



# Getting started in

## CARDIFF TOOLKIT





# Find your way

**This toolkit is for families who have come to Cardiff seeking sanctuary.**

It shows where to go, who can help, and how to do everyday things like travel, health visits, school forms and getting food or clothes.

Families told us they often feel overwhelmed, unsure who to ask, and afraid to speak up. This guide gathers trusted information in one place with pictures, simple steps and friendly words.

You are not expected to understand everything immediately. It is okay to ask questions and ask for help.





Empowering sanctuary seekers and refugees to  
build a new life in Wales

Grymuso ceiswyr lloches a mudiadau  
adeiladu bywyd newydd yng Nghymru

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## SECTION 1

# Your rights and services

An individual who has applied for asylum in the UK due to persecution in their home country and is awaiting a decision on whether they will be given refugee status.

## What access to services do I have?

If you are seeking asylum, you can get support:



**You can get a place to live**



**You can use NHS health services**



**Children can go to school for free**



**You can get a small amount of money each week**



**In Wales, your medicine is free if you have a prescription**

## Aspen card Quick start guide

Pay for essential items with your weekly support.





## How do you pay for things?

You use your Aspen card.

The Aspen card is a payment card provided by the UK Home Office to people receiving asylum support under Section 95 or Section 4. It works in a similar way to a Visa debit card, but what you can do with the card depends on the type of support you receive.

The Home Office puts money on the card each week so you can buy essential items like food, clothes, and toiletries.

See quick start guide below, followed by more detailed Aspen card guidance on pages 4-6.



### What is it?

- Weekly payment card
- For essential items

### Weekly amount

- £49.18 per person
- £9.95 (initial accommodation)

### Balance check

- Online • Phone • Receipt



### Rules

Keep card & PIN safe  
**Do not share**

### Help

If something goes wrong:

- Speak to Housing Manager
- Contact Migrant Help
- New card takes up to 2 weeks



### Can be used for

Food, clothes, local travel,  
baby items, toiletries and food.



### Can't be used for

Alcohol, gambling,  
travel outside of UK.

Aspen

0000





## SECTION 1





## How much money goes on the Aspen card?

The amount depends on your support type:

- Section 95 (living in asylum accommodation): £49.18 per person per week
- Section 4 (no cash support / refused asylum): £49.18 per person per week
- Section 98 (living in initial accommodation): £9.95 per person per week
- Additional weekly payments are made for pregnant people (£5.25), babies under 1 (£9.50), and children aged 1 to 3 (£5.25)
- Asylum seekers (on section 95 and section 4) get a maternity payment of £300 to assist with the costs of a new baby. You must inform the Home Office of the pregnancy and provide a MAT B1 form from the doctor/ midwife. This payment is available if the baby is due in 11 weeks or less, or if the baby is under 6 months old

Payments are usually added every Monday.

## What can you use the Aspen card for?

You can use it in most shops that accept Visa, including:



Supermarkets  
(Tesco, Asda, Lidl, etc.)



Clothing shops



Pharmacies



Bus tickets  
or local travel



Baby items



You can also use it  
for online shopping

## SECTION 1

### What you cannot use the Aspen card for

The Home Office blocks certain things:



Alcohol



Some financial services



Gambling



Some travel tickets (for example international travel)

If you try to buy blocked items, the payment will be declined.

### Checking your Aspen card balance

You can check your balance in 3 ways:

- Phone: 0808 196 0198 (free)
- Online: Aspen card website
- Shop receipt after payment



### Lost or stolen Aspen card

If your Aspen card stops working, tell your Housing Manager as soon as possible. Emergency support may be available, including help with supermarket vouchers. You can also contact Migrant Help for support while you are waiting for a new Aspen card.

The Home Office will:

- Cancel the old card
- Send a new card - this can take up to 2 weeks to arrive
- Transfer your remaining money



## Problems with Aspen payments

**Contact Migrant Help or your accommodation provider if:**

- Money has not arrived
- Amount is wrong
- Card does not work
- You moved address
- Your family size changed

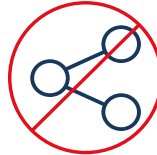
**They contact the Home Office for you.**

## When Aspen payments stop

**Payments usually stop if:**

- You receive a decision and leave asylum support
- You get refugee status and move to mainstream benefits
- You leave Home Office accommodation
- You leave the UK

## Important rules about Aspen cards



Do not share your card or PIN



Do not sell or exchange your card



Use only for yourself and your family



Keep receipts if there is a problem

## If you get refugee status

- Aspen support stops (usually after 28 days)
- You must apply for Universal Credit
- The Aspen card will stop working

## SECTION 2

# Home Office and Migrant Help: who does what

## What is the difference?

When you are seeking asylum in the UK, you may hear about two important organisations: the Home Office and Migrant Help.

**They have different roles.**

Understanding who does what can help you know who to contact and feel more confident asking for help.

|                                                             | UK Home Office                           | Migrant Help                                  |
|-------------------------------------------------------------|------------------------------------------|-----------------------------------------------|
| Who are they?                                               | The UK government immigration department | A charity that supports people seeking asylum |
| What do they do?                                            | Decide if you can stay in the UK         | Help you while you wait for a decision        |
| Do they decide your asylum case?                            | Yes                                      | No                                            |
| Can they give or refuse status?                             | Yes                                      | No                                            |
| Can they help with housing or money problems?               | No (they don't fix problems)             | Yes                                           |
| Who should you contact if you don't understand a letter?    | Not usually                              | Yes                                           |
| Who do you talk to about your asylum interview or decision? | Home Office                              | Not Migrant Help                              |
| Who helps if your accommodation is bad or unsafe?           | Home Office                              | Migrant Help                                  |



## Contact Migrant Help if:

- Your housing is bad or unsafe
- You have no money or payments stopped
- You are confused about the asylum system
- You need help understanding letters
- You feel vulnerable or unsafe

## You can also contact Wales Sanctuary Service

The Wales Sanctuary Service helps people seeking asylum and safety in Wales.

