

# Fact Sheet

## Supported Accommodation and Floating Support

### **What if I have support needs and feel I will struggle to maintain my own tenancy?**

There are a number of supported accommodation projects. To be eligible for these project you must be over 16 and in need of tenancy related support. You do not need to have a local Connection to Conwy to access some schemes.

Coed Pella,  
Conway Road,  
Colwyn Bay.  
LL29 7AZ



## Domestic Abuse

**Aberconwy Domestic Abuse Service** - Provides refuge to women and their children who are experiencing physical, mental, emotional, financial or sexual abuse. Floating Support is also available for men, women & children in the local community who are unable or do not wish to access refuge accommodation. Referrals are accepted from any source and offer 24 emergency direct access.

**Hafan Cymru** - Provides temporary supported housing for women and their children who have experienced physical, emotional, financial or sexual abuse. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible. Also provide floating Support to males who have experienced abuse.

**Welsh Women's Aid Colwyn Bay** - Provides refuge to women and their children who are experiencing physical, mental, emotional, financial or sexual abuse. Referrals accepted from any source service operates 24 hour rota to ensure emergency direct access.

## Homeless/Threatened with homelessness

**Sanctuary Trust** - Provides housing related support to help vulnerable men address the issues that cause them to become homeless. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible.

**Noddfa** - Provides temporary supported housing for single people and couples aged 16 and over who have become homeless or threatened with homelessness and have a support need. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible.

## Integrated Disabilities

**Conwy County Borough Council – Learning and Physical Disabilities** - Referrals come into the team for the individual to be accessed according to the support/housing need, and assessments look into the eligibility criteria for help from statutory social services; with the focus on those who are likely to dip in and out of statutory services at times of difficulty or crisis. This additional support is crucial for people to maintain and reinforce the independent living skills they have acquired to live as equal citizens in the community and prevent a crisis of homelessness.

Floating support is provided to vulnerable physically disabled people in their own homes by a range of providers. This support is focused on developing and maintaining the skills they require to live as independently as possible in the community, assists individuals to maintain their tenancies / homes and prevents the potentiality of admission to residential care.



## Mental Health

**North Wales Housing Mental Health Provision** - This service is provided for those clients who are recovering from or have an enduring mental health problem. Each client must have a key worker (CPN or Social Worker) and a support package in place before being accepted into the project. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible.

**Conwy County Borough Council - Adult Mental Health (Vulnerable People Team)** - Supported housing projects; Seashells and Kickstart plus a number of Approved landlord plus floating support services, providing accommodation and support to homeless people age 18 or over with mental health needs that are not accessing mental health services and have a high level support needs.

## Offending Issues

**NACRO** - Primary client group are offenders or those at risk of offending. 4 spaces of accommodation for vulnerable adults within Supported Housing and 4 floating support clients supported in their own accommodation in Conwy. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible.

## Substance Misuse Issues

**CAIS – Floating Support** - This is a holistic floating support package including housing related support identified through assessment and support planning to be delivered to service users at times to meet the individual needs. The aim of the project is to offer support to individuals living in the County of Conwy who present as homeless or potentially homeless and have a History of substance misuse. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible

**NACRO - Doorstop** - Provides temporary housing related support to people with substance misuse problems, who are committed to addressing their dependency and require support to maintain their tenancy and live independently. The project has 6 temporary housing units and will assist individuals to move on to more permanent accommodation once they have completed a programme of support. This project works in partnership with NWHHA. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible.

**Clwyd Alyn Housing Association - Norfolk House** - Abstinence based supported housing project, all homeless/substance misuse based services in the region will refer clients to the project. Single bedrooms with en-suite facilities & disabled facilities. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible

## Vulnerable Young People

**Hafan Cymru -Supported Housing** - Supported accommodation and floating support for young women aged 16 upwards. Projects in most other local authority areas in Wales. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible.

**Clwyd Alyn Housing – Isallt** - Provides 12 units of supported accommodation and 13 units of floating support (move-on), Isallt aims to provide support to single people who are between 16 to 25 years old, homeless, who are vulnerable, require support & young people leaving care. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible.



## Vulnerable Older People

**Abbeyfield Llanrwst** – Accept self-referrals and from social services and other agencies. Applicants must be 55 years and over. Offer a safe environment for independent living whilst providing 2 home cooked meals daily in the communal dining room.

