



Supporting People
Directory of Services for the
Vale of Glamorgan

October 2021



The Supporting People Team

How to contact us: The Supporting People Team
Vale of Glamorgan Council
Visible Services and Housing
The Civic Offices
Holton Road
Vale of Glamorgan
CF63 4RU

Email: supportingpeople@valeofglamorgan.gov.uk

Telephone: 01446 709793

Website: www.valeofglamorgancouncil.gov.uk

Introduction

Who is this directory for?

This directory is for anyone who needs advice or information about housing related support services funded by Supporting People in the Vale of Glamorgan.

This includes people who require support for themselves or someone that they know and staff of professional agencies or organisations that work with people who need to access a support service

What is included in this directory?

This directory lists all of the housing related support services funded by Supporting People that currently exist in the Vale of Glamorgan; the services that they provide, who they are for, their location and how they can be accessed.

Entries are in sections according to the type of service (listed below) and then in alphabetical order by service provider. Each section is indexed.

What is housing related support?

Housing related support is any support provided to an individual to assist them to acquire and/or maintain their home and help them to integrate into the community. These are some examples of housing related support:

- Managing accommodation
- Budgeting, benefit advice and maximising income
- Support in engaging with other support services
- Developing practical living skills
- Community inclusion – reducing isolation and loneliness
- Help to source and maintain accommodation
- Increase personal safety and security

Help cannot however be provided with personal or health care. If you require these services you should contact the Social Services Department of the Council.

The aim of housing related support is to encourage people to become independent and to assist them to gain and maintain a good standard of living in their own home. At the start of support an individual support plan is agreed between the client and the support worker. This plan lists the support that the client requires and at each support session their progress is measured against this plan. The service should help people to do more and more things for themselves over a period of time, rather than remain dependent on the support worker.

How do we assess if you need a service?

Housing related support services are funded through the Supporting People programme, administered by the Supporting People Team in the Council and the Welsh Assembly Government. Existing services can continue to be funded or new ones developed only if we can evidence that they are needed and funding is available.

It is therefore very important that the Supporting Team know of each individual that requires support and whether or not they have been successful in accessing a service that can provide for their needs.

For this reason everyone who is offered support would have completed a Housing Related Support form. You can contact the Supporting People Team using the contact details on page 2 or attend one of our drop-in services found on page 5.

The information from the Housing Related Support form is assessed by our Gateway Officer. From the information provided, the Gateway is able to assess which provider is most suitable for the service users support needs.

There are also drop in services provided throughout the Vale of Glamorgan. A service user may access these services any time they wish. A support worker will be available to discuss any immediate issues the service user may have and in some cases be able to solve minor issues there and then. However, a referral for full support can be made if needed.

Please see the list for available drop-in services.

Drop In Services

One Stop Shop
Pobl, 110-118 Holton Road, Barry
Tel: 01446 735 444

Teulu Drop in
Golau Caredig, Gladstone Road, Barry
Tel: 01446 731 946

Penarth Jobcentre Plus, Charnwood House
Plymouth Road, Penarth. Tel: 01446 502894

Barry Library, Kings Square, Barry
Tel: 01446 502894

The Gathering place, 1 Flemingston Road, St Athan
Tel: 01446 502894

Hafod, Over 55's Drop in.
Golau Caredig, Gladstone Road, Barry
Tel: 01446 731942

Bethel Baptist Church, Commercial Street, Llantwit Major
Tel: 01446 502894

Barry Jobcentre Plus, 9 Holton Road, Barry
Tel: 01446 502894

Domestic Abuse Drop in
198 Holton Road, Barry
Tel: 01446 744755

****Time and dates are subject to change, please contact provider
directly for up to date information****

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Direct Access Accommodation

These are projects that allow people to access accommodation and services 24 hours a day and are emergency, crisis accommodation.

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Temporary Supported Housing

This is accommodation with support provided for up to a maximum of two years until someone is ready to move to his or her own permanent accommodation with or without support.

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Temporary and Permanent Supported Accommodation

This accommodation with support can be provided on a temporary or permanent basis depending on circumstance.

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Floating Support

This is support provided where someone lives. When the individual no longer requires the support, support is then withdrawn when it is no longer required.

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Services for Older People

These are services designated for older people only such as an emergency alarm service and extra care schemes where assistance can be summoned when needed.

If you would like to receive information about any of the individual services listed in this directory, please contact the organisation that provides the service on the contact details listed for them.

Section 1

Direct Access Accommodation

Atal Y Fro
VAWDASV
Refuge
IDVA

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VAWDASV

How to contact them:

In writing:

198 Holton Road
Barry
Vale of Glamorgan
CF63 4HS

By phone: 01446 744755

By e-mail: info@atalyfro.org

Through the website: www.atalyfro.org

Who the service is for

The service will be directly accessible to the public and those affected by VAWDASV or concerned about someone else can contact the service directly and the service will act on the information to refer the person to the correct service or signpost to other relevant agencies.