It is run by the Welsh Refugee Council, Displaced People in Action, EYST, BAWSO, Asylum Justice and TGP Cymru and paid for by the Welsh Government. The service gives practical help, emotional support, and trusted advice to people who are starting a new life in Wales.

## The service can help with:



### Housing

Help to find somewhere safe to live



### Access to services

Help with schools, healthcare, and community activities



### Advice and information

Help to understand your rights and what to do next



### Family and practical support

Help with things like food, travel, and other basic needs



### Emotional support

Someone to talk to and regular support when things feel uncertain

## Contact the Home Office if:

- They ask you to attend an interview
- They send you a decision
- They ask for documents
- You must report to immigration

## SECTION 3

# Housing and accommodation support

In Wales, ClearSprings Ready Homes provides asylum accommodation. When you are placed in a property, you will be assigned a Housing Manager. This person helps with housing issues such as repairs, safety concerns and questions about your home.

If you have problems with your accommodation, such as heating issues, damp, broken items or needing cleaning products, speak to your Housing Manager.



Bedding



Toiletries



Kitchen items



Cleaning products

**Some local groups and charities can help with these.**

In Cardiff, the Welsh Refugee Council may be able to advise and connect families to appropriate support.







## SECTION 4

# I need help with...

- A. Travel help for you
- B. When you or your child are ill
- C. School and education support
- D. Food, clothes and toiletries

## 4A - TRAVEL AND GETTING AROUND

### Travel help for you

Google Maps is a simple and reliable way to find your way around the city - whether you're walking, taking the bus, cycling, or in a car.



# How to use Google Maps

## Step 1

**Open Google Maps** on your phone or computer, go to the Google Maps app or visit [maps.google.com](https://maps.google.com)



Destination ▼

Cardiff Central

## Step 2

**Search for your destination.**  
Type the name or address of where you want to go into the search bar.

## Step 3

**Choose your travel mode.**  
Select walking, public transport, cycling, or driving to see route options.

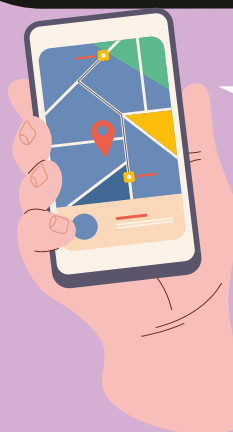


Check out this video explainer:



## Step 4

**Follow the directions -**  
Google Maps will show you step-by-step instructions to help you get there safely and easily.





## 4A - TRAVEL AND GETTING AROUND

### How do I get there?

#### How do buses work in Cardiff?

##### Finding your bus

They have a sign with a bus symbol and often a small shelter.

##### Each stop shows:

- The bus numbers that stop there
- The direction (where the bus is going)
- A timetable with times

If you are unsure, ask the driver

**"Does this bus go to ... ?"**

### Paying for your bus

#### You can pay in different ways:

- Your Aspen card
- Contactless card or phone (tap when you get on and off)
- Cash (some buses need exact coins)
- Bus ticket apps on your phone

The driver will help you choose the right ticket. Tell the driver where you are going, for example:

**"City centre, please."**

### During the journey

Most buses have screens or announcements telling you the next stop. You can also watch outside for street names or landmarks.

If you are not sure where to get off, you can ask the driver when you get on:

**"Can you tell me when we reach... ?"**

### Getting off the bus

Press the **red stop button** on a pole or wall before your stop. The bus will stop at the next bus stop.

### Useful tips

- Buses run often in the daytime and less often at night
- The main bus company in Cardiff is Cardiff Bus
- If you have a problem or want to complain, you can contact the bus company on their website or by phone.

### Useful links for buses in Cardiff



Fares & tickets



Contact



How to download the Cardiff Bus app



How to catch a Cardiff Bus

## 4B - WHEN YOU OR YOUR CHILD ARE ILL

### When you or your child are ill

Not sure where to go if you or your child is feeling poorly.

This is a snapshot of who to contact:



**Small illnesses**  
Visit pharmacy



**Urgent but not emergency**  
Call 111



**Ongoing or worrying illness**  
Visit GP



**Life-threatening**  
Call 999

### Do you need language support?

"Show this card" for pharmacy/GP (language barrier help).

