

Referral Agency Directory of Voucher Holders

June 2025

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**Agencies highlighted in green throughout this document
are referral agencies operating in Cardiff**

1. Emergency Contacts

Social Services Emergency Duty Team 029 2053 6490 or 029 2078 8570 out of hours

NSPCC www.nspcc.org.uk

Helpline for anyone concerned about a child at risk of abuse or neglect

0808 800 5000 - help@nspcc.org.uk

2. Advice

Cardiff Advice Hubs www.cardiffhubs.co.uk

- Money Advice
- IntoWork advice services
- Adult Learning Cardiff
- Assistance with Housing and Benefit enquiries
- Access to Foodbank vouchers
- Pick up green recycling bags
- A range of services for all ages

There are drop-in centres in 20 locations/hubs across Cardiff and CAS can provide home visits where appropriate.

029 2087 1017

Riverside Advice riverside-advice.co.uk/about/

Welfare Rights Advice for vulnerable people including debt, energy and housing.

029 2034 15770

Speakeasy www.speakeasy.cymru

Free legal advice across Cardiff and the Vale including welfare benefits, debt, housing and employment law

029 2045 3111 info@speakeasy.cymru

Samaritans Cymru <https://www.samaritans.org/cymru/>

Safer Wales www.saferwales.com

Provides advice and support for victims of domestic violence, sexual exploitation/abuse, rape and hate crime.

0808 80 10 800 - helpline/+44 (0)29 2022 0033 info@saferwales.com

Jo Stevens MP www.jostevens.co.uk

Jo Stevens is MP for the Cardiff Central Constituency.

02921 329736

Jenny Rathbone MS www.jennyrathbone.wales

Jenny Rathbone is Senedd member for Cardiff Central

02920 256255

Labour Party Cardiff West Constituency www.welshlabour.wales

02920 877700 wales@labour.org.uk

3. Addiction

Cardiff Alcohol and Drug Team www.cavamh.org.uk

The Team's remit is to undertake Wellbeing Assessments to identify what matters to individuals, identify their outcomes and what care and support needs they require. They work with people whose primary needs are drug or alcohol related.

029 2078 8300

Cardiff and Vale Drug and Alcohol Service (CAVDAS) – www.cavdas.com

Will take direct applications for support from individuals via web form, phone or email.

0300 300 7000

info@cavdas.com

Adferiad Recovery www.adferiad.org.uk

Adferiad Recovery delivers a new, flexible and coordinated response to the exceptional circumstances faced by people with co-occurring mental health and substance misuse conditions and related issues.

01792816600 info@adferiad.org

Cyfle Cymru <https://adferiad.org/services/cyfle-cymru/>

Cyfle Cymru helps people affected by substance misuse and/or mental health conditions across Wales to develop confidence and provides support for individuals to access training, qualifications and work experience or volunteering.

ask@cyflecymru.com

Platform – Pathways to Work – <https://platform.org>

Supporting individuals with their mental health and substance use looking to get back into training, paid work or volunteering.

pathwayscardiff@platform.org

Recovery Cymru Community – www.recoverycymru.org.uk

Recovery Cymru is a peer-led, mutual-aid, recovery community in Cardiff and the Vale of Glamorgan that empowers people to achieve and maintain recovery while supporting others to do the same. 07944851050 / 02920 227019

info@recoverycymru.org.uk

4. Carers

Carers Wales carersuk.org/wales

Web site with guidance and information for carers (not a referral agency but a useful source of information).

5. Disability Support

Headway Cardiff www.headwaycardiff.com

Promotes understanding of all aspects of acquired brain injury and provides information, support and services to people with acquired brain injury, their families and carers.

