

Housing Support Grant

Directory of Services

2024-25



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Commissioning Team
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www.gwynedd.llyw.cymru/cefnogipobl

What is the Housing Support Grant?

The Housing Support Grant is paid by the Welsh Government to each Local Authority in Wales to commission and fund services and activities which prevents people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation.

The grant cannot fund any Statutory or Care Services that the Local Authority has a duty to provide, and it also cannot provide financial assistance directly to individuals.

Housing Related Support

Housing related support is the support available to vulnerable people to address the sometimes multiple problems they face, such as:

- Issues with debt and managing money
- Tenancy management and support to settle and maintain a home
- Support with substance misuse
- Support for victims of violence against women, domestic abuse and sexual violence
- Mental health issues
- Help to understand, read and fill in forms, letters and bills
- Support to develop practical living skills
- Support to look for work, training and employment
- Support to join local communities and groups
- Support to link with agencies
- Help rebuild relationships
- Support to find suitable accommodation

How to apply

Applications for housing related support should come through Cyngor Gwynedd's Single Point of Access (SPOA) Team, or in some cases directly with the support provider. Details on the application route to be followed for individual projects can be found below.

You can self-refer or you can ask someone to refer on your behalf. The SPOA Team will accept referrals from all agencies including Homeless Services, Social Services, Probation, NHS, Police, GP surgeries, Charities, information providers such as CAB, family, friends or neighbours.

For projects where applications are made to the SPOA Team referrals should be sent to SPOAAdranTai@gwynedd.llyw.cymru, you can also call 01286 685100.

How to find out more

More information about the Housing Support Grant and the referral route through SPOA can be found on Cyngor Gwynedd's website: www.gwynedd.llyw.cymru/cefnogipobl. Information on data sharing between all organisations is also available there.

If you have any queries about your support, or you aren't happy with the service you've received from Cyngor Gwynedd or any of the providers below then please get in touch with the Commissioning Team responsible for the Housing Support Grant:
GrantCymorthTai@gwynedd.llyw.cymru.

Directory of Support Services

Generic Housing Support

Accommodation with Support

<p>Cyngor Gwynedd - Noddfa</p> <p><i>Access to accommodation is through Cyngor Gwynedd's Homeless Department.</i></p> <p>Temporary accommodation in Deiniolen for those experiencing homelessness who require support to find and successfully move to permanent residence. The building comprises of individual accommodation with ensuite facilities and private living quarters for individuals, couples or families experiencing homelessness. Support provision is available on site.</p> <p>Noddfa also has a disabled access ground floor room for an individual or couple.</p>	
<p>Cyngor Gwynedd - Rhianfa</p> <p><i>Access to accommodation is through Cyngor Gwynedd's Homeless Department.</i></p> <p>Temporary accommodation in Corris for those experiencing homelessness who require support to find and successfully move to permanent residence. The building comprises of individual accommodation with ensuite facilities and private living quarters for individuals, couples or families experiencing homelessness. Support provision is available on site.</p>	
<p>Gorwel - Llys Seion</p> <p><i>Access to service is through SPOA:</i> SPOAAdranTai@gwynedd.llyw.cymru</p> <p>The aim of the Gwynedd Homeless Liaison Project is to provide a high quality supported housing service for single people and families aged 16 and over, with multiple support needs. This might include homelessness, substance misuse, a background of crime, mental health, and low level learning disability problems. The project at Llys Seion has six flats in Pwllheli that are available to homeless individuals and families where support and advice for independent living is on offer.</p>	

North Wales Housing - St Mary's

Access to service is through SPOA:

SPOAAdranTai@gwynedd.llyw.cymru



St Mary's is a Hostel providing accommodation to 13 homeless people in 2 buildings in Bangor and is managed by a full team of support staff on a 24/7 hour basis.

Upon moving in residents receive an induction into the Hostel and an explanation of the Licence Agreement. An assessment will be completed which will inform a tailored Support Plan with residents that meets their specific needs and review and revise it as needs change. A member of staff will meet with residents to discuss and help with the Support Plan.

Everyone has a single bedroom and shared bathroom facilities. Meals aren't provided, but there is a fully furnished kitchen where residents can prepare their own meals.

North Wales Housing - Pendas

Access to service is through SPOA:

SPOAAdranTai@gwynedd.llyw.cymru



Pendas is a hostel in Bangor providing support and accommodation for eight vulnerable homeless people who have complex needs.

People who are suitable to receive a service will get an introduction to the Hostel and an explanation of their Licence Agreement.

An assessment will be completed which will help inform a tailored Support Plan with residents that meets their specific needs and review and revise it as needs change. A member of staff will meet with residents to discuss and help with the Support Plan. Everyone has a single bedroom and shared bathroom facilities. Meals aren't provided, but there is a fully furnished kitchen where residents can prepare their own meals.

