



Money Matters – information pack

Hello there.

We know that times are often hard – but at the minute, we are seeing unprecedented challenges not only to our disposable income – we are also seeing increasing challenges to our social and emotional wellbeing. This is why we have put together this **Money Matters** information pack. Not only will the information contained help identify financial support opportunities – there are also directions for foodbanks, ideas for cost saving on energy bills, support towards financial help for those in education, some signposting for emotional support and much more.

This information pack though isn't the last word because at **RecoverED** we are committed to a community-based approach to emotional wellbeing and to this end our contact details are contained in this pack.

As community-based support group, **RecoverED** is committed to finding new ways in which we, as a community, can help overcome some of the demanding challenges we face and the emotional distress these challenges can generate. We will soon be offering some community spaces in the grounds of the Queen Inn where, once established, we can discuss more the exciting plans we have.

Stay safe and well and contact us if you want any more information.



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Food Banks - Torfaen

The WELL Food – TLC Community Church

Location: Two Locks Road Cwmbran NP44 7HG
 Contact: 01633 870087 – Helen Withers
 Open hours: 10-12pm Wednesday – Friday

Community Hwb at Fairwater Shops

Location: Fairwater shops, Cwmbran. NP44 4TA
 Contact: 01633 357244
 Food Bag Scheme: providing you with a mixture of chilled, fresh fruit and veg, tins and packets.
 Cost weekly: £4 – payable on collection
 Open hours: Mon – Fri: 10am – 2pm
 Collection days: Thursday or Friday

Thornhill Community Centre

Location: Leadon Court, Cwmbran, NP44 5TZ
 (Covers Thornhill, Upper Cwmbran and West Pontnewydd)
 Contact: 07549 973165 or 01633 380758
 Open hours: Tues and Thurs: 11-3pm

CoStar

Location: The Threepenny Bit Community Hall,
 Greenmeadow, Cwmbran. NP44 4SX
 Contact: 01633 869227
 Open hours: 10am - 2pm Monday to Friday

Croesyceiliog Hwb

Location: Woodland Road Social Centre, Croesyceiliog,
 Cwmbran. NP44 2DZ
 Contact: 07540 250200
 How to access: Call to request a food parcel
 Open hours: Open Mon-Fri: 11am-12pm

Tasty Not Wasty CIC – Community Fridge and Café

Location: Llanyravon Methodist Church, Llanyravon Way,
 Cwmbran. NP44 8RA
 Opening hours: Tues – Sat: 10am – 11am
 New café opening on 7th October – opening hours: Fri and
 Sat: 11am – 2pm
 Contact: <https://www.facebook.com/TastyNotWastyCIC>



Eastern Valley Food Banks: Cwmbran & Beyond

Salvation Army

Location: Wesley Street, Old Cwmbran. NP44 3LX
 Open hours: Wednesday: 1:30pm – 4pm
 Contact: infor@recovered.wales for a referral. Please provide the following information: name, address, number of household members and ages

The Pod

Location: Cwmbran Library, Gwent House, Gwent Square, Cwmbran. NP44 1PL
 Open hours: Mon, Tues, Thurs and Fri: 9:30am – 4pm
 Contact: info@recovered.wales for a referral. Please provide the following information: name address, number of household members and ages

Garnsychan Partnership

Location: 54 Stanley Rd, Garndiffaith, Abersychan, Pontypool. NP4 7LH
 Contact: 01495 774453 or email info@garnsychan.org.uk
 How to access: Call to request a food parcel

Ebenezer Evangelical Church

Location: Pontnewydd, Cwmbran. NP44 1QX
 Open hours: Monday: 3pm – 4pm
 Contact: info@recovered.wales for a referral. Please provide the following information: name, address, number of household members and ages

Noddfa Church

Location: Church Road, Abersychan. NP4 7EF
 Contact: 07783 936099 for urgent food deliveries
 Breakfast club still operating on Saturday morning: 10-12pm.