The service provided

The VAWDASV service is a combined service that provides housing related support, direct access supported accommodation and independent domestic violence advice and support to victims of violence against women, domestic abuse and/or sexual violence (VAWDASV) living in the Vale of Glamorgan

There are three main elements of this service:

- Refuge: direct access accommodation
- TESS 4 Floating support
- IDVA support



Refuge

How to contact them:

In writing:

198 Holton Road

Barry

Vale of Glamorgan

CF63 4HS

By phone: 01446 744755

By e-mail: info@atalyfro.org

Through the website: www.atalyfro.org

Who the service is for

The service is for women and their children who need a safe place to live as a result of having experienced domestic abuse. Male children over the age of 16 are unable to be accepted.

The service provided

The service provides safe, secure, direct access to temporary accommodation in a confidential location in the Vale of Glamorgan. It also offers support and information to women, in order to enable them to gain or maintain the skills and confidence they need to be able to live independently.

When the service is available

Staff are available from 9.30am to 4.30pm, Monday to Friday.

Number of units

5

Type of accommodation

All service users have their own room, one of which is adapted to accommodate clients with a physical disability. Other facilities such as the kitchen, bathrooms and lounge area are shared.

How long the service can be used for

There is no time limit. Service users can access the service until they secure alternative accommodation.

Location

Vale of Glamorgan

How to access the service

The possible service user, voluntary and private sector providers or council services, can make referrals.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Grant paid to the Vale of Glamorgan Council.



IDVA

How to contact them:

In writing:

198 Holton Road
Barry
Vale of Glamorgan
CF63 4HS

By phone: 01446 744755

By e-mail: info@atalyfro.org

Through the website: www.atalyfro.org

Who the service is for

Independent Domestic Violence Advisors (IDVAs) are professional case workers who support 'high risk' victims of domestic abuse and their children. The Vale of Glamorgan IDVA service will be jointly funded by the Vale of Glamorgan Council and the South Wales Police and Crime Commissioner utilising funding from the Welsh Government VAWDASV Grant and the Ministry of Justice Victims fund.

The service provided

The IDVA is a professional case worker for domestic abuse victims with a primary purpose to address the safety of 'high risk' victims and their children. Serving as a victim's main point of contact, IDVAs normally work with their clients from the point of crisis to assess the level of risk, discuss the range of suitable options and develop coordinated safety plans.

IDVA support victims of domestic abuse, keeping clients and their children central to all processes. This includes:

- Provide pro-active support to high risk victims of domestic abuse to safeguard them, reduce repeat victimization and ensure that they are aware of their rights.
- Work with partners to develop a mutual understanding of the scope and responsibilities of IDVAs to ensure a consistent and high-quality service for victims regardless of service provider
- To actively support a coordinated response for victims by participating in multi-agency approach to keep people safe and the voice of victims are heard and respected.
- To work pre and post court with victims and other agencies to monitor the appropriate referral pathways.

How long the service can be used for

Service users can access this service for up to 2 years.

Location

Vale of Glamorgan

How to access the service

Referrals will be made through MARAC

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Grant paid to the Vale of Glamorgan Council

Section 2

Temporary Supported Housing

Llamau

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Tŷ John Rowley

How to contact them:

In writing:

Llamau Ltd
236 Holton Road
Barry
Vale of Glamorgan
CF62 4HS

By Phone: 01446 746445

By e-mail: enquiries@llamau.org.uk

Through the website: www.llamau.org.uk

Who the service is for

The service is for 16 to 25 year olds who are:

- Leaving care and have been identified by Social Services.
- Leaving Care Team as needing additional support prior to independent living.
- Young people who are at risk of, or are homeless.
- Young offenders or those at risk of offending.

The service provided

Ty John Rowley aims to provide temporary accommodation and support to young people. An allocated support worker will assist service users to develop an Individual Support Plan that addresses any needs

identified, with the final aim to move the young person into independent accommodation.

When the service is available

The project is staffed 24 hours a day.

Number of units

6

Type of accommodation

All service users are allocated their own room with kitchen and shared communal facilities. The age and construction of the building means that it is not fully accessible to people with restricted mobility.

How long the service can be used for

2 Years

Location

Barry

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council although service charges may apply.



Tŷ'r Fro **(Safehouse)**

How to contact them

In writing:

Llamau Ltd
236 Holton Road
Barry
Vale of Glamorgan
CF62 4HS

By phone: 01446 748852

By e-mail: enquiries@llamau.org.uk

Through the website: www.llamau.org.uk

Who the service is for

The service is for 16 and 17 year olds who are:

- Young and vulnerable
- Young people who are at risk of, or are homeless.

The service provided

Tŷ'r Fro aims to provide temporary accommodation and support to young people. An allocated support worker will assist service users to develop an Individual Support Plan that addresses any needs identified. The aim is to prepare the young person for move-on into independent accommodation and to maximise the sustainability of that accommodation.

When the service is available

The project is staffed 24-hours a day.

