

Directory of  
**Employability Support Services**

Where to go in Rhyl for help and advice with finding work and training



Rhyl City Strategy  
Strategaeth Dinas Rhyl



We hope you find the Directory of Employability Support Services useful.

Thank you to all the organisations who have provided information for the Directory.

Whilst every effort has been made to ensure that information is correct and up to date, it is inevitable that some details may be missing or incorrect or that details will change over time.

For this reason, an electronic copy of the Directory will be available on the Rhyl City Strategy website at [www.rhylcitystrategy.co.uk](http://www.rhylcitystrategy.co.uk). If you would like to update your organisation's details on the web-based Directory, please contact [info@rhylcitystrategy.co.uk](mailto:info@rhylcitystrategy.co.uk) or contact 01745 343605

# Directory of Employability Support Services 2010

Where to go in Rhyl for help and advice with finding work and training

Produced by Rhyl City Strategy

Welcome to the Directory of Employability Support Services for Rhyl. The Directory was created and produced by Rhyl City Strategy. Rhyl City Strategy brings together a range of organisations in partnership to tackle unemployment and economic inactivity in Rhyl.

The Directory aims to provide information on services available to help people move towards and into work. Employability can be described as the combination of factors and processes which enable people to progress towards or get into employment, to stay in employment, and to move on in the workplace.

This directory lists both alphabetically and by the 'client group'. This should make it easier to find services that specifically focus on the needs of different groups. The directory provides a description of the services provided, contact details and information on eligibility criteria and referral routes, where appropriate. The directory also contains information on the stage of the 'Employability Pathway' the service most relates to. The Pathway sets out 5 stages to help people move into work, and to provide support to people whilst in work. Please note that in work support is often only available to existing clients of the service.

## ➤➤➤➤ Stage 1 - POSITIVE ACTIVITY

Relates to a range of services helping people to get some routine into their life and make new connections.

## ➤➤➤➤ Stage 2 - WORK PREPARATION INITIAL STAGES

Relates to a range of services to help people become more self-aware, build confidence and develop their life skills.

## ➤➤➤➤ Stage 3 - WORK PREPARATION LATER STAGES

Relates to a range of services that focus on helping people gain work related skills and prepare for moving into employment

## ➤➤➤➤ Stage 4 - SUPPORT WITH MOVING INTO EMPLOYMENT

Relates to services that help people who are work-ready to move into employment

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**A4E**

A4e Rhyl, RYAG,  
The Hub, 69-75,  
Wellington Road,  
Rhyl, LL18 1BE  
**Tel:** 01745 344866  
www.a4e.co.uk

**A4e Pathways**

17-19 Kinmel Street,  
Rhyl,  
Denbighshire, LL18 1AH  
**Tel:** 01745 361693  
www.mya4e.com

**Access to Work**

Operational Support Unit,  
Jobcentre Plus, 1st Floor,  
Alexandra House,  
377 Cowbridge Road East,  
Canton, Cardiff CF5 1WU  
**Tel:** 02920 423291,  
textphone 02920 644886  
ATWOSU.cardiff@jobcentreplus.gsi.  
gov.uk

**Action For Arts**

1, Rhiw Road,  
Colwyn Bay, LL29 7TE.  
**Tel:** 0845 2723516  
www.actionforarts.org.uk

**ARCH Initiatives**

Arch Initiatives Cymru,  
Dewi Sant Centre,  
Clwyd Street,  
Rhyl, LL18 3LA.  
**Tel:** 01745 345900  
www.archinitiatives.com

**Benefit Advice Shop**

64 Brighton Rd,  
Rhyl, LL18 3HP  
**Tel:** 01745 345145  
info@bashop.tv

**SERVICE DESCRIPTION** Community Task Force Programme working with 18-24 year olds on community based placements/projects to support them into long-term employment. Job Centre Support Contract - Modular training provided to JSA customers to remove barriers to long term employment

**CLIENT GROUP/ELIGIBILITY** Unemployed > JSA

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 5: In work longer-term support.

**REFERRAL ROUTES** Job Centre Plus

**SERVICE DESCRIPTION** Provides help for people with health conditions to return to work.

**CLIENT GROUP/ELIGIBILITY** All ages, people with health problems and sickness related benefits.

➤➤➤➤ **STAGE OF PATHWAY** Stage 3, work preparation later stages

**REFERRAL ROUTES** Self-referral, Jobcentre Plus

**SERVICE DESCRIPTION** Assists disabled people who are in paid employment or with a job to start. It gives practical support and help to meet additional costs associated with overcoming work related obstacles resulting from disability, including adaptations to premises and equipment, communication support at interview, special aids and equipment, support worker, travel to work costs, and travel in work costs. As the programme is customer focused, the customer should contact the appropriate operational support unit to make the application.

**CLIENT GROUP/ELIGIBILITY** People 16+ with a disability or health condition as defined under the DDA that affects their ability to carry out their job

➤➤➤➤ **STAGE OF PATHWAY** Stage 4: Support moving into work> Stage 5: In work longer term support

**REFERRAL ROUTES** Self-referral

**SERVICE DESCRIPTION** Provides pre-employment training and personal development, as well as employment opportunities through the Future Jobs Fund and ILM. Eligibility is: 18-24+. Long term unemployed (3 months plus)

**CLIENT GROUP/ELIGIBILITY** 18+ > Unemployed 3 months+ > Unemployed > Substance/alcohol misuse > Young people > Lacking skills >

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 3: Work Preparation later stages.

**REFERRAL ROUTES** Job Centre Plus > Careers Wales > WCVA > Community Organisations.

**SERVICE DESCRIPTION** Provides services for anyone experiencing difficulty with substance misuse and offending across North Wales.

**CLIENT GROUP/ELIGIBILITY** History of substance misuse and offending behaviour.

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity

**REFERRAL ROUTES** Open referral system

**SERVICE DESCRIPTION** A service for people who need immediate/urgent advice about welfare benefit matters. People can call for advice or book an appointment with an advisor.

**CLIENT GROUP/ELIGIBILITY** All Groups

**STAGE OF PATHWAY** No Pathway

**REFERRAL ROUTES** None

### Bond Scheme

1, Trinity Square,  
Llandudno,  
Gwynedd  
**Tel:** 01492 860437  
[www.nacro.org.uk](http://www.nacro.org.uk)

**SERVICE DESCRIPTION** Helps people with a Conwy and Denbighshire connection to secure accommodation via a deposit guarantee in place of a cash deposit payment to a private landlord.

**CLIENT GROUP/ELIGIBILITY** Homelessness

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity

**REFERRAL ROUTES** Community Organisations

### BTCV

Unit 1&2a, Westbourne Centre,  
Wood Road,  
Rhyl, LL18 1DZ.  
**Tel:** 01745 342426  
[www.btcv.org](http://www.btcv.org)

**SERVICE DESCRIPTION** Supporting the long term unemployed back into work or training through a range of programmes. Provide information on welfare benefits. The programmes running are: RESTART - Programme open to everyone who resides in the Rhyl area who are unemployed. FUTURE JOBS FUND - Eligible individuals will generally either be long-term claimants of JSA aged 18-24, or long-term claimants on out-of-work benefits and living in an area of high unemployment. Other individuals may be confirmed as eligible by JCP at its discretion. FLEXIBLE NEW DEAL - Eligibility is those who have been claiming JSA for 12 months within Denbighshire, referred by JCP.

**CLIENT GROUP/ELIGIBILITY** Restart: Unemployed living in Rhyl. Future Jobs Fund: Long term claimants of JSA aged 18-24. Flexible New Deal: Claiming JSA for 12 months+

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 5: In work longer term support.

**REFERRAL ROUTES** Restart: Self-referral > Community Organisations. Future Jobs Fund: Job Centre Plus. Flexible New Deal: Job Centre Plus.

### Business Information Service

Denbighshire County Council  
**Tel:** 01745 332660  
[businesssupport@denbighshire.gov.uk](mailto:businesssupport@denbighshire.gov.uk)

**SERVICE DESCRIPTION** Helps new and existing businesses with all their business information needs and act as a signposting service to other business support providers.

