to 50 minutes and the aim is to create a comfortable and safe environment to discuss problems and to find the best solutions.

The sessions are confidential so that the child or young person can open up about what is concerning them.

All our counsellors are fully qualified, have lots of experience in working with children and young people and are accredited by the British Association of Counsellors and Psychotherapists (BACP).

We mainly work in schools but can also offer appointments using video, phone, live chat and email online therapy.

The majority of our sessions are carried out face to face within schools and sometimes at an agreed place in the community. This will involve weekly one to one sessions with a counsellor in a confidential setting and at an agreed date and time.

We welcome referrals from professionals working with children and young people and parents and carers who wish to make a referral for children in their care.

<https://www.denbighshire.gov.uk/en/education-and-schools/wellbeing-in-schools/diypcs/referrals-for-counselling.aspx>

You are able to submit your own referral on DCC website or we can do this for you at the school. Please contact the school if you require this service.





STAND North Wales was formed by Yvonne Brookes and Sarah McCulloch as a not-for-profit Community Interest Company in response to the closure of organisations representing families of children and young adults with Speech, Language and Communication Needs, Additional Needs and Disabilities in North Wales and is a parent led organisation.

**CONTACTS: SARAH [07749 998708](tel:07749998708) | YVONNE [07826 108273](tel:07826108273) | OPEN MON-FRI, 9AM-5PM**

**Downloads**  
We offer many training courses to our parents and professionals that are signed up to us, funding dependant such as Makaton and Mindfulness.  
[EXPLORE](#)

**Helpful Information**  
Information on helpful websites, resources, specific conditions, apps for tablets and phones.  
[EXPLORE](#)

**Reports, Policy and Practice**  
Here you will find findings of the impacts of research and studies completed by STAND North Wales CIC and the STAND for CHANGE parent led focus group, e.g. Impact of Employment against caring responsibilities.  
[EXPLORE](#)

**Sensory Lending Library**  
This sensory lending library has been established as a 'try before you buy' annual paid membership service for families that are signed up to STAND North Wales CIC thanks to funding from the National Lottery Community Fund, Denbighshire County Council and Conwy Borough County Council.  
[EXPLORE](#)

**STAND NORTH WALES CIC**  
Stronger Together for Additional Needs & Disabilities



## Gwasanaethau Gwybodaeth i Deuluoedd Family Information Services

### About Family Information Services

Family Information Services (FIS) are the first point of contact for advice and information on local services for families and carers.

The FIS provide free, impartial help, support and advice on a range of family issues including:

- Childcare and help with the costs of childcare
- Health care
- Education and Training
- Leisure services
- Finances

They can put you in touch with experts who will provide free help and support tailored to your individual needs.

They can also signpost you to useful information and services of Welsh Government Programmes.

Each local authority in Wales has a FIS which you can contact via post, email or telephone call. The contact details for your local authority's FIS can be accessed by selecting the area of Wales where you live on the home page.

#### Address

Family Information Service Denbighshire  
Oaktree Centre  
Ffordd Las  
Rhyl. LL18 2DY

#### Phone

[01745 815891](tel:01745815891)

#### Email

[fis@denbighshire.gov.uk](mailto:fis@denbighshire.gov.uk)

#### Website

<https://www.childcareinformation.wales/fis/W06000004>

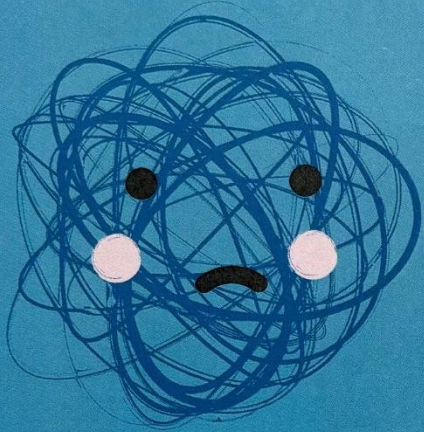


Partneriaeth Gymunedol  
De Sir Ddinbych  
South Denbighshire  
Community Partnership

# Mental Health Support

## DO YOU NEED HELP WITH YOUR MENTAL HEALTH?

Come in and have a chat with our friendly team at **Canolfan Ni, Corwen** or call **01490 266 004**. No referral required.