Number of units

6

Type of accommodation

All service users are allocated their own room and shared communal facilities. The age and construction of the building means that it is not fully accessible to people with restricted mobility.

How long the service can be used for

Up to a maximum of 2 years.

Location

Barry

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.



Tŷ Newydd

How to contact them:

In writing:

Llamau Ltd
236 Holton Road
Barry
Vale of Glamorgan
CF62 4HS

By Phone: 01446 748852

By e-mail: enquiries@llamau.org.uk

Through the website: www.llamau.org.uk

Who the service is for

The service is for young people aged 16 years to 21 years of age who are:

- Care leavers or homeless/potentially homeless who require support to set up or maintain a tenancy.
- Reside in Vale of Glamorgan or have a local connection to Vale of Glamorgan.
- Must agree and engage fully with a support worker to meet the goals identified in an individual support plan which will include training, education or employment.
- Must be single and have no dependents in their care.

There is an expectation that the young person will occupy the 24 hour supported living project until they demonstrate that they have the skills to live independently. This could be as short as a 3-6 month period.

The service provided

Ty Newydd aims to provide temporary accommodation and support to young people. An allocated support worker will assist service users to develop an Individual Support Plan that addresses any needs identified, with the final aim to move the young person into independent accommodation.

When the service is available

The project is staffed 24-hours a day.

Number of units

6

Type of accommodation

All service users are allocated their own room with en suite shower and share communal facilities. One ground floor bedroom is accessible to people with restricted mobility.

How long the service can be used for

Up to a maximum of 2 years.

Location

Barry

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council although service charges may apply.



Holmes Street Project

How to contact them:

In writing:

9a Tŷ Newydd Road
Barry
Vale of Glamorgan
CF62 8HB

By phone: 02920 895250

By e-mail: connect@platform.org

Through the website: www.platform.org

Who the service is for

The service is for people who are experiencing enduring mental health problems.

The service provided

This is a temporary supported housing service. It provides accommodation and support for a limited time to help service users to develop skills to enable them to live independently in their own homes.

When the service is available

Staff are available from 9.00am to 6.00pm Monday to Friday and from 9.00am to 2.00pm on Saturdays. There is also an emergency on-call service available out-of hours.

Number of units

5

Type of accommodation

Support is provided in an ordinary house, where each service user has their own bedroom. There is also a communal kitchen, bathrooms, lounge and smoking room.

How long the service can be used for

The service can be accessed for up to 2 years

Location

Barry, Vale of Glamorgan

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the vale of Glamorgan Council although service charges may apply.



Windsor Road Project

How to contact them:

In writing:

9a Tŷ Newydd
Barry
Vale of Glamorgan
CF62 8HB

By Phone: 02920 895250

By e-mail: connect@platform.org

Through the website: www.platform.org

Who the service is for

The service is for people who are experiencing enduring mental health problems.

The service provided

This is a temporary supported housing service. It provides accommodation and support for a limited time to help service users to develop skills to enable them to live independently in their own homes.

When the service is available

Staff are available from 8.00am to 4.30pm Monday to Friday. There is also an emergency on-call service available out-of hours.

Number of units

6

Type of accommodation

Support is provided in an ordinary house, where each service user has their own bed-sit with kitchen facilities. There is also a communal bathrooms, lounge and utilities room.

How long the service can be used for

The service can be accessed for up to a maximum of 2 years.

Location

Penarth

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.



Bawden House

How to contact them:

In writing:

Ty Muse
217 Holton Road
Barry
Vale of Glamorgan
CF63 4HR

By phone: 01446 732876

By e-mail: contact@poblgroup.co.uk

Through the website: www.poblgroup.co.uk

Who the service is for

The service is for people aged 18 to 60 who have a history of offending or are at risk of offending.

The service provided

This is a temporary supported housing service. It provides accommodation and support for a limited time to help service users to develop independent living skills. This is approached via a personal development plan, which addresses issues such as home and financial management, education and employment. The service will also support clients with the move-on process.

When the service is available

Staff are available during normal office hours. The project also operates an out-of-hours on call service.

Number of units

6

Type of accommodation

The scheme houses 3 bed-sits and 3 self-contained flats.

How long can the service be used for

Up to 2 years.

Location

Barry

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.



Ty Muse

How to contact them:

In writing:

Ty Muse
217 Holton Road
Barry
Vale of Glamorgan
CF63 4HR

By phone: 01446 732876

By e-mail: contact@poblgroup.co.uk

Through the website: www.poblgroup.co.uk

Who the service is for

The service is for young people aged 16 to 21 who have a history of offending or are at risk of offending.

The service provided

This is a temporary supported housing service. It provides accommodation and support for a limited time to help service users to develop independent living skills. This is approached via a personal development plan, which addresses issues such as home and financial management, education and employment. The service will also support clients with the move-on process.

When the service is available

The project is staffed 24-hours a day provides an on-call service.

