

# GUIDE TO PRO BONO & OTHER FREE LEGAL ADVICE IN WALES

This guide gives an overview of the free legal advice landscape in Wales, providing a directory for MPs, MSs, agencies and others looking to signpost members of the public to sources of help.

For Wales and England wide help such as legal aid or various specialist charities, please see the England & Wales Guide at [probonoweb.org.uk/guide](https://probonoweb.org.uk/guide)

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Pwyllgor

**Pro Bono**

Cymru **Committee for Wales**

**PRO  
BONO  
WEEK**

I gael fersiwn Cymraeg o'r bennod hon,  
ewch i [probonoweb.org.uk/guide](https://probonoweb.org.uk/guide)

June 2024

# Signposting to legal help in Wales

- It is important to be aware that certain **areas of law are devolved** in Wales, including housing, education, and health & social care law (addressed in turn below). This is because the Senedd has powers to pass legislation in all areas not reserved by Westminster.
- As far as possible clients in Wales should be signposted or referred to **Welsh organisations**, who will be equipped to understand devolved law, and if the law relevant to a client differs to England.
- In the following pages, to help explain the need to signpost to a Welsh organisation or lawyer in devolved areas, a general indication of the differences to English law is provided, but the purpose is not to provide legal advice. Instead see [law.gov.wales](http://law.gov.wales).
- Where a Welsh charity cannot assist, many charities based in **England provide services to those in Wales** (at least via remote services), but not all will have expertise in the Welsh legal context. See the [England & Wales Guide](#). It is advisable to make clear in any referral that the client is based in Wales.
- The **legal aid system is not devolved** and therefore the same rules apply in both Wales and England, see page 13 of the England & Wales Guide.
- **Important:** providers may have no capacity to assist new clients; see page 5 of the England & Wales Guide about service limitations. In addition to the factors to consider when signposting set out on pages 6-7 of the England & Wales Guide, also consider:
  - **Population distribution:** the vast majority of Wales' population is concentrated around major cities such as Cardiff, Swansea and Wrexham, which also has the effect of concentrating services in these areas.
  - **Geography and transport:** the rural geography of large parts of Wales places further constraints on people's ability to travel to access advice. In addition, some areas may have higher levels of digital exclusion or higher levels of deprivation.
  - **Welsh language:** although English is the majority language in Wales, many people prefer, and have a right, to communicate through the medium of Welsh. Therefore, it's important to be aware of which services are delivered in Welsh.



# HOUSING (Wales)

One of the major areas of devolved legislation in Wales relates to housing and rental law. The Renting Homes Wales Act 2016 means that landlords, social landlords, and tenants in Wales have different obligations compared to England. For example, landlords will have different procedural steps and responsibilities that must be fulfilled before seeking to evict a tenant or in keeping their properties fit for human habitation.

Clients in Wales with issues relating to property law should therefore be signposted or referred to agencies within Wales which specialise in these areas.

There are very limited sources of housing advice in Wales; the largest providers are set out below. In addition, see the PRO BONO CLINICS section below (page 10) and the CITIZENS ADVICE section (page 12), which may also provide housing advice.

- **AdviceLink Cymru** [citizensadvice.org.uk/about-us/our-work/advice-partnerships/advicelink-cymru](https://citizensadvice.org.uk/about-us/our-work/advice-partnerships/advicelink-cymru) is a Citizens Advice Cymru service funded by Welsh Government, offering advice on housing, as well as welfare benefits, debt, employment, education, immigration and discrimination. Contact:
  - General advice line 0800 702 2020.
  - Advice around private rent arrears: 0808 278 7920.  
(Both lines open 9am-5pm Mon to Fri)
- **Gypsies and Travellers Wales** [gtwales.org.uk](https://gtwales.org.uk) provides advice and support to Gypsies and Travellers about accommodation, homelessness, welfare benefits, planning reviews and appeals, health, social services and cases of discrimination. They operate an advice line for all community members and service providers seeking assistance and information across Wales. Contact:
  - 029 20 214411