**Help!**

**I need language support, please.**

I speak: \_\_\_\_\_

- ☐ I need an interpreter
- ☐ Please speak slowly
- ☐ Please write it down
- ☐ Please use simple words
- ☐ Please show me pictures

**Preferred gender of interpreter (if possible):**

☐ Female ☐ Male ☐ No preference

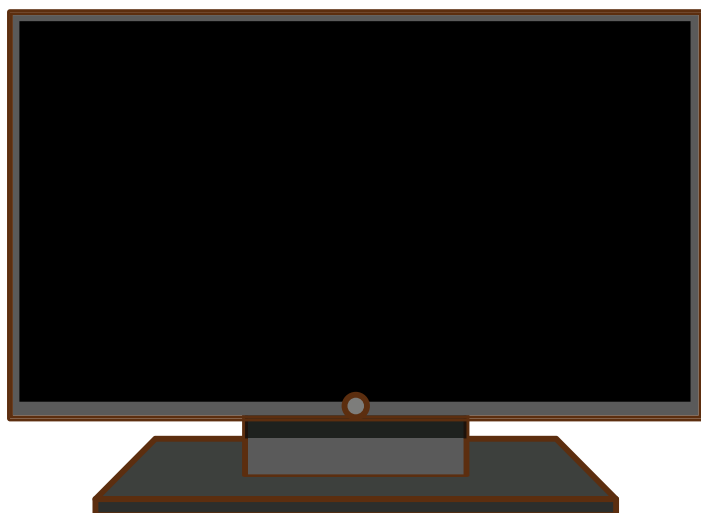
**Thank you for helping me.**



## 4B - WHEN YOU OR YOUR CHILD ARE ILL

### How to access healthcare?

How to navigate the NHS for Refugees & Asylum Seekers



Scan QR code with your phone to view video

Available in Arabic, Amharic, Albanian, Bengali/ Bangla, Persian Dari, Persian Farsi, Kurdish Sorani, Pashto, Polish, Punjabi, Russian, Somali, Swahili, Tigrinya, Ukrainian, Urdu, Vietnamese.

To change the language, go to settings, and choose your preferred language.

#### Step 1

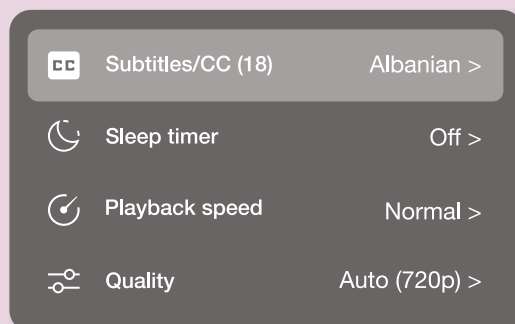
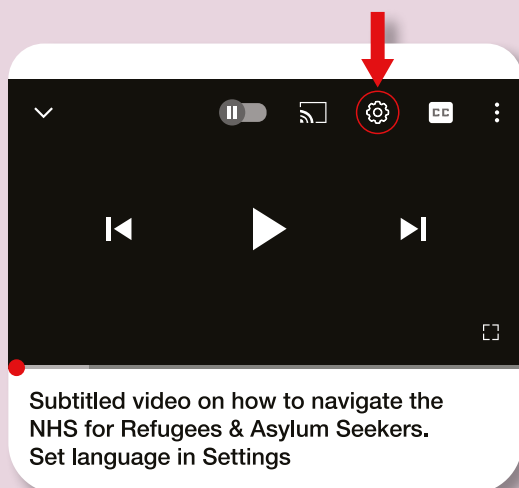
Click the video link, or scan QR code

#### Step 2

Click settings

#### Step 3

Go to CC/Subtitles and choose your preferred language



## How to join a GP doctor

- Refugees and asylum seekers can use a GP surgery
- A GP is your local family doctor.
- You should join a GP surgery so you can get help when you are ill.

Some GP surgeries may ask for ID or proof of address, **but you do not need these papers to join.**

**You can tell them:** "I am an asylum seeker and I live in this area."

## What do you need to take when you join?

When you join a GP surgery, staff may ask for:

- Your name
- Your date of birth
- Your address
- Your phone number, if you have one
- They will also ask you to fill in a form

The Health Board **must arrange a free interpreter** for doctor or hospital appointments.

You need to tell them before your appointment so they can book the interpreter.

You can also ask for an interpreter to help you speak with the staff.

If you are an asylum seeker, ClearSprings Ready Homes should help you join a GP surgery.

If a GP surgery will not accept you, your Local Health Board can help register you with a surgery.

**To find a GP surgery near you, visit:**



## 4B - WHEN YOU OR YOUR CHILD ARE ILL

### How to make a GP appointment

Contact the GP surgery: Each GP surgery has different rules on the times you should call up for an appointment. Some also don't offer the ability to book appointments at reception.

You can get some medications without needing a GP appointment.

You can book:



By phone



Online



At reception

**Say:** "I want to make a GP appointment." Ask for interpreter (if needed).

**You can say:** "I need an interpreter (language)." **Interpreter is free.**

### Common Ailments Scheme





## Support from a pharmacy

In Wales, you can get free advice and free treatment for small illnesses from a community pharmacy.

You do not need to see a GP first. A pharmacist can speak with you in private. This is called a confidential consultation.

If needed, the pharmacist can give you free medicine through NHS Wales.

## Who can use this scheme?

You can use this scheme if you:

- Live in Wales, including temporary housing or contingency accommodation, or
- Are registered with a GP in Wales, or
- Are staying in Wales for a short time

You do not need to show ID or proof of address if it is clear that you can use the service. But it may help to bring a Home Office letter.

## How to access



Go to a pharmacy and ask if they offer the Common Ailments Scheme



The pharmacist will assess symptoms in a private consultation



Ask for help



Advice and/or treatment will be provided free if appropriate

## 4B - WHEN YOU OR YOUR CHILD ARE ILL

### Conditions covered include:

- Allergies and hay fever
- Athlete's foot and fungal skin infections
- Cold sores
- Constipation and diarrhoea
- Dermatitis/eczema and rashes
- Head lice
- Indigestion and heartburn
- Mouth ulcers
- Oral or vaginal thrush
- Scabies and threadworms
- Sore throat
- Verruca

If you are unsure, please just go to the pharmacy, they can advise you on what to do next.