Number of units

4

Type of accommodation

The scheme houses 4 bed-sits

How long can the service be used for

Up to 2 years

Location

Barry

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council. Service Charges may apply.



244 Holton Road

How to contact them:

In writing:

244 Holton Road

Barry

Vale of Glamorgan

CF63 4HR

By phone: 01446 732876

By e-mail: contact@poblgroup.co.uk

Through the website: www.poblgroup.co.uk

Who the service is for

The service is for people with criminal justice issues or at risk of criminal justice issues.

The service provided

This is a temporary supported housing service. It provides accommodation and support for a limited time to help service users to develop independent living skills. This is approached via a personal development plan, which addresses issues such as home and financial management, education and employment. The service will also support clients with the move-on process.

When the service is available

Staff are available during normal office hours. The project also operates an out-of-hours on call service.

Number of units

8

Type of accommodation

6 rooms with shared kitchen and bathroom facilities and 2 self-contained flats.

How long can the service be used for

Up to 2 years

Location

Barry

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council. Service Charges may apply.



Croes Ffin

How to contact them:

In writing:

The Wallich Centre
248 Holton Road
Barry
Vale of Glamorgan
CF63 4HS

By phone: 01446 749365

By e-mail: mail@thewallich.net

Through the website: www.thewallich.com

Who the service is for

The service is for adults with previous substance misuse issues. Clients must have undergone a treatment or rehabilitation programme and be abstinent from illegal drugs or alcohol.

The service provided

This is a temporary supported housing service. It provides accommodation and support for a limited time to help service users to develop skills in order for them to be able to maintain an independent lifestyle in their own homes.

When the service is available

Staff are available from 9.00am to 5.00pm Monday to Friday. There is also an out of hours on-call for emergencies.

Number of units

9

Type of accommodation

There are three self-contained flats with a communal room, based at the Croes Ffin office site. There are also six other self-contained flats with a communal garden, in another location.

How long the service can be used for

In general clients stay at the project up to 2 years. This can be extended dependant on individual need.

Location

Barry

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council. Service Charges may apply.

Staff are available from 9.00am to 5.00pm Monday to Friday. There is also an out-of-hours on-call service

Section 3

Temporary/Permanent Supported Accommodation

Vale of Glamorgan Council
Adult Placement

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How to contact them:

In writing:

Hen Goleg
College Fields Close
Barry
Vale of Glamorgan
CF62 8LF

By phone: 01446 731105

By e-mail: AdultPlacement@valeofglamorgan.gov.uk

Through the website: www.valeofglamorgan.gov.uk

Who the service is for

Adult Placement provides accommodation and support to vulnerable adults in the homes of people specially recruited for the service.

The service provided

Vale of Glamorgan Adult Placement Service (APS) approve people to provide support and accommodation in their own homes. These 'Host' families enable service users to gain and develop daily living skills and tackle issues such as budgeting, benefits, education and employment. The APS continues to make sure that both the Host and service user are supported, through regular contact and placement reviews.

When the service is available

The service provides 24-hour support to service users via Host families. APS staff are available Monday to Thursday from 8.30am until 5.00pm and Friday from 8.30am until 4.30pm.

Number of units

32

Type of accommodation

Support is offered in the Hosts family accommodation that ranges in house size and location.

How long can the service be used for

Supporting People aims for the Service User to move on when suitable. However, some service users may stay permanently.

Location

Throughout the Vale of Glamorgan.

How to access the service

People who are interested in becoming Hosts will need to go through the formal application process. Application packs are available at the above address or if the team is contacted on the above number an application can be sent via e-mail. People who want to use the service can be referred via the Vale of Glamorgan Community Support Team, Community Mental Health team, Long Term Care team, Older Persons and Individuals with Dementia.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council. However, there maybe a service charge through Social Services.

Section 4

Floating Support Service

Hafod Care

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Taff Housing

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Teulu

How to contact them:

In writing:

Golau Caredig
Gladstone Road
Barry
Vale of Glamorgan
CF62 7AZ

By Phone: 01446 731940

By e-mail: enquiries@hafod.org.uk

By website: www.hafodcare.org.uk

Who the service is for

The service is for families with support needs living in the Vale of Glamorgan that require support to maintain their tenancy.

The support provided

Support is provided to people in their own home and is tailored to meet individual need. Support is also provided to service users living in 5 designated RSL properties in the Vale. The provider must have a management agreement with Newydd housing covering the 5 properties.

When the service is available

Staff are available 9.30am to 4.30pm Monday to Friday.

How long the service can be used for

Up to 2 years.

Location

Throughout the Vale of Glamorgan.

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.



Esgyn

How to contact them:

In writing:

Golau Caredig
Gladstone Road
Barry
Vale of Glamorgan
CF62 7AZ

By phone: 01446 731940

By e-mail: enquiries@hafod.org.uk

Through the website: www.hafodcare.org.uk

Who the service is for

The service is accessible for vulnerable people who have learning and or physical disabilities, developmental disorders and those who may have low level mental health.

