



STRONG HERITAGE | STRONG FUTURE
RHONDDA CYNON TAF
TREFTADAETH GADARN | DYFODOL SICR



Rhondda Cynon Taf Housing Support Grant Services Directory

INDEX

	Page No
Introduction	3
How to Apply	6
Domestic Abuse Services	7
Temporary Accommodation Services	11
Mental Health/Complex Needs Services	13
Substance Misuse Services	26
Young Persons Services	27
Services for Vulnerable Families	36
New Locality Based Floating Support Service	37
Pre-Tenancy Training	39
Dementia Service	40
Homeless Prevention services (Sardis House)	41
Homeless Prevention Service (Other locations)	43

INTRODUCTION

WHAT IS THE HOUSING SUPPORT GRANT?

The Housing Support Grant Programme funds develops and monitors many service' s including supported housing and housing related support services for vulnerable people.

The services are aimed at enabling people who need help to develop independent living skills or maintain independence in the community.

Services focus on preventing or solving problems that might lead to homelessness, residential care, hospital admissions or offending.

WHAT IS HOUSING-RELATED SUPPORT?

Housing Related Support can help people gain the skills needed to be able to maintain or develop the capacity to live independently and contribute positively within the community.

Support can be provided in Supported or Emergency accommodation or at their own home. Support should empower people to be independent.

Support can be provided to assist with multiple issues including:

- Signposting and assistance to link to other agencies, drug and alcohol services, education, training, employment and health services
- Settle and maintain your home, including managing a tenancy
- Budget, manage finances, and maximise income
- Develop practical living skills
- Mental Health Issues
- Rebuild/develop links with social networks/family and reduce social isolation
- Increase your personal safety and security
- Advice on housing issues, resettlement, arrears, eviction etc.

WHO DOES THE HOUSING SUPPORT GRANT TEAM SUPPORT?

Support is available in many forms including for those who do not have their own accommodation , those require who supported or emergency accommodation. It is also available to those who have their own homes or tenancies, private or rented. The projects are not suitable for those who will not be able to live independently.

Support can also be provided to those who want their own homes but need to develop the skills needed to manage a tenancy.

Support is available to

- People who are homeless/potentially homeless
- Ex-offenders
- People with a physical disability
- People who have or are experiencing domestic abuse
- People with a drug and/or alcohol issues
- Older people
- Young people
- People with chronic illnesses
- People with learning difficulties
- People with mental health issues
- Refugees
- Vulnerable families

WHAT HOUSING-RELATED SUPPORT DOESN'T DO:

The Housing Support Grant doesn't fund the following

- Housing management
- Specialist counselling
- Day care
- Personal care
- Support in a care home
- Outreach work with rough sleepers
- Drop in centres
- Health care
- Providing medication
- Detoxification programmes
- Therapeutic interventions
- Mediation services.

Do you require housing related support?

If so, we could help.

Housing-Related Support Services can provide help and support with the following:

- Budgeting
- Debt issues
- Threat of homelessness
- Maximising income and help paying bills
- Liaising with appropriate professionals
- Advising how to keep the property safe and secure

- Daily living skills

Housing Support Grant primarily funds two categories of support i.e.

Supported Accommodation & Floating Support.

Housing-Related Support Services support people with a range of needs including:

- Homelessness
- Domestic Abuse
- Mental Health
- Young People
- Learning Disabilities
- Older People

THE COSTS INVOLVED

Housing Support Grant services are generally free of charge, however if an individual is accessing supported housing, sheltered housing, direct access or refuge accommodation there may be some charges that they will have to pay for example heating costs.

The rent and service charge costs are often much higher than general needs housing, therefore if an individual is working and not eligible for housing benefit then supported housing may not be affordable for the individual. In such cases other options such as floating support in their own home or shared housing may be more appropriate.

WHO IS THIS DIRECTORY FOR?