Panteg Community Foodshare

Location: Panteg House, Griffithstown. NP4 5BE
 Only available to those who reside in Griffithstown, New Inn, Sebastapol and Cwmynyscoy
 How to access: complete form attached to the FB group: www.facebook.com/groups/GriffSebastSupportGroup



Eastern Valley Food Banks: Pontypool & Beyond

Location: Hillcity Church, Freeholdland Rd,
Pontnewynydd, Pontypool. NP4 8PA
Open hours: Monday 10am – 12pm and Wednesday:
1pm – 3pm
Contact: info@recovered.wales for a referral providing
the following information: name, address, number of
household members and ages

Victory Church

Location: 16 Broad Street, Blaenavon
Open hours: Wed 1-3pm
Contact: info@recovered.wales for a referral providing
the following information: name,
address, number of household members/ages

Abersychan School Food Hub

Location: Incline Road, Abersychan, Pontypool,
Torfaen. NP4 7DF
Contact: Rob Barrowdale – 01495 773068
Open hours: Wed 3:15pm – 5pm

Salvation Army

Location: The Citadel, Park Road, Pontypool. NP4 6JH
Open hours: Friday 10 – 12am
Contact: info@recovered.wales for a referral providing the
following information:
name, address, number of household members and ages

Blaenavon Fareshare

Location: Bethlehem Chapel, Broad Street, Blaenavon,
Pontypool. NP4 9NE
Contact: Blaenavon Community Pantry
Open hours: Thursday 10am-11:30am

Age Connects Torfaen Fareshare Scheme

Location: All Torfaen, but collection from NP4 5AB.
Contact: 01495 769264 on a Monday morning to enquire
what food has been donated.
Name: Kerry Beckett
Open hours: Monday 9-4pm



Helping Hands R Us

Location: Pontymoile, Wainfelin, Tranch, Brywern, Penygarn

Food parcels for residents living in: Pontymoile, Wainfelin, Bryweryn and Penygarn

Contact: 07775 863977 - Paul

Open hours – call to order: Sunday for Monday deliveries, Thursday for Friday deliveries.

Trac2

Location: Shop 2, Church Avenue, Trevethin NP4 8DH

Contact: 01495 764078

How to access: Call to request a food parcel

Open hours: Open Mon-Fri 9am -4pm

Victory Church – Grocery store

Location: Greenforge Way, Cwmbran, NP44 3BA

Open hours:

Mon to Fri – 9am – 5pm, Thurs 9am-7pm and Sat: 9am-1pm

£5 yearly joining fee, £4 per shop – 2 x shop visits weekly

Typical grocery items: *5 portions of fruit/vegetables, 1 loaf of bread, 2 dairy items, 8 cupboard items, 1 frozen item's and 1 personal care item*

Hope for the Community

Location: Sharon Gospel Church, 96 Osbourne Road, Pontypool. NP4 6LU

Contact: 07736035604 - Matthew

Open hours: Wednesday and Saturday 10am-12pm

Panteg Community Foodshare

Location: Greenhill Road, Pontypool, NP4 5BE

Contact: 07395 945697

How to access: Call to request a food parcel

Open hours: Tue, Thu and Sat 9am – 12pm



Warm Spaces

Are free, non-judgmental, safe public places where people can go to keep warm, save money on their heating costs, and avoid social isolation. Please see below for more information:

Ebenezer Evangelical Church

12, Somerset Road, Cwmbran. NP44 1QX

Opening times:

Mon 3-4pm

Sporting Memories – Cwmbran Rugby Club

Off Station Rd, Pontnewydd, Cwmbran. NP44 1NY

Opening times:

Tues 11am-1:15pm

Hope Methodist Church

Commercial St, Pontnewydd, Cwmbran. NP44 1DY

opening times:

Fri 10-11:30am

Renew Community Café – Richmond Road Baptist Church

Richmond Road, Pontnewydd, Cwmbran. NP44 1EQ

Opening times:

Tuesday: 11am-1pm

Holy Trinity Church

44, Church Rd, Cwmbran. NP44 1AT

Opening times:

Thurs 10am-1pm

CCYP

Glyndwr Rd, Cwmbran. NP44 1QS

Opening times:

Mon-Fri 12pm-3pm



Cwmbran Library

Gwent House, Gwent Square, Cwmbran. NP44 1PL

Opening times:

Mon & Tues: 9am-1pm and 2pm-5:30pm

Wed closed

Thur 9am-1pm and 2pm-7pm

Fri 9am-1pm and 2pm-6pm

Sat 9am-1pm

Pontypool Library

Hanbury Rd, Pontypool. NP4 6JL

Opening times:

Mon closed

Tue 2pm-7pm

Wed 9am-5pm

Thur 9am-1pm

Fri 9am-5pm

Sat 9am-1pm

Bethlehem Church

Broad St, Blaenavon. NP4 9NE

Opening times:

Mon 10am-1pm

Blaenavon Library

Blaenavon World Heritage Centre, Church Rd,
Blaenavon. NP4 9AS

Opening times:

Mon: closed

Tues, Wed, Thur, Fri 10am-5pm

Sat 10am-2pm

Sun 10am-5pm

Victory Church – Little Sunbeams Toddler group

Moriah Chapel, Broad St, Blaenavon. NP4 9NE

Opening times:

Mon 10-11:30am

Garnsychan Partnership

55, Stanley Rd, Garndiffaith, Pontypool. NP4 7LH

Opening times

Mon-Fri: 9am-4:30pm



Money Matters

Warm Home Discount (WHD) Schemes

Claiming a Warm Home Discount payment does not affect a claim for [Cold Weather Payments](#). You may also get a [£300 Winter Fuel Payment](#) on top.

Warm Home Discount Telephone Number

Telephone: 0800 731 0214

Monday to Friday: 8am to 6pm

The WHD scheme operates throughout the coldest months between September and March. In most cases, this is a time when your energy bills are at their highest. Payment is a one-off discount taken off the consumer's winter electricity bill. Please note that the money is **not a direct payment** made to the consumer [you].

Fuel Support Scheme

Eligible households can claim a one-off £200 cash payment from their local authority. The money is to provide support towards paying fuel bills. This is in addition to the winter fuel payment offered by the UK Government.

The payment will be available to all eligible energy customers regardless of how they pay for fuel. This includes payments made on a pre-payment meter, by direct debit, paid quarterly or for those who use off-grid fuel.



The scheme will be open to households where an applicant is in receipt of one of the qualifying benefits:

- Income Support
- Income Based Job Seekers Allowance
- Employment and Support Allowance
- Universal Credit
- Working Tax Credits
- Child Tax Credits
- Pension Credit
- Personal Independence Payment (PIP)
- Disability Living Allowance (DLA)
- Attendance Allowance
- Carers Allowance
- Contributory Benefits
- Council Tax Reduction Scheme (CTRS)
- Armed Forces Independence Payment#
- Constant Attendance Allowance

War Pension Mobility Supplement

Receipt of Carers Allowance includes those people who are being paid Carers Allowance and people who have claimed Carers Allowance but due to the overlapping benefit rules do not receive it as a cash benefit, for example they have an underlying entitlement to Carers Allowance.



Applicants must also be responsible for paying the energy bills for the property.

How to apply

Applications can be made to local authorities via their website when the scheme opens on 26 September 2022
<https://gov.wales/find-your-local-authority>

UK Government Cost of Living Support

In May 2022, the **UK Government announced further energy and cost of living support payments** for some households.

Water

If you are having difficulty paying your water bill, you should contact your supplier immediately. If you are with Dŵr Cymru / Welsh Water, they have **outlined the support they can provide**, which includes payment plans and water rate reduction.

Gas and Electricity

You can get help if you are struggling to pay for your energy bill or topping up your pre-payment meter by speaking to your energy supplier.

The UK Government is changing the Warm Home Discount Scheme, which will give a £150 rebate to households eligible for support under the scheme.



The Winter Fuel Payment is an annual one-off payment to help you pay for heating during the winter. You can usually get a Winter Fuel Payment if you were born on or before 26 September 1955.

[Check How Much Winter Fuel Payment You Can Get and How to Claim it on GOV.UK.](#)

Cold Weather Payments are one-off payments to help you pay for extra heating costs when it is very cold.

You will get a payment each time the temperature drops below a specific temperature for a set period of time.

You will only be eligible for a Cold Weather Payment if you already get:

- Pension Credit
- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Universal Credit

If you are eligible, you will get paid automatically. **[Find out more about Cold Weather Payment on GOV.UK.](#)**

[Wales Fuel Support Scheme](#)

The Welsh Government has additional support to help towards paying fuel bills. Eligible households can claim a one-off £200 cash payment from their local authority. **[Find out more about the fuel support scheme.](#)**



Broadband and Mobile Phones

If you are concerned about paying your broadband or mobile bill, you should contact your supplier immediately, as they may be able to put a payment plan or other support in place to help you stay connected.