The service provided

Floating Support is made available to service users, who are then supported in setting up a home and successfully maintaining a tenancy. An allocated support worker will assist service users to develop an Individual Support Plan that addresses any needs identified. Support is tapered to a close with a final aim of them remaining in the accommodation un-supported.

Type of accommodation

Support is provided in the service users own homes. Some properties may not be fully accessible to people with restricted mobility.

How long the service can be used for

Service users can access this service for up to 2 years.

Location

The service can be provided to people who are residents in the Vale of Glamorgan across any tenure.

How to access the service

Referrals can be made by any professional person. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Grant paid to the Vale of Glamorgan Council.



TESS 1 & 2

How to contact them:

In writing:

Golau Caredig
Gladstone Road
Barry
Vale of Glamorgan
CF62 7AZ

By Phone: 01446 731940

By e-mail: enquiries@hafod.org.uk

By website: www.hafodcare.org.uk

Who the service is for

The service is for families with support needs such as Domestic abuse, Mental Health, Alcohol issues, Drug use, Young and vulnerable, Criminal justice issues, Homeless/potentially homeless, Vulnerable parents who require support to maintain their tenancy.

The service provided

The aim of this project is to provide housing support to improve outcomes for people at risk of homelessness to access information, advice, support and resources to enable them to make informed choices.

When the service is available

Monday to Thursday from 9AM to 5PM and from 9AM to 4:30PM on Fridays

Location

The service can be provided to people who are residents in the Vale of Glamorgan across any tenure.

How to access the service

Referrals can be made by any professional person. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.

Number of units

There will be a total of 93 units split into two categories depending on the clients support needs.

- 73-units of normal support
- 20-units of crisis support



Tom Holmes

How to contact them:

In writing:

Llamau Ltd
236 Holton Road
Barry
Vale of Glamorgan
CF62 4HS

By phone: 01446 748852

By e-mail: enquiries@llamau.org.uk

Through the website: www.llamau.org.uk

Who the service is for

The service is aimed at 16 to 24 year olds living in any type of tenure who are identified as in housing need with potential support issues who have also had an involvement with Social Services (However, a Section 17 Referral can be made to Social Services at the time of the referral to the Tom Holmes Project). However, young vulnerable people without Social Service involvement can still access the service.

The service provided

Floating Support is made available to service users, who are then supported in setting up a home and successfully maintaining a tenancy. An allocated support worker will assist service users to develop an Individual Support Plan that addresses any needs identified. Support is

tapered to a close with a final aim of them remaining in the accommodation un-supported.

When the service is available

Support staff are available normal office hours. The project also has a 24 hours 'on-call' service.

Type of accommodation

Support is provided in the service users own homes. Some properties may not be fully accessible to people with restricted mobility.

How long the service can be used for

Service users can access the service until they are 24, up to a maximum of 2 years.

Location

The service can be provided to people who are residents in the Vale of Glamorgan across any tenure.

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.



TESS 6 & Newlands Project

How to contact them:

In writing:

Llamau Ltd
236 Holton Road
Barry
Vale of Glamorgan
CF62 4HS

By phone: 01446 748852

By e-mail: enquiries@llamau.org.uk

Through the website: www.llamau.org.uk

Who the service is for

This is a cross tenure service is for people who receive treatment at the Newlands Centre and need support because they are affected by substance misuse.

The service provided

The service provides floating support via an independent living advisor who will give advice and information on a variety of issues. Support ranges from daily living skills, housing issues, benefits, debt management, education and training and is aimed at enabling people to maintain an independent lifestyle.

When the service is available

Staff are available from 9.00am to 5.00pm, Monday to Thursday and from 9.00am to 4.30pm on Fridays.

Number of units

8

Type of accommodation

The service can be provided to people who are residents in the Vale of Glamorgan across any tenure.

How long the service can be used for

There is no time limit. However, service users must be accessing C.A.U (Community Addiction Unit).

Location

Barry

How to access the service

Referrals are welcome from C.A.U, VADT and the Community Mental Health Team. People receiving treatment at the Newlands Centre can also self-refer.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.



TESS 7

How to contact them:

In writing:

Llamau Ltd
236 Holton Road
Barry
Vale of Glamorgan
CF62 4HS

By phone: 01446 748852

By e-mail: enquiries@llamau.org.uk

Through the website: www.llamau.org.uk

Who the service is for

The service is aimed at 16 to 24 year olds living in any type of tenure who are identified as in housing need with potential support issues who have also had an involvement with Social Services

The service provided

The service provides floating support via an independent living advisor who will give advice and information on a variety of issues. Support ranges from daily living skills, housing issues, benefits, debt management, education and training and is aimed at enabling people to maintain an independent lifestyle.

When the service is available

Staff are available from 9.00am to 5.00pm, Monday to Thursday and from 9.00am to 4.30pm on Fridays.

Number of units

25

Type of accommodation

The service can be provided to people who are residents in the Vale of Glamorgan across any tenure.