This directory is for anyone who needs advice or information about housing related support services funded by Housing Support Grant in Rhondda Cynon Taf. This includes staff of agencies or organisations that work with people who need to access a support service and people who require support for themselves or someone that they know.

WHAT IS INCLUDED IN THIS DIRECTORY?

The directory lists all the housing related support services funded in this area and available.

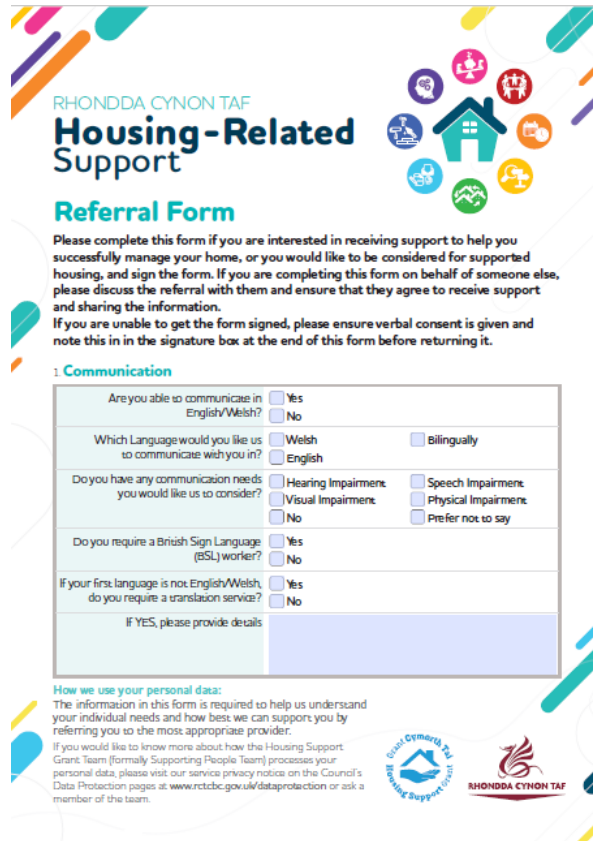
It provides details of the services they provide and who they are for.

WHO CAN REFER INTO HOUSING SUPPORT GRANT FUNDED SERVICES?

Anyone can refer, you do not have to be a professional body, you can self-refer, or you can refer a person who you think may require support

HOW TO APPLY

If you wish to refer someone or refer yourself then please complete the referral form, unless otherwise stated.



RHONDDA CYNON TAF
Housing-Related Support

Referral Form

Please complete this form if you are interested in receiving support to help you successfully manage your home, or you would like to be considered for supported housing, and sign the form. If you are completing this form on behalf of someone else, please discuss the referral with them and ensure that they agree to receive support and sharing the information.



If you are unable to get the form signed, please ensure verbal consent is given and note this in the signature box at the end of this form before returning it.

1: Communication

Are you able to communicate in English/Welsh?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Which Language would you like us to communicate with you in?	<input type="checkbox"/> Welsh	<input type="checkbox"/> Bilingually
	<input type="checkbox"/> English	
Do you have any communication needs you would like us to consider?	<input type="checkbox"/> Hearing Impairment	<input type="checkbox"/> Speech Impairment
	<input type="checkbox"/> Visual Impairment	<input type="checkbox"/> Physical Impairment
	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say
Do you require a British Sign Language (BSL) worker?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If your first language is not English/Welsh, do you require a translation service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If YES, please provide details		

How we use your personal data:
The information in this form is required to help us understand your individual needs and how best we can support you by referring you to the most appropriate provider.

If you would like to know more about how the Housing Support Grant Team (formally Supporting People Team) processes your personal data, please visit our service privacy notice on the Council's Data Protection pages at www.rctcbc.gov.uk/dataprotection or ask a member of the team.