Find more  
information here:



Print this out and show to the pharmacist:

**Help!**

**Do you offer the Common Ailments Scheme?**

I would like to speak to the pharmacist.

Thank you

## Registering with a dentist in Wales

Register interest online (Dental Access Portal)

If you live in Wales, you can apply for an NHS dentist through the Dental Access Portal run by Digital Health and Care Wales.

Once you apply, you will be placed on a waiting list and contacted when a dental place becomes available.



## Eligibility



Age 16+ (or parent applies for child)



Living in Wales ≥6 months or registered with a Welsh GP

If you cannot apply online

**In Cardiff, you can call the Cardiff dental team instead:**

- 02920 747747 (Cardiff & Vale dental services) Staff or support workers can also apply on their behalf if needed.

## Access to dental care

Asylum seekers in Wales can get NHS dental care by applying for an HC2 certificate (help with health costs).

**You can:**

- Fill HC1W form (online or paper)
- Get help from refugee organisations

It's always best to ask if there is a cost attached before treatment and speak to dentist for full transparency, to avoid unwanted costs.

## Do you or your child have urgent dental pain while waiting for a dentist?

- **Call NHS 111 Wales dental helpline**
- **Or contact emergency dental service**

All Asylum Seekers can now request the HC2 certificate directly by calling Migrant Help. Migrant Help will take all the necessary details and send the certificate to them. If an Asylum Seeker needs an emergency appointment and doesn't have an HC2, or it has expired, Migrant Help will send them a code which they can show to the dentist/other service, to avoid being charged.



## 4C - SCHOOL AND EDUCATION SUPPORT

### Applying for A place in school

- The school year runs from September to August
- Children start full time school in the September after they have turned 4
- You will need to submit an application to get your child into a school
- You can make the application online
- You can go to a local Hub or talk to a support service to get help with the application
- You must live within the same area as the school that you are applying for
- If the school nearest to you is full, you may have to go to one that is further
- In Cardiff there are Welsh language schools, English language schools, and faith schools which may require special applications

### Nursery

- Children are entitled to a part-time place in a nursery after they have turned 3
- After they have finished nursery, they will move into full time school

### Primary school

- Primary school is for children aged 4 to 11/12 years

### Secondary school

- Secondary school, also known as high school, is for children 11 and over

Here is where you can find out more:



Applying for a  
school place



Nursery school  
admissions



Primary school  
admissions



Secondary school  
admissions

### Free school meals (Cardiff)

All primary school pupils in Cardiff can receive free school meals under the Universal Primary Free School Meals scheme, and families are advised to contact their child's school to get signed up. In addition, primary and secondary pupils may qualify for means-tested free school meals if their family receives certain benefits such as asylum seekers.

For the most up-to-date information on eligibility, registration and related financial support, families should check Cardiff Council's free school meals pages.

## Help with school

| Scheme / Support                         | What it provides                                                                                                                                                                                                                                                           | Who can get it                              | How to apply                       | Key notes                                                                                                                                                                                                                                                                                      |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Free School Meals (FSM)                  | Daily school meals + gateway to other grants                                                                                                                                                                                                                               | In full time school (children 4+)           | Local authority or school          | <ul style="list-style-type: none"> <li>Ask school office for FSM form</li> <li>Needed: Home Office letter / Aspen card</li> </ul>                                                                                                                                                              |
| Pupil Development Grant - Access (PDG-A) | Up to approximately £125 per child each year is available for school uniform, PE kit, bags, equipment, and trips. Children starting Year 7 may receive up to £200. This support is only available for children in full-time school and does not apply to nursery children. | Free School Meal eligible pupils            | Local authority (often via school) | <ul style="list-style-type: none"> <li>FSM must be approved</li> <li>School or LA PDG form</li> </ul>                                                                                                                                                                                          |
| Flying Start                             | ~12.5 hrs/week free childcare (area-based)                                                                                                                                                                                                                                 | Disadvantaged families incl. asylum seekers | Local Family Information Service   | <ul style="list-style-type: none"> <li>Eligible 2-year-olds can access funded childcare regardless of immigration status</li> <li>Must live in designated Flying Start postcode area (postcode-based using deprivation data)</li> <li>Families outside those postcodes not eligible</li> </ul> |

## Help with school (useful links)



Free School Meals (FSM)



Pupil Development Grant - Access (PDG-A)



Flying Start / 2-Year Childcare

## 4D - FOOD, CLOTHES AND TOILETRIES



## Food, clothes and toiletries

Sometimes we all need a little support, and there's absolutely no shame in that. Across our communities, people are coming together to make sure no one goes without the basics. This section brings together places where you can pick up free food, toiletries, and clothing - no judgement. **Just practical help when you need it.**

**No matter where you live, you can access hardship support here.**

| Organisation                           | Contact details                                            | Website                                                                             | Service                                                                                                                                | How to access                                                                         |
|----------------------------------------|------------------------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <b>Hardship support</b>                |                                                            |                                                                                     |                                                                                                                                        |                                                                                       |
| Welsh Refugee Council hardship support | 120-122 Broadway, Cardiff, CF24 1NJ                        |  | WRC has a small Hardship Fund for clients who meet our destitution criteria. We can provide supermarket vouchers of £30 every 2 weeks. | <b>Drop-in Monday, Tuesday, Thursday</b><br>10:00-13:00 & 14:00 - 15:00               |
| National Zakat Foundation              | National Zakat Foundation, 123 City Road, London, EC1V 2NX |  | If you are Muslim and looking for support Zakat Foundation have a hardship fund which you may be able to apply for.                    |  |