North Wales Housing - Dispersed

Access to service is through SPOA:

SPOAAdranTai@gwynedd.llyw.cymru



Provision of accommodation to vulnerable people who need support, across Gwynedd. Residents will be able to stay at one of our flats or houses for up to two years and will receive support, briefly, after that towards independent living.

Our first step is to explain what we do and help decide if the project is right for each applicant. If a home is offered a personal Support Plan will be written with each client and it will be reviewed and revised as needs change. North Wales Housing staff will visit clients to do this, helping to get them ready for more independence.

Floating Support

<p>Gorwel - Floating Support</p> <p><i>Access to service is through SPOA:</i> SPOAAdranTai@gwynedd.llyw.cymru</p> <p>The aim of the Gwynedd Homeless Liaison Project is to provide a high quality supported housing service for single people and families aged 16 and over, with multiple support needs. This might include homelessness, substance misuse, a background of crime, mental health, and low level learning disability problems. The Floating Support Scheme is a Gwynedd wide service to help families and individuals to live in their homes independently.</p>	
<p>Cyngor Gwynedd - Housing Related Support</p> <p><i>Access to service is through SPOA:</i> SPOAAdranTai@gwynedd.llyw.cymru</p> <p>Support to households to set up and maintain their tenancy including those who are housed temporarily by the Council as a result of homelessness.</p>	
<p>Shelter Cymru - Floating Support</p> <p><i>Access to service is through SPOA:</i> SPOAAdranTai@gwynedd.llyw.cymru</p> <p>Provides independent advice and support services throughout Gwynedd, for tenants and homeowners threatened with homelessness.</p>	
<p>Shelter Cymru - Debt Advice</p> <p><i>Access to service is through SPOA:</i> SPOAAdranTai@gwynedd.llyw.cymru</p> <p>Provides independent debt and money advice throughout Gwynedd, for tenants and homeowners threatened with homelessness.</p>	
<p>Gwynedd Citizens Advice</p> <p><i>Access to service is directly with the provider.</i> ☎ 0808 250 5700 www.cabgwynedd.wales/contact</p> <p>Free confidential and independent advice on a wide range of issues particularly benefits, debt, and money. For help finding out what benefits you may be entitled to call free 0808 250 5700, or go to www.cabgwynedd.wales/contact to ask us to call you within two working days to arrange an appointment. Offices in Bangor, Caernarfon, Dolgellau and Pwllheli.</p>	



Adra - Housing Support



Access to service is through SPOA:
SPOAAdranTai@gwynedd.llyw.cymru

A service that aims to give support to vulnerable Adra residents in need. Our goal is to help individuals so that they can maintain their accommodation by developing their life skills. The service aims to ensure that our tenants are treated with dignity and respect, and will have independence, choice and control over their own lives.

People Over 55 years

Adra - Sheltered Housing	
<i>Access to service is directly with the provider.</i>	
Adra, Tŷ Coch, Parc Menai, Bangor. LL57 4BL	
☎ 0300 123 8084	
<p>We have 8 sheltered housing sites across Arfon and Meirionnydd for those over 55 or with a disability. Every site has an Officer to help our residents live independently.</p>	
<p>Services offered:</p>	
<ul style="list-style-type: none">• get in touch up to 3 times a week, depending on staff availability. These can be a mix of phonecalls and visits• help to make referrals to agencies like Age Cymru, Citizens Advice, Adaptations Team and Social Services• a personal support plan based on your assessed need• installing a 24-hour emergency system• we often arrange social events, sometimes on site and sometimes out and about to help beat loneliness.	
<p>We can also offer the Supported Housing Services for customers living in homes that aren't Supported Housing homes. Our Supported Housing officer can't carry out duties such as shopping, cooking, cleaning and personal care.</p>	
Age Cymru - Shopping Scheme	
<i>Access to service is directly with the provider.</i>	
Age Cymru Gwynedd a Môn, Y Cartref, Bontnewydd. LL54 7UW	
☎ 01286 677711	
<p>As we get older going shopping for groceries can be hard to manage by yourself, this can be due to mobility issues. Physically getting to the shops and handling heavy bags can be an impossible task without help.</p>	
<p>Our team of trained professional carers can take you shopping or would be happy to go shopping for you if you were not able to. We can help to carry bags to and from the shop to your own home and we can also provide the transport. We can even keep them for you once back in the house.</p>	
Grŵp Cynefin	
<i>Access to service is directly with the provider.</i>	
Grŵp Cynefin, Tŷ Silyn, Y Sgwâr, Penygroes, Caernarfon LL54 6LY	
☎ 0300 1112 122	
<p>Providing and managing a wide range of housing including some with emergency lines. We also provide assistance for people to sustain their tenancies and live independently including Sheltered and Extra Care Housing.</p>	

North Wales Housing - Extra Care

Access to service is directly with the provider.