029 2057 7707 info@headwaycardiff.org.uk

6. Diversity, Equality and Inclusion

BAWSO <https://bawso.org.uk/>

Bawso provides practical and emotional support to black minority ethnic (BME) and migrant victims of domestic abuse, sexual violence, human trafficking, Female Genital Mutilation and forced marriage

029 20644 633/0800 731 8147 info@bawso.org.uk

Women Connect First <https://womenconnectfirst.org.uk/>

Offers a range of services including advice, advocacy, counselling and training programmes. Targets disadvantaged, isolated and marginalised Black and Ethnic women. Also runs **World Cafe on Wheels** to deliver healthy and nutritious meals daily.

07577125248

Race Equality First www.raceequalityfirst.org

Provides support, advice, leadership and an influential voice for people who face discrimination, harassment, hate crime and disadvantage.

029 20 486207

Diverse Cymru www.diverseecymru.org.uk/

Inequality/discrimination advice due to; age, disability, gender reassignment, marriage and civil partnership, pregnancy/maternity, race, religion/belief, sex/sexual orientation,

029 2036 8888 info@diverse.cymru

Street Football Wales www.streetfootballwales.com

Street Football Wales (SFW) offers opportunities for people who have been socially isolated and excluded, by providing an open, inclusive and safe environment to come and play football, make friends, build self-confidence and supporting them on their personal journeys.

07846849390

7. Domestic/Sexual Violence/Abuse

Llamau <https://www.llamau.org.uk>

Cardiff Women's Aid have now merged with Llamau, with a combined focus on ending domestic violence and homelessness for women and children in the UK.

RISE: Call 02920 460 566

Llamau: Call 02920 239585

Live Fear Free Helpline: Call 0808 80 10 800 Text 07860 077333

Stand Up to Domestic Abuse (SUTDA) www.sutda.org

SUTDA's ambition is to create a world where domestic abuse is no longer tolerated.

Sexual Assault Referral Centre (SARC)

www.cardiffandvaleuhb.wales.nhs.uk/ynys-saff-sarc

Ynys Saff or Safe Island is a sexual assault referral centre where a range of specially trained, experienced professionals give help, support and advice to men, women, children and young people, following sexual assault in Cardiff and the Vale.

02920 335795

8. Family Support

Cardiff Family Advice and Support/Support for Families www.cardiffamilies.co.uk

Family support workers and social workers can work together with parents, children and young people to find the right solutions for them and their families in a number of ways including;

- direct delivery of a range of evidence-based programmes
- providing practical help and support
- act as a key worker for the family
- advise on a wide range of community-based support
- complete family based assessments and support plans.

03000 133133 ContactFAS@cardiff.gov.uk

NHS Health Visitors www.cavuhb.nhs.wales

The Health Visiting service provides a universal service for all families with children under the age of 5 years. The service consists of comprehensive health assessments based on individual and local needs. All Health Visitors are Community based with some located in GP practices and others are based in UHB premises.

029 2183 6916

NSPCC <https://www.nspcc.org.uk/about-us/what-we-do/wales/>

Working to prevent child abuse in Wales – and help children and young people who've been abused rebuild their lives.

02920 108081 walespressooffice@nspcc.org.uk

The Birth Partner Project <https://www.birthpartnerproject.org/>

The Birth Partner Project provides volunteer birth partners who work in small teams to offer support and friendship to asylum-seeking and refugee women in the latter stages of pregnancy, throughout labour and birth, and the first eight weeks postnatally.

07871 911415 info@birthpartnerproject.org

ACE (Action in Caerau and Ely) www.aceplace.org

ACE provides a number of services supporting our local community in health, training, money issues, access to food, and supporting families, based at the Dusty Forge and at other community locations.

02920 003132

St Vincent's Ely Bridge <https://svp.org.uk/>

Based around a vibrant community café, families can gather in a safe and welcoming space to chat, relax and learn together at after school clubs, cookery lessons and parenting classes.

07500 170764

Splott Community Volunteers <https://splottcommunityvolunteers.co.uk>

A non-profit organisation focused on helping make the community around us a better, happier place. We organise fundraisers, community-building events, fun nights and training sessions for our volunteers, as well as running a successful Breakfast Club and other amazing activities.