**CLIENT GROUP/ELIGIBILITY** Self-employment

➤➤➤➤ **STAGE OF PATHWAY** Stage 3: Work preparation later stages > Stage 4: In work early support

**REFERRAL ROUTES** Self-referral

### CAIS

The Dawn Centre,  
35-37, Princes Drive,  
Colwyn Bay, LL29 8PD  
**Tel:** 01492 523690  
[www.cais.co.uk](http://www.cais.co.uk)

**SERVICE DESCRIPTION** Provides a range of services to people who are experiencing problems with their alcohol or drug use, as well as offering help, support and information to their family, friends and significant others. The services include: assessment, counselling, brief interventions, supporting people in their homes, helping people who are homeless, assisting people back into work or education and information giving. Assistance consists of possible support for funding towards equipment for those entering into training or work, administered through the CAMRE bursary. Also provides a Peer Mentoring Programme, Word on the Street, which helps service users to develop personally by offering a range of training opportunities designed to increase confidence and enhance their employment prospects.

**CLIENT GROUP/ELIGIBILITY** History of substance and alcohol misuse.

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 2: Work Preparation initial Stages

**REFERRAL ROUTES** Self-referral/health professionals

### Cam Ymlaen

15, Madoc Street,  
Rhyl, LL20 2TL  
**Tel:** 01492 870788  
[camsstepforward1@aol.com](mailto:camsstepforward1@aol.com)

**SERVICE DESCRIPTION** Delivers a range of services for people with mental health problems. Works closely with agencies that can offer support and opportunities for clients. The Phoenix Project aims to return people who have experienced mental health problems to integrated employment (voluntary, training, permitted, government schemes, full or part-time paid) as well as our own in-house education programme including a range of accredited courses. Clients are helped to identify their current level of skills, develop new skills, choose an occupation, be realistic about job goals and develop coping strategies in and out of work.

**CLIENT GROUP/ELIGIBILITY** Mental health problems > unskilled > Volunteers >

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 4: In work early support.

**REFERRAL ROUTES** Community organisations > Self-referral.

**Canolfan Dewi Sant Centre**

Clwyd Building,  
Clwyd Street,  
Rhyl, LL18 3LA.

**Tel:** 01746 345900/**Tel:** 01745 356467  
rhylenquiries@sova.org.uk

**SERVICE DESCRIPTION** A drop-in resource for individuals living chaotic lifestyles aged 16+, however support will be sought for those under 16. Centre users must be homeless/no fixed abode, serious drug/alcohol issues or have mental health problems. Services include: hot food and drinks, shower facilities, clothes store, one-to-one support, with added guidance from local agencies specialising in specific issues. Training opportunities within the Centre, as well as entertainment in the form of a TV, cards, board games and sports activities. Advice given on local employment, training and education, housing, budgeting and debt management.

**CLIENT GROUP/ELIGIBILITY** The Centre users must be 16+, homeless/no fixed abode, serious drug/alcohol issues or mental health problems.

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 2: Work Preparation Initial stages.

**REFERRAL ROUTES** Self-referral/Community Organisations

**Careers Wales**

Station Buildings,  
Bodfor St, Rhyl

**Tel:** 01745 330012  
rhyloffice@careers-gyrfa.org.uk

**SERVICE DESCRIPTION** All age independent careers information, advice and guidance service to help people explore their ideas, experiences and skills, identify suitable jobs and careers, explore their options and plan their next steps. Services include: training opportunities, help with job search, interview techniques and CV's. Specific support is available to young people also through Youth Gateway activities. [www.cliconline.co.uk](http://www.cliconline.co.uk) is the young persons' website for national information and advice.

**CLIENT GROUP/ELIGIBILITY** Young People aged 14-19 > Adults 19+

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 5: In work longer term support.

**REFERRAL ROUTES** Community Organisations > Self-referral/Drop-in

**Cefndy Healthcare**

Cefndy Healthcare,  
Cefndy Road,  
Rhyl, LL18 2HG

**Tel:** 01745 343877  
[www.cefnfy.com](http://www.cefnfy.com)

**SERVICE DESCRIPTION** Provides meaningful employment to disabled people and where possible enable them to return to the open labour market.

**CLIENT GROUP/ELIGIBILITY** Disability > Unemployed

➤➤➤➤ **STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: Support moving into work

**REFERRAL ROUTES** Self-referral > Community Organisation

**Chwarae Teg**

Bryn Eirias,  
Abergele Road,  
Colwyn Bay,  
Conwy, LL29 8BY

**Tel:** 01492 511703  
[www.chwaraeteg.com](http://www.chwaraeteg.com)

**SERVICE DESCRIPTION** Agency for the economic development of women in Wales. Championing education, entrepreneurship, work-life balance and flexible working, helping women to overcome the obstacles that prevent them from making a full and consistent contribution within the community. The projects aims are to work alongside employers to create opportunities for women in the workplace. The employees are offered self employed ILM accredited training courses in leadership and management.

**CLIENT GROUP/ELIGIBILITY** Employed > Women > Lack of skills > Lone Parents

➤➤➤➤ **STAGE OF PATHWAY** Stage 2: Work preparation initial stages - Stage 5: In work longer term support.

**REFERRAL ROUTES** Community Organisations > Self-referral

**Citizens' Advice Bureau**

11 Water St,  
Rhyl, LL18 1SP

**Tel:** 01745 334568  
[www.dcab.co.uk](http://www.dcab.co.uk)

**SERVICE DESCRIPTION** Provides advice and information to citizens to advise them of their rights and responsibilities, as well as influencing policy and legislation both locally and nationally. Also provides training to a generalist advisor certificate level and offers supported training placements for admin workers.

**CLIENT GROUP/ELIGIBILITY** All Groups

**STAGE OF PATHWAY** No Pathway

**REFERRAL ROUTES** None

**CJIW (Community Justice Intervention Wales)**

Oak House,  
12, The Bulwark,  
Brecon,  
Powys, LD3 7AD

**Tel:** 07800 628680  
[www.cjiw.org](http://www.cjiw.org)

**SERVICE DESCRIPTION** Supports those who are unemployed, offenders or who are at risk of offending with: opportunities to gain Duke of Edinburgh Award qualifications, Endeavour Award, OCN's, signposting and support and social enterprise opportunities.

**CLIENT GROUP/ELIGIBILITY** Unemployed > offenders > substance/alcohol misuse > young people

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 3: Work preparation later stages.

**REFERRAL ROUTES** Self-referral > Community Organisations

**Clwyd Alyn Housing Association**

72, Ffordd William Morgan,  
St Asaph Business Park,  
St Asaph. LL17 0JD.  
**Tel:** 01745 336800  
[www.clwydalyn.co.uk](http://www.clwydalyn.co.uk)

**SERVICE DESCRIPTION** A subsidiary of Pennaf Housing Group. A non-charitable registered social landlord, answering the growing housing needs of the community  
**CLIENT GROUP/ELIGIBILITY** Housing issues  
**STAGE OF PATHWAY** No Pathway  
**REFERRAL ROUTES** Contact the provider direct

**Clwyd Coast Credit Union**

17-19, Bodfor Street,  
Rhyl, LL18 1AS.  
**Tel:** 01745 361274  
[enquiries@cccu.co.uk](mailto:enquiries@cccu.co.uk)

**SERVICE DESCRIPTION** A non-profit making organisation that offers a friendly, convenient and easy place to save, with access to low cost loans. Also offers training opportunities to gain basic admin skills  
**CLIENT GROUP/ELIGIBILITY** All Groups > Volunteers > Unemployed > Lacking skills  
**STAGE OF PATHWAY** Stage 2: Work Preparation initial stages - Stage 3: Work preparation later stages  
**REFERRAL ROUTES** Drop-in > Community Organisations.

**Coleg Harlech**

Coleg Harlech WEA,  
St Davids Hill, Harlech,  
Gwynedd, LL46 2PU  
**Tel:** 01492 536693  
[www.harlech.ac.uk](http://www.harlech.ac.uk)

**SERVICE DESCRIPTION** Peripatetic Outreach Programme - To promote social inclusion. Largely focuses on attracting people into activities whether they are economic, voluntary or learning. A partnership approach to widen access to learning opportunities.  
**CLIENT GROUP/ELIGIBILITY** Lacking Skills > Unemployed  
**STAGE OF PATHWAY** Stage 2: Work Preparation later stages - Stage 3: Work preparation later stages  
**REFERRAL ROUTES** Contact Coleg Harlech direct.