### Feeling?

Depressed

Stressed

Alone

Worried

Anxious

### We can help!

Social Groups

Buddy calls

Talking Therapy

Referrals

Employment support



Partneriaeth Gymunedol  
De Sir Ddinbych  
South Denbighshire  
Community Partnership



Free  
Support



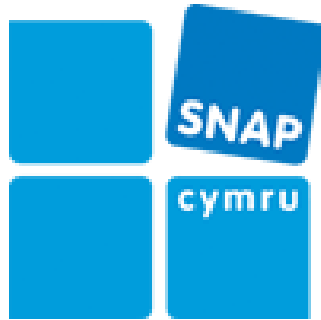
**Cruse Bereavement Support North Wales** offers confidential one to one bereavement support to anyone grieving the loss of a loved one.

Cruse Bereavement Support North Wales offers:

- Literature, advice and access to a free helpline 08088081677 (national) or Colwyn Bay 01492 536577
- Email support at [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)
- Access to two websites [www.cruse.org.uk](http://www.cruse.org.uk) (adults) and [www.hopegain.org.uk](http://www.hopegain.org.uk) (children under 18).
- Trained bereavement support volunteers deliver one to one bereavement support, group support and telephone /zoom /face to face support to adults in North Wales .
- One to one support is also available to children up to the age of 18.

\*A support worker can also see children for a block of support in school but only the parents can make the referral.





Website: [snapcymru.org](http://snapcymru.org)

Helpline: 0808 8010608 Monday-Friday, 9.30-4.30pm

SNAP Cymru is a national charity, unique to Wales, founded in 1986. Its main aim is to advance the education of people in Wales and support their inclusion.

SNAP Cymru offers free and independent information, advice and support to help get the right education for children and young people with all kinds of special educational needs (SEN)/additional learning needs (ALN) and disabilities. We give advice and support on a range of issues including assessments, individual education plans, statements of special educational needs, bullying, school attendance, exclusion, health and social care provision and discrimination.

We also provide advocacy, disagreement resolution, discrimination advice, advocacy and training for young people, parents and professionals.

We are the leading provider of Parent Partnership and Disagreement Resolution Services in Wales, and have developed representation and advocacy services for children and young people, parents and carers.

SNAP Cymru works with the twenty-two Local Authorities in Wales. We also work closely with Social Services, Health, Schools, Early Years Providers, Social Care providers, Careers Wales and Third Sector partners.



**Changing childhoods.  
Changing lives.**

Hidden Harm is a 10-week programme that can be provided to children in school who are experiencing negative effects of parental substance misuse.

They also offer a support to parents who may be struggling with substance misuse issues.

Please contact the school if you would like to access this service.

**Believe in me**  
Incredible things happen when we believe in children.

Credwch mewn plant  
Believe in children  
Barnardo's  
Cymru

Barnardo's Familial Substance Misuse Service is open to new referrals across Flintshire, Conwy, & Denbighshire.  
We offer substance misuse programmes to Parents – The Parent Factor and Hidden Harm support programmes to children and young people.

The Parent Factor Programme offers support for parents struggling with substance misuse issues. The programme consists of 10 weekly sessions, delivered Face-Face or Via Zoom and weekly one-one support calls.  
Topics include:

- Parenting skills
- Substance misuse impact awareness
- ACE's awareness
- Coping skills
- Building resilience & confidence

**Service Criteria:**  
One or more Parent/Carer has or had difficulties with substance misuse issues.  
(Also, for parents who are not substance misusing themselves! But are coping with ex-partner with substance misuse issues that are impacting on the children.)