North Wales Housing, Plas Blodwel, Llandudno Junction, LL31 9HL. ☎: 01492 572727



The scheme in Bangor is aimed at people who are aged over 55 and who have care and housing needs. It is a superb opportunity to benefit from an independent and secure lifestyle, backed up by care and support which is flexible and tailored to your needs. There is total flexibility in the care we provide. We encourage residents to live a full and active life and a personalised plan of care and support, should it be required, will be tailored to help you to live as independently as possible in the way you choose. The experienced care team are on site 24-hours a day and a community alarm link with 24-hour support is also available.

Clwyd Alyn - Sheltered

Access to service is directly with the provider.

Clwyd Alyn Housing Association, 72 Ffordd William Morgan, St Asaph Business Park, St Asaph, Denbighshire LL17 0JD. ☎: 0800 1835757



Homes at Penrhos Polish Village are for people aged 55 years and over, accommodating residents from the Polish community in the UK as well as people from the local area. To help you enjoy life your way and keep your independence, we have staff on-hand to provide you with support should you require a little extra help as your needs change. We encourage our residents to take an active part in events that are organised on and off site. These include bingo, keep fit, swimming, concerts, cinema visits, shopping trips, special national and religious events in the Polish calendar.





Cyngor Gwynedd - Adults, Health and Wellbeing Department

Access to service is through Cyngor Gwynedd Adults, Health and Wellbeing Department.



Services funded through the Housing Support Grant in Cyngor Gwynedd include Supported Housing; Adult Placement, Floating Support and Mental Health Support

Learning Disabilities

<p>Anheddau</p> <p><i>Access to service is through Cyngor Gwynedd Adults, Health and Wellbeing Department.</i></p> <p>Provides 24 hour support for adults with learning disabilities at home, in the workplace and during leisure activities in Gwynedd. Anheddau is a not for profit, charitable Organisation which empowers adults with support needs to live fulfilled lives in North West Wales. It was established as a provider of support services to actively support people to maximise their potential in their communities and has consequently developed a wealth of experience over thirty years of working in this field.</p>	
<p>Antur Waunfawr</p> <p><i>Access to service is through Cyngor Gwynedd Adults, Health and Wellbeing Department.</i></p> <p>Provides 24 hours support, at home, in the workplace and during Health and Well-being activities for adults with learning disabilities in Arfon. Providing care, active support, training and meaningful work opportunities - effectively and commensurately to meet the needs of adults with learning disabilities as well as disadvantaged people locally.</p>	
<p>Cartrefi Cymru</p> <p><i>Access to service is through Cyngor Gwynedd Adults, Health and Wellbeing Department.</i></p> <p>Our purpose is to provide a specialised individual needs based personal care and support service for people to live a good life and to do the things that matter to them. We do this by providing the following services: 24 hour Supported Living, Sessional Support, Home Care and Extra Care Housing, Housing Related Support.</p>	
<p>Cyngor Gwynedd</p> <p><i>Access to service is through Cyngor Gwynedd Adults, Health and Wellbeing Department.</i></p> <p>Services funded through the Housing Support Grant in Cyngor Gwynedd include Supported Housing; Adult Placement, Floating Support and Mental Health Support</p>	

North Wales Advice and Advocacy Association



Access to service is through Cyngor Gwynedd Adults, Health and Wellbeing Department.

North Wales Advice and Advocacy Association, 14a Ashcourt, Parc Menai, Bangor, Gwynedd, LL55 4DF ☎ 01248 670852

Provide an advice and advocacy service on matters such as civil rights, housing, day services, employment, benefits etc. for people with learning disabilities, parents, carers, service providers or anybody who believes we can help.

Seren



Access to service is through Cyngor Gwynedd Adults, Health and Wellbeing Department.

Provides 24 hour support for adults with learning disabilities at home, in the workplace and during leisure activities in Gwynedd. SEREN is one of Wales' foremost social enterprises, established in 1996 with the primary aim of offering professional support for people with learning disabilities in the south of Gwynedd.

Young People 16-25 years

Cyfle - Floating Support



Access to service is through SPOA:
SPOAAdranTai@gwynedd.llyw.cymru

We provide young people in West Gwynedd with Supported Accommodation, and Floating Support. Our aim is to prevent homelessness through supporting young people to develop the capability, independence, skills and confidence to access and/or maintain a stable and suitable home.

GISDA - Hostel Accommodation / Supported Accommodation / Floating Support / Homeless Prevention



Access to service is through SPOA: SPOAAdranTai@gwynedd.llyw.cymru

Drop In services can be accessed directly with the Provider via Gisda's Website.