Banks, Credit Cards and Loans

If you are unable to keep up with your credit commitments, your creditors may agree to a short-term payment holiday. You can request this, but creditors do not have to agree. The missed payments will usually be treated as arrears and interest may continue to be added.

If you are concerned about paying your bank or credit card payments, you should contact your financial services provider immediately, to see what support they could offer.

In May 2021, the UK Government introduced a Debt Respite Scheme, usually referred to as Breathing Space, to give people struggling with their debts the time they need to sort out their finances without creditors taking enforcement action or adding charges that increase their debts. To access Breathing Space, you will need to talk to a professional debt advisor (see Section 7, contacts).

Affordable Credit

If you are struggling financially and looking to borrow you should always make sure it is from an ethical lender. **Credit unions** will only lend what you can afford to repay, helping to avoid further unmanageable debt. They are particularly good for those who find it difficult to borrow from banks due to having a poor credit history.



Housing

Whether you are a tenant in the social sector or private sector, it's important that you talk to your landlord at the earliest opportunity if you think you will have difficulty paying your rent and bills, as they may be able to help you.

You could also be entitled to the following to help with your housing costs.

Discretionary Housing Payments

This applies to both social and private sector tenants.

These can provide extra money when your local authority decides that you need extra help to meet your housing costs on top of what benefit support you already receive through the DWP.

To get a Discretionary Housing Payment, you will need to either already be receiving the old scheme Housing Benefit or the housing cost contribution element through Universal Credit.

To access a Discretionary Housing Payment please contact **your local authority**.

Other Support for Housing Costs

If you are not in receipt of Housing Benefit or the housing cost contribution element through Universal Credit, but are of working age, on a low income and are struggling with housing related costs, your local authority may be able to assist to prevent you becoming homeless.



To find out more about the support you may be eligible for, please contact **your local authority**.

Leasing Scheme Wales (LSW)

Leasing Scheme Wales aims to increase access to, and the affordability of, renting privately in Wales. Delivering security for tenants and confidence for landlords. The Scheme is designed to support the most disadvantaged and potentially vulnerable individuals and households who are experiencing homelessness or at risk of homelessness. Tenants on the Scheme will benefit from longer term security of tenure (between 5-20 years) at rents restricted to Local Housing Allowance rates. There will be additional funding from the Welsh Government to ensure that tenants receive the level of support they would expect in social housing.

Read further information and details of local authorities taking part in the scheme.

Council Tax Discounts and Reduction

If your household is on a low income, you could receive **support towards some, or all of your Council Tax bill**. Contact your **local authority**

The Welsh Government's Discretionary Assistance Fund

A fund of last resort intended to support people experiencing extreme hardship. The fund is offering greater flexibility for people impacted by the cost of living crisis.



You can **apply online to the Discretionary Assistance Fund** for an Emergency Assistance Payment (EAP) or by calling free on 0800 859 5924 (Croesawir galwadau yn Gymraeg / Calls are welcomed in Welsh). EAPs are awarded to help with essential costs when in extreme financial hardship.

The payment is intended to help cover the cost of food, gas and electricity, clothing, and emergency travel. Support is also provided for individuals who need support with costs for off-grid fuel.

Cost of Living Support Scheme

The £150 cost of living support payment is being provided to all households in properties in council tax bands A to D, and all households which receive support from the Council Tax Reduction Scheme regardless of their council tax band.

Payments will be made as a single payment directly into people's bank accounts if the local authority holds that information. Where this information is not held, eligible households will need to complete a simple registration form. Local authorities will contact all eligible households to ask for the necessary details.

Separately, the Welsh Government is also providing a £25m **discretionary fund to local authorities**. This will allow councils to help people they consider needing assistance, providing discretionary support as deemed appropriate to address local needs.

Universal Credit

Universal Credit is a payment to help with your living costs which is paid monthly. You may be eligible to apply if you are working but on a low income, out of work or you cannot work.



You can claim online.

For those who cannot use digital services, applications can be made over the phone:

Universal Credit Helpline: 0800 328 5644

Welsh language: 0800 328 1744.

If you need help to make a claim for Universal Credit Citizen's Advice can help you. Call free on 08000 241 220 (Croesawir galwadau yn Gymraeg / Calls are welcomed in Welsh) or **contact them online**.