## 4D - FOOD, CLOTHES AND TOILETRIES

### Help with clothing

Do you need support with clothing? These local spaces offer free items to help you out.

| Organisation                     | Age group                        | Address                                                   | Service details                       |
|----------------------------------|----------------------------------|-----------------------------------------------------------|---------------------------------------|
| Space4U                          | General adult clothing           | St Germans Hall, Star Street, CF24 0JY                    | Clothing drop-in                      |
| YMCA Clothing Bank               | General adult clothing           | Cathays Community Centre, 36-38 Cathays Terrace, CF24 4HX | Clothing drop-in                      |
| Islamic Relief UK                | General adult clothing           | 78-80 City Road, CF24 3DD                                 | Free clothing on request              |
| TAVS Centre Cardiff              | General adult clothing           | Tavistock Street, CF24 3BE                                | Clothing drop-in                      |
| Calvary Baptist Community Church | General adult clothing           | 134 Cowbridge Road East, CF11 9ND                         | Clothing drop-in                      |
| Working Wardrobe                 | General adult clothing           | Trowbridge Community Centre (CCHA), CF3 1RU               | Formal clothing for interviews/office |
| Give Your Best (online)          | General adult clothing           | Online                                                    | Free online clothing shop (delivered) |
| Boomerang Cardiff                | Both adult and children clothing | Unit 2 Templar Parc, Eastmoors Road, Splott, CF24 5EW     | Free coats                            |
| Wear it Share it (online)        | Children/Baby                    | Online                                                    | Clothing & shoes (18m-16y)            |
| Grow Baby (The Gate)             | Children/Baby                    | The Gate Arts Centre, Keppoch Street, CF24 3JW            | Baby items & clothing (0-5) drop-in   |
| Grow Baby (Fairwater)            | Children/Baby                    | St David's Lutheran Church, Fairwater, CF5 3EU            | Baby items & clothing (0-5) drop-in   |
| Little Smarties                  | Children/Baby                    | All Nations Centre, Sachville Avenue, CF14 3NY            | Clothing (0-6)                        |
| A Better Fit                     | Uniform for Children/Baby        | Brachdy House, 50 Brachdy Road, CF3 3BG                   | School uniform & winter coats (0-19)  |

| Opening hours                                    |                                                      | Contact                                       |
|--------------------------------------------------|------------------------------------------------------|-----------------------------------------------|
| Monday<br>10:00-12:00                            |                                                      | 07561 611812<br>space4u.clothing@outlook.com  |
| Monday to Friday<br>9:00 - 11:00                 | Saturday<br>09:00 - 14:00<br>Sunday<br>09:00 - 11:00 | 0207 186 9591                                 |
| Monday - Saturday<br>10:00 - 19:00               | Sunday<br>11:00 - 16:30                              | 029 2045 6149                                 |
| Call to arrange                                  |                                                      | 07474 661834<br>info@tavscardiff.org          |
| Thursday<br>11:00                                |                                                      | 029 2022 4648                                 |
| Thursday<br>12:00 - 14:00                        |                                                      | cardiff@workingwardrobe.org                   |
| Online                                           |                                                      | giveyourbest.org                              |
| Monday - Friday<br>09:00 - 12:00 & 16:00 - 19:00 |                                                      | 029 2049 7724<br>info@boomerangcardiff.org.uk |
| Online                                           |                                                      | wearitshareit.co.uk                           |
| Friday<br>10:00 - 11:45 (term time)              |                                                      | 029 2048 3344<br>growbaby@cardiffvineyard.org |
| Tuesday<br>10:00 - 11:30 (term time)             |                                                      | 029 2048 3344<br>growbaby@cardiffvineyard.org |
| Appointments & referral<br>required by charity   |                                                      | littlesmarties@<br>allnationschurch.org.uk    |
| Monday - Thursday<br>9:00 - 14:00                | Friday<br>09:00 - 12:00                              | 07762 943983<br>abetterfit22@gmail.com        |

## 4D - FOOD, CLOTHES AND TOILETRIES

### Help with toiletries

Do you need support with toiletries? These local spaces offer free items to help you out.

| Organisation                     | Address                                                  | Service details            | Opening hours                                                               |
|----------------------------------|----------------------------------------------------------|----------------------------|-----------------------------------------------------------------------------|
| Oasis                            | 69b Splott Road,<br>CF24 2BW                             | Free toiletries<br>drop-in | <b>Monday - Thursday</b><br>09:30 - 16:30<br><b>Friday</b><br>09:30 - 15:00 |
| Trinity Centre                   | Four Elms Road, Piercefield<br>Place, CF24 1LE           | Free toiletries<br>drop-in | <b>Wednesday</b><br>09:00 - 13:00                                           |
| The Hygiene bank<br>Reach Office | Cardiff and Vale College,<br>Dumballs Road, CF10 5FE     | Free toiletries<br>drop-in | <b>Monday - Friday</b><br>10:00 - 16:00                                     |
| Cardiff Council                  | Visit your nearest hub or<br>library to collect products | Period<br>products         | <a href="http://cardiffhubs.co.uk/hubs">cardiffhubs.co.uk/hubs</a>          |

### Help with food

Do you need help with food? Check out these spaces. Some offer free meals and supplies for you and others are discounted.