If you require further information about Housing Support Grant funded services, please contact the Housing Support Grant team (formally Supporting People Team):

Address: Housing Support Grant team, Sardis House, Sardis Road, Pontypridd. CF37 1DU

Phone: 01443 281482: HSGTEAM@rctcbc.gov.uk

Website: www.rctcbc.gov.uk/Supportingpeople

Domestic Abuse Services

Supported Accommodation Services



Domestic Abuse Services RCT Refuge

Age Group: 16+ (Women only)

Support Accessible: 24 hours a day, 7 days a week (Refuge)
Monday - Friday, 9am - 5pm (Shared Houses)

Accessed Via: Direct access via Domestic Abuse Services or Housing Solutions Team (26 Spaces)

Domestic Abuse Services RCT has Refuge (emergency accommodation) provision for women and their children fleeing domestic abuse. The main intake and assessment refuge has 9 individual bedsits containing self-contained kitchen and bathroom facilities. The refuge also has communal living areas, laundry facilities and play areas for children and young people. Generally, the stay at the intake and assessment refuge is brief (1-2 weeks) before moving to one of our other district refuges.

The other refuges are shared houses within the Taff Ely and Cynon areas. Each family/single person will have their own bedroom but share the bathrooms, kitchens, lounge and children area with other residents. All the refuges are easily accessible to local facilities, schooling and transport links. Clients are allocated a support worker from a team of experienced, female support workers and will plan structured support sessions tailored to individuals support needs. Domestic Abuse Services RCT aim to provide a holistic support environment and work closely with all partner agencies including regular input from health, housing, and legal agencies.

For further information about the support available please contact Alyson Shmylo

Telephone: 01443 400791 (office hours Monday –Friday 9am to 5pm)

Live Fear Free Helpline 08088010800 (evenings and weekends)

Email: alysonshmylo@wa-rct.org.uk



Other Domestic Abuse Services



Domestic Abuse Services RCT Floating Support Scheme

Age Group: 16+ (Women & Men)

Support Accessible: Support available at agreed times throughout the week dependent on individual need

Accessed Via: Single Point of Access. (35 Spaces)

Domestic Abuse Services RCT have a floating support scheme to provide support to women and men who have experienced domestic abuse who are living in their own tenancies within the RCT area. There are 35 spaces on the floating support scheme. Children on scheme can also access support via Domestic Abuse Services RCT.

The scheme provides support to assist women who have housing related support needs or require support to maintain their current tenancies. Generally, support is available for up to a period of 12 months and is subject to review.

As with the refuge provision, support is tailored to individuals through needs, risk and support planning. Support can be provided in the following areas:

- Setting up a home and a tenancy
- Support with finances and budgeting
- Support to maintain the safety and security of the home
- Developing independent living skills
- Support to access community facilities
- Support to access employment/training or volunteering opportunities
- Support to assist with general health and wellbeing.
-

For further information about the support available please contact Domestic Abuse Services RCT

Telephone: [01443 400791](tel:01443400791) (office hours Monday –Friday 9am to 5pm)

Email: trudyfisher@wa-rct.org.uk



S.A.F.E project

Age Group: 18+

Support Accessible: Support available via telephone, face to face/online and groups at agreed times

Accessed Via: Direct Access via Domestic Abuse Services RCT

The S.A.F.E project provides support, advocacy and guidance for individuals affected by domestic abuse and all forms of violence against women to enable them to make informed choices and develop skills and confidence to take greater control in their lives and live in a safe and secure environment. The project provides drop-in support via telephone or face to face along with a range of group programmes including the freedom programme, recovery toolkit and hope to recovery which are available online or in a group environment. There are drop-in centres located in Pontypridd, Aberdare Town Centres and Rhondda which provide a gateway to refuge and floating support schemes along with a range of external agency surgeries including legal and debt management advice.