- [info@gtwales.org.uk](mailto:info@gtwales.org.uk)
- **Shelter Cymru** [sheltercymru.org.uk](http://sheltercymru.org.uk) offers information and advice on a range of housing topics from finding a place to live, to dealing with poor housing conditions, and eviction and homelessness. They also run 23 local face-to-face advice surgeries, see: [sheltercymru.org.uk/housing-advice/advice-near-you](http://sheltercymru.org.uk/housing-advice/advice-near-you) Contact:
  - Helpline: 08000 495 495 (9am-4pm Mon-Fri).
- **Travelling Ahead: Wales Gypsy, Roma and Traveller Advice and Advocacy Service** [tGPCymru.org.uk/what-we-do/travelling-ahead-wales-gypsy-roma-and-traveller-advice-and-advocacy-service](http://tGPCymru.org.uk/what-we-do/travelling-ahead-wales-gypsy-roma-and-traveller-advice-and-advocacy-service) TGP Cymru offers 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. Contact:
  - 0808 802 0025 / 01633 509 544
  - [travellingahead@tGPCymru.org.uk](mailto:travellingahead@tGPCymru.org.uk)
- **Local authority housing team** may be able to provide support to those who are, or about to become, homeless. Locate at: [gov.wales/support-if-you-are-homeless-or-about-become-homeless](http://gov.wales/support-if-you-are-homeless-or-about-become-homeless)
- **The Wallich** [thewallich.com](http://thewallich.com) is Wales' largest homeless charity. Legal advice on housing, benefits and family law is also available to Wallich service users via the **Cardiff Lawyers Care** scheme, a partnership with the University of South Wales Legal Advice Clinic and Cardiff & District Law Society. Contact:
  - 029 20668464
  - [mail@thewallich.net](mailto:mail@thewallich.net).
- **Public Services Ombudsman for Wales** [ombudsman.wales](http://ombudsman.wales) can investigate complaints about social landlords in Wales. Contact:
  - 0300 790 0203 (10am-12:30pm, 1:30pm-4pm)
  - [ask@ombudsman.wales](mailto:ask@ombudsman.wales)
- See also the HOUSING section in the England & Wales Guide on page 89 for additional notes and links including about legal aid.

# EDUCATION (Wales)

Education law is devolved in Wales. Clients in Wales who may have education-related legal issues should be signposted or referred to agencies or lawyers based in Wales or others who understand Welsh education law. This is because there are some significant differences in Wales compared to England, for example:

- Primary and secondary education in Wales is transitioning to the new curriculum. In addition, there are plans to overhaul tertiary education.
- Wales has its own system for (a) welfare benefits to support students/their parents at the different levels of education, and (b) supporting students with additional learning needs.
- At the higher education level, there are differences in student financing with a combination of loans and grants to help students with their living costs, in addition to a tuition fee loan.
- The Special Educational Needs (SEN) system has been overhauled in Wales. Children and young people with Additional Learning Needs (ALN) in Wales are subject to one system for all stages of education, as opposed to the multi-agency approach taken in England. Therefore, they have different rights and routes to challenge any decisions affecting their educational provision.
- Likewise, schools and local & educational authorities in Wales have different statutory obligations and procedural requirements to support those with ALN in Wales.

## Education law advice providers in Wales:

- **SNAP Cymru** [snapcymru.org](http://snapcymru.org) offers free and independent information, advice and support to help get the right education for children and young people with all kinds of SEN / ALN and disabilities. They give advice and support on a range of issues

including assessments, individual education plans, statements of special educational needs, exclusion, health and social care provision and discrimination. They also provide advocacy, disagreement resolution, discrimination advice, and training for young people, parents and professionals. Contact:

- Helpline: 0808 801 0608 (9.30am-4.30pm Mon-Fri).

- **TGP Cymru** [tgpcymru.org.uk](http://tgpcymru.org.uk) is a charity working with children and young people. TGP operates a variety of projects relating to children and education law. TGP is a registered provider of statutory advocacy services, in line with the Regulation and Inspection of Social Care (Wales) Act 2016, and provides statutory advocacy to three regions in Wales. Contacts:

- *North Wales*  
01286 238 007 / 0800 111 6880  
[NorthWalesAdvocacy@tgpcymru.org.uk](mailto:NorthWalesAdvocacy@tgpcymru.org.uk)
- *Mid and West Wales*  
01545 574865 / 0808 1682599  
[midandwestwales@tgpcymru.org.uk](mailto:midandwestwales@tgpcymru.org.uk)
- *Cwm Taf Morgannwg*  
01443 805940 / 0800 4703930  
[cwmtafmorgannwg@tgpcymru.org.uk](mailto:cwmtafmorgannwg@tgpcymru.org.uk)

- **National Youth Advocacy Service Cymru** [nyas.net](http://nyas.net) For over twenty years, NYAS Cymru have been helping care-experienced children and young people across Wales. They champion their rights and work to make sure their voices are heard. Contact:

- Helpline: 0808 808 100
- [help@nyas.net](mailto:help@nyas.net).

- **Public Services Ombudsman for Wales** [ombudsman.wales](http://ombudsman.wales) can investigate certain complaints regarding various education bodies in Wales. Contact:

- 0300 790 0203.

- See also the EDUCATION section in the [England & Wales Guide](#) on page 74 for additional notes and links, including about Advocate and legal aid.

