

# Storm Claudia Resource Booklet

## WELLBEING, INFORMATION, ADVICE & CONTACTS

This booklet is for those who have been affected by the Storm Claudia flooding and require assistance.  
**It will be updated regularly.**



monmouthshire  
sir fynwy

1. Housing
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## 1. Housing

### **MCC Housing Options team (Homelessness)**

If you are a victim of the flooding and don't have anywhere to stay at the moment, please either:

- Call the **MCC Housing Option** team on: 01633 644644
- Go to the webpage:  
[www.monmouthshire.gov.uk/housing](http://www.monmouthshire.gov.uk/housing)

### **Additional Housing Support** (Support for residents of Monmouthshire)

- Call the Housing Support: 01633 740730
- Email us:  
[housingsupportservice2@monmouthshire.gov.uk](mailto:housingsupportservice2@monmouthshire.gov.uk)

### **MCC Home Improvement Loans:**

- Apply on [www.monmouthshire.gov.uk/housing/home-improvement-loan-scheme](http://www.monmouthshire.gov.uk/housing/home-improvement-loan-scheme)

### **Hedyn Homes (was Melin)**

- **03001212345**
- [www.melinhomes.co.uk/news/hedyn](http://www.melinhomes.co.uk/news/hedyn)

### **Monmouthshire Housing Association**

- 0345 677 2277
- [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

## 2. Community Connectors

If you feel you could do with a deeper conversation with someone about your circumstances or some one-to-one support, please consider contacting:

### **GAVO Wellbeing Links Service**

- [www.gavo.org.uk/wellbeing-links-service](http://www.gavo.org.uk/wellbeing-links-service)
- [Deborah.bennett@gavo.org.uk](mailto:Deborah.bennett@gavo.org.uk)

### **Monmouthshire County Council's Community Development Coordinators**

- [communitydevelopment@monmouthshire.gov.uk](mailto:communitydevelopment@monmouthshire.gov.uk)

### **Monmouthshire Housing Association engagement team**

- Call 0345 677 2277
- Visit [www.monmouthshirehousing.co.uk/contact](http://www.monmouthshirehousing.co.uk/contact)
- Email: [customerservices@monmouthshirehousing.co.uk](mailto:customerservices@monmouthshirehousing.co.uk)

## 3. Voluntary Sector Organisations who might be able to help:

### **Gwent Association of Voluntary Organisations (GAVO)**

- [www.gavo.org.uk](http://www.gavo.org.uk)
- 0800 470 1378

### **Monmouthshire Housing Association**

- [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)
- 0345 677 2277

### **Bridges Community Centre**

- [www.bridgescentre.org.uk](http://www.bridgescentre.org.uk)
- 01600 228660

### **Age Cymru**

- [www.agecymru.wales](http://www.agecymru.wales)
- 01495 227039

### **Citizens Advice Bureau**

- [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- 01600 773297

### **Mind**

- [www.mindingwent.org.uk](http://www.mindingwent.org.uk)
- 01873 858275

### **Alzheimer's UK**

- [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- 0117 9610693

## 4. Mental Health & Wellbeing

### Public health website

- [www.phw.nhs.wales/news](http://www.phw.nhs.wales/news)
- [0300 003 027](tel:0300003027)

### National Flood Forum

- [www.nationalfloodforum.org.uk/how-we-help/who-we-are](http://www.nationalfloodforum.org.uk/how-we-help/who-we-are)

### Mental Health

- If you are experiencing mental health challenges as a result of the flooding, please call 111 or make an appointment with GP surgery in the first instance.
- [www.melo.cymru](http://www.melo.cymru)
- Contact one of the **community connectors** listed on of the other pages in this booklet for some support.

### Mind Monmouthshire

- Information, advice and assistance
- Housing support
- Benefits advice
- Wellbeing 1:1 support
- 01873 858275
- 07903523096
- [info@mindmonmouthshire.org.uk](mailto:info@mindmonmouthshire.org.uk)

## 5. Resources for young people & parents of young children

### The Attik (youth service)

- 07966 141701
- Email for general enquiries:  
[youth@monmouthshire.gov.uk](mailto:youth@monmouthshire.gov.uk)

### Young minds – SHOUT.

- Provides free, 24/7 text support for young people across the UK experiencing a mental health crisis. **Text SHOUT to 85258.**

Go to [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk) and scroll down to **‘Emotional wellbeing resources for children and young people’**. There you will find a variety of resources you may access for support.