How long the service can be used for

Service users can access the service until they are 24, up to a maximum of 2 years.

Location

Vale of Glamorgan

How to access the service

Referrals to the service can be made by statutory services, voluntary and charitable agencies, private sector service providers or by the individual themselves.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.



Dispersed Scheme **(Mental health)**

How to contact them:

In writing:

9a Tŷ Newydd Road
Barry
Vale of Glamorgan
CF62 8HB

By phone: 02920 895250

By e-mail: connect@platform.org

Through the website: www.platform.org

Who the service is for

The service is for people experiencing housing related problems, who need support to live independently in their own home and within their community because they are affected by mental health problems.

The service provided

Six of the eight units are currently dispersed units in partnership with Platform, Newydd Housing Association and the IRIS Team (Intensive Recovery Intervention Service) within Health.

The service provides 'floating' support to people in their own homes. Support includes addressing rent arrears and debt resolution, community and social integration, accessing other services such as counselling, psychiatrists. In addition support workers can provide assistance to access training and education opportunities. The remaining 2 units of support are allocated to anyone on their own tenure.

When is the service available

Staff are available from 9.00am to 5.00pm Monday – Friday.

Number of units

Up to 6 units are being used for the dispersed scheme with an additional 2 floating support units.

Type of accommodation

The 6 units are Newydd Housing Association tenancies. The additional 2 floating support units are available across all tenures.

How long can the service be used for

Up to a maximum of 2 years

Location

Vale of Glamorgan

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest. However, applicants seeking access to the dispersed scheme must be open to the IRIS team.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid direct to the Vale of Glamorgan Council.



CMHS

How to contact them:

In writing:

9a Tŷ Newydd Road
Barry
Vale of Glamorgan
CF62 8HB

By phone: 02920 895250

By e-mail: connect@platform.org

Through the website: www.platform.org

Who the service is for

The service can be provided to people of any tenure living in the Vale of Glamorgan who are experiencing mental health issues.

The service provided

This is a 'floating' support service, which provides support to people in their own homes. Support ranges from daily living skills, housing issues, benefits, debt management, education and training and is aimed at enabling people to maintain an independent lifestyle.

When the service is available

The service is available during normal office hours.

Number of units

10

Type of accommodation

The service can be provided to people who are residents in the Vale of Glamorgan across any tenure.

How long can the service be used for

Up to 2 years.

Location

Throughout the Vale of Glamorgan.

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the vale of Glamorgan Council

Ffynnon Project

How to contact them:

In writing:

Ty Muse
217 Holton Road
Barry
Vale of Glamorgan
CF63 4HR

By phone: 01446 732876

By e-mail: contact@poblgroup.co.uk

Through the website: www.poblgroup.co.uk

Who the service is for

The service is for people aged 18 plus who have a history of problematic drug/alcohol use. Applicants must be in housing need, or existing tenants of Housing Associations, Local Authority or Private Landlords whose tenancy is at risk due to their alcohol/drug use.

The service provided

This is a floating support service, which provides support with issues such as home and financial management, access to education and employment and life skills.

When the service is available

Staff are available Monday to Friday from 8.30 am until 5.00pm. There is also a 24-hour on-call service for emergencies.

Number of units

9

Type of accommodation

The service can be provided to people who are residents in the Vale of Glamorgan across any tenure.

How long can the service be used for

Up to 2 years.

Location

Throughout the Vale of Glamorgan.

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.

Vale Floating Support

How to contact them:

In writing:

Ty Muse
217 Holton Road
Barry
Vale of Glamorgan
CF63 4HR

By phone: 01446 732876

By e-mail: contact@poblgroup.co.uk

Through the website: www.poblgroup.co.uk

Who the service is for

The service is for people who are over 16 and residents in the Vale of Glamorgan across any tenure who are involved in the Criminal Justice System and have housing related support needs.

The service provided

This is a 'floating' support service, which provides support with issues such as home and financial management, access to education and employment and life skills.

When the service is available

Staff are available Monday to Friday, 9.00am to 5.00pm

Number of units

5

Type of accommodation

The service can be provided to people who are residents in the Vale of Glamorgan across any tenure.

How long can the service be used for

Up to 2 yrs.

Location

Throughout the Vale of Glamorgan.

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.

ITESS

How to contact them:

In writing:

Unit 8
Hood Road
Barry
Vale of Glamorgan
CF62 5QN

By e-mail: contact@poblgroup.co.uk

Through the website: www.poblgroup.co.uk

Who the service is for

The service is for people in all tenures of housing such as tenants of Registered Social Landlords (Housing Associations), the private sector or owner-occupiers who own their properties.

The service provided

The Council has commissioned four support agencies to provide the service

- Atal Y Fro
- Llamau Limited
- Pobl Group
- Taff Housing Association

Support is provided to people in their own home and is tailored to meet individual need. The service can assist people to move and settle into the community or provide long-term support to enable people to live independently and remain in their homes.

When the service is available

The service is staffed Monday to Thursday from 8.30am to 5pm and Friday from 8.30am to 4.30pm.