**Coleg Llandrillo  
(Rhos, Abergele, Rhyl)**

Llandudno Road,  
Rhos-on-Sea,  
Colwyn Bay, LL28 4HZ.  
**Tel:** 01492 546666  
[www.llandrillo.ac.uk](http://www.llandrillo.ac.uk)

**SERVICE DESCRIPTION** A large provider of post 16 education and training serving Denbighshire, Conwy and Gwynedd with campuses in Rhyl, Denbigh, Abergele, Rhos-on-Sea, St Asaph, Llanrwst, Glynllifon, Pwllheli and Dolgellau. The College also delivers in libraries and community venues across Denbighshire and Conwy. Also on offer: Further Education/Higher Education/Work Based programmes/Apprenticeship schemes/work based NVQ's. Including student support.  
**CLIENT GROUP/ELIGIBILITY** Post 16 years learners  
**STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 4: Support moving into work.  
**REFERRAL ROUTES** Job Centre Plus > Community Groups > Careers Wales > Self-referral > Internal routes > College advice and guidance services.

**Community Development  
Agency**

Unit D, Station House,  
Bodfor Street, Rhyl, LL18 1AT  
**Tel:** 01745 360260  
[www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)

**SERVICE DESCRIPTION** Delivers a holistic approach in support of community activity. A well equipped centre, encouraging joint working between groups and individuals using the equipment and the resources at the Centre. Support with jobsearch and CV writing. An essential element is provision of informal education and training including: Computers with free internet access, reprographic equipment, training materials, production of promotional/publicity material, loan of equipment.  
**CLIENT GROUP/ELIGIBILITY** All Groups  
**STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 2: Work preparation Initial Stages & Stage 4: Support moving into work  
**REFERRAL ROUTES** Self-referral > Community organisation > Jobcentre Plus

**Community Drugs & Alcohol  
Services**

7, Brighton Rd,  
Rhyl, LL18 3EY  
**Tel:** 01745 338868  
[www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)

**SERVICE DESCRIPTION** Provided through Social Services at Denbighshire County Council. Services include: assessments of people's needs to address the help needed, counselling, treatment, information, support and advice. The service can in some circumstances provide training. Rehabilitation is offered also. Social Services has a criteria for who will get priority for this service. This is based on prioritising individuals according to the level of need and risk and motivation to change.  
**CLIENT GROUP/ELIGIBILITY** Alcohol/substance misuse  
**STAGE OF PATHWAY** Stage 1: Positive Activity  
**REFERRAL ROUTES** Self-referral > health professionals

## Community Justice Intervention Wales (CJIW)

Oak House,  
12, The Bulwark,  
Brecon,  
Powys, LD3 7AD  
Tel: 07800 628680  
www.cjiw.org

**SERVICE DESCRIPTION** Supports those who are unemployed, offenders or who are at risk of offending with: opportunities to gain Duke of Edinburgh Award qualifications, Endeavour Award, OCN's, signposting and support and social enterprise opportunities.  
**CLIENT GROUP/ELIGIBILITY** Unemployed > offenders > substance/alcohol misuse > young people  
**STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 3: Work preparation later stages.  
**REFERRAL ROUTES** Self-referral > community organisations

## Co-options Ltd

9, Victoria Avenue,  
Prestatyn, LL19 9DF  
Tel: 01745 851454  
www.cooptions.co.uk

**SERVICE DESCRIPTION** Manages and develops social enterprises that offer employment opportunities to those with a learning disability.  
**CLIENT GROUP/ELIGIBILITY** Learning Disabilities > Contact Co-Options direct for eligibility criteria.  
**STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: Support moving into work  
**REFERRAL ROUTES** Contact Co-options direct.

## Crest Cooperative Ltd

Brierley House,  
Ferry Farm Road,  
Llandudno Junction,  
Conwy. LL31 9SF.  
Tel: 01492 896783  
www.crestcooperative.co.uk

**SERVICE DESCRIPTION** Intermediate Labour Market provider, 12 week supported work placements with job search/coaching support. ACE (Assisted Community Engagement) programme aimed specifically at ex-offenders or people having been involved in substance misuse. Provides supported work environment with emphasis on addressing social and personal issues.  
**CLIENT GROUP/ELIGIBILITY** Unemployed 6 months+ > Ex-offender > Substance Misuse issue > Recently made redundant (case by case basis).  
**STAGE OF PATHWAY** Stage 2: Work preparation Initial stages > Stage 3: Work preparation Later stages  
**REFERRAL ROUTES** Self-referral > Wales Probation Service > Nacro > Youth Offending Team > Drug Intervention Programme

## Denbighshire Citizens Advice Bureau

11 Water St,  
Rhyl, LL18 1SP  
Tel: 01745 334568  
www.dcab.co.uk

**SERVICE DESCRIPTION** Provides advice and information to citizens to advise them of their rights and responsibilities, and influences policy and legislation both locally and nationally. Also provides training to a generalist advisor certificate level and offers supported training placements for admin workers.  
**CLIENT GROUP/ELIGIBILITY** All Groups  
**STAGE OF PATHWAY** Stage 2: Work Preparation initial stages - Stage 3: Work preparation later stages  
**REFERRAL ROUTES** Contact the Citizens Advice Bureau direct.

## Denbighshire Enterprise Agency

Morfa Clwyd Business Centre,  
84 Marsh Road,  
Rhyl.  
Tel: 01745 330777  
www.denbighbiz.co.uk

**SERVICE DESCRIPTION** Business support, advice and guidance and training in relation to self employment and setting up a business. TEST TRADING Project - A client can remain on benefits and start their own business with a mentor.  
**CLIENT GROUP/ELIGIBILITY** Self-employment > Unemployed  
**STAGE OF PATHWAY** Stage 4: Support moving into work - Stage 5: In work longer term support  
**REFERRAL ROUTES** Self-referral > Job Centre Plus > Community Organisations

## Denbighshire Housing Services

Denbighshire County Council,  
County Hall,  
Tel: 01824 708475  
www.denbighshire.gov.uk

**SERVICE DESCRIPTION** Provides extra support to sheltered housing tenants to enable them to maintain their tenancies and remain living independently. 'The Gift Project' funded under 'Supporting People' provides support for the homeless in partnership between Denbighshire County Council and Nacro.  
**CLIENT GROUP/ELIGIBILITY** Housing issues  
**STAGE OF PATHWAY** No Pathway  
**REFERRAL ROUTES** Contact the provider direct

### Denbighshire Voluntary Services Council

Naylor Leyland Centre,  
Well Street, Ruthin,  
Denbighshire, LL15 1AF  
**Tel:** 01824 702441  
www.dvsc.co.uk

**SERVICE DESCRIPTION** An independent support body for the voluntary sector that assists the development and establishment of voluntary and community groups that work within Denbighshire. Engagement Gateway is delivered through DVSC: Aims to reduce economic inactivity in Wales and improve the employability of disadvantaged people furthest from the labour market. Engagement Gateway will invest in organisations that provide activities to build skills, confidence and knowledge of target groups; and which link progress to a 'next step' such as referrals to other projects, volunteering, training, supported employment or full employment.

**CLIENT GROUP/ELIGIBILITY** Volunteers

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 4: Support moving into work- Stage 5: In work longer term support.

**REFERRAL ROUTES** Self-referral

### Denbighshire Youth Service

Unit A, The Village,  
West Parade,  
Rhyl, LL18 1HZ  
**Tel:** 01745 345234  
youth.service@denbighshire.gov.uk

**SERVICE DESCRIPTION** Denbighshire Youth Service runs Youth Centres, Detached and Outreach projects, the Duke of Edinburgh Award and other accreditation programmes, as well as Open Access holiday Play schemes in communities throughout the County and throughout the year.

**CLIENT GROUP/ELIGIBILITY** Young People 11-25 years

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 2: Work Preparation initial Stages

**REFERRAL ROUTES** Self-referral

### Driver Hire Chester

38, Chester Rd West,  
Shotton,  
Deeside, CH5 1BY  
**Tel:** 01244 819019  
www.driver-hire.co.uk

**SERVICE DESCRIPTION** Relief drivers. Driving agency supplying workforce to transport and industry

**CLIENT GROUP/ELIGIBILITY** Unemployed

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: In work early support

**REFERRAL ROUTES** Contact provider direct

### Drug Intervention Programme (DIP)

13, Princes Drive,  
Colwyn Bay, LL29 8HT  
**Tel:** 01492 533269  
www.nwsmf.org.uk

**SERVICE DESCRIPTION** Aiming to reduce drug related crime by accessing more drug misusers, getting them into treatment and supporting them through and after treatment and sentences. Services include encouraging the service users into sustainable employment.