| Organisation / venue                            | Address                                                                           | Support provided                                                       |
|-------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------|
| Trussell Trust Foodbanks<br>(various locations) | Cathays; Central; Ely; Grangetown;<br>Llanedeyrn; Splott; St Mellons; Tongwynlais | Minimum of three days' nutritionally<br>balanced tinned and dried food |
| Llanrumney Hall<br>Food Pantry                  | Llanrumney Hall, Ball<br>Road, Cardiff CF3 4JJ                                    | Food pantry (£5-£7 weekly) incl.<br>fresh fruit/veg & cupboard items   |
| Trowbridge Food Pantry                          | Trowbridge Community Centre,<br>91 Caernarvon Way, Trowbridge CF3 1RU             | Food pantry (£5-£7 weekly) incl.<br>fresh fruit/veg & cupboard items   |
| Food for Life hub                               | Unit 20 Capitol Shopping Centre,<br>Cardiff CF10 2HQ                              | Free nutritious<br>plant-based meals                                   |
| Dusty Forge (ACE<br>- Action in Caerau & Ely)   | 460 Cowbridge Rd West,<br>Cardiff CF5 5BZ                                         | Free hot meal (FoodCycle Cardiff<br>Ely) incl. Souper Tuesday          |
| Wyndham Street Centre                           | 3-5 Wyndham St, Riverside,<br>Cardiff CF11 6DQ                                    | Free hot meal (FoodCycle<br>Riverside) + food pantry (£5-£7)           |
| The Critical<br>Intervention Hub                | Huggard Buildings, Hansen<br>Street, Cardiff CF10 5DW                             | Hot drink & meal,<br>shower, laundry, clothing                         |

## Contact

029 2046 0424  
info@oasiscardiff.org

029 21 321 120  
enquiries@trinitycentre.wales

ebaker1@cavc.ac.uk

cardiffhubs.co.uk

## How to access

By referral from doctor, health visitor, social worker, Oasis, Welsh Refugee Council, Star Hubs, Citizens Advice or British Red Cross

**Thursday**  
09:30 – 15:00

**Must live locally**

**Friday**  
10:00 – 12:00

**Must live locally**

**Monday – Friday**  
11:00–16:00

Go to Atma Lounge and ask

**Monday 18:30**

**Tuesday**  
12:00 – 14:00

Drop-in

Meal: **Wednesday**  
18:30

Pantry: **Tuesday** 13:00 – 18:30 &  
**Wednesday** 10:00 – 14:00

Drop-in **every day** from 08:30



## 4D - FOOD, CLOTHES AND TOILETRIES

### Help with food (continued)

Do you need help with food? Check out these spaces. Some offer free meals and supplies for you and others are discounted.

| Organisation / venue                                | Address                                                  | Support provided                                    |
|-----------------------------------------------------|----------------------------------------------------------|-----------------------------------------------------|
| Oasis                                               | 69b Splott Road,<br>Cardiff, CF24 2BW                    | Free hot lunch daily;<br>Local Welcome meals/events |
| TAVS Centre                                         | Tavistock Street,<br>Cardiff, CF24 3BE                   | Evening meal; food<br>co-op (£3 for ~£15 food)      |
| Splott Breakfast Club                               | STAR Centre, 2 Splott Road, Cardiff,<br>CF24 2BZ         | Hot breakfast &<br>groceries (£4 if able)           |
| Women Seeking Sanctuary<br>& Advocacy Group (WSSAG) | 3 North Church Street,<br>Butetown, CF10 3HB             | Food bank (£3 for<br>£15-£20 food)                  |
| Space4U                                             | Trinity Centre,<br>Cardiff, CF24 1LE                     | Hot meal; food parcels<br>for destitute clients     |
| Rainbow of Hope                                     | 23-25 Broadway,<br>Cardiff, CF24 1QE                     | Free lunch; tea/coffee;<br>hairdresser              |
| Sikh Gurdwara                                       | 212a Pearl Street, Adamsdown,<br>Cardiff, CF24 1RD       | Free meal<br><b>(head covered, shoes off)</b>       |
| Al-Ikhlās Centre                                    | 92 Broadway,<br>Cardiff, CF24 1NH                        | Foodbank; sometimes<br>bedding/blankets             |
| UKIM Cardiff<br>- Dar Ul-Isra Mosque                | 21-23 Wyeverne Road, Cathays,<br>Cardiff, CF24 4BG       | Free food distribution                              |
| St Marks Church                                     | 206 North Road, Gabalfa,<br>Cardiff, CF14 3B             | Free food market                                    |
| St Philip's Church                                  | Tweedsmuir Road, Tremorfa,<br>Cardiff, CF24 2QZ          | Free food market                                    |
| Splott-down Community<br>Food Group                 | STAR Centre, Marion Street, Splott,<br>Cardiff, CF24 2DP | Free veg boxes; low-cost food;<br>community drinks  |
| The Gate Food<br>Co-op (families)                   | The Gate, Keppoch Street, Roath,<br>Cardiff, CF24 3JW    | £4 weekly shop<br>(families with children)          |

## How to access

**Monday - Friday 12:30 - 13:15** Drop-in

**Monday**  
07:30 - 08:30

**Tuesday**  
12:00 - 13:30

**Thursday**  
17:30 - 19:00

**Sunday**  
17:30 - 18:30

**Thursday**  
08:00 - 10:00

(During school  
holidays 09:00)

**Friday**  
10:00 - 14:00

**Confirm SMS**  
**07902 562111**

**Monday & Thursday**  
10:00 - 17:00

**Parcels only Thursday**  
14:00 - 16:00

**Monday, Wednesday & Friday**  
11:00 - 13:00

**Sunday**  
12:30 - 13:30

**Tuesday**  
10:00 - 14:00

**Saturday**  
12:00 - 14:00

**Tuesday & Saturday**  
10:00 - 10:30

**Sunday**  
15:30

**Wednesday**  
17:00 - 19:00

**Tuesday**  
12:00 - 14:00

(Term-time)

## 4D - FOOD, CLOTHES AND TOILETRIES

### Charity shops

Charity shops are second-hand shops run by charities. They sell donated items at low cost, so they can be a useful place for families to buy things they need affordably.