## 6. Food Banks & Hot meals

### Monmouth & District Food Bank

- Monmouth Baptist Church, 3 Monk Street, Monmouth, NP25 3LR
- 07960 579062
- [info@monmouthdistrict.foodbank.org.uk](mailto:info@monmouthdistrict.foodbank.org.uk)

### Family Action Food Club, Wyesham Warren

- Every Friday 10-12pm
- £4 for bag of food worth £20-£25

### Monmouth 'Food on our Doorstep'

- Wyesham Christian Fellowship, Chapel Close, Wyesham, NP253NN
- [monmouthshirefoodclubs@family-action.org.uk](mailto:monmouthshirefoodclubs@family-action.org.uk)

### Monmouth Town Council are providing free hot meals at lunchtimes for those affected by the flooding

- Contact: [david.evans@monmouth.gov.uk](mailto:david.evans@monmouth.gov.uk)
- 07703 756084
- Or contact Fiona: [fswilcock@gmail.com](mailto:fswilcock@gmail.com)

**MHA** are providing food-specific support, so if you are an MHA tenant, please contact them for more information  
01495 767100

## 7. Local Community Resources

### Wyesham Christian Fellowship

- Christian Fellowship, Church Road, Wyesham
- [Wyeshamcf1@gmail.com](mailto:Wyeshamcf1@gmail.com)
- Frank – 07763338433
- Food Pantry, Friday 10-12pm
- Digital Café – Wednesday 10-12pm
- Warm Space, Monday 10-12:30pm
- Coffee Morning, Thursday 10-12pm

### Monmouth Aid

- [www.monmouthaid.co.uk](http://www.monmouthaid.co.uk)
- [suzy@monnowvoice.co.uk](mailto:suzy@monnowvoice.co.uk)
- Facebook/Monmouth mutual Aid & Assistance

### Methodist Church

- 16a St James' Street, Monmouthshire NP25 3DL
- Bethany Willows – 07785714647

### Rockfield Park Community Centre

- 25 Cornwallis Way, Rockfield, Monmouth
- Open 10am-3pm
- [www.rockfieldparkcc.org.uk](http://www.rockfieldparkcc.org.uk)
- 07803 700559
- Full up-to-date schedule of groups and resources available on website.

**Methodist Church** have taken donations of **food, clothing and furniture** which is now being handed out at **Montjoy 42-44 St James' Street (previously Gloucester House)**

## 8. Period Dignity Products and support

You can find a range of free period products at:

- Monmouth Leisure Centre
- Monmouth Community Hub (Library)

Full list of Period Product outlets on the website

[www.monmouthshire.gov.uk/community/chat-with-flo](http://www.monmouthshire.gov.uk/community/chat-with-flo)

**Menstrual wellbeing for children with additional needs.** Please see our website (above) and download the PDF.

For any other queries regarding period dignity, please contact

- [Communitydevelopment@monmouthshire.gov.uk](mailto:Communitydevelopment@monmouthshire.gov.uk)

## 9. Other Important Information

### Internet Access

- Free internet access is available at the Monmouth Hub

### Roads and Pathways

- [www.monmouthshire.gov.uk/storm-claudia/#RoadsandPathways](http://www.monmouthshire.gov.uk/storm-claudia/#RoadsandPathways)

### Important partner links

- [www.naturalresources.wales](http://www.naturalresources.wales)
- [www.weather.metoffice.gov.uk/warnings-and-advice](http://www.weather.metoffice.gov.uk/warnings-and-advice)

### Transport

- [www.tfw.wales](http://www.tfw.wales)
- [www.newportbus.co.uk/monmouth-services](http://www.newportbus.co.uk/monmouth-services)
- [www.stagecoachbus.com/regional-service-updates](http://www.stagecoachbus.com/regional-service-updates)

Contact **Environmental Health** for advice on food safety, pest control, or health concerns: **01873 735420**.

### Hedyn Homes (was Melin)

- **03001212345**
- [www.melinhomes.co.uk/news/hedyn](http://www.melinhomes.co.uk/news/hedyn)