**Abbeyfield Wales Llandudno House** - Accept self-referrals and from social services and other agencies, applicants must be over 55 years and over. 2 meals are provided in the communal dining room.

**Cartrefi Conwy Independent Living Service (ILS)** - ILS service is available to Cartrefi Conwy tenants. Referrals are accepted through external partners, internal colleagues and self-referral.

**Clwyd Alyn Housing Association** - Self-contained 1 bedroom for 1-2 persons over the age of 55 years/ Telecare with warden, low level support within sheltered housing.

**CCBC – Older People** - Floating support is provided to vulnerable older people in their own homes by a range of providers. This support is focused on developing and maintaining the skills they require to live as independently as possible. This enabling support often compliments and enhances a care package.

**North Wales Housing - Taverners Court** - Sheltered housing complex, providing self-contained accommodation with Careline facility. Older people have access to housing and services that supports their needs and promotes independence.

**Wales & West Housing** - Over 55 years with medical evidence or over 60 years, must be ready to move in, at this point a retirement housing criteria form will be completed to add individual onto the waiting list.

## Generic

**CCBC – Approved Landlord Scheme** - Units of supported accommodation including shared accommodation, flats and houses where the landlord/staff provide support. The aim of the Approved Landlord Project is to provide support to enable tenants to obtain the appropriate life skills required to sustain their tenancy, move onto independent living or prevent people going back into institutional living. Referrals are accepted for individuals aged 16 years & over in need of tenancy support.

**North Wales Housing - Dispersed Scheme** - Provides support across North Wales Housing properties within Conwy for both supported housing service users and general needs tenants. The support is available to men and women with a variety of support needs and backgrounds. Referrals are made by the applicant via the general North Wales Housing application form for access to supported housing units. Floating support referrals for general needs tenants are made by the local Housing Officer to the Conwy Dispersed Scheme Manager.

**NACRO - Conwy Resettlement Service** - This service provides support to 25 people aged 16 plus across the County Borough of Conwy, who require support to acquire and retain independent appropriate accommodation. It is accessed by the Supporting People Single Pathway and your Homeless Prevention Officer can refer you if you are eligible.





## Are there any other options?

If you do not wish to be assessed by the Homeless Prevention Officer, other options are:

- **Ty Golau** - a Direct Access Shelter, Clwyd Buildings, Clwyd Street, Rhyl. ☎ 01745 345900. You need to present there by 6.45pm to request shelter. To be eligible you need to be homeless, 18 years old + and have ID or Nat Ins Number and have a connection to Denbighshire. If there is less demand for beds they may consider you without a local connection
- **Ty Nos** - Wrexham Night Shelter, which is at the old Maes Y Dre Community Centre, Holt Road, Wrexham, ☎ (01978) 291274 between 8 p.m. – 9 a.m. or (01978) 262 222 (day time enquiries)
- **Pendinas Hostel** is in Bangor providing support and accommodation for eight vulnerable homeless people who have complex needs, providing support to help vulnerable people to live independently and move on to their own accommodation
- **St Mary's House** provides support to help vulnerable people live independently and move on to their own accommodation. St Mary's is a Direct Access Hostel providing accommodation to 13 homeless people in 2 buildings in Bangor
- You can visit the homeless UK website for Information on over 9,000 services - hostels, day centres and other advice and support services for homeless people and those at risk of homelessness [www.homelessuk.org](http://www.homelessuk.org)



Shelter Cymru

☎ 01792 469400

[www.sheltercymru.org.uk](http://www.sheltercymru.org.uk)

✉ Unit 5, Station Bldg., Bodfor St,  
Rhyl LL18 1AT



Cyngor ar Bopeth

☎ 0344 477 2020

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

✉ Eryl Wen, Eryl Place, Llandudno,  
Conwy LL30 2TX

The Samaritans

**Crisis Intervention**

The Samaritans is available round the clock, every single day of the year, providing a safe place for anyone who is struggling to cope.

☎ 116 123

✉ [www.samaritans.org](http://www.samaritans.org) for details of the nearest branch or email

[jo@samaritans.org](mailto:jo@samaritans.org)



Dewis Cymru is a place for information about well-being in Wales.

If you would like information that can help you think what matters to you, along with information about local organisations and services that can help, you can visit the Dewis Cymru website at [www.dewis.wales](http://www.dewis.wales)

This website will help you access local support services and find information and advice. It is a single, clear and reliable point of access

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