



MONMOUTHSHIRE COUNTY COUNCIL

Housing Support Grant SERVICE DIRECTORY

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What is Housing Support Grant?

Housing Support Grant core purpose is to prevent homelessness and support people to have the capability, independence, skills and confidence to access and/or maintain a stable and suitable home.

Housing is a key priority area in the Welsh Government's Prosperity for All National Strategy, which sets out the vision that *"We want everyone to live in a home that meets their needs and supports a healthy, successful and prosperous life"*.

What is Housing Related Support?

Monmouthshire County Council Housing Support Grant supports the aim of working together to prevent homelessness and where it cannot be prevented, ensuring it is rare, brief and un-repeated. To do this we need to tackle the root cause of homelessness and work to enable people to stay in their own homes longer.

Housing related support seeks to enable vulnerable people to maintain and increase their independence and capacity to remain in their own home.

These are some examples of housing related support:

- Advice with budgeting/managing money
- Helping to get advice on benefits and grants
- Support with social inclusion
- Help to develop daily living skills
- Help and advice with housing problems
- Help to access other services and opportunities e.g. health, housing, employment and education

The Housing Support Grant does **NOT** fund personal care services (e.g. help with bathing, dressing, prompting/taking medication) or housing management activities (e.g. rent arrears, anti-social behaviour problems).

Who can access Housing Support Grant Services?

Housing Support Grant services are for any person 16+ who requires housing related support to help them maintain/sustain their home and live independently within the community.

There are a range of services available within Monmouthshire which support the following:

- Alarm Services (including in sheltered/extra care)
- Families with Support Needs
- Generic/Floating Support/Peripatetic (tenancy support services which cover a range of user needs)
- Men experiencing Domestic Abuse
- People over 55 years of age with Support Needs (exclusive of alarm services)
- People with Chronic Illnesses (including HIV, Aids)
- People with Criminal Offending History
- People with Developmental Disorders (i.e. Autism)
- People with Learning Disabilities
- People with Mental Health Issues
- People with Physical and/or Sensory Disabilities
- People with Refugee Status
- People with Alcohol Issues
- People with Substance Misuse Issues
- Single Parent Families with Support Needs
- Single People with Support Needs not listed above (25 to 54)
- Women experiencing Domestic Abuse
- Young People who are Care Leavers
- Young People with Support Needs (16 to 24)
- Black Minority Ethnic
- Gypsies and Travellers
- Frail Persons
- Vulnerable Two Parent Families
- Migrant Workers

How to access Housing Support Grant Services?

The Housing Support Team deliver a 'Gateway Service', which acts as a referral route into support services. The Gateway will undertake an evaluation of need and try to match clients to the most suitable service available to them.

Please contact the **Gateway Team** if you or someone you know requires housing related support.

Housing Support Team (The Gateway)

Housing Support Services
Monmouthshire County Council
County Hall
Rhadyr
USK
NP15 1GA

Tel: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

Please note some of the services listed can only be accessed through the Gateway; where applicable, therefore only the Gateway contact details have been listed.

Housing Options Team

The Housing Options Team offer advice and assistance to those who find themselves faced with homelessness or are in housing need. The Team will discuss all options available and help individuals to make informed choices about their next steps.

The Housing Options Team's primary focus is to prevent homelessness, and there are a number of options available to Monmouthshire County Council which may assist individuals to remain at home or consider alternative accommodation.

Contact can be made directly with the Team: 01633 644 644

Alternatively, contact can be made via the One Stop Shops

Monmouthshire County Council's One Stop Shop and Community Hubs

Referrals can be made if people attend any of the One Stop Shops or Community Hubs.

In some Community Hubs there are surgeries for people who require information or support around housing related support.

One Stop Shop/Community Hub Addresses:

Abergavenny Hub

Market Hall

Cross Street

Abergavenny

NP7 5HD

Telephone: 01873 735800

Chepstow Community Hub

Chepstow Library

Manor Way

Chepstow

NP16 5HZ

Telephone: 01291 635700

Caldicot Community Hub

Woodstock Way

Caldicot

NP26 5DB

Telephone: 01291 426400

Monmouth Community Hub

Monmouth Library

Rolls Hall

Monmouth

NP25 3BY

Telephone: 01600 775200

Usk Community Hub

Usk Library

35 Maryport Street

Usk

NP15 1AE

Telephone: 01291 426888

DOMESTIC ABUSE SERVICES

Cyfannol CRISIS Project

If you are fleeing domestic abuse and need emergency support, please contact the following for advice and support:

The MAC (Multi Agency Centre) – Cyfannol Women’s Aid are situated in the MAC and are able to offer advice and guidance to those suffering abuse.