**CLIENT GROUP/ELIGIBILITY** Substance Misuse > Ex-offenders > 18+

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 2: Work preparation initial stages.

**REFERRAL ROUTES** Self-referral > Community Organisation

### Evolve Outdoor Experience

Ein Bwythyn,  
Llanrwst,  
Conwy.  
**Tel:** 07812 983841 / 07939 448162  
www.evolveoutdoors.co.uk

**SERVICE DESCRIPTION** Originally aimed at groups of young adults whose lives are in chaos; Evolve Outdoor Experience aims to teach transferable life skills, raising self confidence and moving the individual into or towards the job/training market.

**CLIENT GROUP/ELIGIBILITY** Substance/alcohol misuse > young people > mental health issues > ex-offenders > unemployed

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 2: Work Preparation initial Stages

**REFERRAL ROUTES** Self-referral > community organisations

### Family Information Service

Denbighshire County Council,  
Yr Hen Garchar,  
46, Clwyd Street,  
Ruthin, LL15 1HP  
**Tel:** 01824 708220  
fis@denbighshire.gov.uk

**SERVICE DESCRIPTION** Provides free information, support and guidance on all aspects of childcare and children and young people's services. Also provides information on specific issues affecting families of children aged 0-20. The Service is concerned with young people's personal and social development, their education, health, empowerment and access to information and resources that will enable them to move from dependence to independence.

**CLIENT GROUP/ELIGIBILITY** Young people > Unemployed > Ex-Offenders

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 2: Work preparation initial stages

**REFERRAL ROUTES** Self-referral (drop-in)

### **Federation of Small Businesses**

PO Box 244,  
Rhyl, LL18 9BY.  
**Tel:** 01745 362492  
www.fsb.org.uk

**SERVICE DESCRIPTION** The Federation of Small Businesses is the UK's largest campaigning pressure group promoting and protecting the interests of the self-employed and owners of small firms  
**CLIENT GROUP/ELIGIBILITY** Self employed  
**STAGE OF PATHWAY** No Pathway  
**REFERRAL ROUTES** Contact the provider direct

### **Fit for Work Service**

Unit 4, Westbourne Centre,  
Wood Road,  
Rhyl, LL18 1DZ  
**Tel:** 01745 369561  
www.rhylcitystrategy.co.uk

**SERVICE DESCRIPTION** Advice and support for employees in the early stages of sickness absence to help them return to work  
**CLIENT GROUP/ELIGIBILITY** Health problems affecting employment  
**STAGE OF PATHWAY** Stage 5: In work longer term support  
**REFERRAL ROUTES** Self-referral > GP's > Health Professionals > employers

### **Flying Start**

Fforddlas,  
Rhyl, LL18 2DY  
**Tel:** 01745 360129  
www.denbighshire.gov.uk

**SERVICE DESCRIPTION** Initiative for 0-3 year olds, providing funding for early years services in disadvantaged areas. Support includes: free part-time good quality centre-based childcare for two year olds. Increased health visitor support and parenting programmes.  
**CLIENT GROUP/ELIGIBILITY** Children, Young People and Families  
**STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 2: Work preparation initial stages  
**REFERRAL ROUTES** Self referral>Community Organisation

### **G2G Communities CIC**

25, Bath Street,  
Rhyl, LL18 3EB  
**Tel:** 01745 350765  
moiralockitt@yahoo.com

**SERVICE DESCRIPTION** New technology training for employment, basic skills training, business start-up, business consulting, moving into employment training, mentoring and coaching.  
**CLIENT GROUP/ELIGIBILITY** Unemployed  
**STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 5: In work longer term support.  
**REFERRAL ROUTES** Self-referral > Community Organisations.

### **Genesis II**

Margaret Morris Centre,  
Gwaenynog Road,  
Denbigh, LL16 3RU.  
**Tel:** 01745 815 891.  
genesisprojectteam@denbighshire.gov.uk

**SERVICE DESCRIPTION** Project aimed to help individuals plot a brighter future, with the help of support workers, looking to raise confidence and self esteem. The scheme aims to help people overcome barriers and enter employment. The Project offers financial aid if people are struggling with transport and childcare costs which prevent them from attending training or employment.  
**CLIENT GROUP/ELIGIBILITY** 16+ > Unemployed > Lone Parents > Working less than 16 hours  
**STAGE OF PATHWAY** Stage 2: Work preparation initial stages > Stage 4: In work early support  
**REFERRAL ROUTES** Self-referral > Job Centre Plus > Health Visitors > Social Workers > Careers Wales > Community organisations

### **Hafan Cymru**

Morfa Hall,  
Bath Street,  
Rhyl, LL18 3EB  
**Tel:** 01745 336524  
www.hafancymru.co.uk

**SERVICE DESCRIPTION** Charitable Housing Association which provides temporary accommodation or floating support for women, men and their children who are in need of support.  
**CLIENT GROUP/ELIGIBILITY** Women > Children > Vulnerable men > homelessness > risk of homelessness > in need of support  
**STAGE OF PATHWAY** Stage1: Positive Activity - Stage 2: Work preparation initial stages.  
**REFERRAL ROUTES** Self-referral > Contact provider direct.

### **Hafod Community Mental Health Team**

Beechwood Rd,  
Rhyl, LL18 3EU  
**Tel:** 01745 443050  
denbighshire@hafal.org

**SERVICE DESCRIPTION** Provides carer led support to families of individuals with a severe mental illness.  
**CLIENT GROUP/ELIGIBILITY** Mental health problems  
**STAGE OF PATHWAY** Stage 1: Positive Activity  
**REFERRAL ROUTES** Self-referral > community organisations

### Hexagon Recruitment Services

32, Station Road,  
Queensferry,  
Deeside, CH5 1SX  
**Tel:** 01244 815615  
[www.hexagon.co.uk](http://www.hexagon.co.uk)

**SERVICE DESCRIPTION** Temporary and Permanent. Industrial, technical and commercial.

**CLIENT GROUP/ELIGIBILITY** Unemployed

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: Support moving into work

**REFERRAL ROUTES** Contact provider direct

### Homestart

Unit A4, Trem Y Dyffryn, Erw Las,  
Colomendy Industrial Estate,  
Denbigh, LL16 5TX.  
**Tel:** 01745 814819  
[homestart.denbighshire@btinternet.com](mailto:homestart.denbighshire@btinternet.com)

**SERVICE DESCRIPTION** Supports families in local communities. Parent volunteers offer support and friendship to other parents through home visits, via family and specialist groups and through social events. Homestart works with statutory and voluntary organisations locally to help parents build better lives for their children.

**CLIENT GROUP/ELIGIBILITY** Parents > Volunteers > Lone Parents > Lacking Skills

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 2: Work preparation initial stages

**REFERRAL ROUTES** Self-referral > Community Organisation

### Job Centre Plus

High St,  
Rhyl, LL18 1UB  
**Tel:** 01745 455900  
[www.direct.gov.uk](http://www.direct.gov.uk)

**SERVICE DESCRIPTION** Provides support to employers in filling their vacancies. Supports employers and employees in redundancy situations. Provides support to individuals who are unemployed, ensuring they have the right benefits in payment, receive the right support at the right time to help them find work. Provides support to unemployed individuals with health problems. Works with a range of partner organisations to support unemployed people gain the skills they need to help them return to work.

**CLIENT GROUP/ELIGIBILITY** Unemployed > All Client Groups

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 3: Work preparation later stages

**REFERRAL ROUTES** Drop-in > Contact provider direct

### Kinetic Recruitment

29b, Station Road,  
Queensferry,  
Deeside, CH5 1SU  
**Tel:** 01244 821737  
[www.kinetic-plc.co.uk](http://www.kinetic-plc.co.uk)

**SERVICE DESCRIPTION** Temporary and Permanent. Skilled and semi skilled personnel to industrial and engineering environments, human resources and payroll.