# HEALTH & SOCIAL CARE (Wales)

The final area of devolved law in the Guide is health and social care. Clients in Wales with health or social care legal issues should be signposted or referred to agencies or lawyers in Wales, or to others who understand the devolved law. This is in light of the differences compared to England, for example:

- The structure of the health service in Wales is different, with NHS Wales delivering services through 7 local health boards and 3 NHS trusts.
- Regulation and inspection of NHS and independent healthcare services is different, and is led by Healthcare Inspectorate Wales (HIW). HIW is also one element, along with the Welsh Government and Wales Audit Office, of the tripartite NHS Wales escalation and intervention arrangements which scrutinise the position of each health board and NHS trust.
- The NHS Wales has a Redress Scheme, also known as the “[Putting Things Right](#)” scheme. This is a method of handling and investigating complaints. As set out in the [guidance](#), when the scheme is engaged and a claim might expect compensation of ≤£25,000, the Health Board funds certain legal advice provided free of charge to patients by solicitors (who specialise in clinical negligence as accredited by the Law Society or the AvMA).
- Wales has its own legal framework for improving the well-being of people who need care and support, and of carers who need support. There are also some important contextual differences that affect local authorities' strategic functions.

## Health and social care advice providers in Wales:

- **Advocacy Support Cymru** [ascymru.org.uk](http://ascymru.org.uk) is a charity specialising in the provision of professional, confidential and independent advocacy for individuals in contact with the Welsh healthcare

system. They offer advocacy services in the following areas:

- Home from Hospital Dementia Advocacy (Swansea Bay University Health Board (“UHB”)).
  - Independent Mental Health Advocacy (Swansea Bay UHB, Cwm Taf Morgannwg UHB, Cardiff & Vale of Glamorgan UHB and Aneurin Bevan UHB areas).
  - Specialist Advocacy for People with Learning Disabilities and/or Autism (Swansea Bay UHB, Cwm Taf Morgannwg UHB, Cardiff & Vale of Glamorgan UHB and Aneurin Bevan UHB areas).
  - Community Advocacy for those receiving secondary mental healthcare (Swansea Bay UHB and Cardiff & Vale of Glamorgan UHB areas).
  - Contact:
    - 02920540444
    - [info@ascymru.org.uk](mailto:info@ascymru.org.uk).
- 
- **Age Cymru** [agecymru.org.uk](http://agecymru.org.uk) delivers support through its multi-channel advice line and library of written resources. It is the key provider of information and advice for the over 50s in Wales, including via [agecymru.org.uk/advice](http://agecymru.org.uk/advice) It is an advice provider and unable to provide emotional support. It is unable to accept third party referrals, so clients/constituents should contact them directly. Contact:
    - 0300 303 44 98 in Welsh & English (9am-4pm Mon– Fri)
    - [advice@agecymru.org.uk](mailto:advice@agecymru.org.uk)
- 
- **Age Cymru’s HOPE** (Helping others participate and engage) partnership delivers independent advocacy for older people (50+) and carers across Wales. Contact:
    - See emails and phone numbers on the [HOPE website](#).
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- **Mencap Cymru** [wales.mencap.org.uk](http://wales.mencap.org.uk) is a charity devoted to supporting those with learning disabilities in Wales to understand their rights under healthcare law. Mencap Cymru operates a Learning Disability Helpline, available to everyone in Wales, and can provide legal information relating to the rights of people with a learning disability. Mencap Cymru can assist with supporting



individuals to obtain access to services or challenge decisions.

Contact:

- Wales Learning Disability Helpline: 0808 8000 300
  - Web [contact form](#).
  
- **Mind Cymru** [mind.org.uk/about-us/mind-cymru](http://mind.org.uk/about-us/mind-cymru) operates in Wales as part of the national charity but is governed separately. Mind maintains a very useful guide to mental health rights, sectioning, community treatment orders, police and mental health and provides guidance on employment rights to those suffering discrimination at work due to their mental illness/disability. Additionally, Mind's Legal Line provides advice on detention under the Mental Health Act, discrimination, mental capacity and community care (see also page 103 of the [England & Wales Guide](#)). Contact:
  - Infoline 0300 123 3393
  - [info@mind.org.uk](mailto:info@mind.org.uk)
  - Legal Line: 0300 466 6463
  - See [website](#) for details of the 16 local Minds in Wales.
  
- **Tenovus** [tenovuscancercare.org.uk](http://tenovuscancercare.org.uk) is a cancer charity operating in Wales. A cancer diagnosis can lead to unexpected costs, and Tenovus' team of benefits advisors can talk through patients or loved ones what financial support is available and guide them through the complex benefits system. Tenovus also operates a free wills service to those suffering with cancer in Wales. The service assists individuals in drafting or updating a will for free in partnership with a solicitor who can visit an individual at home, hospice or hospital, at short notice. Contact:
  - Support line 0808 808 1010.
  
