



**Guide to support in your area – Newport**

<b>Organisation</b>	<b>Help they can provide</b>	<b>Contact information</b>	<b>Additional information</b>
<b>Information Station</b>	<ul style="list-style-type: none"><li>• Council tax</li><li>• Housing and council tax benefits</li></ul>	<p><a href="https://www.newport.gov.uk/en/Council-Democracy/Information-Station.aspx">https://www.newport.gov.uk/en/Council-Democracy/Information-Station.aspx</a></p> <ul style="list-style-type: none"><li>• Council tax</li><li>• Housing and council tax benefits</li></ul>	Contact if concerned about council tax payments, if worried about court or bailiff action
<b>Newport Credit Union</b>	Use of savings and loans	01633 214913 <a href="mailto:info@newportcreditunion.co.uk">info@newportcreditunion.co.uk</a>	Operating restricted hours, so contact first for opening times
<b>Age UK Gwent</b>	Advice for older persons during coronavirus outbreak	01633 240190 <a href="https://www.ageuk.org.uk/cymru/gwent/our-services/">https://www.ageuk.org.uk/cymru/gwent/our-services/</a> <a href="mailto:info@agecymrugwent.org">info@agecymrugwent.org</a>	Services restricted due to current situation. Contact for further information
<b>Lighthouse 55+ Project</b>	Support and advice for the Over 55s (already in receipt of Supporting People care)	01633 235201	Service for existing

	<ul style="list-style-type: none"> <li>• Budgeting</li> <li>• Benefits</li> <li>• Communicating with organisations</li> <li>• Crisis intervention</li> </ul>	Email: <a href="mailto:newport.gateway@newport.gov.uk">newport.gateway@newport.gov.uk</a>	beneficiaries of Housing Support
<b>Newport Council</b>	Update on service closures and COVID-19 information	<a href="http://www.newport.gov.uk/en/Council-Democracy/Coronavirus-COVID-19.aspx">http://www.newport.gov.uk/en/Council-Democracy/Coronavirus-COVID-19.aspx</a>	Newport Council staff from services may be re-deployed to areas of greatest need, resulting in a reduction of services, such as refuse collection
<b>Newport Support Services Directory</b>	A-Z of supporting services available in Newport – <ul style="list-style-type: none"> <li>• Citizens Advice Bureau</li> <li>• Power Up Advice Hub (fuel poverty)</li> <li>• Community Support (Hospital Appointments)</li> <li>• Family Information Service</li> </ul>	<a href="http://www.newport.gov.uk/documents/Care-and-Support/Older-people/Support-Services-Directory.pdf">http://www.newport.gov.uk/documents/Care-and-Support/Older-people/Support-Services-Directory.pdf</a>	Excellent resource for finding key telephone numbers and contacts for services
<b>Newport Council – Care and Support</b>	<ul style="list-style-type: none"> <li>• <a href="#">Report concerns about a child (child protection)</a></li> </ul>	<a href="mailto:info@newport.gov.uk">info@newport.gov.uk</a> or telephone (01633) 656656.	Contact if you have concerns, subject to availability of council staff.

	<ul style="list-style-type: none"> <li>• <a href="#">Protecting adults at risk</a></li> <li>• <a href="#">Carers</a></li> <li>• <a href="#">Children and families</a></li> </ul>		
<b>Public Health Wales</b>	Daily updates on COVID-19 county by county in Wales	<a href="https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak/">https://phw.nhs.wales/news/public-health-wales-statement-on-novel-coronavirus-outbreak/</a>	Information is updated daily at 12 noon
Out of hours chemists	Find out which chemists are available in our area	<a href="https://www.nhsdirect.wales.nhs.uk/LocalServices/?s=Pharmacy">https://www.nhsdirect.wales.nhs.uk/LocalServices/?s=Pharmacy</a>	Opening hours and services and medication available subject to changes
NHS 111 Out of hours GP	Get medical advice at home	<a href="https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/">https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/</a>	The service is receiving high volumes of calls