



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

2021/2022

Isle of Anglesey County Council  
**Housing Support Grant  
Directory of Services**



## 1.0 What is Housing Support Grant?

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

## 2.0 What is Housing related support?

Housing related support is provided to help vulnerable people develop or maintain the skills and confidence necessary to live as independently as possible e.g. providing:

- Help to maintain tenancies;
- Help with managing money /paying bills;
- Help with keeping your home safe;
- Help with accessing education and employment and keeping appointments;
- Help with setting up benefits and finances;
- Help to understand and filling in forms;
- Help join local community and groups;
- Help to rebuild relationships;
- Help to find you suitable and affordable accommodation.

## 3.0 How to access the Housing Support Grant

Housing Support Grant Single Point of Access (SPOA)

The Single Point of Access referral pathway for Housing Support Grant Service carries out checks relating to suitability and eligibility and then directs the referral to the most appropriate support provider. The service provider will then make contact with the person and arrange for an assessment to be completed, where the level and type of support to be provided will be agreed between the vulnerable person and the provider. If you or someone you know may be in need of Housing Related support than you can:

- Ask your social worker or health professional, or any other professional from agencies such as Housing, Probation, Education or Department of Works and Pensions to make contact;
- Ask a friend or member of your family to make contact;
- Make contact yourself by emailing or completing a referral form.

### Single Point of Access (SPoA) Contact Details

Email: [spoa@ynysmon.gov.uk](mailto:spoa@ynysmon.gov.uk)

Tel: (01248) 751937

**OR** visit the Council Offices to speak to an Officer:

**SPoA Officer**

**Housing Department**

**Main Council Offices**

**Llangefni**

**LL77 7TW**

## Directory of Services

Name of support Provider	Client Group	Number of Clients Per Week	Service Description
<b>Men and Women Experiencing Domestic Abuse Services</b>			
<b>Gorwel</b> – Refuge and Dispersed Housing	Domestic Abuse	4 units of refuge Provision 1 unit of dispersed housing	<p>The main refuge has a variety of room sizes ranging from a single room to one that will take 6 beds and includes a ground floor on-suite room that has been adapted for use by someone with a disability. All the facilities are shared but this is a large property that has space for women to be on their own.</p> <p>The single unit of dispersed housing can be used to accommodate both male and female victims / survivors of domestic abuse.</p>
<b>Gorwel</b> – Floating Support	Domestic Abuse	45 units of floating support	This service delivers floating support to both men and women over the age of 16 years, who are affected by domestic abuse and who require housing related support.
<b>Gorwel</b> – IDVA Services	Domestic Abuse	Support provided on a regional basis  20 Units Target Hardening	The IDVA Service is partly funded by the Housing Support Grant and it is a service, which supports victims of domestic abuse whose case has been assessed as high risk.

			The service provides short-term (average of three months) intensive support to help victims, many who are still within the abusive relationship, break free from domestic violence. The IDVA Service can offer support to navigate the criminal justice process and work with the different statutory agencies to provide wraparound support. Furthermore, increased security can be fitted within properties of victims so that they can continue to live safely at home or support them to move.
<b>Learning Disabilities Services</b>			
<b>Cartrefi Cymru - Supported Accommodation</b>	Learning Disabilities	15 units of long term shared and single supported living within 7 different properties	Cartrefi Cymru is a voluntary organisation providing supported housing and housing related support to tenants with learning disabilities.
<b>Tyddyn Môn - Supported Accommodation</b>	Learning Disabilities	22 units of shared and single supported living within 7 different properties	Tyddyn Môn provide housing related support to people with learning disabilities Tyddyn Môn have 7 shared houses.
<b>Môn Care – Supported Accommodation</b>	Learning Disabilities	5 Units of shared and single Supported Living across 3 different properties  2 Units of, short term Supported Living for up to 12 months, for assessment purposes, to determine suitability for independent living within the community.	Môn Care is the internal provider of the Social Services Department of Anglesey County Council that provides supported accommodation.