For further information about the support available please contact Jessica Barrow

Contact Details:

Telephone: [01443 400791](tel:01443400791)

Email: jessicabarrow@wa-rct.org.uk



Cwm Taf Care & Repair

Care & Repair Cymru (Domestic Abuse)

Age Group:	No age restriction
Support Accessible:	Support available in your own home
Level of Support:	Suitable for victims of domestic abuse
Accessed Via:	Oasis Centre

This Care & Repair scheme aims to reduce homelessness by enabling victims of domestic abuse, where safe and appropriate to do so to remain in their homes by providing security measures to help them and their families feel safe and secure. The scheme is open to all victims of domestic abuse with referrals made by through the Oasis Centre in Pontypridd as part of your safety planning arrangements.

As part of this referral process a range of housing options will be discussed and offered to enable the client to make an informed decision about the options that best suits their needs and circumstances. This may include:

- Change of window and door locks
- Window and door alarms
- Door jammers/chains
- Personal Alarms
- CCTV
- Security lighting with
- Fire safety equipment including extinguishers/fire blankets/fireproof letter boxes
- External Letterboxes

For further information about the support available please contact Kay Evans

Contact Details:

Telephone: [01443 755696](tel:01443755696)

Email: kevans@cwmtaocr.org.uk

Temporary Accommodation



Mill Street Hostel, Pontypridd

Age Group: 18+

Support Accessible: 24 hours a day, 7 days a week

Accessed Via: Housing Solutions Team (10 Spaces)

POBL have a 10-bed hostel for homeless individuals. Each resident has their own room and bathroom facility but share the communal lounge, kitchen and laundry. Residents will be expected to participate in arranged support sessions and will be expected to participate in regular workshops to assist with developing the skills to live independently.

It is expected that residents will stay up to a maximum of 16 weeks dependent on the individual's needs. Access to Mill Street Hostel is made through referral by the Council's Housing Solutions Team.

For further information about the support available please contact Rhydian Wiggins

Telephone: [07384117003](tel:07384117003)

Telephone: [01443 485515](tel:01443485515)

Email: hacduty@rctcbc.gov.uk





The Grange, Pontypridd

- Age Group:** 16 – 24
- Support Accessible:** 24 hours a day, 7 days a week
- Level of Support:** Suitable for young people with high support needs
- Accessed Via:** Housing Solutions Team (10 Spaces)

The Grange is a 10-bed hostel for homeless young people aged 16 -24. Each resident has their own room which includes a bathroom and cooking facilities but share the communal laundry, Lounge and Kitchen. Breakfast is also provided.

Residents will be expected to participate in arranged support sessions and participate in regular workshops to assist with developing the skills to live independently. When considered ready to move on residents are expected to participate in the Get Ready and Move On project to help them understand how to manage a tenancy. Time at the project will be subject to individual need and move on arrangements. Access to the hostel is made through the Councils Housing Solution Team.

For further information about the support available please contact Andrea Davies (Hostel Manager)

Telephone: [01443 493389](tel:01443493389)

Telephone: [01443 485515](tel:01443485515)

Email: hacduty@rctcbc.gov.uk



Mental Health/Complex Needs Services

24 Hour Supported Accommodation Services (High)



Martins Close Project, Abercynon (Move on Accommodation from Mill Street Hostel)

Age Group: 18+

Support Accessible: 24 hours a day, 7 days a week

Level of Support: Suitable for clients with higher level support needs

Accessed Via: Single Point of Access (13 Spaces)

Martins Close is a 13-bed supported accommodation for individuals who need support to help them live independently. Each resident has their own self-contained room and bathroom. Residents will be expected to participate in arranged support sessions and in regular workshops to assist with developing the skills to live independently. It is likely that residents will stay between approximately 6 and 12 months dependent on the individual's needs.

The individuals accessing this project will have higher level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent. Those accessing this project will need to have capacity to become independent.

One of the 13 units has two bedrooms with one suitable for individuals who have adapted housing needs.