The Hidden Harm Programme offers support for children & Young People who are experiencing negative effects of parental substance misuse.  
The programme consists of 10 weekly sessions, we also offer the programme after school, condensed into 4X weekly Workshops.  
Topics include:

- Risk-taking behaviour & Online safety
- Healthy relationships
- Safety planning
- Substance misuse awareness
- Understanding stress & Wellbeing

**Service Criteria:**  
One or more Parent/Carer has difficulties with substance misuse issues. *Please note - Under 14 years require parental Consent to access the service.*

**Other ways Barnardo's Flintshire supports families**  
When families are referred into us, we can offer support via weekly one-one contact calls, refer and signpost to other support services, including food banks and accessing energy vouchers. Also, we have access to Barnardo's Young Person Grant.

Flintshire [keith.thomas@barnardos.org.uk](mailto:keith.thomas@barnardos.org.uk) Phone 07513 137982  
Flintshire [sinead.kelleher@barnardos.org.uk](mailto:sinead.kelleher@barnardos.org.uk) Phone 07920 290273

Partneriaeth Gymunedol  
De Sir Ddinbych  
South Denbighshire  
Community Partnership

## Canolfan Ni

Canolfan Ni offer a variety of support for all ages within the community, e.g., they provide help with electricity and gas bills, food bank parcels and shopping vouchers.

Partneriaeth Gymunedol De Sir Ddinbych  
South Denbighshire Community Partnership

📍 Canolfan Ni, London Road,  
Corwen, Denbighshire, LL210DP 📍

☎ 01490266004 ☎

✉ Office@sdcp.org ✉

🌐 www.canolfan-ni.org 🌐

📘 www.facebook.com/sdcppartnership 📘

Registered Charity 1147767 Elusen Gofrestedig



Canolfan Ni - Yn gofalu am y gymuned  
SDCP - Caring for the community





# WARM WALES CYMRU GYNNES

Warm Wales is Wales' oldest CIC working to tackle fuel poverty by offering free advice and support to ensure people across Wales and South-West England have warm and safe homes.

We have a team of trained energy advisors and community workers to help provide advice, referrals, and access to grants such as gas connection grants to ensure no one is living in unsafe and cold homes. Our Healthy Homes Healthy People project and HHHP+ project are available to everyone to help support you reduce your energy bills, apply for schemes and support those affected mentally by fuel poverty.



# Mental Health Helplines

**FREE URGENT MENTAL HEALTH SUPPORT IN WALES**

**shout**  
**85258**  
Text SHOUT to 85258

**SAMARITANS**  
116 123  
[www.samaritans.org/wales](http://www.samaritans.org/wales)  
jo@samaritans.org

**C.A.L.L.**  
0800 132 737  
Text help to 81066  
[www.callhelpline.org.uk](http://www.callhelpline.org.uk)  
Community Advice & Listening Line

DIAL 999 IN LIFE-THREATENING EMERGENCIES

**I'M NOT COPING AND I NEED URGENT HELP**

**Staying Safe**  **4Mental Health**  
from suicidal thoughts  
[www.stayingsafe.net](http://www.stayingsafe.net)  
Create your own "Safety Plan" for when you feel overwhelmed

**CAMPAIGN AGAINST LIVING MISERABLY**  
0800 58 58 58  
[www.thecalmzone.net](http://www.thecalmzone.net)  
5pm-midnight every day

DIAL 111 AND CHOOSE OPTION 2

**ChildLine**  
0800 1111  
For children aged under 19  
[www.childline.org.uk](http://www.childline.org.uk)

**PAPYRUS**  
PREVENTION OF YOUNG SUICIDE  
0800 068 41 41  
For people aged 35 and under Text 07860 039967  
9am-midnight every day  
[www.papyrus-uk.org](http://www.papyrus-uk.org)  
pat@papyrus-uk.org

**YOUNGMINDS**  
For children & young people  
Text YM to 85258

Created by Anna Matthews  
January 2023



SCAN THE QR CODE FOR AN INTERACTIVE COPY



Helpline

03303 530 541

**SPEAK TO TRAINED SLEEP ADVISORS**

Available Mondays, Tuesdays, Thursdays 7pm-9pm  
Mondays, Wednesdays 9 -11am

This is a confidential service. We would only need to share what you tell us if we are worried about you, someone else or there has been a crime.