Charity shops often sell clothes, shoes, children's items, toys, books, kitchenware, bedding, and sometimes small household items or furniture. The items available will vary from shop to shop.

They are usually more affordable than buying new items, which can be helpful for families who are settling into a new home or managing on a low income.

Families can search online for nearby charity shops using the Charity Retail Association's "Find a charity shop" website. This can help them find local shops in Cardiff and other areas that sell low-cost clothes, homeware, furniture, books, and children's items.



Find a charity shop  
Just type in your  
postcode





## SECTION 5

# Disability and additional support needs

**Disabled children and young people in Wales can get extra help.**

**This help can include:**



Extra support in school



Therapy



Transport



Special equipment



Money support

Help is given because of the child's needs. **It is not based on immigration status.**

Asylum seeker and refugee families can ask for help in the same way as other families in Wales. Schools and local councils must help children with additional learning needs. A child may get an Individual Development Plan. This is a plan that says what help the child should get.

**Some families may also get:**

- Disability benefits
- Grants for equipment or changes to the home



## How to ask for help or an assessment

If you think your child may have a disability or additional learning needs, you can ask for help at any time.

**You do not need:**

- A diagnosis
- Immigration status papers



## SECTION 5

### At school or nursery

**You can speak to:**

- The class teacher
- The school office.

**You can ask the school to:**

- Assess your child's needs

### Through the local council

You can contact the council's education team. You can ask for an assessment yourself as a parent or carer.

**You can also ask a professional to help, for example:**

- The school
- Your GP
- A health visitor
- A support worker

**The council must look at your request.**

**You can also give any useful information, for example:**

- Medical letters
- Reports
- Your worries about learning, behaviour, speaking, understanding, or moving

### If the child is under 5

**Speak to:**

- A health visitor
- A GP
- The childcare provider

**You can ask for:**

- A development check
- A referral to specialist services

**This may include:**

- Speech and language therapy
- Children's doctor services (paediatrics)

You can ask for an interpreter if you need one.

A support organisation or advocate can also help you ask for support.

Schools and councils should not refuse to assess a child because of asylum status or immigration status.



## Help with travel costs for healthcare appointments

You can get help with the cost of travelling to hospital for National Health Service appointments. This support is for reasonable travel costs to appointments for treatment or tests after you have been referred by a healthcare professional.

### Who can get help

Travel to appointments with GPs, dentists and A&E are not included. It is only available for special treatments and tests following a referral from a health professional.

### What you can claim

You can usually claim the cheapest reasonable travel costs, including:

- Public transport fares
- Taxi costs, if this has been agreed in advance by the hospital
- In some cases, the travel costs of a parent, carer or escort can also be claimed if this is medically needed