Telephone: 01873 859011

Alternatively call in for advice: 26A Monk Street, Abergavenny. NP7 5NP

24 Hour Helpline: 01495 742052

The service can also be accessed via Monmouthshire County Council’s Housing Support Team.

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

MODAS

Monmouthshire offers an outreach domestic abuse service which is suitable to both women and men. The service is known as MODAS (Monmouthshire Outreach Domestic Abuse Service) and can be accessed via Monmouthshire County Council’s Housing Support Team.

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

Refuge

If you are fleeing domestic abuse and need emergency accommodation, please contact the following for advice and support:

The MAC (Multi Agency Centre) – Cyfannol Women's Aid are situated in the MAC and are able to offer advice and guidance to those suffering abuse. They can also assist with a referral into refuge.

Telephone: 01873 859011

Alternatively call in for advice: 26A Monk Street, Abergavenny. NP7 5NP

24 Hour Helpline: 01495 742052

All Wales Domestic Abuse & Sexual Violence Helpline

If you are experiencing domestic abuse or sexual violence, have experienced domestic abuse or sexual violence, or are worried about a friend or relative who is experiencing domestic abuse or sexual violence then call the All-Wales Domestic Abuse & Sexual Violence Helpline for free. This free service is available 24 hours a day, 7 days a week.

Telephone: 0808 80 10 800

Recovery Toolkit

The Recovery Toolkit is for any woman who has suffered domestic abuse and no longer has contact with her perpetrator or their perpetrator is on a recognised programme.

During this 12-week programme, you will gain knowledge about the effects of abuse. Each week you will learn techniques to challenge negative thoughts to build positive, healthy relationships in a new life free of abuse.

<https://cyfannol.org.uk/our-services/recovery-toolkit/>

Telephone: 01873 859011

Alternatively call in for advice: 26A Monk Street, Abergavenny. NP7 5NP

24 Hour Helpline: 01495 742052

Own My Life

The Own My Life course is a 12-week groupwork programme designed to enable women to regain ownership of their lives after abuse. The course helps women make sense of what has been done to them, discover their strengths and develop the skills to move forward. Cyfannol Women's Aid creates a safe space for women to meet together to complete the course.

<https://cyfannol.org.uk/our-services/own-my-life/>

Telephone: 01873 859011

Alternatively call in for advice: 26A Monk Street, Abergavenny. NP7 5NP

24 Hour Helpline: 01495 742052

Target Hardening

Care & Repair provide a service to install target hardening equipment to people who are vulnerable to all forms of domestic abuse.

Telephone: 01495 745936

Email: referrals@crmon.org.uk

MENTAL HEALTH SERVICES

TASL (Tenancy and Supported Living)

Monmouthshire offers a floating support service to those in need of advice in area's relating to housing and mental health. The service is delivered by MIND Monmouthshire and is called TASL (Tenancy and Supported Living). This service can be accessed via Monmouthshire County Council's Housing Support Team.

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

Welfare Rights

Welfare Rights assist people with mental health issues in all aspects of welfare benefits. The established service is rapid, free, and confidential, and works with the client on completing forms. The Welfare Rights project provides expertise and documentation for Mandatory Reviews and for appeals to a Tribunal. Welfare Rights ensure the client is getting the right benefits at the right level. We offer appointments in Abergavenny, Chepstow, Caldicot and Monmouth.

Contact: Mind Monmouthshire 01873 858275

OR

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

Farmers and Families Project

The Farmers and Families project work within the villages and more rural areas of Monmouthshire to support those in the farming industry to maintain their tenancy/accommodation.

The project acts as a bridge between services and clients to build skills and contacts, to enable people living in rural areas and who live with mental health to access these services in a meaningful way. The project helps people to access social support and become socially included and resilient, especially within rural locations and areas of scant population. This service can be accessed via Monmouthshire County Council's Housing Support Team.

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

YOUNG PEOPLE (16-24) SERVICES

Young Person's Supported Accommodation

If you are aged 16-24 and are homeless or potentially homeless then the Housing Options Team may be able to offer temporary accommodation in one of the young person's hostels in either Abergavenny or Chepstow. These cannot be accessed directly.

Housing Options Team contact details are as follows:

Telephone: 01633 644644

OR

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

MOYO (Monmouthshire Youth Outreach)

MOYO is a floating support service which aims to provide support to 'non-engaging' young people who are NEET (Not In Education, Employment or Training)/homeless or who are at risk of becoming NEET/homeless. The target group for this service are young people aged 16 – 24. This service can be accessed via Monmouthshire County Council's Housing Support Team.

