



Conwy County Borough Council Housing Support Grant

Directory of Services **2024/2025**

Directory of Housing Related Support Services 2024/2025

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What is Housing Support Grant?

Housing Support Grant is a Welsh Government programme which provides housing related support services to vulnerable people over the age of 16. It enables them to live independently in the community and avoid the risk of becoming homeless.

What is Housing Related Support?

Housing related support is provided to help vulnerable people develop or maintain the skills and confidence necessary to live as independently as possible. Housing related support can include help and advice with:

- Developing life and domestic skills
- Budgeting & managing money
- Accessing other services and opportunities
- Establishing safety and security

How to Apply?

Provision of housing related support services will be based on identified or assessed needs.

Referrals are made direct to the services or via the Single Pathway at SPPathway@conwy.gov.uk

You can:

- Complete a referral form yourself and return to the Single Pathway or contact the Providers directly
- Ask an agency or voluntary organisation that is helping you at the moment to complete a referral on your behalf to Single Pathway, or contact the Providers directly
- Ask your social worker or Health professional to complete a referral on your behalf to Single Pathway, or contact the Providers directly
- Ask a member of your family or a friend to complete a referral on your behalf to Single Pathway, or contact the Providers directly

How to find out more

For more information visit the Housing Support Grant page at [Housing Support Grant \(conwy.gov.uk\)](https://conwy.gov.uk/housing-support-grant)

The referral form is also available on the [How to Access Housing Related Support page \(Conwy.gov.uk\)](https://conwy.gov.uk/how-to-access-housing-related-support)

Directory of Housing Related Support Services

Domestic Abuse

Provider	Type of Service	Service Description
Aberconwy Domestic Abuse Service (ADAS)	Refuge and Floating Support,	<p>To provide refuge to women and their children who are experiencing physical, mental, emotional, financial or sexual abuse.</p> <p>Referrals are accepted from any source and they offer 24 emergency direct access.</p> <p>Floating Support available for women, men & children in the local community. Referrals are accepted from any source.</p>
Domestic Abuse Safety Unit (DASU)	Refuge, Floating Support, Crisis intervention	<p>To provide refuge to women and their children who are experiencing physical, mental, emotional, financial or sexual abuse. Referrals accepted from any source (telephone, email or drop-in) and service operates 24 hour rota to ensure emergency direct access.</p> <p>Support available with:</p> <ul style="list-style-type: none"> - Referring to MARAC or put relevant safety measures in place. - Contacting Housing, Solicitors, benefits and CAB. - Housing support and safety advice - Accessing legal advice and looking at civil protection orders, support in family courts and criminal courts, support with immigration issues, - Managing finances including debt/benefit, support to improve their health and wellbeing, parenting support, exploring education and employment opportunities and working with partners such CAB and Job Centre plus - Therapeutic group programmes and relationship support
Stori Cymru	Supported Accommodation	Provides temporary supported housing for women and their children who have experienced physical, emotional, financial or sexual abuse.

		Referrals should be sent via the Single Pathway
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Homelessness / Threatened with Homelessness

Provider	Type of Service	Service Description
Sanctuary Trust – Cornerstones	Supported Accommodation	Provides accommodation and housing related support to help vulnerable men address the issues that cause them to become homeless. Referrals should be sent via the Single Pathway
North Wales Housing – Noddfa	Supported Accommodation and Move on accommodation	Housing related support in Hostel & Move on accommodation for single people aged 18 and over who have become homeless and have a support need. Referrals should be sent via the Single Pathway
Nacro - Housing First	Floating Support	A support Service for both male and females with Complex needs developing independent living skills to maintain a tenancy. Referrals should be sent via the Single Pathway
Stori - Move on Accommodation Support	Floating Support	To provide support to people in temporary accommodation to move on to more sustainable settled accommodation. Referrals should be sent via the Single Pathway.
Catreff Conwy – Leased Scheme Move on	Floating Support	Providing support and advice to people in leased accommodation to move on to more sustainable accommodation. Referrals should be sent via the Single Pathway.