**CLIENT GROUP/ELIGIBILITY** Unemployed

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: Support moving into work

**REFERRAL ROUTES** Contact provider direct

### Letterbox Recruitment

Tai Towyn Business Centre, Sandy Lane,  
Prestatyn, LL19 7SF  
**Tel:** 01745 856485  
[www.imgtraining.co.uk/letterbox](http://www.imgtraining.co.uk/letterbox)

**SERVICE DESCRIPTION** Temporary and permanent. Sales, accounts, secretarial and IT.

**CLIENT GROUP/ELIGIBILITY** Unemployed

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: Support moving into work

**REFERRAL ROUTES** Contact provider direct

### Making Space

Dewi Sant Centre,  
Clwyd Buildings,  
Clwyd Street, Rhyl.  
**Tel:** 01745 345720  
[www.makingspace.co.uk](http://www.makingspace.co.uk)

**SERVICE DESCRIPTION** High intense housing related support for people with mental health problems, who are homeless or threatened with homelessness and who have been identified as needing support in a number of areas.

**CLIENT GROUP/ELIGIBILITY** Mental health problems > Homeless/threatened with homelessness.

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 2: Work preparation initial stages.

**REFERRAL ROUTES** Self-referral > Community organisations.

### Menter a Busnes

Intec, Parc Menai,  
Bangor,  
Gwynedd. LL57 4FG  
**Tel:** 01248 672610  
[www.menterabusnes.com](http://www.menterabusnes.com)

**SERVICE DESCRIPTION** An independent company that helps Welsh speakers and people in Wales generally to contribute towards developing the economy. It designs development programmes in the field of business support, entrepreneurship and innovation. It also contributes to policy development in sectors relevant to the company's activities.

**CLIENT GROUP/ELIGIBILITY** Entrepreneurship > self employed

**STAGE OF PATHWAY** No Pathway

**REFERRAL ROUTES** Contact the provider direct

**Nacro**

St Helen's Place,  
Off High Street,  
Rhyl, LL18 1UH  
**Tel:** 01745 342585  
www.nacro.org.uk

**SERVICE DESCRIPTION** Basic Skills in the Community provides accredited training opportunities and qualifications to those disengaged with the education system or those returning to learning. The aim is to improve the literacy and numeracy skills of the service users by using an awarding body that is nationally recognised and which also offers transferable credits. **SKILL BUILD:** To help young people aged 16-18 gain skills and qualifications to move onto suitable work, training and educational opportunities.

**CLIENT GROUP/ELIGIBILITY** Lack of skills > unemployed 16+

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 3: Work Preparation later stages.

**REFERRAL ROUTES** Community Organisations > Self-referral.

**New Work Connections**

c/o First Contact Team,  
64, Brighton Road,  
Rhyl,  
Denbighshire, LL18 3HN  
**Tel:** 01824 702900 or 01824 702800

**SERVICE DESCRIPTION** Provides intensive support to find work, facilitates engagement with training and employment for people who are furthest away from the labour market through activities which help with raising confidence, self esteem and skills. Helps people to move on to employment opportunities specifically within health and social care services. Increases volunteering opportunities for people who are economically inactive as a means of helping them to move on to employment. Includes people with physical or learning disabilities, mental health needs, young people who have previously been in care, young people who are not in education, training or employment, older people, and women who face major disadvantage in the labour market

**CLIENT GROUP/ELIGIBILITY** All ages, people with health needs or at a particular disadvantage in the labour market

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 2: Work preparation initial stages, Stage 3: Work preparation later stages.

**REFERRAL ROUTES** Self-referral

**North Wales Training Ltd**

St Davids House,  
Mochdre Business Park,  
Mochdre,  
Colwyn Bay, LL28 5HB  
**Tel:** 01492 543431  
www.nwtraining.co.uk

**SERVICE DESCRIPTION** Skillbuild Programme - A programme designed to address the basic skills needs, remove barriers to accessing job related training and employability, increase confidence and motivation, access occupational learning up to NVQ Level 3. North Wales Training runs a number of programmes: Princes Trust Team Programme for unemployed 16-25 year olds. Flexible New Deal, work based courses and short courses.

**CLIENT GROUP/ELIGIBILITY** Young People > Unemployed > Ex-Offenders > Contact North Wales Training for full eligibility details.

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 5: In work longer term support

**REFERRAL ROUTES** Careers Wales > Job Centre Plus > Serco > Self-referral

**North Wales Women's Centre**

46-54, Water Street,  
Rhyl, LL18 1SS  
**Tel:** 01745 339331  
www.northwaleswomenscentre.co.uk

**SERVICE DESCRIPTION** Provision of training, information and support. Employment advice, volunteering, work experience and social activities for women aged 18+

**CLIENT GROUP/ELIGIBILITY** Women only > Unemployed > offenders > substance/ alcohol misuse > young people > mental health issues > Homeless

➤➤➤➤ **STAGE OF PATHWAY** Stage1: Positive Activity > Stage 5: In work longer term support

**REFERRAL ROUTES** All referral routes and Self-referral

**Oaktree Centre**

Ffordlas,  
Rhyl, LL18 2DY  
**Tel:** 01745 360129  
www.denbighshire.gov.uk

**SERVICE DESCRIPTION** Providing integrated services and support to children, young people and families within an accessible, friendly community setting. Providing opportunities for learning and support to improve quality of life through education and employment. A range of services deliver from the centre, including childcare provision, the Little Acorns, Breakfast Club, Wraparound, Afterschool, Holiday Club and playgroup volunteers are welcomed with the relevant CRB checks.

**CLIENT GROUP/ELIGIBILITY** Children, Young people and families > Lacking Skills. Contact Centre direct

➤➤➤➤ **STAGE OF PATHWAY** Stage1: Positive Activity - Stage 3: Work preparation later stages

**REFERRAL ROUTES** Self-referral

### **Pennaf Housing Group**

72, Ffordd William Morgan,  
St Asaph Business Park,  
St Asaph. LL17 0JD.  
**Tel:** 01745 336800  
[www.pennaf.co.uk](http://www.pennaf.co.uk)

**SERVICE DESCRIPTION** Parent company of Clwyd Alyn & Ty Glas. Registered social landlord. Provides general corporate management support services, as well as specialist services, to Pennaf Housing Group members. Pennaf offers services to organisations operating in North and Mid Wales, that are seeking innovative solutions to local housing and related care problems. The service benefits organisations by reducing their operating costs, so they can focus on their core purpose in meeting customer needs.

**CLIENT GROUP/ELIGIBILITY** Housing issues

**STAGE OF PATHWAY** No Pathway

**REFERRAL ROUTES** Contact the provider direct

### **Pertemps Select Ltd**

76, Abergele Road,  
Colwyn Bay, LL29 7PP  
**Tel:** 01492 530520  
[www.pertemps.co.uk](http://www.pertemps.co.uk)

**SERVICE DESCRIPTION** Temporary and Permanent in a variety of areas at all levels. Industrial and administration.

**CLIENT GROUP/ELIGIBILITY** Unemployed

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: Support moving into work

**REFERRAL ROUTES** Contact provider direct

### **Princes Trust Cymru**

The Hub,  
69-75, Wellington Road,  
Rhyl, LL18 1BE  
**Tel:** 01745 350051  
[www.princes-trust.org.uk](http://www.princes-trust.org.uk)

**SERVICE DESCRIPTION** Offers a range of personal development programmes that improve skills, develop confidence and direct young people toward education, training, employment and self employment. The Princes Trust are running a 'Business Programme', which seeks volunteer support.

**CLIENT GROUP/ELIGIBILITY** Young People aged 14-30 who fall into the Princes Trust's target groups: > Unemployed > Ex-Offenders > Substance/alcohol misuse > Disability > mental health issues > Volunteers > self employment > carers/leaving care > lacking skills.

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 3: Work preparation later stages Stage 4: Support moving into work

**REFERRAL ROUTES** Contact provider direct

### **Quality Training Products Ltd**

25, Bath Street,  
Rhyl, LL18 3EB  
**Tel:** 01745 350765  
[www.qtpltd.co.uk](http://www.qtpltd.co.uk)

**SERVICE DESCRIPTION** Vocational Training, ICT Training, e learning, Online learning, Business start-up consultancy, mentoring, coaching, Basic Skills training/support.