<b>Mental Health Services</b>			
<b>Community Support Service – Supported Accommodation Services</b>	Mental Health	9 units of supported accommodation	<p>The Community Support Service has a supported housing scheme owned by Clwyd Alyn Housing Association and is located in Llangefni. The scheme consists of 7 x 1 bedded self-contained flats, a communal area for adults requiring mental health support.</p> <p>1 x 3 bedroom house in Holyhead. Community Support Service are acting as the support provider for this service which is for families or single parents with mental health needs</p> <p>1 x 2-bedroom property in Valley. Community Support Service are acting as the support provider for this service which is for individuals or single parent with mental health needs</p>
<b>Community Support Service – Floating Support</b>	Mental Health	60 units of Floating Support	CSS deliver a floating support service providing housing related support to people with low to medium, level mental health needs. Additional access can also be gained to Mental Health Wellbeing Groups, via this support service.
<b>The Wallich</b>	Mental Health	5 units	The Wallich deliver a Housing First Approach service to 5 units of lead need mental health.

<b>Older People Services</b>			
<b>Gorwel</b> – Floating Support	Older People Services	165 units	The project provides housing related ‘floating’ support for people aged 55 years and over. The service is delivered 7 days a week, 9am – 5pm (Weekend 09:30am - 12:30pm) and provides short, medium and long term support to enable older people to live as independently as possible. It is tenure neutral and therefore available for social, and private rented tenants as well as owner-occupiers. Additional access can be gained to Gardening and Craft Clubs via this service.
<b>Offending/ Ex Offending Services</b>			
<b>Housing Support Services</b> – Prison Resettlement Officer	Prison Resettlement Officer	30 units	The IoACC employ two Prison Resettlement Officers to provide housing related (floating) support for people who are imprisoned and due for release, but have housing related support needs. Support can be provided for up to 12 weeks and should the vulnerable person require further support, arrangements will be made to transfer to CAIS.
<b>Cais</b> – Supported Accommodation	Offending	6 units of Supported Accommodation	CAIS Supported Housing Projects enables people who have an offending history to live independently in the community by providing accommodation and practical support to learn the skills needed to keep a tenancy

<b>Cais – Floating Support</b>	Offending	13 units of Floating Support	This service aims to deliver support to people with an offending history across all housing tenures, i.e. council or housing association owned properties, private rented or owner occupied
<b>Substance Misuse Services</b>			
<b>Cais – Floating Support</b>	Substance Misuse	41 units of Floating Support	This service offers housing related support to people who: <ul style="list-style-type: none"> <li>• Are concerned about their alcohol or drug use</li> <li>• Need help with keeping a tenancy or need support to live safely in their own home</li> </ul>
<b>Cais – Supported Accommodation</b>	Substance Misuse	7 units of Supported Accommodation	CAIS Supported Housing Projects enables people with needs associated with substance misuse to live independently in the community by providing accommodation and practical support to learn the skills needed to keep a tenancy.
<b>Young People with Support Needs 16- 24 years Services</b>			
<b>Digartref – Supported Accommodation – Llys Y Gwynt/ Y Gilfach</b>	Young People	16 units of Supported Accommodation	This service provides Supported Accommodation for Young Single People In the form of a 9 bed unit 2, 2 Bed shared units as well as two single units These services consist of; <ul style="list-style-type: none"> <li>• A 9 bedroom unit for young</li> </ul>

			<p>homeless people in Holyhead</p> <ul style="list-style-type: none"> <li>• 4 units of dispersed shared accommodation in Holyhead</li> <li>• 3 single units in the form of two bed flats in Holyhead</li> </ul>
<b>Digartref – Floating Support</b>	Young People	12 units of Floating Support	<p>This Service provides housing related support to young vulnerable people between the ages of 16-24yrs who are homeless or at risk of homelessness and have complex support needs. This services consist of;</p> <ul style="list-style-type: none"> <li>• 12 units of Floating Support for individuals and young families aged 16-24.</li> <li>• Pre- Tenancy and Tenancy Related Support</li> </ul>
<b>Digartref – Support Accommodation Coedlys</b>	Young People	11 units of Supported Accommodation	<p>This Service provides supported accommodation within Llangefni for young people with complex support needs between the ages of 16 to 24</p> <ul style="list-style-type: none"> <li>• A 7 bedroom hostel for young homeless people in Llangefni</li> <li>• 2 cluster-based units offering accommodation for a minimum of 2 individuals aged 16-24 or 2 young families aged 16-24</li> <li>• 2 single units of fixed move-on accommodation at Menai Bridge.</li> </ul>