07866 199 299

Single Parents Wellbeing www.singleparentswellbeing.com

Single Parents Wellbeing is run by single parents for single parent families. SPW has a compassionate, empowering and positive approach to being a single parent with a focus on wellbeing and preventing social isolation.

amy@singleparentswellbeing.com

Barnado's Family Support Service

www.barnados.org.uk/what-we-do/services/family-wellbeing-service-cardiff

Specialist support for families providing triage and therapeutic interventions, with a particular focus on families where there is a low level mental health need, have suffered a bereavement trauma or loss, where there is inter-parental conflict, or the family are asylum seekers/refugees or have a child with a disability.

02920 577074 cardifffamilywellbeing@barnados.org.uk

Barnado's Reflect Service

Reflect provides support to women (and partners) that have had one or more children permanently removed from their care. This includes practical and therapeutic support alongside raising awareness of using Long Acting Reversible Contraception (LARCs) and supporting service users to access as appropriate.

02920 577074 reflect@barnados.org.uk

Home Start Cardiff homestartcymru.org.uk/

Home-Start Cymru offers free, confidential support and practical help to parents of young children living across Wales who are going through a difficult time. Need referral from health professional.

029 20360876 / 029 20630903 cardiff@homestartcymru.org.uk

9. Finance/Utilities

Cardiff Money Advice www.cardiffmoneyadvice.co.uk

If you're struggling to manage your money, the team can offer help and support in a number of areas such as budgeting, income maximisation and managing debt.

029 2087 1071

Christians Against Poverty (CAP) www.capuk.org

Christians Against Poverty provides free professional debt help through local churches throughout the UK. There is a local centre in North Cardiff.

0800 328 0006

Restart Scheme www.serco-ese.com/restart-scheme/wales

The Restart Scheme will give individuals in Wales claiming Universal Credit (for at least 9 months) enhanced support to find jobs in their local area.

Student Money Advice Team (USW) www.studentmoney.southwales.ac.uk

Managing your money at University can be a challenge. The Student Money Advice Team provide advice and information to help you make informed decisions about your finances. The Service is available to students and staff of the University, potential students of the University and graduates of the University.

01443 483778 money@southwales.ac.uk

10. Gypsies and Travellers

Gypsies and Travellers Wales gtwales.org.uk

Provides support, advice and advocacy to improve access to suitable accommodation, public services and employment.

029 20 214411 info@gtwales.org.uk

Travelling Ahead www.gtpcymru.org.uk

No longer a referral agency but offer advice, support and individual and community advocacy working alongside Gypsy, Roma and Traveller families on issues such as accommodation, sites, planning, rights and accessing services.

029 2039 6974 admin@tgpcymru.org.uk

11. Health

Macmillan Cancer Support www.macmillan.org.uk

Macmillan Cancer Support provides specialist health care, information and financial support to people affected by cancer. It also looks at the social, emotional and practical impact cancer can have and campaigns for better cancer care.

0808 808 00 00

Kidney Wales www.kidneywales.cymru

Provides information, advice and assistance to kidney patients and their families and works alongside the NHS to invest in targeted support for kidney patients.

029 20 343 940 team@kidneywales.cymru

Autism Spectrum Connections Cymru

www.autism.org.uk/directory/a/autismspectrum-connections-cymru

For people aged 16 and over who have a diagnosis of high functioning autism or Asperger syndrome. The team offers focused 1:1 support and advice on housing, employment and benefits. They can also meet to discuss problem solving in a number of areas, as well as providing a variety of social opportunities. You can also access independent advocacy through this service.

02920 228794 info@asc-cymru.org

Maggie's Cardiff – www.maggies.org/our-centres/maggies-cardiff

Maggie Keswick Jencks Cancer Caring Centres Trust has a base at the Velindre Cancer Centre. The charity provides free expert care and support including cancer support specialists, psychologists and benefit advisors.