**CLIENT GROUP/ELIGIBILITY** All Groups

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 5: In work longer term support

**REFERRAL ROUTES** Contact provider direct > Community Organisations

### **Rathbone**

The Hub,  
69-75, Wellington Road, Rhyl, LL18 1BE  
**Tel:** 07833 092683  
[www.rathboneuk.org](http://www.rathboneuk.org)

**SERVICE DESCRIPTION** Services offered: Preparation for life and work, apprenticeships, youth engagement and pre-16 education. 14-25's in all services. Rathbone also administers the Flexible New Deal contract for 18-65's.

**CLIENT GROUP/ELIGIBILITY** 14-25 in all services other than Flexible New Deal, which is 18-65.

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 5: In work longer term support.

**REFERRAL ROUTES** Job Centre Plus > Contact provider direct.

### **Red Cross**

44, Moorfields,  
London. EC2Y 9AL.  
**Tel:** 01745 828330  
[www.redcross.org.uk](http://www.redcross.org.uk)

**SERVICE DESCRIPTION** Providing opportunities for volunteering in the area.

**CLIENT GROUP/ELIGIBILITY** All Groups

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 3: Work preparation later stages

**REFERRAL ROUTES** Contact provider direct

### **Reeds Recruitment Agency**

3rd Floor, Refuge House,  
33/37, Watergate Row South,  
Watergate Street,  
Chester. CH1 2LB  
**Tel:** 01244 403664  
[www.reed.co.uk](http://www.reed.co.uk)

**SERVICE DESCRIPTION** Temporary and permanent. All categories of staff, managerial, secretarial and industrial.

**CLIENT GROUP/ELIGIBILITY** Unemployed

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: Support moving into work

**REFERRAL ROUTES** Contact provider direct

**Remploy**

The Hub, 69-75,  
Wellington Road,  
Rhyl, LL18 1BE  
**Tel:** 03004568055  
www.remploy.co.uk

**SERVICE DESCRIPTION** Providers of employment services and employment to people with disabilities and complex barriers to work. Services are delivered through the Workstep Programme for those with health conditions and disabilities in receipt of benefits. Referrals are received through JCP or Self-referral.

**CLIENT GROUP/ELIGIBILITY** Unemployed > Disability > Mental health issue

➤➤➤➤ **STAGE OF PATHWAY** Stage 2: Work preparation initial stages - Stage 4: Support moving into work.

**REFERRAL ROUTES** Referral through JCP > Self-referral

**Rhyl & District Gingerbread**

C/O South West Rhyl Communities  
First, John Davies Building,  
82 Marsh Road, Rhyl, LL18 2AE.  
**Tel:** 01745 337618 after 6pm  
www.rhylgingerbread.ik.com

**SERVICE DESCRIPTION** Provides a meeting place for lone parents and their children. For anyone bringing up a child/ren alone. Offering friendship, advice, information, moral and emotional support and practical help, social events, outings and holidays.

**CLIENT GROUP/ELIGIBILITY** Families in need of support

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity

**REFERRAL ROUTES** Self-referral > Community Organisation

**Rhyl & District Women's Aid**

26b Wellington Rd,  
Rhyl, LL18 1BN  
**Tel:** 01745 337104  
rhylnwa@btconnect.com

**SERVICE DESCRIPTION** Refuge, advice and support for women and children who are victims of domestic abuse.

**CLIENT GROUP/ELIGIBILITY** Women and children suffering domestic abuse > Homeless

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity

**REFERRAL ROUTES** Self-referral > Community organisations

**Rhyl Adventure Playground Association**

Rhydwen Close Playing Fields,  
Rhyl, LL18 2AY  
**Tel:** 01745 344751  
willrugby@hotmail.co.uk

**SERVICE DESCRIPTION** An open-access play facility open 7 days a week, 360 days of the year. School term time is open 4pm till 8pm. Open between 12pm and 4pm during school holidays and weekends. In addition to the playground, there is also an IT suite within the building, staffed 2 sessions per week to support young people with IT work, including CV's and job searches. Also, funding permitting, trips are organised for young people during the school holidays.

**CLIENT GROUP/ELIGIBILITY** Young People

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity

**REFERRAL ROUTES** Drop-in

**Rhyl Business Group CIC**

**Tel:** 01745 354797  
www.rhylbusinessgroup.co.uk  
rhylbusinessgroup@googlemail.com

**SERVICE DESCRIPTION** Rhyl Business Group (RBG) brings together a wide and diverse range of businesses and business associations in the town.

**CLIENT GROUP/ELIGIBILITY** All businesses

**Rhyl Environmental Association**

25, Bath Street,  
Rhyl, LL18 3EB  
**Tel:** 01745 350765  
www.rhylea.org.uk

**SERVICE DESCRIPTION** Environmental Projects and Training

**CLIENT GROUP/ELIGIBILITY** All Groups

➤➤➤➤ **STAGE OF PATHWAY** Stage 2: Work Preparation initial stages

**REFERRAL ROUTES** Contact provider direct > Community Organisations

**Rhyl Football in the Community**

Belle Vue,  
Grange Road,  
Rhyl, LL18 4BV  
**Tel:** 01745 334441  
tracey@rhylfcitc.com

**SERVICE DESCRIPTION** Using the skill of football to provide training programmes in basic skills. Various age groups are eligible.

**CLIENT GROUP/ELIGIBILITY** All Groups. Contact the provider direct for further information

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 3: Work Preparation later stages.

**REFERRAL ROUTES** Contact the provider direct > Self-referral > Community organisations

### Rhyl Library Learning Centre (Second Chance)

Adult Education Centre, Rhyl Library,  
Church Street,  
Rhyl, LL18 3AA.  
**Tel:** 01745 344153  
www.denbighshire.gov.uk

**SERVICE DESCRIPTION** A partnership between Llandrillo College and Denbighshire Library Service. Free, flexible, accredited tuition in basic skills, Open Learning IT courses and Learn Direct courses. Adults only.

**CLIENT GROUP/ELIGIBILITY** Adult learners

▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 2: Work preparation initial stages

**REFERRAL ROUTES** Self-referral to the library

### Rhyl Youth Action Group (RYAG)

The Hub,  
69-75, Wellington Road,  
Rhyl, LL18 1BE  
**Tel:** 01745 334500  
www.ryag.org.uk

**SERVICE DESCRIPTION** Young People's organisation providing programmes, services and activities for children and young people. Via our projects we hope to improve the general health and wellbeing, confidence, citizenship and position in society of young people. Services include: Support with training, employment and the development of skills. Facilities include an evening youth club with youth cafe.

**CLIENT GROUP/ELIGIBILITY** Young people > Ex-Offender > Unemployed > Lack of skills.

▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 4: Support moving into work

**REFERRAL ROUTES** Drop-in

### Rhyl Youth Information Service

The Hub,  
69-75, Wellington Road,  
Rhyl, LL18 1BE  
**Tel:** 0800 2321230  
infoshop@ryag.org.uk

**SERVICE DESCRIPTION** Free service where qualified youth workers support individuals to explore options and make informed choices. Internet/computer access, printing, photocopying and telephone access. Private room for talks. Jobs board.

**CLIENT GROUP/ELIGIBILITY** Young people in need of advice

▶▶▶▶ **STAGE OF PATHWAY** Stage 3: Work Preparation Initial Stages > Stage 4: Support moving into work

**REFERRAL ROUTES** Self-referral (drop-in)

### RNIB

RNIB Cymru,  
Trident Court,  
East Moors Road,  
Cardiff, CF24 5TD  
**Tel:** 02920 450440  
CymruEvents@rnib.org.uk

**SERVICE DESCRIPTION** Delivers a wide range of services, providing practical solutions to everyday challenges.

**CLIENT GROUP/ELIGIBILITY** People with blindness

▶▶▶▶ **STAGE OF PATHWAY** Stage 4: Support moving into work > Stage 5: In work longer term support

**REFERRAL ROUTES** Contact RNIB direct.

### RNID

RNID Cymru,  
13a, Llys Onnen, Ffordd Lyn, Parc  
Menai, Bangor, LL57 4DF  
**Tel:** 0808 8080123  
rnidcymru@rnid.org.uk

**SERVICE DESCRIPTION** Delivers a wide range of services, providing practical solutions to everyday challenges.

**CLIENT GROUP/ELIGIBILITY** People with deafness

▶▶▶▶ **STAGE OF PATHWAY** Stage 4: Support moving into work > Stage 5: In work longer term support

**REFERRAL ROUTES** Contact RNID direct.

### Sanctuary Trust

48, Marine Road,  
Pensarn,  
Abergele. LL22 7PR  
**Tel:** 01745 832982  
www.sanctuarytrust.org.uk

**SERVICE DESCRIPTION** To relieve persons who are in need and homeless and promote their rehabilitation with a view to them taking their full place in society. To give vulnerable people opportunity to improve the quality of life by providing a stable environment which enables them to take greater responsibility for their lives. The support is facilitated through a 'buddy system'.