Learning Disabilities

Provider	Type of Service	Service Description
Conwy County Borough Council – Integrated Disability Team (Learning Disability and Physical)		Conwy hosts an integrated disability team. Referrals come into the team for the individual to be accessed according to the support/housing need, and assessments will 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

Disability/Sensory Impairment)		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.
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Mental Health

Provider	Type of Service	Service Description
North Wales Housing – Mental Health Provision	Supported Accommodation	The service is a supported accommodation provided for those clients who are recovering from or have an enduring mental health problem. The service works in partnership with statutory and complimentary services, including Mental Health Services in order to provide the necessary support to help maintain accommodation. Referrals should be sent via the Single Pathway
Adfeiriad – Mental Health Provision	Floating Support	Providing clients with Mental Health a Housing Related Support Service. Referrals should be sent via the Single Pathway
KMI St Winfreds – Mental Health	Supported Accommodation	The service provides units of supported shared accommodation, where the landlord/staff provide support. Individuals referred for this service must be aged 18 years & over. Referrals for this service should be sent via the Single Pathway.

Offending Issues

Provider	Type of Service	Service Description
Nacro	Supported Accommodation and Floating Support	Primary client group are offenders or those at risk of offending, service users who are vulnerable are supported in accommodation as well as appropriate further housing once ready to move on. Referrals for this service should be sent via the Single Pathway
Nacro – Homeless Prevention	Prevention of homelessness services	An information and advice service working with landlords, families and individuals for the prevention of homelessness.

North Wales Housing	Supported Accommodation and Floating Support	A housing Related Support Service with a dedicated CAS 3 supported accommodation for female prison leavers and floating support for 18 and over.
Adferiad Bodhyfryd – Male Prison Leavers	Emergency Short Term Supported Accommodation	A short term project for Male only Prison leavers
CCBC - Prison Liaison Officer	Floating Support	To support the pathway for prison leavers for both male and female presenting as homeless or at risk of homelessness.

Physical Disabilities / Sensory Impairment

Provider	Type of Service	Service Description
Conwy County Borough Council Integrated Disabilities Team (Learning Disability and Physical Disability/Sensory Impairment)	Supported Accommodation and Floating Support	Accommodation based and 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.

Substance Misuse issues

Provider	Type of Service	Service Description
Adferiad	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 Referrals for this service should be sent via the Single Pathway
The Wallich - Doorstop	Supported Accommodation and Floating Support	The Doorstop project 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 temporary housing units provided by North Wales Housing and will assist individuals to move on to more permanent accommodation once they have completed a programme of support. Referrals for this service should be sent via the Single Pathway
Clwyd Alyn Housing Association – Norfolk House	Supported Accommodation	Large accommodation based Supported housing project that works with individuals who are addressing their homelessness and working towards abstinence from substances. Single bedrooms with en-suite facilities & disabled facilities. Referrals for this service should be sent via the Single Pathway

Vulnerable Young People

Provider	Type of Service	Service Description
Stori – Young Women’s Project	Supported Accommodation and Floating Support	Supported accommodation and floating support for young women aged 16 upwards. Referrals for this service should be sent via the Single Pathway
Stori – Belgrave Project	Supported Accommodation	Supported accommodation for single young people aged 16-24 who require support The Project offers support in a 24hr setting to young people who require guidance and support around their identified needs whilst increasing their independence around their own property management. Rent for the properties is Local Housing Allowance rate therefore this project will be for those nearer to the job market / already working or in college.
Clwyd Alyn Housing Association – Isallt & Move on	Supported Accommodation and Move on/ Floating support	Supported accommodation and floating support (move-on). Isallt aims to provide support to single people who are between 16 to 25 years old, who have experienced homelessness or would be at risk of homelessness without temporary accommodation. This includes those who are vulnerable, require support & also young people leaving care. Referrals for this service should be sent via the Single Pathway