**\*We can refer to the North Wales Sleep Clinic through the NHS – please contact the school.**



# Family Link Workers a friendly face and a listening ear.

## Contact Us

If you have any questions please don't hesitate to get in touch and we will be more than happy to help in any way we can. Each Family link worker can be contacted on their own personal mobile number:

Teleri Richards – 07917587405  
teleri.richards@denbighshire.gov.uk



## Support for Children



*Family link workers work with children from birth throughout the Foundation Phase. We run Language and Play groups throughout the County and work alongside local health visitors and school nurses. Our role also involves working within preschool and primary school settings delivering fun activities to promote learning and development for individuals and small groups. We are happy to provide advice and guidance for any areas of concern you may have including the subjects displayed above.*

## Family Support



*Family Link workers also offer support, advice and guidance for families who are experiencing difficulties. Life is full of challenges that sometimes catch us by surprise and we are more than happy to support parents and the family during these times. We liaise with many other professionals and can refer for support to help the family through any difficult situations including those above. Sometimes just having a familiar friendly face and a listening ear to confide in is all it takes, which we are happy to provide.*



## Safeguarding

Safeguarding is protecting children from abuse, neglect or other kinds of harm, and educating those around them to recognise the signs and dangers.

Children Services Support Gateway provides early help through information, advice and assistance for children, carers and their families in Denbighshire. The Support Gateway is the single point of access for members of the public or professionals to contact if they have any concerns about children, young people or vulnerable families.

All Child Protection referrals will be reviewed and processed within one working day. You are advised should your concerns relate to a child or young person that is at immediate risk of harm to report your concerns to North Wales Police via 101 or 999

**Cyngor**  
**sir ddinbych**  
**denbighshire**  
County Council

**Porth Cymorth Plant a Theuluoedd**      **Children and Families Support Gateway**

**Ffôn: 01824 712200**      **Tel: 01824 712200**

**E-bôst:**      **Email:**  
[porthcpt@sirddinbych.gov.uk](mailto:porthcpt@sirddinbych.gov.uk)      [cfsgateway@denbighshire.gov.uk](mailto:cfsgateway@denbighshire.gov.uk)

Ein oriau swyddfa yw 9 tan 5 o Ddydd Llun i Ddydd Gwener.      Our office hours are 9 until 5, Monday to Friday.

Os byddwch angen siarad hefo gweithiwr cymdeithasol mewn argyfwng tu allan i oriau swyddfa ffoniwch y fim dyletswydd argyfwng ar 0345 0533116.      If you need to speak to a duty social worker in an emergency, outside office hours you should call the emergency duty team on 0345 0533116.



Fearless is the dedicated youth service of the independent charity Crimestoppers. We provide you with the opportunity to give information about crime **100% anonymously**.

You can give information to us using our [online form](#) or by calling Crimestoppers on **0800 555 111**.

We cannot track your IP address or your phone number. We have no way of knowing who has contacted us.

After receiving your completed form or your call, we create a report, ensuring it doesn't contain any info that could identify you, and generate a report which is then sent on to the relevant authority with the legal responsibility to review the information that has been passed to them.

We are not the police. We are a charity. You will not be contacted by the police after passing information on to Fearless as the police have no way of knowing who the information has come from.