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

FAMILY SUPPORT SERVICES

Family Intervention and Prevention Project

The Family Intervention and Prevention Project (FIPP) is designed to work with families facing eviction or other enforcement action due to anti-social behaviour. The service takes a whole family approach and combines intensive support to confront and change behaviour. This service can be accessed via Monmouthshire County Council's Housing Support Team.

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

Family Mediation

Llamau offers support for young people and their family with a view to helping families communicate better and stay together. The service is flexible, welcoming self-referrals and referrals via third party organisations, such as schools and local authorities. This service can be accessed via Monmouthshire County Council's Housing Support Team. This service is for age 14 plus.

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

55 YEARS PLUS SERVICES

Healthy At Home (60 Plus)

The Healthy at Home Project provides a service to reach people who are socially inactive and/or isolated, in addition to assisting with hospital prevention and sustainable independent living. Assistance is provided to clients to gain income maximisation, grants and a Healthy Home Check for additional works/services to sustain independent living. The service aims to achieve improvements in safety, security, comfort, and independence that lead to greater health and wellbeing for older people.

Telephone: 01495 745936

Email: referrals@crmon.org.uk

REFUGEE SERVICES

Ukrainian Support

Monmouthshire Housing Support Team provides a dedicated service in respect of Ukrainian individuals fleeing the war in Ukraine who need advice and support after arriving in Monmouthshire. This service can be accessed via Monmouthshire County Council's Housing Support Team.

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

Or

Ukraine Response Team contact details are as follows:

Email: ukrainesupport@monmouthshire.gov.uk

GENERIC SERVICES

Generic floating support is available to anyone above the age of 16 who would benefit from housing related support (as described on page 3).

Generic floating support also aims to prevent homelessness and tackle tenancy breakdowns and covers anyone of the people who fall in any of the categories as listed on page 4.

Monmouthshire Gateway and Low-Level Prevention

The Gateway acts as a triage service which evaluates all referrals received. On evaluation the Low-Level Prevention Service will support any vulnerable person with housing related issues who is in crisis.

Monmouthshire Universal Credit

Monmouthshire Housing Support Team provides a dedicated service in respect of people who need advice and support to deal with issues related to Universal Credit across Monmouthshire.

POBL Tenancy Support; Llamau Tenancy Support

POBL and Llamau provide support to vulnerable people above the age of 16 throughout Monmouthshire with any housing related matters.

Housing & Wellbeing Projects

POBL, Llamau and MHA provide tenancy and/or housing related support to service users whose wellbeing would be enhanced and improved as a result of enhancing their housing needs. These services deliver housing-related support to vulnerable individuals and their families in Monmouthshire, and hold surgeries in Monmouth, Abergavenny, Usk, Caldicot and Chepstow.

Housing First

POBL's Housing First team help people experiencing homelessness move into temporary and permanent accommodation whilst providing open-ended, wraparound support.

Assertive Outreach Team

Llamau provides outreach support to individuals experiencing rough sleeping, sofa-surfing or in temporary accommodation.

Temporary Accommodation Resettlement Service

POBL offer a floating support service to individuals placed in Temporary Accommodation by Housing Options Team to source permanent accommodation whilst also supporting individuals to manage their income and expenditure, ensuring access to appropriate health services and support to maintain or achieve a high level of wellbeing.

Please contact the Housing Support Team for all the above projects:

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

Substance Misuse/Assertive Outreach

GDAS offer an outreach service to individuals with housing support needs experiencing substance misuse issues. The service can be accessed via Monmouthshire County Council's Housing Support Team.

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

REGIONAL SERVICES

Criminal Offending

Wallich offer a floating support service to prolific and priority offenders. The support is focused on resettlement and aims to help people change behaviours long term. The service can be accessed via Monmouthshire County Council's Housing Support Team.

Housing Support Team contact details are as follows:

Telephone: 01633 740730

Email: housingsupportservice2@monmouthshire.gov.uk

HOUSING SUPPORT GRANT CONTACTS

Trudy Griffin

Housing Support Commissioning & Operations Manager

Email: trudygriffin@monmouthshire.gov.uk

Telephone: 07872 696489 / 01633 740727

Michael McGrath

Housing Support Commissioning & Contract Officer

Email: mikemcgrath@monmouthshire.gov.uk

Telephone: 07967 275855 / 01633 644398

Jane Kirby

Housing Support Commissioning & Review Officer

Email: janekirby@monmouthshire.gov.uk

Telephone: 07890 062811

Contact Address

Housing Support Grant

Enterprise

Monmouthshire County Council

County Hall

The Rhadyr

USK

NP15 1GA