We provide support and accommodation for homeless and vulnerable young people including young families across Gwynedd. We also have additional projects which support and contribute to the charity's aims and objectives.

Complex or Multiple Needs

Adferiad - Supported Housing / Floating Support / Ty'n Rodyn / Tŷ Adferiad



Access to service is through SPOA: SPOAADranTai@gwynedd.llyw.cymru

Gwynedd Floating Support and Supported Accommodation: Service offers tenancy related floating support service and supported accommodation service for individuals with co-occurring and complex needs including addiction, mental health, domestic violence, and offending behaviour.

Support includes, tenancy support, living skills, resilience and well-being, money advice, therapeutic support, and onwards referrals to other agencies. The staff teams work in partnership with other agencies including the community mental health team (CMHT), Substance Misuse Services, Probation service, Housing options teams, money advice service and many others.

Ty'n Rodyn is an 8 bedrooled supported accommodation service for males with co-occurring and complex needs including addiction, mental health, and offending behaviour. The project offers 24-hour support from a skilled and experienced team of staff. Support includes, tenancy related support, living skills, resilience and well-being and sign-posting to other agencies such as the substance misuse service (SMS).

Tŷ Adferiad is a 6-bed supported accommodation in Porthmadog, for women returning to Gwynedd from prison and rough sleepers. They provide person centred and trauma informed support to residents facing a range of complex and co-occurring needs. This is a 24-hour project. The aim of the project is to enable women to address their issues and move on into their own accommodation.

North Wales Housing - Homeless Outreach

Access to service is directly with the provider via 01492 572727 or email at: Supported.Housing@nwha.org.uk



Our Outreach and Resettlement service helps vulnerable people by providing housing and resettlement advice in Gwynedd. We support people who have complex needs and work with street homeless who have difficulty finding and maintaining their tenancy. We work around your support needs and we will review what you need regularly to make sure you will be able to maintain your tenancy.

We provide support and advice and have regular presence at drop-ins and are referring partners to local foodbanks. Emergency provisions can be provided dependent on circumstances.

NACRO - Doorstop Project / Supported Housing /
Floating Support / Drop in Services



Access to service is through SPOA:
SPOAAdranTai@gwynedd.llyw.cymru

Drop In services can be accessed directly with the Provider via 64 - 68 High Street, Bangor, Gwynedd, LL57 1NR emma.jones@nacro.org.uk ☎ 07483030196 / 07483030343

Nacro are a social justice charity operating across all of Gwynedd, providing services to people who are homeless or at risk of homelessness to get the support they need to build positive futures and independent lives.

We offer a range of services including supported housing giving people with a history of offending or substance misuse a home and support tailored to each individual to help them maintain a tenancy and progress towards independent living. Our floating support services help people stay in the homes they are in by providing support to maintain a tenancy and look after a home & our drop-in services provide immediate guidance on the issues they are facing and support to navigate to the correct service to meet their needs.

Gorwel - Floating Support / Complex Needs



Access to service is through SPOA:
SPOAAdranTai@gwynedd.llyw.cymru

Floating support to those people who have multiple support needs (e.g. mental health, low level learning disability, prison leavers, frequently disengage with support provision) in Gwynedd.

Cyngor Gwynedd - Multi-Disciplinary Homelessness Team



Access to support is direct to the team through Cyngor Gwynedd Homelessness Department and/or directly through statutory public services (Health, Prison, Probation, Social Care).



The Team consists of designated officers with individual caseloads that prevent and alleviate homelessness for those with complex and/or acute needs that put them at higher risk of having a volatile housing situation.

Resettlement - 2 dedicated Case Workers to prevent and relieve homelessness for those in custody providing a trauma informed and holistic approach whilst working in a multi-agency manner.

Mental Health - a dedicated Case Worker to work closely alongside Mental Health to ensure a joined up approach in ensuring those who are homeless have accommodation and support. Individuals supported are those with higher level, complex Mental Health requirements.

Substance Misuse - a dedicated worker for those who are facing homelessness to ensure support is available through the Substance Misuse Service in a timely manner to prevent or relieve homelessness.

Domestic Abuse (VAWDASV)

Gorwel - Refuge Accommodation / Floating Support	
Access to service is directly with the provider via: Gorwel - Domestic Abuse Service gorwel@gorwel.org ☎ 0300 111 2121	
Offers refuge (women only) and floating support services for women, men and their children, who are affected by domestic abuse in Gwynedd.	
Stori - Supported Housing	
Access to service is through SPOA: SPOAAdranTai@gwynedd.llyw.cymru	
This service provides accommodation based housing related support to vulnerable women and their children, many of whom are affected by domestic abuse, who require support to achieve, maintain or maximise their opportunity to live safely, independently and successfully in the community.	