Type of accommodation

The service can be provided to people who are residents in the Vale of Glamorgan across any tenure.

How long the service can be used for

Those who receive support can access the service for up to two years.

Location

Throughout the Vale of Glamorgan.

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council



PRS

How to contact them:

In writing:

Unit 8
Hood Road
Barry
Vale of Glamorgan
CF62 5QN

By e-mail: contact@poblgroup.co.uk

Through the website: www.poblgroup.co.uk

Who the service is for

The service is available for those who have housing related support needs and who are part of the VATS

The service provided

The aim of this project is to reduce tenancy breakdowns by working directly with Service Users who are utilising the Vale Assisted Tenancy Scheme. (VATS) which is run by the Vale of Glamorgan Council Housing Solutions Team in partnership with designated Private Rented Sector landlords. The service will provide support to ensure that the service users are given the best chance of being able to sustain their Vale Assisted Tenancy, to integrate into the community and maximise their independence

When the service is available

Monday to Thursday from 9AM to 5PM and from 9AM to 4:30PM on Fridays

Location

Vale of Glamorgan

How to access the service

Referrals to this service will be made by the Housing Solutions Team.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.



TESS 5

How to contact them:

In writing:

The Wallich Centre
248 Holton Road
Barry
Vale of Glamorgan
CF63 4HS

By phone: 01446 749365

By e-mail: mail@thewallich.net

Through the website: www.thewallich.com

Who the service is for

The service is for people who are experiencing mental health issues and have housing related support needs that live in any tenure within the Vale of Glamorgan

The service provided

This is a floating support service which provides housing related support to people experiencing mental health issues living within the Vale of Glamorgan. Support is provided to people in their own home and is tailored to meet individual need. The service can assist people to move and settle into the community or provide flexible support to enable people to live independently and remain in their homes

When the service is provided

The service is staffed Monday-Friday 9am-5pm

How long can the service be used for

Those who receive support can access the service for up to two years.

Location

Throughout the Vale fo Glamorgan

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Programme Grant paid to the Vale of Glamorgan Council.



PAG

How to contact them:

Through the website: www.taffhousing.co.uk

Who the service is for

The service is for service users who are accessing Flying Start, Families First and or Communities First.

The service provided

The aim of this service is to provide housing related support to people being supported by the Poverty Action Group teams within the Vale of Glamorgan. The service will offer support and information to people, in order to enable them to gain or maintain the skills and confidence they need to be able to live independently within a home. The service will provide flexible housing related support to individuals in their own accommodation

When the service is available

Staff are available 9am- 5pm Monday to Friday.

Number of units

8

Location

Vale of Glamorgan

How to access the service

All referrals will be made directly to the service as stated above with the provider informing the Supporting People team of all referrals made to the scheme.

Cost

The service user will not have to pay for the support programme they receive. This service is funded through the Supporting People Grant paid to the Vale of Glamorgan Council.

Section 5

Services for Older People

Hafod Care

Golau Caredig

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Newydd Housing Association

Emergency Alarm Schemes

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Vale of Glamorgan Council

Vale Community Alarm Service

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Telecare

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Wales and West Housing Association

Emergency Alarm Schemes

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Golau Caredig

How to contact them:

In writing:

Golau Caredig
Gladstone Road
Barry
Vale of Glamorgan
CF62 7AZ

By phone: 01446 731940

By e-mail: enquiries@hafod.org.uk

Through the website: www.hafodcare.org.uk

Who the service is for

The service is for people aged 55 or over.

The service provided

This service applies to 60 low level floating support units of housing related support to be delivered to people over the age of 55 years of age predominantly in Golau Caredig Extra Care Scheme, but also in the community if required. The aim of the service is to enable service users to live independently in their own home in the community. This will be achieved by assisting the service users to develop, acquire and retain the necessary skills to sustain their own home; in turn this should facilitate independence, maintain levels of independence and/or reduce the deterioration and increase/sustain levels of confidence and a sense of safety. The support provided should help to expand the individual's social network within the communities they live to assist them to become active citizens.

When the service is available

Staff are available from 9.00am to 5.00pm, Monday to Thursday and from 9.00am to 4.30pm on Fridays.

Number of units

60

Type of accommodation

The service provided is predominantly to the residents of the Golau Caredig Extra Care scheme but also to people living in the community if required.

How long can the service be used for

The service can be provided as long as there is need for it.

Location

Barry and throughout the Vale of Glamorgan.

How to access the service

Referrals can be made by any professional person. Self-referrals are not accepted. Referrals will be processed through the Supporting People Gateway. Clients will be put on the support waiting list and allocated a space when a vacancy becomes available. Priority will be given to those with the highest level of support need, then to those who have been on the list the longest.

Cost

The service is potentially available to all older people with support needs in the Vale of Glamorgan, but priority will be given to tenants of the Golau Caredig Extra Care Scheme.