## Free Solihull online Course for parents

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

Access Code: NWSOL

An NHS advertisement for online courses for parents and parents-to-be. The background is a mix of light blue and white. On the right, there's a large illustration of a family: a man in a red shirt holding a baby, and a woman in a blue shirt. Below them are three circular inset images showing different groups of people: a pregnant woman, a woman with a baby, and a man and woman. The text 'Online courses for parents &amp; parents-to-be' is at the top left. Below it, 'FREE for North Wales parents, grandparents and carers' is written in large blue letters. Further down, 'From bump to 19 years, lifetime access' is written. The 'Access Code: NWSOL' is prominently displayed in a yellow circle. Below that, it says 'go to www.inourplace.co.uk' and 'Apply the 'ACCESS' code for a 100% discount! Fill in some details to create an account'. At the bottom, it says 'To return to the course(s) go to www.inourplace.co.uk and sign in!'. The bottom of the ad features logos for FEDRA i CAN, DEALL RICH PLENTYN UNDERSTANDING YOUR CHILD SOLIHULL APPROACH, GIG CYMRU NHS WALES, and Iechyd Cyhoeddus Cymru Public Health Wales. It also includes social media links for www.inourplace.co.uk, www.solihullapproachparenting.com, and @SolihullApproach, along with a QR code and technical support contact information: solihullapproach@uhbnhs.uk or 0121 296 4448 Mon-Fri 9am-5pm.



## Local Health Visitor Service

**Croeso i'r Gwasanaeth Ymwelwyr Iechyd**  
Mae'r Tîm Ymwelwyr Iechyd yn cynnig gwasanaeth i bob teulu sydd â phlant rhwng 0-5 mlwydd oed gan ddarparu Rhaglen Plant Iach Cymru.

Dyma eich tîm ymwelwyr Iechyd yng Nghorwen/Cerrigydrudion:  
Clare Evans – Ymwelydd Iechyd  
Ceri Lewis – Nyrs Feithrin Gymunedol  
Alison Holmes – Cynorthwydd Gweinyddol

Gallwn eich cefnogi mewn ffyrdd gwahanol gan gynnwys:  
**Cyngor** Bwydo, Ymddygiad, Chwarae  
**Gwybodaeth** Imiwneiddio, Datblygiad Plant, Diogelwch  
**Cymorth** Iechyd Emosiynol, Trais Domestig, Diogelu  
**Cyfeirio** Grwpiau, Budd-daliadau, Tai

**Grwpiau sy'n cael eu cynnig yn eich ardal**  
Hwb bwydo babanod bob dydd Llun rhwng 11.00-12.00 yn Llyfrgell Corwen  
Sesiynau tylino babanod sy'n cael eu cynnig gyda Ceri – Nyrs Feithrin.

Mae tîmau Ymwelwyr Iechyd yn gweithio gyda'i gilydd gyda theuluoedd, bydwagedd, meddygon teulu, gwasanaethau plant, lleoliadau cyn oed ysgol/meithrin, gwasanaethau gwirfoddol a chydweithwyr eraill.

Manylion cyswllt ein swyddfa: 03000 859371



**Welcome to the Health Visiting Service**  
The Health Visiting Team offers a service to every family with children from 0-5 years delivering the Health Child Wales Programme.

Your local health visiting team in Corwen/Cerrigydrudion are:  
Clare Evans – Health Visitor  
Ceri Lewis – Community Nursery Nurse  
Alison Holmes – Administration Assistant

We can support you in different ways including:  
**Advice** Feeding, Behaviour, Play  
**Information** Immunisations, Child Development, Safety  
**Support** Emotional Health, Domestic Violence, Safeguarding  
**Signpost** Groups, Benefits, Housing

**Groups offered in our area**  
Infant feeding hub every Monday held 11.00-12.00 @ Corwen Library  
Baby massage sessions offered with Ceri – Nursery Nurse.

Health Visiting teams work together with families, midwives, GP's, children's services, pre-school/nursery settings, voluntary services and other colleagues.

Our office contact details: 03000 859371





## Rowlands Pharmacy, Corwen

The poster has a dark blue background with several 3D green pharmacy crosses scattered across it. In the top right corner, there is a small white circular logo with the GIG CYMRU NHS WALES emblem and text. The main text is in white and yellow. A list of ailments is on the right side. At the bottom, there is a white speech bubble containing the slogan.

**Free NHS advice and treatment from your local pharmacist**

Your local pharmacist can offer advice on minor health concerns and provide some over the counter and prescription medicines **free of charge**.