New Style Employment and Support Allowance

If you are ill you may be able to get **New Style Employment and Support Allowance**, either on its own or at the same time as Universal Credit.

New Style Job Seeker's Allowance

You might be eligible for **New Style Job Seeker's Allowance** to help you when you look for work, either on its own or at the same time as Universal Credit. If you're unemployed or work less than 16 hours a week you may be able to get **New Style Job Seeker's Allowance**.



Personal Independence Payment

Personal Independence Payment can help you with some of the extra costs if you are disabled or have a long-term health condition.

Find out more information on **Personal Independence Payment (on GOV.UK)** or you can make a claim by calling free on 0800 917 2222. Croesawir galwadau yn Gymraeg / Calls are welcome in Welsh.

Statutory Sick Pay

If you are employed and are ill you may be eligible to claim **Statutory Sick Pay** (SSP), which will help you towards your living costs, or to pay your rent and bills. If you are employed but your earnings are too low to claim SSP, you may be able to claim Universal Credit to help you towards your living costs and afford your rent and bills.

Pension Credit

Pension Credit gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges.

You might get extra help if you're a carer, severely disabled, or responsible for a child or young person.

Pension Credit is separate from your State Pension. You can **get Pension Credit** even if you have other income, savings or own your own home.

Or you can apply by phone if you prefer. A friend or family member can call for you if you cannot use the phone.



Pension Credit Claim Line

Telephone: 0800 99 1234 (Croesawir galwadau yn Gymraeg / Calls are welcomed in Welsh)

Textphone: 0800 169 0133

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 99 1234. **Video relay service** for British Sign Language (BSL) users **check you can use this service**.

If you are unsure on whether you are entitled to any benefits you should speak to an advisor at Citizen's Advice who can assess your financial situation and provide you with advice on any other types of support, you may be eligible for.

You can speak to an advisor either using the Advicelink Cymru phone service by ringing 0800 702 2020 (Croesawir galwadau yn Gymraeg / Calls are welcomed in Welsh) or by talking online **using the web chat service**.

School and Childcare Expenses

Free School Meals

Free Schools Meals are available to eligible pupils who attend school full-time in Wales.



To find out if your child or children are entitled to a free school meal, you can contact your local authority to find out more information and if your child or children are eligible.

Find out more from your local authority.

Free Breakfast Club

Children who have the opportunity to eat a healthy and nutritious breakfast, prior to the start of the school day are healthier and are more likely to achieve their full educational potential.

Your child or children may be entitled to receive free breakfast, if the primary school they go to is maintained by the local authority and if it provides free breakfasts. You need to ask the school for free breakfasts for your child to receive them.

Find out more information about the offer **Pupil inclusion, wellbeing, behaviour and attendance**. Alternatively, you contact your child's school or contact your local authority.

Year 7 Breakfast Pilot

If your child is eligible for Free School Meals, they may also be eligible for a free school breakfast, which is currently available to children in Year 7 only.

To find out whether your secondary school is participating in the Year 7 Breakfast pilot, you can contact your you contact your child's school or contact your local authority.



Pupil Development Grant Access (PDG Access)

PDG Access helps families with the costs of the school day and can be used for items such as school uniform and equipment. Learners currently eligible for free school meals can apply for the grant of £225 per learner, and £300 for those learners entering year 7, recognising the increased costs associated with starting secondary school.

Find out more about the Pupil Development Grant.

Support with Childcare Costs

The Childcare Offer for Wales provides up to 30 hours of government-funded early education and childcare to eligible working parents of three- and four-year-olds for 48 weeks of the year. This builds on the existing universal commitment to early education, which provides all three- and four-year-olds with a minimum of 10 hours per week of early education provision known as Foundation Phase Nursery (FPN).

Read more detailed advice about the Childcare offer for Wales and other help towards paying for childcare that may be available to you, such as Tax-Free Childcare.

Your local **Family Information Service** (FIS) can also provide information about financial support with childcare costs.



Further and Higher Education Costs

Help with further education transport costs. You may be able to get free or subsidised transport during your course if you are:

- over 16 years and studying at your local school and travelling over a set distance to get there
- Age 16 to 19 and studying full-time at a further education college
- Age 19 or over or studying part-time

Speak to your school or college or **contact your local authority to find out more.**

Student Finance for Further Education

If you are in further education, you may be eligible to financial support to help you with your studies.