- **Public Services Ombudsman for Wales** [ombudsman.wales](http://ombudsman.wales) have powers to look into complaints about public services and independent care providers in Wales. Contact:
  - 0300 790 0203.
  
- See also the COMMUNITY CARE section in the [England & Wales Guide](#) on page 50 and HEALTH RIGHTS section on page 86 for additional notes and links, including about legal aid.

# PRO BONO CLINICS (Wales)

Below are details of some pro bono clinics on the LawWorks Clinics Network in Wales. Details of clinics are subject to change, and new clinics are being developed all the time, so this guide may go out of date quickly. Please use the LawWorks clinics search function at [lawworks.org.uk/clinics](http://lawworks.org.uk/clinics) to find out the latest details.

For more information on pro bono clinics in Wales, contact [lawworkscymru@lawworks.org.uk](mailto:lawworkscymru@lawworks.org.uk).

- **Aberystwyth University Family Law Clinic** provides advice on child arrangements and residency, property and financial disputes after separation, divorce and civil partnerships, grandparent and step-parent advice, domestic violence against men and women and prohibited steps orders and related issues, to those in Ceredigion. Contact:
  - [famstaff@aber.ac.uk](mailto:famstaff@aber.ac.uk).
- **ACE - Action for Caerau and Ely clinics (Cardiff)** *ACE/Watkins & Gunn Solicitors Children Law Clinic* advises those in Cardiff (Ely and Caerau) on issues in relation to private arrangements for their children, or related to social services involvement with their children. The clinic operates 12 to 2pm on the last Tuesday of the month.
  - 02920 003132
  - [info@aceplace.org](mailto:info@aceplace.org)
- **Cardiff University Innocence Project** [cardiff.ac.uk/pro-bono/cardiff-university-innocence-project](http://cardiff.ac.uk/pro-bono/cardiff-university-innocence-project) The project reviews cases where people have been convicted of crimes for which they maintain innocence, with a view to making an out-of-time appeal or an application to the Criminal Cases Review Commission. It has a waiting list due to high demand. People can email with an outline of their case, setting out their claims of innocence, to be considered.
  - [innocenceproject@cardiff.ac.uk](mailto:innocenceproject@cardiff.ac.uk)

- **LGBTQ+ Law Clinic** [lgbtqlawclinic.co.uk](http://lgbtqlawclinic.co.uk) The Clinic can arrange advice and representation to members of the LGBTQ+ community in Wales and England. The Clinic provides support with, but not limited to, immigration, employment, housing, defamation, gender recognition and family law. Enquiries can be submitted through our email or the referral form on our website. Contact:
  - [info@lgbtqlawclinic.co.uk](mailto:info@lgbtqlawclinic.co.uk).
  
- **Swansea Law Clinic** [swansea.ac.uk/law/lawclinic](http://swansea.ac.uk/law/lawclinic) The clinic can provide advice on landlord & tenant disputes, freehold and leasehold disputes, relationship breakdown, employment issues, consumer issues, equality issues, benefits advice, contracts and immigration and asylum advice at OISC Level 1 to those in the local community. Appointment times vary - contact to arrange an appointment:
  - [lawclinic@swansea.ac.uk](mailto:lawclinic@swansea.ac.uk)
  
- **Cardiff University/Asylum Justice Fresh Claims Project (Pan Wales)**. The clinic, a partnership between Cardiff Law School's pro bono unit and Asylum Justice, provides specialist immigration advice to sanctuary seekers who have exhausted their appeal rights on the prospects of regularising their immigration status. Contact:
  - [s.mcgarrrity@asylumjustice.org.uk](mailto:s.mcgarrrity@asylumjustice.org.uk)
  
- **University of South Wales Legal Advice Clinic (Treforest, Pontypridd)**. The clinic can provide advice and some casework on family, housing, employment, business, probate, contract and consumer law issues for those in the local community. The clinic operates by appointment only, see the [webpage](#). Contact:
  - 01443 668600
  - [uswlac@southwales.ac.uk](mailto:uswlac@southwales.ac.uk)
  
- **Veterans Legal Link Clinic** [veteranslegallink.org](http://veteranslegallink.org). Operating from Aberystwyth University but UK-Wide, the clinic can provide advice and casework on family and children, domestic violence, crime, police station representation, employment, social justice, complaints and ombudsman, housing and homelessness, military injuries and services for the elderly. Contact:
  - 0333 090 5387
  - [help@veteranslegallink.org](mailto:help@veteranslegallink.org)

# GENERAL SOURCES OF FREE ADVICE (Wales)

The additional organisations listed below provide or facilitate free legal advice in Wales across different areas of law, together with a range of other services.