**CLIENT GROUP/ELIGIBILITY** Homeless/threat of homelessness > All client groups

▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 2: Work preparation initial stages

**REFERRAL ROUTES** Self-referral > Community Organisations

### Serco

16-18 Edward Henry Street,  
Rhyl, LL18 1TE  
**Tel:** 01745 357100  
www.serco.com

**SERVICE DESCRIPTION** Delivering employment services to long term unemployed people by subcontracting all front line delivery to a network of the best local and national welfare-to-work providers, integrating them effectively with smaller, community-based organisations.

**CLIENT GROUP/ELIGIBILITY** Unemployed > All client groups

**STAGE OF PATHWAY** No front line delivery

**REFERRAL ROUTES** Referral through JCP.

**Shelter Cymru**

Unit 4, Station Buildings,  
Bodfor Street,  
Rhyl, LL18 1AT.  
**Tel:** 01745 361444  
[www.sheltercymru.org.uk](http://www.sheltercymru.org.uk)

**SERVICE DESCRIPTION** Working for people who have a housing need, preventing them from losing their homes by offering free, confidential and independent advice. When necessary, constructively challenge on behalf of people to ensure they are properly assisted and to improve practice and learning.

**CLIENT GROUP/ELIGIBILITY** Homeless/threat of homelessness > All client groups  
**STAGE OF PATHWAY** Stage 1: Positive Activity  
**REFERRAL ROUTES** Self-referral

**Social Firms Wales**

11, Connaught House,  
Riverside Business Park,  
Benarth Road,  
Conwy, LL32 8UB.  
**Tel:** 07799 345939  
[www.socialfirmswales.co.uk](http://www.socialfirmswales.co.uk)

**SERVICE DESCRIPTION** The creation of employment opportunities for disabled people and others disadvantaged in the labour market, through the development and support of Social Firms in Wales.

**CLIENT GROUP/ELIGIBILITY** Unemployed > All client groups  
**STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: Support moving into work  
**REFERRAL ROUTES** Self-referral > Contact provider direct.

**South West Rhyl Communities First**

John Davies Building,  
82 Marsh Road,  
Rhyl, LL18 2AE  
**Tel:** 01745 332528  
[www.swrcf.org.uk](http://www.swrcf.org.uk)

**SERVICE DESCRIPTION** Works with other organisations and groups in order to improve the lives of people in South West Rhyl and to regenerate the area through capacity building, and supporting groups and individuals to provide a wide range of services that promote equality and diversity. Training courses can be available, as well as a wide range of activities and events.

**CLIENT GROUP/ELIGIBILITY** All Groups. Residents of South West Rhyl.  
**STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 3: Work preparation later stages  
**REFERRAL ROUTES** Self-referrals > Community organisations

**St Vincent de Paul Society**

14, Abbey Street,  
Rhyl, LL18 1NT.  
**Tel:** 01745 355555  
[www.svp.org.uk](http://www.svp.org.uk)

**SERVICE DESCRIPTION** Supports low income families and individuals to set up home. Clothing, bedding, food, vouchers, etc. Rail or bus fares in some cases to return home. Volunteers are regularly sought from those who have an offending background.

**CLIENT GROUP/ELIGIBILITY** All Groups. Contact Provider direct  
**STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 2: Work preparation initial stages  
**REFERRAL ROUTES** Self-referral > Community organisations > Nacro > Wales Probation Service.

**Substance Misuse Action Team (SMAT)**

ECP Central,  
Epworth Lodge,  
Brighton Road,  
Rhyl, LL18 3HF  
**Tel:** 01745 344521  
[www.nwsmf.org.uk](http://www.nwsmf.org.uk)

**SERVICE DESCRIPTION** Co-ordinating treatment services and enforcement activity to stifle the illegal supply of drugs and alcohol, and the provision of training and educational programmes.

**CLIENT GROUP/ELIGIBILITY** Substance Misuse  
**STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 3: Work preparation later stages  
**REFERRAL ROUTES** Self-referral > Community Organisations

**Supertemps**

276, Abergele Road,  
Old Colwyn,  
Colwyn Bay, LL29 9LN.  
**Tel:** 01492 517602  
[www.supertemps.co.uk](http://www.supertemps.co.uk)

**SERVICE DESCRIPTION** Temporary and permanent. Office and secretarial at all levels.  
**CLIENT GROUP/ELIGIBILITY** Unemployed

**STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: Support moving into work  
**REFERRAL ROUTES** Contact provider direct

**Sure Start**

36, Sandringham Avenue,  
Rhyl, LL18 1NG.  
**Tel:** 01745 331222  
[www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

**SERVICE DESCRIPTION** Sure Start aims to promote the health and well-being of children aged 0-4 years so that they thrive when they go to school. The service provides a range of informal drop-ins in West Rhyl, South West Rhyl and Upper Denbigh and parenting groups across the county to which all parents/carers are welcome.

**CLIENT GROUP/ELIGIBILITY** Children and families > carers  
**STAGE OF PATHWAY** Stage 1: Positive Activity  
**REFERRAL ROUTES** Self-referral

### Tai Clwyd

54, Vale Street,  
Denbigh, LL16 3BW  
Tel: 0345 230 3140  
www.taiclwyd.com

**SERVICE DESCRIPTION** Charitable housing association, which provides homes for people who are in need, especially the elderly and young low-income families.

**CLIENT GROUP/ELIGIBILITY** Homeless/threat of homelessness > All client groups

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity

**REFERRAL ROUTES** Self-referral

### TAPE - Community Music & Film

Flat 3, Glan Y Mor House,  
Conwy Old Road,  
Penmaenmawr, Conwy. LL34 6UY  
Tel: 07990 888883  
www.tapemusicandfilm.co.uk

**SERVICE DESCRIPTION** Social Enterprise, set up to provide safe, supportive environments where people of all ages and abilities can explore their creative ideas through music, film and the arts. Provides bespoke workshops and projects in song writing, playing instruments, recording, performance, all aspects of film making, digital photography, drama, podcasting, dj'ing, creative writing and more. Available to all ages and abilities.

**CLIENT GROUP/ELIGIBILITY** Young people > Substance/alcohol misuse > Homeless > unemployed > mental health issues > ex-offender

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 2: Work preparation initial stages.

**REFERRAL ROUTES** All referral routes and Self-referral

### Team Build-Wales

Kinmel Woods,  
St George,  
Abergele.  
Tel: 01745 361368  
www.teambuild-wales.co.uk

**SERVICE DESCRIPTION** Service offered to organisations, groups and individuals who wish to increase their skills to assist them in either gaining employment or enhancing the skills of a work team or organisation. Skills enhancement includes: communication, team work, self confidence, problem solving, time management, self management and leadership. Eligibility: 16+ and those identified as in need by partners.

**CLIENT GROUP/ELIGIBILITY** Young People > Lack of self confidence > Lone Parents > 16+ > those identified as in need by community organisations

➤➤➤➤ **STAGE OF PATHWAY** Stage 2: Work preparation initial stages

**REFERRAL ROUTES** Contact provider directly

### The Gift Project

Denbighshire County Council,  
Housing Services,  
64, Brighton Road,  
Rhyl, LL18 3HN.  
Tel: 01824 712940  
www.denbighshire.gov.uk

**SERVICE DESCRIPTION** A multi-agency project for homeless people living in temporary accommodation or for those at risk of homelessness. Housing related support is provided by the agency most appropriate to the client's needs but with the common aim of achieving independent living in the community. Referral routes are mainly via Denbighshire Housing Services.

**CLIENT GROUP/ELIGIBILITY** Homelessness

➤➤➤➤ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 2: Work preparation and initial stages.