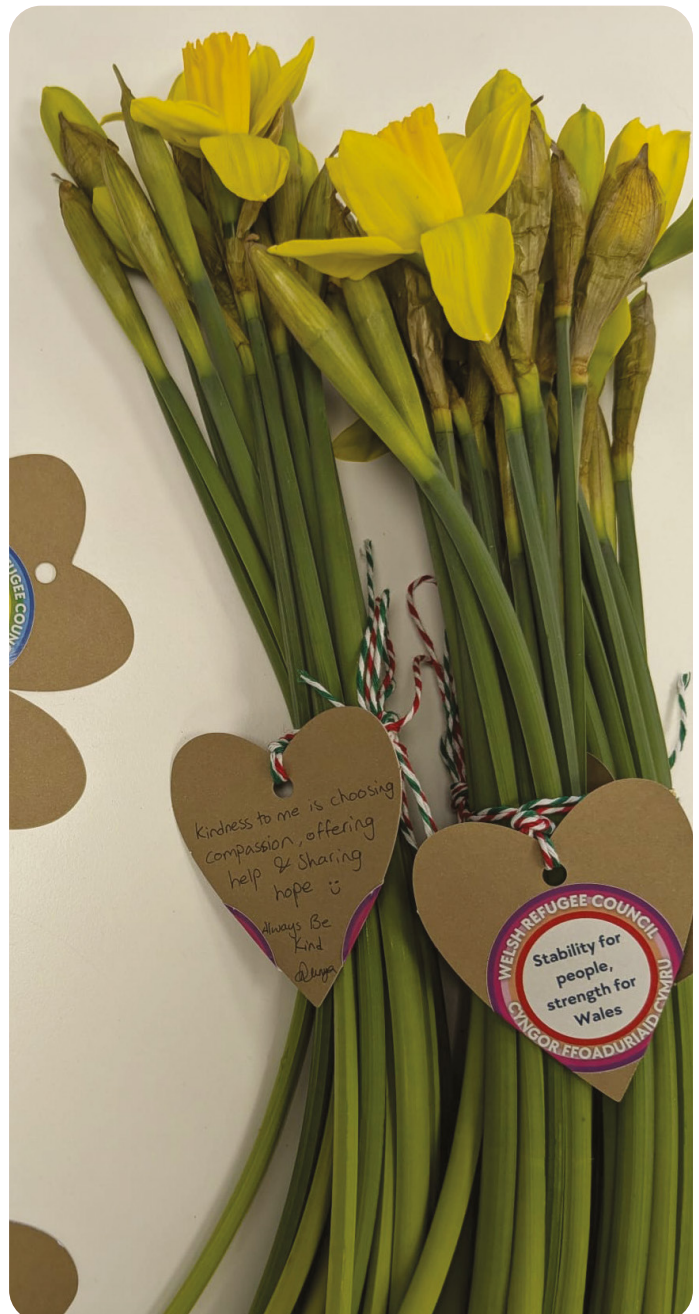
### What you cannot claim

You cannot usually claim for:

- Visiting someone in hospital
- Routine appointments with a doctor, dentist or other primary care service
- Regular check-ups, vaccinations or screening appointments

## How to claim

- Keep your travel receipts
- Bring your appointment letter or card
- Bring proof that you receive benefits or qualify on a low income
- Claim at the hospital cashier's office or use a claim form, usually within 3 months of the appointment



## SECTION 5

### Tip

If you cannot afford the travel cost in advance, ask the hospital if they can help before your appointment.

It can be quite difficult to know who to contact if you have a child with disabilities, as a starting point contact Migrant Help.



For more  
information see here

| Organisation | Location | Support offered                                                                                                                                                                                                                    | Clients supported | Contact                                                                   |
|--------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------|
| Migrant Help | UK wide  | We can arrange for our Disability Adviser to contact you if you need help to access disability-related support in your community, including signposting to local hearing loss charities and information on health and social care. | Asylum seekers    | 0808 8010 503<br>disabilityadvisor@migranthelpuk.org<br>migranthelpuk.org |

If you are looking for building community, in Cardiff you can access these spaces.

| Organisation   | Location                                 | Support offered                                                                                                                 | Clients supported                       | Contact                                                     |
|----------------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------------------------------|
| Diverse Cymru  | 96-98 Neville Street, Cardiff, CF11 6LS  | Support, services and advice to Black, Asian and Minority Ethnic people throughout Wales who are affected by mental ill health. | Black, Asian and Minority Ethnic people | 02920 368 888<br>info@diverse.cymru<br>diverseccymru.org.uk |
| Aubergine Café | 36-38 Cathays Terrace, Cardiff, CF24 4HX | Safe space for all disabled and neurodiverse people regardless of support needs.<br><b>Mon-Sun</b><br>10:00 am-4:00 pm.         | All                                     | hello@auberginecafe.co.uk<br>auberginecafe.co.uk            |







## SECTION 6

# Play and support for children

After being forced to flee their homes in search of safety, many children arrive frightened and unable to express their feelings. To support them, refugee organisations run play projects that help children and families feel safe, connected, and hopeful again.

Our Play Project teams create welcoming, friendly spaces where children can relax, play, and rebuild confidence while parents find support and community.

### Across our Play Projects we:

- Help children have fun and grow in confidence
- Support children experiencing trauma and anxiety through play
- Prepare children for learning at school
- Provide community spaces where children can make friends
- Offer informal English classes for parents while their children play



**FREE PLAY SESSIONS**

Welsh Refugee Council host FREE Play Sessions three times a week at Trinity Centre Cardiff.

All sanctuary seeking children and families are welcome.

Join us today for fun activities all across Cardiff.

**Contact Meryl to join a session**

 [www.wrc.wales.com](http://www.wrc.wales.com)

 [meryl@wrc.wales](mailto:meryl@wrc.wales)

 **07896 522697**

"Thank you so much, we come here, and it is a place for all of us. They love to come here."

**Play session parent**

Welsh Refugee Council is a registered charity. Charity no. 1102449 Company No. 4818136



## SECTION 7

# Access to digital services

You can also contact the **Welsh Refugee Council (WRC)**. WRC asks people seeking asylum and refugees to call first so they can discuss what support is needed and direct them to the right service. WRC has offices in both **Cardiff and Swansea**. The **Cardiff office** can be reached on **0808 196 7273**, and the **Swansea office** on **01792 630180**.

**When you contact these organisations, explain:**



What device you need, for example a smartphone, laptop or tablet



Why you need it, for example for Home Office appointments, legal advice, school, ESOL classes, job search, or keeping in touch with services



Whether you need extra mobile data or phone credit

Meeting new people and finding support can be hard, especially when there is a lot of information. The groups below can help you start. They can listen, give advice, and help you find the right support.

## Thanks to our partners



# Planning your next steps

**These pages are designed to help you plan and organise your pathway effectively.**

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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SECTION 8

Schedule

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Today's focus

Priorities

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2.

3.

To-do list

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Notes

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Today's focus

Priorities

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To-do list

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SECTION 8

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Today's focus

Priorities

1.

2.

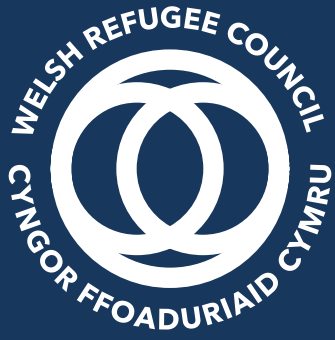
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To-do list

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Notes





[wrc.wales](http://wrc.wales)