See also the sections of the [England & Wales Guide](#) which list help provided across Wales and England, namely the GENERAL section including legal aid (pages 12-25), PRO BONO HELP (pages 26-35) and HELP ON SPECIFIC ISSUES (pages 36-113).

- **Asylum Justice (immigration law)** [asylumjustice.org.uk](http://asylumjustice.org.uk). Asylum Justice provides free legal advice and representation to asylum seekers and other migrants denied legal aid, up to OISC Level 3 and representation at the Immigration Tribunal. They provide services across Wales. Contact:
  - 02920 499421
  - [info@asylumjustice.org.uk](mailto:info@asylumjustice.org.uk).
- **Advocate (all areas of law)** [weareadvocate.org.uk](http://weareadvocate.org.uk). Advocate is the charity of the Bar of England and Wales. Advocate finds free legal help from volunteer barristers for people who need advice on a court case or help with a hearing, who cannot get public funding and who cannot afford to pay. Advocate operates across all areas of law and can help applicants in Wales find a pro bono barrister to help them with their legal problem. See pages 27-32 for further information on Advocate. Contact:
  - 020 7092 3960 (voicemail only)
  - [enquiries@weareadvocate.org.uk](mailto:enquiries@weareadvocate.org.uk).
- **Children's Commissioner for Wales** [childcomwales.org.uk](http://childcomwales.org.uk). Advice and investigation service is free. The Commissioner is there to advise and support children and young people or those who care for them if they feel that a child has been treated unfairly. Contact:
  - 0808 801 1000

- [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk).
- **Maggie's (wills)** [maggies.org](http://maggies.org). Maggie's provides free specialist, expert support to people with cancer and their families in a purpose-built drop-in centre. This includes psychological, emotional, and financial support. Maggie's operates two centres in Wales (Cardiff and Swansea) and offers assistance in writing wills. Maggie's also offers online benefits advice, cancer support and psychology appointments alongside a select number of group support sessions. Contact:
  - Cardiff: 029 2240 8024
  - [cardiff@maggies.org](mailto:cardiff@maggies.org)
  - Swansea: 01792 200 000
  - [swansea@maggies.org](mailto:swansea@maggies.org).
- **Meic** [meiccymru.org](http://meiccymru.org) is a helpline service for children and young people up to the age of 25 in Wales. Contact:
  - 080880 23456
  - For other forms of contact see [meiccymru.org/getting-help](http://meiccymru.org/getting-help)
- **North Wales Community Law (housing law)** [nwcl.cymru](http://nwcl.cymru) North Wales Community Law is an independent charity based in Llandudno Junction, Conwy. It currently provides free legal advice on housing matters. The organisation is based within a domestic abuse service and is developing a specialism in casework involving the intersection of domestic abuse and housing matters. The service is available to people based in any of the six local authority areas in North Wales. Client meetings are held in our offices, community spaces around the region and online depending on client need. Contact:
  - 01492 484818
  - [info@nwcl.cymru](mailto:info@nwcl.cymru)
- **North and Mid Wales Law clinic** [citizensadviceynysmon.com](http://citizensadviceynysmon.com) provides advice and assistance in family, employment and community care legal issues. They will identify secondary issues including but not limited to: debt, housing, energy, budgeting, mental health, and welfare benefits (advice and support is provided on these areas and/or will refer or signpost to a relevant organisation who can help when needed). Contact:

- 01407 762278
- [AngleseyCA@gmail.com](mailto:AngleseyCA@gmail.com)
- **Older People's Commissioner for Wales** The commissioner can provide advice & support via:
  - 03442 640 670
  - [ask@olderpeople.wales](mailto:ask@olderpeople.wales)
- **Planning Aid Wales (planning law)** [planningaidwales.org.uk](http://planningaidwales.org.uk). Planning Aid Wales (PAW) offers a free Helpline service to assist eligible members of the public and community groups needing help with a planning matter. PAW stipulates that before they offer any advice, they invite callers to use resources available for free on their website to see if they can find an answer to their query. Contact:
  - Adviceline: 02920 625 000
  - [info@planningaidwales.org.uk](mailto:info@planningaidwales.org.uk)
- **Qualia Law Community Interest Company (court of protection law)** [qualia-law.org](http://qualia-law.org) A non-profit CIC providing free legal advice, training sessions, and Court of Protection Deputyship by solicitors. Qualia provides free advice on mental capacity and financial safeguarding issues; free training and awareness sessions for professionals in the social care, public and third sectors; and Court of Protection Deputyship. Contact:
  - 0333 3053057
  - [info@qualia-law.org](mailto:info@qualia-law.org)
- **Riverside Advice (welfare benefits, housing, debt and energy efficiency)** [riverside-advice.co.uk](http://riverside-advice.co.uk). Riverside Advice provides free, independent and impartial legal advice in the areas of welfare benefits, housing, debt and energy law. Riverside Advice works with vulnerable individuals and those with poor mental health, who face a legal issue in relation to the areas previously listed. Riverside Advice operates across Cardiff but can assist with those based anywhere in Wales. Contact:
  - 02920 341577
  - [all.info@riverside-advice.co.uk](mailto:all.info@riverside-advice.co.uk)