**REFERRAL ROUTES** Denbighshire County Council Housing Services

### Vale Of Clwyd Mind Association

Unit 16, Glan Aber Trading Estate,  
Vale Rd,  
Rhyl, LL18 2PL  
Tel: 01745 336787  
www.valeofclwydmind.org.uk

**SERVICE DESCRIPTION** Support to people with mental health problems who wish to access training, further education or employment opportunities.

**CLIENT GROUP/ELIGIBILITY** Mental Health Issues

➤➤➤➤ **STAGE OF PATHWAY** Stage 4: Support moving into work > Stage 5: In work longer term support

**REFERRAL ROUTES** Contact 'Mind' direct.

### Wales & West Housing Association

Unit 2, Acorn Business Park,  
Aber Road,  
Flint, CH6 5YN.  
Tel: 0800 052 2526  
www.wwha.net

**SERVICE DESCRIPTION** Rented accommodation provision. Providing a range of rented accommodation for all.

**CLIENT GROUP/ELIGIBILITY** Housing needs

**STAGE OF PATHWAY** No Stages

**REFERRAL ROUTES** Contact the provider direct

## Wales Probation Trust

Alexandra House,  
Abergele Road,  
Colwyn Bay, LL29 9YF  
**Tel:** 01492 513413  
[www.northwalesprobation.gov.uk](http://www.northwalesprobation.gov.uk)

## Want 2 Work

1st Floor, Government Buildings,  
Bridge Street,  
Llangeferni,  
Anglesey. LL77 7YJ  
**Tel:** 0800 3286370  
[jackie.farrall@dwp.gsi.gov.uk](mailto:jackie.farrall@dwp.gsi.gov.uk)

## WCVA

Morfa Hall, Bath Street,  
Rhyl, LL18 3EB  
**Tel:** 01745 357540  
[www.wcva.org.uk](http://www.wcva.org.uk)

## Welfare Rights Unit

Denbighshire County Council,  
Ffronfraith,  
Churton Road,  
Rhyl, LL18 3DP.  
**Tel:** 0800 169 6625  
[www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)

## West Rhyl Young Peoples Project

30, Bedford Street,  
Rhyl, LL18 1SY  
**Tel:** 01745 351293  
[info@rhylyouth.co.uk](mailto:info@rhylyouth.co.uk)

**SERVICE DESCRIPTION** Responsible for the delivery of programmes of supervision for offenders subject to Community Orders or following release from a custodial sentence. Access to services through the sentencing process, ages 18+. Service users are able to access a significant range of services associated with employment training and education through the partnership network that the service accesses.  
**CLIENT GROUP/ELIGIBILITY** Ex-offenders > Offenders subject to sentence of Courts. 18+

▶▶▶▶▶ **STAGE OF PATHWAY** Stages 1: Positive Activity > Stage 3: Work preparation later stages

**REFERRAL ROUTES** Determined by the Sentence Plan. Referral by the Offender Manager.

**SERVICE DESCRIPTION** Want2Work offers all kind of help to people who want new skills, training, advice, support and work. Want2Work advisors can help you to find something that will make a real difference to how you feel and what you do. Such as: Learning a new skill, taking part in voluntary work or community activities, funding employment, guidance and advice, gaining confidence and motivation, health and wellbeing activities and financial help for training, employment or self employment. Eligibility is 16+. Living in Rhyl East, Rhyl South West and Rhyl West. Out of work or working less than 16 hours per week. Participants can be claiming a working age benefit, or not claiming any benefit. Support is not available to those claiming JSA. W2W will not affect your benefits or support a person may be receiving from other organisations.  
**CLIENT GROUP/ELIGIBILITY** Working less than 16 hours per week > Lives in: Rhyl East, Rhyl South West, Rhyl West > Claiming benefit - NOT JSA.

▶▶▶▶▶ **STAGE OF PATHWAY** Stage1: Positive Activity - Stage 4: Support moving into work.

**REFERRAL ROUTES** Contact the provider direct

**SERVICE DESCRIPTION** WCVA is the umbrella organisation for all charities and voluntary organisations in Wales. The Intermediate Labour Market is a programme tackling unemployment and promoting economic activity across North & East Wales. The ILM also supports organisations by setting up new ILM initiatives across the region, from Holyhead to Wrexham and Flintshire.

**CLIENT GROUP/ELIGIBILITY** Unemployed 6 months+ > Living in North Wales

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 2: Work preparation early stages - Stage 4: Support moving into work

**REFERRAL ROUTES** Contact provider direct > JCP > Careers Wales > Working Links > Wales Probation Trust

**SERVICE DESCRIPTION** Advice and advocacy with in and out of work social security benefits and tax credits. Tribunal representation. Information given on housing and employment rights, personal debts, energy efficiency and accessing relevant services. Home visits may be possible.

**CLIENT GROUP/ELIGIBILITY** All Groups

▶▶▶▶▶ **STAGE OF PATHWAY** Stages 3: Work Preparation Later Stages > Stage 4: Support moving into work

**REFERRAL ROUTES** Via Social Services and Housing Department staff > Glan Clwyd Cancer Treatment Centre staff > Freephone helpline number

**SERVICE DESCRIPTION** Working with young people aged 14-25 on a wide range of issues, including: sexual health, sexuality, budgeting, nutrition, housing and homelessness, employment, education and training opportunities. Specific support is given by a sexual health advisor, drug and alcohol worker and a careers advisor.

**CLIENT GROUP/ELIGIBILITY** Young People aged 14-25 with a wide range of issues

▶▶▶▶▶ **STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 4: Support moving into work

**REFERRAL ROUTES** Drop-in

**Working Links - Progress 2 Work**

The Hub, 69-75, Wellington Road, Rhyl, LL18 1BE  
**Tel:** 07977 239020  
[www.workinglinks.co.uk](http://www.workinglinks.co.uk)

**SERVICE DESCRIPTION** Working Links delivers back to work initiatives.

**CLIENT GROUP/ELIGIBILITY** Unemployed > Substance misuse

**STAGE OF PATHWAY** Stage1: Positive Activity - Stage 5: In work longer term support

**REFERRAL ROUTES** Contact the provider direct

**Y Dyfodol**

Crescent Road, Rhyl, LL18 1TL  
**Tel:** 01745 345291  
[www.pennaf.co.uk](http://www.pennaf.co.uk)

**SERVICE DESCRIPTION** Supported living scheme for 16-25 year olds, young single homeless people, providing accommodation, training and support, enabling and motivating individuals to take control of their lives and achieve independence. There are opportunities through the provision of training, employment, education, leisure, hobbies and voluntary sector involvement.

**CLIENT GROUP/ELIGIBILITY** Young People Ages 16-25/Single and Homeless > Volunteers > lack of skills > Ex-offender > substance/alcohol misuse.

**STAGE OF PATHWAY** Stage 1: Positive Activity > Stage 2: Work preparation initial stages

**REFERRAL ROUTES** Self-referral > DCC Homeless section > Social Services > Community organisations

**Yours Sincerely**

York House,  
 17, Kings Avenue,  
 Prestatyn. LL19 9AA  
**Tel:** 01745 887788  
[www.yourssincerely.co.uk](http://www.yourssincerely.co.uk)

**SERVICE DESCRIPTION** Temporary & Permanent. All types of office personnel and accountancy.

**CLIENT GROUP/ELIGIBILITY** Unemployed

**STAGE OF PATHWAY** Stage 3: Work preparation later stages - Stage 4: Support moving into work.

**REFERRAL ROUTES** Contact provider direct

**Youth Inclusion Project (YIP)**

68, Conwy Road,  
 Colwyn Bay, LL29 7LD.  
**Tel:** 01492 523500  
[www.yjb.gov.uk](http://www.yjb.gov.uk)

**SERVICE DESCRIPTION** A tailor-made programme for young people who have been identified as being at high risk of involvement in offending or anti-social behaviour and aims to help reduce youth crime. The programme gives young people somewhere safe to go where they can learn new skills, take part in activities with others and get support with their education and careers guidance.

**CLIENT GROUP/ELIGIBILITY** Young People > Offenders/risk of offending > 8-17 yr olds

**STAGE OF PATHWAY** Stage 1: Positive Activity - Stage 3: Work preparation later stages

**REFERRAL ROUTES** Self-referral > Community Organisations > Schools > Health professionals.