029 2240 8024

12. Homelessness/Housing Associations

The Salvation Army www.salvationarmy.org.uk

Provides support for homelessness, rough sleepers, night shelters, floating support and outreach services.

02920 451154

Wallich Night Shelter

02920 399 739 cardiff.nightshelter@thewallich.net

Cardiff YMCA Housing Association/Hostel www.ymcacardiff.wales

We provide temporary accommodation for homeless people of both sexes, all ages and various backgrounds. We also provide support to our residents in their search for permanent accommodation as well as support for a range of other identified needs.

02920 465250 Enquiries@ymcacardiff.wales

Housing Associations

Taff Housing <https://taffhousing.co.uk/>

Wales and West Housing Association www.wwha.co.uk/

Linc Housing <https://www.linc-cymru.co.uk/>

Hafod www.hafod.org.uk

Cadwyn www.cadwyn.co.uk

Cardiff Community Housing www.ccha.org.uk

Cardiff YMCA Housing Association –
<https://www.ymcacardiff.wales/services/ymca-cardiff-housing/>

Providing temporary accommodation for homeless people of both sexes over the age of 18; support for residents seeking permanent accommodation and other support as required.

02920 465250

Enquiries@ymcacardiff.wales

Pobl www.poblgroup.co.uk

United Welsh www.unitedwelsh.com

Boomerang boomerangcardiff.business.site

Free/Cheap Furniture accessed via DWP's Discretionary Assistance Fund (DAF)

(029) 20 49 77 24 info@boomerangcardiff.org.uk

Pobl Care and Support - Cardiff Ffynnon www.poblgroup.co.uk

The scheme offers housing related support to people who have difficulty maintaining their accommodation due to issues with alcohol and substance misuse. Support is focused on developing skills to manage accommodation, develop financial capability and improve health and well being.

02920 537342 floatingsupportteam@cardiff.gov.uk

United Welsh Floating Support www.unitedwelsh.com/cardiff-floating-support-service

The Cardiff Floating Support service, delivered by United Welsh in partnership with The Salvation Army, helps to prevent individuals and families from becoming homeless; through a 12 week, tailored support package encompassing everything from financial management to mental health and wellbeing.

0330 159 6080

13. Isolation/Grief/Bereavement

*These are **not** referral agencies but offer helpful advice and support

At a Loss www.ataloss.org

UK wide charity providing the bereaved and those supporting them information and services appropriate to their loss.

The **NHS has set up an emergency helpline** for anyone whose loved one has died in hospital. **To speak with a trained nurse call 0800 2600 400**. The helpline is open 8am to 8pm daily.

Cruse Freephone National Helpline www.cruse.org.uk

Staffed by trained bereavement volunteers who offer emotional support to anyone affected by bereavement. The number is **0808 808 1677** The Cruse Helpline operates the following hours;

Monday: 9.30am-5pm

Tuesday: 9.30am-8pm

Wednesday: 9.30am-8pm

Thursday: 9.30am-8pm

Friday: 9.30am-5pm

Saturday and Sunday: 10am -2pm

Melo <https://www.melo.cymru/topic/grief-and-bereavement/>

Melo contains information, advice and self-help resources to help you look after your mental health and wellbeing.

14. Mental Health Support

4Winds Centre www.4winds.org.uk

4Winds is a user-led, open-access mental health resource helping people work towards recovery in addition to NHS support.

02920 388 144

Cardiff Mind www.cardiffmind.org/

Cardiff Mind is a mental health charity with a track record in developing and delivering quality services to people experiencing mental distress

02920 402040 admin@cardiffmind.org.uk

Community Care and Wellbeing Service (CCAWS)

A mental health and wellbeing charity delivering support services across Cardiff's diverse community.

029 2034 5294 info@ccaws.org.uk

Cardiff Mental Health Team (CMHT)

There are five CMHTs in Cardiff. They provide mental health service provision to clients aged 18 - 65 experiencing serious or enduring mental health problems. Access to the service is made by referral, referrals being made by GP, other service providers and in some instances self referral, provided the person being referred is aware that the referral is being made.