Emergency Alarm Schemes

How to contact them:

In writing:

Newydd Housing Association
Ty Cadarn
5 Village Way
Tongwynlais
Cardiff
CF15 7NE

By phone: 0303 0401998

By e-mail: enquiries@newydd.co.uk

Through the website: www.newydd.co.uk

Who the service is for

The service is for people aged 55 or over.

The service provided

The service provides sheltered-housing accommodation with an Independent Living Officer and a community alarm service.

When the service is available

The Independent Living Officer provides support from 9.00am to 5.00pm Monday to Friday. The community alarm service operates 24-hour a day and is linked to a call centre.

Number of units

There are 163 units across all of Newydd's schemes.

Type of accommodation

Arthur Davis Court - Barry
Copperfield Court - Barry
Elis Fisher Court - Barry
Gwyn James Court - Penarth
Philippa Freeth Court - Barry
Ty Cerrig - Barry

How long can the service be used for

The service can be provided as long as there is need for it.

Location

Throughout the Vale of Glamorgan.

How to access the service

People can access the service via Vale of Glamorgan Homes 4U scheme. For an application form please contact Newydd Housing Association at the above address.

Cost

The alarm service receives funding from the Supporting People Programme Grant, which is paid direct to the service by the Vale of Glamorgan Council Supporting People Team.

For details for the cost of the ILO service please contact Newydd Housing Association at the above address.



Vale Community Alarm Service
(VCAS)

How to contact them:

In writing:

Civic Offices
Holton Road
Barry
Vale of Glamorgan
CF63 4RU

By phone: 01446 700111

By e-mail: c1v@valeofglamorgan.gov.uk

Through the website: www.valeofglamorgan.gov.uk

Who the service is for

The service is for elderly or vulnerable people who are at risk of slips, trips or falls.

The service provided

Each tenant is provided with a specialised unit in their homes, which is linked to a 24-hour staffed control centre. VCAS staff can be alerted via the unit to any emergency, enabling immediate assistance to the tenant.

When the service is available

The community alarm service operates 24-hour a day and is linked to a call centre.

Type of accommodation

The units can be fitted into any type of property which houses a BT telephone line.

How long can the service be used for

The service can be provided as long as there is need for it.

Location

Throughout the Vale of Glamorgan.

How to access the service

Applicants can contact their housing officer and fill out an application form.

Cost

Supporting People will provide an alarm monitoring subsidy of £1.24 per week. However, there is additional cost for maintenance and repairs. Please contact VCAS for more information.



How to contact them:

In writing:

C1V
Civic Offices
Holton Road
Barry
Vale of Glamorgan
CF63 4RU

By phone: 01446 700111

By e-mail: c1v@valeofglamorgan.gov.uk

Through the website: www.valeofglamorgan.gov.uk

Who the service for

The service is for elderly or vulnerable people who are at risk of slips, trips or falls.

The service provided

Each tenant is provided with a specialised unit in their homes, which is linked to a 24-hour staffed control centre. Telecare staff can be alerted via the unit to any emergency, enabling immediate assistance to the tenant.

When the service is available

The community alarm service operates 24-hour a day and is linked to a call centre.

Type of accommodation

The units can be fitted into any type of property which houses a BT telephone line.

How long can the service be used for

The service can be provided as long as there is need for it

Location

Throughout the Vale of Glamorgan.

How to access the service

Applicants need to contact C1V, at the address and telephone number given above to request the service.

Cost

Supporting People will provide an alarm monitoring subsidy of £1.24 per week. However, there is additional cost for maintenance and repairs. Please contact the Telecare team for more information.



Emergency Alarm Service

How to contact them:

In writing:

Archway House
77 Parc Ty Glas
Llanishen
Cardiff
CF14 5DU

By phone: 0800 0522526

By e-mail: contactus@wwha.co.uk

Through the website: www.wwha.co.uk

Who the service is for

The service is for people aged 60 and over, or those over 55 who are disabled.

The service provided

The service provides sheltered-housing accommodation with an opportunity for a daily Well-Being service call and a 24-hour community alarm service.

When the service is available

The community alarm service operates 24-hour a day and is linked to a call centre.

Number of units

There is 149 Units across all of the Wales and West Schemes

Type of accommodation

The accommodation are all self-contained flats. Some are adapted to accommodate tenants with a physical disability. A small number of units have low-level access showers. Also available at most of the schemes is a communal lounge, kitchen, laundry room and guest accommodation.

How long can the service be used for

The service can be provided as long as there is need for it.

Location

Hanover Court – Barry
Hanover Court – Dinas Powys
Oak Court – Penarth
St Donats Court – Llantwit Major

How to access the service

People can access the service via Vale of Glamorgan Homes 4U scheme. For an application form please contact Wales and West Housing Association at the above address.

Cost

The alarm service receives funding from the Supporting People Programme Grant, which is paid direct to the service by the Vale of Glamorgan Council Supporting People Team.

For details for the cost of the Well-Being service call please contact Wales and West Housing Association at the above address.