For further information about the support available please contact Rachel Davies

Telephone: [02922 745395](tel:02922745395)

Email: Rachel.Davies2@pobgroup.co.uk



PLATFORM FORM

Sherwood Street Project, Llwynypia

- Age Group:** 18+
- Support Accessible:** 24 hours a day, 7 days a week
- Level of Support:** Suitable for clients with higher level support needs
- Accessed Via:** Single Point of Access (4 Spaces)

The Sherwood project is specifically for those with higher support needs. It is likely that residents will only stay between approximately 6 and 12 months although this will be dependent on the individual's needs.

This is a shared house for 4 residents. Each resident has their own room but share the communal lounge, dining area, kitchen and bathroom.

The individuals accessing this project will have higher level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent. Those accessing this project will need to have capacity to become independent.

For further information about the support available please contact Kate Moffat

Telephone: [01685 875508](tel:01685875508) or [07866420328](tel:07866420328)

Email: katemoffat@platform.org





Caersalem House Project, Ton Pentre

- Age Group:** 18+
- Support Accessible:** 24 hours a day, 7 days a week
- Level of Support:** Suitable for clients with higher level support needs
- Accessed Via:** Single Point of Access (8 Spaces)

This supported housing project is specifically for those with mental health/complex needs. It is likely that residents will only stay between approximately 6 and 12 months dependent on the individual's needs.

Caersalem House is a project containing 4 flats which are shared. Each resident has their own room but share the kitchen and bathroom with one other resident. The project is for 8 residents. There is a communal lounge/activity room.

The individuals accessing this project will have higher level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent. Those accessing this project will need to have capacity to become independent.

For further information about the support available please contact Jane Kempzell

Telephone: [01443 438280](tel:01443438280)

Email: Jane.kempzell@poblgroup.co.uk



PLATFORM

Rhos Dyfed, Aberdare

Age Group:	18+
Support Accessible:	24 hours a day, 7 days a week
Level of Support:	Suitable for clients with higher level support needs
Accessed Via:	Single Point of Access (7 Spaces)

This supported housing project is for both single males and females with mental health problems who are at risk of homelessness, but who may also be experiencing one or more of a range of other issues, such as substance misuse, trauma from domestic abuse, unemployment etc. The project has 5 self-contained flats (owned by Newydd Housing Association) with a community space for residents to partake in a range of activities, including One Stop Shop sessions. Each resident is offered a flat on a 12-month basis.

The individuals accessing this project will have higher level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent. Those accessing this project will need to have capacity to become independent.

For further information about the support available please contact Kate Moffat

Telephone: [01685 875508](tel:01685875508) or [07866420328](tel:07866420328)

Email: katemoffat@platform.org

9 – 5 Supported Accommodation Services (Medium)

PLATFORM

Dover Street Project, Mountain Ash

- Age Group:** 18+
- Support Accessible:** Monday – Sunday, Weekdays and Weekends- flexible hours
- Level of Support:** Suitable for clients with moderate level support needs
- Accessed Via:** Single Point of Access (4 Spaces)

This supported housing project is specifically for those with a mental health need. It is likely that residents will only stay between approximately 6 and 12 months dependent on the individual's needs. The project contains 4 individual bedsits which are made up of living room/bedroom with a small kitchen and a bathroom. There is a laundry room but no other shared or communal rooms. There are steps to the main entrance of the building.

The individuals accessing this project will have moderate level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent.

For further information about the support available please contact Kate Moffat

Telephone: [01685 875508](tel:01685875508) or [07866420328](tel:07866420328)

Email: katemoffat@platform.org



PLATFORM FORM

Glenboi Project, Mountain Ash

Age Group: 18+

Support Accessible: Monday – Sunday, Weekdays and Weekends- flexible hours

Level of Support: Suitable for clients with moderate level support needs

Accessed Via: Single Point of Access (4 Spaces)

This supported housing project is specifically for those with mental health needs. It is likely that residents will only stay between approximately 6 and 12 months dependent on the individual's needs. The project contains 4 individuals one-bedroom flats. There are no shared or communal areas.