South West Cardiff (Hamadryad Centre) - 029 2046 3488

North West Cardiff (Gabalfa Clinic) - 029 2069 3941

West Cardiff (Pendine Centre) - 029 2057 8778

South East Cardiff (Links Centre) - 029 2033 5555

North East Cardiff (Pentwyn Health Centre) - 029 2073 1466

The Jacob Abraham Foundation

The foundation aims to help prevent suicide through direct intervention with vulnerable people; to raise awareness on mental health/suicide issues, promote positive mental health, and support people bereaved through suicide in South Wales.

<https://www.jacobsfoundation.org.uk/> contactus@jacobsfoundation.org.uk

15. Older People

Age Cymru www.agecymru.org.uk

Age Cymru Advice is committed to being the foremost information and advice service on matters affecting older people in Wales. We provide confidential, impartial and expert information and advice to older people, their families, friends, carers and professionals.

029 2043 1555

Care and Repair Cymru www.careandrepair.org.uk

Care and Repair helps older people in Wales live independently in their own homes. As a charity working through our network across Wales, we deliver practical help to create safe, warm and accessible homes.

02920 473337 careandrepair@crcv.org.uk

16. Probation

National Probation Service www.wales.probationservices.co.uk

Wales Probation Services delivers rehabilitative interventions and Community Payback, which supports the National Probation Service to deliver the sentence of the court.

02921 055517 (Cathedral Road) 02921 055517 (Canton)

Dyfodol www.kaleidoscope.org/services/dyfodol

Dyfodol offers support in custodial settings and communities, to anyone being supported by criminal justice services such as probation.

02920 641213

17. Refugees/Immigrants and Asylum Seekers

British Red Cross www.redcross.org.uk/get-help/get-help-as-a-refugee

Offers help with the urgent needs of refugees, asylum seekers and other vulnerable migrants

01633 245 761 refugeesupportwales@redcross.org.uk

Oasis Cardiff www.oasiscardiff.org

Oasis offers a variety of support that is ever-growing. From free healthy meals every weekday to college application assistance, providing access to physical and mental health care and learning new skills in preparation for employment and independent living.

029 2046 0424 info@oasiscardiff.org

Welsh Refugee Council www.wrc.wales

Provides specialist advice and support services to asylum seekers and refugees in Wales to ensure they can access the services they need.

0808 196 7273 info@wrc.wales

Home4U Cardiff – www.home4ucardiff.org

A charity providing accommodation to people seeking asylum who are facing destitution and homelessness.

07878 173 681 info@home4ucardiff.org

18. Veterans and Armed Forces

SSAFA Armed Forces Help Cardiff www.ssafa.org.uk/cardiff-vale-glamorgan

Support to those who are serving, or have served in the British Army, Royal Navy, Royal Marines or the Royal Air Force and to their families

02920 383 852/0800 731 4880 cardiff.branch@ssafa.org.uk

19. Young People

Llamau www.llamau.org.uk

Support for young people and women at risk of homelessness

029 2023 9585/enquiries@llamau.org.uk

St Giles Trust stgilestrust.org.uk/what-we-do/st-giles-cymru

Young people involved in or at risk of criminal exploitation

02920 496 363 info@stgilestrust.org.uk

Headroom www.psychosis.wales/find-services/contact-cv-uhb

Headroom is an NHS service working with Barnardo's supporting young people who have experienced a first episode of psychosis (FEP). We work with 14-25 year olds, who have not previously been offered a full early intervention for psychosis, for three years following the first episode.

029 21824227

Cardiff Youth Justice Service

Cardiff YJS is a partnership between different organisations to provide intervention and support for young people and their families. The aim of the partnership is to prevent anti-social behaviour, offending and re-offending by young people aged 10-17. It also offers support to victims of youth crime and anti-social behaviour.

02922 330 355 Angharad.Thomas2@cardiff.gov.uk