<b>Digartref –Floating Support - Coedlys</b>	Young People	12 units of Floating Support	<p>This Service provides housing related support to young people and between the ages of 16-24yrs who are homeless or at risk of homelessness and have complex support needs. This services consist of;</p> <ul style="list-style-type: none"> <li>• 12 units of Floating Support for individuals and young families aged 16-24.</li> <li>• Pre- Tenancy and Tenancy Related Support.</li> </ul>
<b>Families/Single Parents with Support Needs Services</b>			
<b>Hafan Cymru – Supported Accommodation</b>	Vulnerable Single Families / Domestic Abuse	4 units of Supported Accommodation	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.
<b>Hafan Cymru – Floating Support</b>	Vulnerable Single Families / Domestic Abuse	45 units of Floating Support	This service provides housing related floating support to vulnerable women and their children in their own homes
<b>Homelessness/ Generic Services</b>			
<b>Housing Support Service IoACC- Floating Support</b>	Generic	172 unit of Floating Support	This service provides low, medium and high level housing related support to vulnerable households who are at risk of becoming homeless or who are resettling

			<p>after being homeless or living in unsettled accommodation.</p> <p>The service works with clients to develop and maintain their capacity to live independently in their home and within the community by supporting them to successfully maintain their tenancies and independence.</p>
<b>Cais – Floating Support</b>	Generic	34 units of Floating Support Units	This service aims to deliver a range of housing related support to service users across all accommodation tenure i.e. Council, Housing Association, Private Rented and Owner Occupiers.
<b>The Wallich – Housing First</b>	Homelessness – Housing First 25 -54 years	<p>20 units of Housing First</p> <p>8 units of ‘Rapid Rehousing’</p>	<p>Housing First is a recovery based approach which concentrates on achieving a stable lifestyle by moving people experiencing homelessness or at risk of homelessness into independent and permanent housing and then providing services and support as needed. A wrap-around support service may focus on issues such as medical, behavioural, mental, income, landlord relationship. Rapid rehousing is about taking a housing led approach for rehousing people that have experienced homelessness, making sure they reach a settled or temporary housing option as quickly as possible</p>

			rather than staying in emergency bed and breakfast accommodation where possible.
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## Homeless Prevention -

Name of support Provider	Client Group	Number of Clients Per Week	Service Description
<b>Homeless Prevention Services</b>			
<b>Digartref</b> - The Lighthouse Day Centre William Street, Holyhead	Homelessness Age 18 +	Drop in Centre	A drop in Day Centre for those ages 18 upwards who are sleeping rough, homeless, threatened with homelessness or in housing difficulty. This service is open 7 days per week throughout the year and although referrals can be taken for the service, this is not a requirement as people can simply drop in.
<b>The Wallich</b> - Stepping Stones - Mental Health Step down accommodation	Homelessness and Mental Health – no age restriction	6 units – <ul style="list-style-type: none"> <li>• Three accommodation based</li> <li>• Three 'Move On'</li> </ul>	A Housing First Approach, this Service supports people to 'Move In' to emergency/step down accommodation with a view to 'Move On' to longer term tenancies. It consists of three private rented flats which is managed by the IoACC Housing Department and the support is delivered by The Wallich. The step down accommodation is for a maximum of 12 weeks and the support service is up to two years.
<b>Digartref</b> – Younger Person Step down accommodation	Homelessness 16 -24	4 units <ul style="list-style-type: none"> <li>• Accommodation step down</li> </ul>	This service supports younger people who are homeless or threatened with homelessness to access temporary 'step down accommodation' for a period of up to 12 weeks with the view to 'move on'. The accommodation is managed by

			IoACC Housing Department and the support provider is Digartref.
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