The individuals accessing this project will have moderate level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent.

For further information about the support available please contact Kate Moffat

Telephone: [01685 875508](tel:01685875508) or [07866429328](tel:07866429328)

Email: katemoffat@platform.org





Merthyr Road Project, Pontypridd

Age Group: 18+

Support Accessible: Monday – Sunday, Weekdays and Weekends- flexible hours

Level of Support: Suitable for clients with moderate level support needs

Accessed Via: Single Point of Access (5 Spaces)

This supported housing project is specifically for those with mental health needs. It is likely that residents will only stay between approximately 6 and 12 months dependent on the individual's needs. This is a shared house for 5 residents. Each resident has their own room but share the communal lounge, dining area, kitchen and bathroom.

The individuals accessing this project will have moderate level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent.

For further information about the support available please contact Hannah Davies

Telephone: [01443 406463](tel:01443406463)

Email: RCTsupportservices@hafod.org.uk





Llewellyn Street Project, Pentre

Age Group: 18+

Support Accessible: Monday – Sunday, Weekdays and Weekends- flexible hours

Level of Support: Suitable for clients with moderate level support needs

Accessed Via: Single Point of Access (4 spaces)

This supported housing project is specifically for those with mental health needs. It is likely that residents will only stay between approximately 6 and 12 months dependent on the individual's needs. This is a shared house for 4 residents. Each resident has their own room but share the communal lounge, dining area, kitchen and bathroom.

The individuals accessing this project will have moderate level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent.

For further information about the support available please contact Hannah Davies

Telephone: [01443 406463](tel:01443406463)

Email: RCTsupportservices@hafod.org.uk



Low Level Supported Accommodation/Dispersed

PLATFORM

Dispersed Housing

Age Group:	18+
Support Accessible:	Support available at agreed times throughout the week dependent on individual need
Level of Support:	Suitable for clients with lower level support needs
Accessed Via:	Single Point of Access (8 Spaces)

Move on supported housing is specifically for individuals with mental health needs.

There are 9 one- bedroom units within the Taff Ely area including Talbot Green and Rhydyfelin.

This project is suitable for those moving on from higher level supported accommodation but who are not yet ready to live independently. It is anticipated that residents will only stay between approximately 6 and 12 months although this is dependent on the individual's needs.

This project is suitable for those with lower support needs with support available which will reduce over time.

For further information about the support available please contact Kate Moffat

Telephone: [01685 875508](tel:01685875508) or [07866420328](tel:07866420328)

Email: katemoffat@platform.org



Elias Court Project, Ton Pentre

- Age Group:** 18+
- Support Accessible:** Support available at agreed times throughout the week dependent on individual need
- Level of Support:** Suitable for clients with lower level support needs
- Accessed Via:** Single Point of Access (7 Spaces)

Elias Court is a project containing 7 self-contained one-bedroom flats.

This project provides move on supported accommodation for individuals with mental health needs. In most cases this project would be suitable for those moving on from higher level supported accommodation, but who are not quite yet ready to live independently. It is anticipated that residents will stay between approximately 6 and 12 months dependent on the individual's needs.

This project is suitable for those with lower support needs, but this will reduce over time.

For further information about the support available please contact Jane Kempell

Telephone: [01443 438280](tel:01443438280)

Email: Jane.kempell@poblgroup.co.uk



Other Mental Health/Complex need Services

Specialist Mental Health and Substance Misuse Housing Outreach Service (Regional)

Age Group: 18+

Support Accessible: Support is provided directly to service users placed in hostels, Bed and Breakfast accommodation and those being supported by the RCT Housing First Project.

Level of Support: will vary based on individual need.