<p>Tros Gynnal Plant – Team around the tenancy</p>		<p>To provide support for young people who are homeless. Referrals for this service will be accepted via the Single Pathway.</p> <p>The service helps young people increase the skills, knowledge and support networks they need to stay in their home and/or secure a home both now and in the future.</p> <p>Key Offerings:</p> <ul style="list-style-type: none"> • Housing Advocacy • Mentoring with the aim of integrating young people into local services and activities • Restorative Approaches Family Group Meeting Service involving family, friends and professionals to talk, plan and make decisions • Counselling • Conflict resolution with landlords or neighbours • Other reasonable interventions as identified by the young person
<p>Conwy County Borough Council – Family Intervention team</p>	<p>Floating Support</p>	<p>The service will be provided to families referred by Children’s Services to support clients to live independently in the community and to move on to independent accommodation, to support clients to build upon life skills to achieve objectives within their support plan. The service will be provided throughout the County Borough and at the clients home where possible or at suitable venue for the client and staff.</p>
<p>Conwy County Borough Council – Personal Advisors</p>	<p>Floating Support</p>	<p>Personal Advisors support young people 16+ who are transitioning to adult services. Individuals are supported to acquire and maintain their accommodation and to improve their independent life skills dependent on their personal needs.</p>
<p>The Bell – Young homeless persons</p>	<p>Emergency Supported Accommodation</p>	<p>To provide young persons who are homeless aged 16+ short term support</p> <p>Referrals for this service should be sent via the Single Pathway.</p>
<p>Gwp Cynefin – Going it Alone</p>	<p>Floating support</p>	<p>Information and advice for young people and families.</p>
<p>CCBC – Young person Liaison Officer</p>	<p>Advice and Assistance</p>	<p>Support for young people presenting as homeless or at risk of homelessness.</p>

Vulnerable Older People

Provider	Type of Service	Service Description
<p>Cartrefi Conwy – Independent Living Service</p>	<p>Floating Support</p>	<p>Cartrefi Conwy works with tenants over the age of 55 or those with a high level need, who might need a little helping hand with living independently in their home. They have a team of Independent Living Coordinators (ILCs) who can help you with:</p> <ul style="list-style-type: none"> ▪ Emotional support and guidance ▪ Reporting repairs and housing related issues ▪ Managing important paperwork and correspondence ▪ Organising access to other services and professional help ▪ Support and promote an active social life ▪ Staying safe in your home <p>Accept self-referrals and those that come from social services and other agencies, applicants must be over 55 years and over.</p>
<p>Clwyd Alyn Housing Association – Warden Service</p>	<p>Supported Accommodation – Warden service</p>	<p>Self-contained 1 bedroom for 1-2 persons over the age of 55 years/ Telecare with warden, low level support within sheltered housing. Accepts self referrals and those that come from other agencies including social services.</p>
<p>Conwy County Borough Council</p> <p>Older People Team – Reablement</p>	<p>Floating Support</p>	<p>This service is for people who would benefit from a short term reablement focused service to regain their independence. Examples of the types of people accessing or being referred to the service include:- adults leaving hospital; adults requiring emergency interventions to prevent admission to hospital, existing service users with an established package of care but whose re-assessment identifies the potential for reablement, adults unknown to Social Services at the point of referral</p>

North Wales Housing- Warden Service	Supported Accommodation – Warden Service	Sheltered housing complex for tenants aged 55 and over, providing self-contained accommodation with warden service and warden call. Older people have access to housing and services that supports their needs and promotes independence.
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Generic

Provider	Type of Service	Service Description
KMI Ltd	Supported Accommodation	Units of supported accommodation including shared accommodation, flats and houses where the landlord/staff provide support. Individuals referred for this service must be aged 18 years & over. Referrals for this service should be sent via the Single Pathway.
Cartrefi Conwy – Tenancy Support	Floating Support	Provides floating support services to Cartrefi Conwy tenants as well as individuals in accommodation not associated with Cartrefi, who are vulnerable with a wide range of needs. Referrals are made via the Single Pathway
Clwyd Alyn Housing Association – Tenancy Support	Floating Support	Provides a floating support service to people in their own accommodation and those ready to access their own accommodation who are vulnerable and have a wide range of needs. Referrals for this service should be sent via the Single Pathway
North Wales Housing – Dispersed	Supported Accommodation / Floating support	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 for this service should be sent via the Single Pathway but can also be accepted directly by North Wales Housing.
Nacro – Conwy Resettlement Service	Floating support	Floating Support for service users that are vulnerable and in housing difficulty to access appropriate accommodation. Referrals for this service should be sent via the Single Pathway.

Information, Advice & Guidance

Provider	Type of Service	Service Description
Citizen Advice	Independent debt and money advice	Advisory service for anyone homeless or threatened with homelessness
CCBC – Welfare Rights	Benefits advice	Advisory service for anyone homeless or threatened with homelessness
CCBC Employment Hub	Employment Support	Support for anyone who is homeless or threatened with homeless Referrals through pathway
Catrefi Conwy – Financial Inclusion	Money Management Team	Support for Catrefi Conwy Tenants for financial advice