Find out more about financial support if you are in further education.

Student Finance for Higher Education

All eligible Welsh undergraduates starting a university course for the first time can receive support for living costs, made up of a mixture of grants and loans.

Eligible Welsh postgraduate master's students can get similar support in the form of a grant and a loan, whilst Doctoral students can apply for a loan.



Find out more about student finance if you are in higher education.

Personal Learning Accounts

- If you are employed and earning under £29,534, or your job is at risk you may be eligible for a Personal Learning Account.
- A Personal Learning Account will allow you to study part-time around your existing responsibilities. Personal Learning Accounts provide flexible courses and qualifications.

Find out more about Personal Learning Accounts on the Careers Wales website.



Costs of Running Appliances in Your Home:

Appliance (with average power rating)	Cost per hour	Cost per 10 mins	Appliance (with average power rating)	Cost per hour	Cost per 10 mins
Electric shower (9000 W)	£4.68	78p	Washing machine (2100 W)	£1.09	17p
Immersion heater (3000 W)	£1.56	-	Oil-filled radiator (2000 W)	£1.04	17p
Kettle (3000 W)	-	26p	Hairdryer (2000 W)	-	17p
Tumble Dryer (2500 W)	£1.30	22p	Hob (2000 W)	94p	16p
Electric heater (2500 W)	£1.30	22p	Grill (1500 W)	78p	13p
Oven (2100 W)**	£1.09	-	Iron (1500 W)	78p	13p
Toaster (1000 W)	-	9p	Plasma TV (350 W)	18p	3p
Microwave (1000 W)	52p	9p	Fridge-freezer (300 W)**	16p	-
Electric mower (1000 W)	52p	9p	Freezer (150 W)**	8p	-
Vacuum cleaner (900 W)	47p	8p	Fridge (150 W)**	8p	-
Dehumidifier (500 W)	26p	-	Heating blanket (150 W)	8p	1p
Towel rail (450 W)	23p	-	Desktop computer (140 W)	7p	1p
Games console (120 W)	6p	1p	DVD player (40 W)	2p	-
LCD TV (120 W)	6p	1p	Extractor fan (20 W)	1p	-
Laptop (50 W)	3p	-	Broadband router (10 W)	1p	-
TV box (40 W)	2p	-			

Prices estimated for guidance only



How Much Electricity does a Washing Machine Use?

- The average washing machine in the UK is around 2,100 watts, which is equal to 2.1 kWh, so depending on tariff can work out at about £1.09 per hour or 17p for 10 minutes.

How Much Electricity Does a TV Use?

It depends on the type of TV you use.

- For example the average standard LCD TV is an estimated 120 watts and consumes 0.12 kWh, so depending on tariff can cost around 6p an hour to power.

However, if you have a plasma TV, these average around 350 watts and take around 0.35 kWh, so it could cost from around 8p an hour to power.

How Much Electricity Does a Light Bulb Use?

It depends on the type of light bulb being used, since they have different wattage.

- For example, your average non-energy efficient 100 watt light bulb will consume 0.1 kWh meaning so depending on tariff can it could cost from about 5.2p an hour to power.

However, if you are using an LED bulb these can be as low as 4 watts, so they will use much less energy to power per hour in comparison.

In this case, an LED bulb at 4 watts could consume just 0.04 kWh meaning it will cost from 2.1p an hour to power.



How Much Does a Fridge Cost to Power?

The average UK fridge is around 150 watts, which is equal to 0.15 kWh, therefore a fridge, depending on tariff, cost from around 8p an hour to power.

What Can You Do To See Exactly How Much Energy You Are Using?

The above table is simply an estimation based on UK averages, so in order to truly know how much power/energy you are using, you can employ some modern technology to help.

These are not the necessarily the same as smart meters and they will provide you with more information. However, many modern smart meters do also act as [energy monitors](#) too.

If you want to estimate how much an appliance will cost to run, simply multiply the power rating (in kW) by the number of hours you plan to use it, and then multiply this by the unit rate for electricity. The UK Consumer Council has a table which will do this for you @ [Appliance Running Costs Table | Consumer Council](#).