- **Settled (Immigration, housing and welfare benefits)** [settled.org.uk](http://settled.org.uk). A charity founded in 2019 and headquartered in Newport, which offers information, advice and support to EU citizens, including people who are late applying to the EU Settlement Scheme (EUSS), who have had their application refused, or are moving from pre-settled to settled status once eligible. The charity also provides help when people are struggling to prove their immigration status or to access rights and services. These can include the right to bring family members to join them in the UK, and to access welfare benefits, healthcare, etc. Contact:
  - Helpline 0330 223 5336 (different language options available).
  - [advice@settled.org.uk](mailto:advice@settled.org.uk) (for general enquiries).
  - [roma.advice@settled.org.uk](mailto:roma.advice@settled.org.uk) (for Roma people).
  - [ApplyEUSSWales@settled.org.uk](mailto:ApplyEUSSWales@settled.org.uk) (those living in Wales making an application for pre- settled or settled status).
- **Speakeasy Law Centre (employment, welfare benefits, debt, housing law)** [speakeasy.cymru](http://speakeasy.cymru). The Speakeasy Law Centre is (currently) the only Law Centre in Wales. Located in Cardiff, it provides free legal advice and assistance in the areas of welfare benefits, debt and housing law. The Speakeasy also operates a pro bono employment clinic offering free one-off advice by local solicitors. To be eligible for their assistance an applicant must be located or live in South Wales. Contact:
  - 029 2045 3111
  - [info@speakeasy.cymru](mailto:info@speakeasy.cymru).
- **Support Through Court (emotional and administrative support in civil court)** [supportthroughcourt.org/locations/cardiff](http://supportthroughcourt.org/locations/cardiff) Please see page 25. STC operates one centre in Cardiff Civil and Family Justice Centre. If an individual is facing court without a lawyer in Cardiff, STC can help at all stages. It has volunteers who can support people remotely and appointments at the office in Cardiff. Should someone need technical support or access to IT facilities for a remote hearings, they can get in touch to find out how STC can help. Contact:
  - 0292 277 0348 (line does not receive calls from withheld numbers)
  - [cardiff@supportthroughcourt.org](mailto:cardiff@supportthroughcourt.org)

- **Welsh Refugee Council (immigration, housing, benefits)**  
[wrc.wales](http://wrc.wales). The WRC supports sanctuary seekers and refugees at the most critical points of their lives. Their work enables people who have been forced to seek sanctuary to find their feet and begin building a life in Wales. The WRC can assist in helping sanctuary seekers and refugees find a place to stay, work to support themselves, access to English classes, legal advice, and community networks. The WRC operates a “Sanctuary Service” that helps Asylum Seekers understand their rights and gives support and free legal advice at crucial points on their journey. Contact:
  - 0808 196 7273
  - For details of the offices in Cardiff, Newport, Swansea and Wrexham visit [wrc.wales/contact/our-offices](http://wrc.wales/contact/our-offices)
  
- **Welsh Women’s Aid (domestic abuse/violence)**  
[welshwomensaid.org.uk](http://welshwomensaid.org.uk) operates local domestic abuse and violence against women services across Wales. Offers a range of support to women (and children) suffering or having suffered domestic violence. They provide individual advocacy and support, counselling, support groups as well as access to refuge and other safe accommodation options. Many services run drop-in sessions which people can attend to talk about their situation and get some initial support and guidance. Contact:
  - Live Fear Free Helpline (24 hours): 0808 80 10 800
  - [info@livefearfreehelpline.wales](mailto:info@livefearfreehelpline.wales)
  - To find specialist support services in each of the 22 local authority areas in Wales, visit [welshwomensaid.org.uk/information-support/find-your-local-service](http://welshwomensaid.org.uk/information-support/find-your-local-service)



# CITIZENS ADVICE (Wales)

Citizens Advice Cymru operates **Advicelink Cymru**, which is a service funded by the Welsh Government, and offers advice to those based in Wales on welfare benefits, debt, employment, education, housing, immigration and discrimination: 0800 702 2020.