You don't need an appointment to visit your local pharmacist and they can refer you to another NHS service if they feel it's needed.

**Remember to order your repeat prescriptions 7 days in advance** – an extra 2 or 3 days will be needed for bank holidays.

Get to know the changing ways you can access healthcare, including how pharmacists can help you, by visiting [111.wales.nhs.uk/pharmacy](https://111.wales.nhs.uk/pharmacy)

Visit your pharmacist if you are experiencing any of these common ailments:

- acne
- athlete's foot
- back pain (acute)
- chicken pox
- cold sores
- colic
- conjunctivitis (bacterial eye infection)
- constipation
- dermatitis
- diarrhoea
- dry eyes
- haemorrhoids (piles)
- hay fever
- head lice
- indigestion
- ingrowing toenails
- intertrigo (rash in skin folds)
- mouth ulcers
- nappy rash
- oral thrush
- ringworm
- scabies
- sore throat
- teething
- threadworms
- vaginal thrush
- verruca

**Every change you make will help us help you.**





# Corwen Library and One Stop Shop

## Opening hours

Phone: 01490 412378

- **Monday:** 10am to 1pm and 2pm to 5pm
- **Tuesday:** 10am to 1pm and 2pm to 5pm
- **Wednesday:** 10am to 1pm
- **Thursday, Friday, Saturday & Sunday:** closed

## Library facilities

- Free public internet access and Wi-Fi
- Photocopier
- Printing and scanning and cloud printing
- Accessible toilet
- Automatic door and level access

## Library activities

- **Corwen library reading group** (Welsh medium): first Tuesday of each month from 2pm to 3:30pm
- **\*Talking Point:** Wednesdays from 10am to 12:30pm

## One stop shop facilities

- Help and information about council services

\*Talking Points are a way for people to find out what help and support is available in their local area to improve their health and well-being. They provide:

- information about what is available in an area, such as community services, activities or support groups
- a face-to-face conversation with a Community Navigator about what matters and is important to you
- an opportunity to share your knowledge, skills and experiences to improve the well-being of others in your community
- You don't need to book an appointment to go to a Talking Point, you can turn up. However, you can make an appointment which will help us make sure the right people are available to provide the best information, advice or assistance. Contact 0300 4561000 to make an appointment.



Everyone needs a helping hand from time to time. Maybe you have difficulties with your eyesight or hearing. Maybe you're a parent with young children at home. Maybe you have mobility challenges that would make it difficult to pop to the shop for bottled water if your water supply was ever interrupted. Or maybe you have a medical condition that means you rely heavily on your water supply. Whatever your circumstances, our Priority Services Register helps us make sure we're giving you the right support and the best service possible.

### Sign up for priority services

- You can join the register by completing their form online <https://contact.dwrcymru.com/en/priority-services-register> or you can request a copy or complete the form over the phone by calling them on 0800 052 0145 between 8am and 6pm Monday to Friday and 9:00am to 1:00pm on Saturday.
- Alternatively, you can request one via text relay on Telephone or text 18001 & the number you want to call.

### Cost of Living support

- As the cost-of-living crisis continues, we have a number of ways we may be able to help you and make your bills more affordable.
- Our cost-of-living support is designed to support our customers and bring awareness to the range of available options which would benefit households and reduce water usage.

<https://contact.dwrcymru.com/en>



When you're living with a mental health problem, or supporting someone who is, having access to the right information is vital.

Vale of Clwyd Mind is a local mental health charity and we're here to help. Vale of Clwyd Mind is affiliated to National Mind.

Our aim is to help people in our local communities to improve their mental health and wellbeing. We want everyone to live their best life possible.

We do this by providing a range of services that focus on recovery and empower people to take control of their own wellbeing.

Vale of Clwyd Mind can offer a variety of support which can be found on their website:

<https://www.mind.org.uk/information-support/>

**Call:** [01745 336787](tel:01745336787)

**Email:** [enquiries@valeofclwydmind.org.uk](mailto:enquiries@valeofclwydmind.org.uk)