Mental Health Support

You are not alone

Whether you're concerned about yourself or a loved one, these helplines and websites can offer free and confidential support.

BEAT – advice on eating disorders

Open:

Mon-Fri 9am-midnight

Sat/Sun 4pm-midnight

Weekends and bank holidays 4pm-8pm

Contact: 0808 801 0433 (FREE)

www.beateatingdisorders.org.uk

Combat Stress – Mental Health support for veterans and their families and for Serving Personnel

Open: 24/7

Contact: 0800 138 1619 (FREE) Text: 07537 173683

www.combatstress.org.uk

CALM – Campaign Against Living Miserably – for men aged between 15-35.

Open: Daily 5pm-midnight

Contact: 0808 58 58 58 (FREE)

www.thecalmzone.net

Cruse Bereavement Care – Care and support for anyone grieving

Open: Mon and Fri: 9am-5pm, Tues, Wed & Thur 9am-8pm, weekends and bank holidays: 10am-2pm

Contact: 0808 808 1677 (FREE)

For support, find your nearest branch at:

www.cruse.org.uk/wales



Dan 24/7 – Support with drug and alcohol

Open: 24/7

Contact: 0808 808 2234 (FREE)

Text: DAN to 81066

www.dan247.org.uk

No Panic – supporting people who experience panic attacks and Obsessive Compulsive Disorder

Open: daily 10am-10pm

Contact: 0300 772 9844 (call charges will apply)

www.nopanic.org.uk

Live Fear Free Helpline – providing help and advice about violence against women, men and children, domestic abuse and sexual advice

Open: 24/7

Contact: 0808 80 10 800 (FREE) Text: 07860 077333

www.livefearfreewales.gov.wales

www.welshwomenaid.org.uk

Victim Support – help for people affected by crime or traumatic events

Open: 365 days – 24/7

Contact: 0808 168 9111 (FREE)

www.victimsupport.org.uk

Family Lives (including bullying)

Open: Mon – Fri 9am-9pm and Sat/Sun 10am-3pm

Contact: 0800 800 2222 (FREE)

National Debt Line – providing free debt advice

Open: Mon-Fri 9am-8pm and Sat: 9:30am-1pm

Contact: 0808 808 4000 (FREE)

www.nationaldebtline.org

Rape Crisis

Contact: 0808 802 9999 (FREE)

Open:

Mon-Thur 1pm-5pm and 6pm-9pm

Fri: 2pm-5pm

www.rapecrisis.org.uk

SANEline – support and information for people affected by mental illness, their families and carers

Open: daily 4:30pm-10:30pm

Contact: 0300 304 7000 (call charges will apply)

www.sane.org.uk



HOPELine UK – suicide prevention advice and support for anyone under 35 and for anyone concerned about a young person

Open: daily 9am-midnight

Contact: 0800 068 4141 (FREE)

www.papyrus-uk.org

LGBT Foundation – support services for lesbian, gay, bi and transgender

Open: daily (excluding bank holidays) 10am-10pm

Contact: 0345 3 30 30 30 (call charges will apply)

www.lgbt.foundation

Gwent Drug and Alcohol Service (GDAS) – supporting people through alcohol and drug dependency

Open: Mon 9am-8pm, Tues-Fri 9am-5pm, Sat 9am-12pm.

Contact: 03339993577 (call charges will apply)

www.gdas.wales

Zero Suicide Alliance – campaigning to stop suicide in the UK

Web contact: [Welcome to the Zero Suicide Alliance](http://www.zer-suicide.org)

[ZSA](http://www.zer-suicide.org) Providing support and training materials

Wales Dementia Helpline – supporting people affected by Dementia

Contact: 0808 808 2235 (FREE)

Meic – information and advice for children and young people in Wales (under 25)

Open: daily 8am-midnight

Contact: 0808 80 23456 (FREE)

Text: 84001

www.meiccymru.org

Gwent Specialist Substance Misuse Services (GSSMS)

– supporting people through drug and alcohol dependency

Open: Monday-Friday 9am-5pm

Contact for Blaenau Gwent, Torfaen and Monmouthshire

(01873) 735566 for Caerphilly and Newport (01633) 216777

Referral email address ABB.GSSMS@wales.nhs.uk

Side by Side – anonymous network for sharing experiences (MIND).

Web contact: www.mind.org.uk