Citizens Advice Cymru also offers the following helplines, which are also generally operated Monday to Friday:

- Consumer helpline: 0808 223 1133.
- Claim What's Yours (benefits entitlement): 0808 250 5700.
- Help to Claim (Universal Credit): 08000 241 220.
- Motor Neurone Disease helpline: 0808 801 0620.
- Private Rented Sector Debt helpline: 0808 278 7920.

Advice is also provided locally by Citizens Advice charities across Wales, which are listed below by area. Office locations are listed in brackets if different from the area name. The information about the scope of their services may be out of date or otherwise incorrect, so check directly. To find the local Citizens Advice by postcode or town visit

[citizensadvice.org.uk/wales](https://citizensadvice.org.uk/wales)

- **Anglesey/Ynys Môn** [citizensadvice.org.uk/local/ynys-mon](https://citizensadvice.org.uk/local/ynys-mon) Provides specialist advice and casework on: welfare benefits, employment, housing, money and debt, and advice on immigration and discrimination. Contact:
  - 0808 278 7932
- **Bridgend (Bridgend, Maesteg)** [citizensadvice.org.uk/local/bridgend-county-borough](https://citizensadvice.org.uk/local/bridgend-county-borough) Advice and information on a range of issues, including benefits and welfare rights, consumer issues, employment and housing rights, legal issues, money and debt. Casework on benefits. Representation at social security appeal tribunals. Contact:
  - 01656 762800.

- **Caerphilly (Bargoed, Caerphilly, other locations)** [citizensadvicecbg.org.uk](http://citizensadvicecbg.org.uk). Provides specialist casework on welfare benefits and debt; guidance on money issues; and information on employment, housing, immigration and discrimination. Contact:
  - 0800 702 2020.
- **Cardiff and Vale (Cardiff and Barry)** [cacv.org.uk](http://cacv.org.uk). Provides advice on benefits, employment, debt, immigration (OISC Level 1 only), consumer, family (including child maintenance) and housing. Contact:
  - Cardiff and Vale Advicelink service 0808 278 7925
- **Carmarthenshire (Carmarthen)** [carmarthenshire-ca.org.uk](http://carmarthenshire-ca.org.uk). Provides specialist support with welfare benefits and debt, as well as advice on energy efficiency, and support with claiming Universal Credit. Contact:
  - Generalist advice telephone service: 01269 592267, 01267 234488, 01554 759626
  - [advice@carmarthenshire-ca.org.uk](mailto:advice@carmarthenshire-ca.org.uk)
- **Ceredigion (Cardigan)** [cabceredigion.org](http://cabceredigion.org). Advice service that assists clients with a variety of queries including energy, consumer, debt and benefits (in work and welfare). They work remotely but also have outreach locations across the county and provide home visits with some of our projects. Contact:
  - 01239 621974
  - [enquiries@cabceredigion.org](mailto:enquiries@cabceredigion.org)
- **Conwy (Llandudno)**. Provides specialist casework in welfare benefits and debt; and advice on employment, housing, immigration, discrimination, and money. Contact:
  - 01745 828705
  - [advicecyngor@caconwy.org.uk](mailto:advicecyngor@caconwy.org.uk)
- **Denbighshire (Ruthin)** [cadenbighshire.co.uk](http://cadenbighshire.co.uk). Provides specialist casework around welfare benefits, money advice, debt; advice and casework on employment and housing; and information on immigration and discrimination. Operates bilingually and can also offer support in limited community languages. Contact:

- 0808 278 7933, 0808 278 7933
- [advice@dcab.co.uk](mailto:advice@dcab.co.uk)
- **Flintshire (Mold)** [flintshirecab.org.uk](http://flintshirecab.org.uk). Provides assistance regarding debt & money, benefits advice, energy advice, and work & discrimination, mental health, EU citizens advice. Contact:
  - 0808 278 7923.
- **Gwynedd (Caernarfon)** [cabgwynedd.wales](http://cabgwynedd.wales). Offers specialist casework on welfare benefits, money and debt; advice with casework on employment and housing; and advice on immigration and discrimination. Contact:
  - 0808 27 87 922
- **Merthyr Tydfil** [citizensadvicemt.org.uk](http://citizensadvicemt.org.uk). Provides specialist casework in welfare benefits and debt; and advice on employment, housing, immigration, discrimination and money. Contact:
  - See [citizensadvicemt.org.uk/contact](http://citizensadvicemt.org.uk/contact)
- **Monmouthshire (Monmouth, Caldicot, Chepstow, Abergavenny)** [citizensadvice.org.uk/local/monmouthshire-county](http://citizensadvice.org.uk/local/monmouthshire-county) Provides advice and casework on welfare benefits and debt; and advice on employment, housing, discrimination, immigration and money. Contact:
  - 03444 77 20 20
- **Newport** [newportca.org.uk](http://newportca.org.uk). Provides specialist advice on a wide variety of issues including benefits, debt, employment and discrimination. Contact:
  - 01633 222622.
- **Pembrokeshire (Pembroke Dock)** [pembscab.org](http://pembscab.org). Provides specialist casework in welfare benefits and debt; advice with casework in employment and discrimination and money; advice on housing; and information on immigration. Contact:
  - 01437 806070
  - [advice@pembscab.org](mailto:advice@pembscab.org)

- **Powys (Brecon)** [powyscitizensadvice.org.uk](http://powyscitizensadvice.org.uk). Provides specialist casework on welfare benefits, money and debt, advice with casework on employment; and advice on housing, immigration and discrimination. Advice is available bilingually (English and Welsh) and in several community languages. Contact:
  - 0345 601 8421.
  
- **Rhondda Cynon Taff (Pontypridd, Mountain Ash)** [carct.org.uk](http://carct.org.uk) Provides advice on employment, housing, discrimination, money, guidance on immigration, and specialist casework on debt and welfare benefits. Advice is available bilingually (English and Welsh) and in several community languages. Contact:
  - 01443 409284
  - [enquiries@carct.org.uk](mailto:enquiries@carct.org.uk).
  
- **Swansea Neath Port Talbot** [citizensadviceSNPT.org.uk](http://citizensadviceSNPT.org.uk). Provides specialist casework on welfare benefits and debt; and advice on employment, housing, immigration, discrimination, and money. Contact:
  - 0808 278 7926.
  
- **Torfaen (Pontypool, Cwmbran)** [catorfaen.org.uk](http://catorfaen.org.uk). Provides advice and casework on welfare benefits, debt, consumer advice, employment, housing and money; and information on immigration. Offices in Pontypool, Cwmbran and at outreaches in Blaenavon and Trevechin. Contact:
  - 01633 876121
  - [reception@catorfaen.org.uk](mailto:reception@catorfaen.org.uk)
  
- **Wrexham** [wrexhamcitizensadvice.com](http://wrexhamcitizensadvice.com) Citizens Advice Wrexham provides free, independent, confidential and impartial advice on any issue brought to us. They have specialist advisers who provide guidance on more complex issues such as money problems, benefit queries, debt and energy inquiries. Contact:
  - 0300 330 1178.

# OTHER ONLINE RESOURCES

## Wales specific directories:

- [dewis.wales](https://www.dewis.wales) is a Welsh Government-funded site aimed at bringing together information on wellbeing - including health, community, safety and security and more.
- [en.infoengine.cymru](https://www.en.infoengine.cymru) is a site run by the Wales Council for Voluntary Action, which lists third sector services in Wales.
- [adferiad.org/our-services](https://www.adferiad.org/our-services) Adferiad (formerly CAIS) brings together a number of services supporting people with complex needs such as mental health and substance use issues.
- [ombudsman.wales/making-a-complaint/advice-and-advocacy-bodies-2](https://www.ombudsman.wales/making-a-complaint/advice-and-advocacy-bodies-2)  
The Public Services Ombudsman maintains a list of organisations that provide advice and advocacy in Wales.

## Online guidance:

- Welsh Government cost of living advice: [gov.wales/help-cost-living](https://www.gov.wales/help-cost-living)
- Rent Smart Wales Resource Library: [rentsmart.gov.wales/en/resource-library](https://rentsmart.gov.wales/en/resource-library)
- Children's Legal Centre Wales: [childrenslegalcentre.wales/resources](https://www.childrenslegalcentre.wales/resources)
- All Wales Safeguarding Procedure: [safeguarding.wales](https://www.safeguarding.wales)
- Dangos [dangos.wales](https://www.dangos.wales) is a project to help you show other people that there are a lot of ways, in Wales, to improve their financial situation, and how to ease their worries about claiming.

This Wales guide was compiled by members of the **Pro Bono Committee for Wales / Pwyllgor Pro Bono Cymru** [probonocommittee.wales](https://www.probonocommittee.wales). The Committee is made up of representatives of the legal profession, charity advice sector, law schools and judiciary. It is dedicated to furthering a joined-up approach to pro bono in Wales. The Secretariat is jointly held by LawWorks Cymru and Advocate.

**Disclaimers:** please see page 4 of the [England & Wales Guide](#).

**Corrections / additions?** Please send to [guide@probonoweek.org.uk](mailto:guide@probonoweek.org.uk).