Accessed Via: Direct contact with Specialist Outreach Team

The Regional Specialist Health Team provides a specialist, multi-agency outreach service to homeless individuals with a health-related issue. The team comprises of support workers, nurses, and Trauma specialists. They work with individuals who have been placed in all forms of temporary accommodation including hostels and Bed and Breakfast accommodation and person's being supported by the Housing First projects in RCT, Bridgend and Merthyr Tydfil. The team support individuals when a health intervention is needed and who have difficulty accessing traditional services.

The service also includes four Trauma Informed Psychotherapists.

Referrals are accepted via telephone or e-mail.

For further information about the support available please contact Laurie Cox (Laurie.J.Cox@rctcbc.gov.uk)

Contact details:

Telephone: 01443 809446 (alternatively 01443 809444)

Email: specalistoutreach@rctcbc.gov.uk

PLATF FORM

Mental Health Project (Platform)

Age Group: 18+

Support Accessible: Support provided in accommodation

Level of Support: Suitable for clients with mental health needs

Accessed Via: Housing Solutions Team

Platform Mental Health Project has a team of three workers based within the Housing Solutions Team in Sardis House Pontypridd who provide a seamless service for those who have a mental health need and experiencing housing difficulties. **This service now includes evening and weekend support.** The service also links with the Royal Glamorgan Hospital Mental Health unit to provide advice and assistance to anyone placed on ward with a housing need.

For further information about the support available please contact Kate Moffat

Contact details:

Telephone: [01685 875508](tel:01685875508) or [07866420328](tel:07866420328)

Email: katemoffat@platform.org



The Resilience project (MIND)

Age Group: 18+

Support Accessible: Arranged weekly sessions

Level of Support: Suitable for clients in supported and temporary accommodation to assist with mental health and wellbeing

The Resilience Project (MIND) is a collaboration and partnership working between Cwm Taf Morgannwg Mind the Oak Foundation and Rhondda Cynon Taf County Borough Council. The Project aims to build and improve emotional resilience and promote good health through one-to-one wellbeing interventions. The resilience project is available across all RCT Supported Accommodation projects, and for all individuals placed in temporary accommodation. The support will include:

- Wellbeing
- Social Connections
- Ways to cope

For further information about the support available please contact Kath Hudd

Contact Details:

Merthyr & The Valleys Mind Telephone: [079494 688715](tel:079494688715)

Email: Kath.Hudd@ctmmind.org.uk

Substance Misuse Services

24 Hour Supported Accommodation (High)



Castle House Project, Treforest

- Age Group:** 18+
- Support Accessible:** 24 hours a day, 7 days a week
- Level of Support:** Suitable for clients with higher level support needs
- Accessed Via:** Single Point of Access (5 Spaces)

This supported housing project is specifically for those with substance misuse problems and are offenders. It is likely that residents will only stay between approximately 6 and 12 months dependent on the individual's needs. Castle House is a project containing 5 self-contained flats with a communal activity room. The individuals accessing this project will have higher level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent.

The project also has 2 supported housing units in Pontypridd. In some cases, these may be suitable for those moving on from higher level supported accommodation but who are not yet ready to live independently. The support is available at agreed times throughout the week dependent on individual need. This project is suitable for those with lower support needs with support reduced over time.

For further information about the support available please contact Adele Dean

Telephone: [01443 805870](tel:01443805870)

Email: Adele.Dean@poblgroup.co.uk



Young Persons Services

24 Hour Supported Accommodation (High)



The Old Bakery Project, Trecynon (Move on accommodation from the Grange)

Age Group: 16 – 21

Support Accessible: 24 hours a day, 7 days a week

Level of Support: Suitable for clients with higher level support needs

Accessed Via: Single Point of Access (5 spaces)

The Old Bakery is a 5-bed supported accommodation for homeless young people and those leaving care. Each young person has their own self-contained flat.

The young people will be expected to participate and engage in arranged support sessions, workshops, activities and events to assist with the developing of independent living.

The length of service is up to 12 months depending on the individual's needs. The young people accessing the service will receive a high level of support to ensure development of independence, the level of support will reduce over time as the individual becomes more independent.

One of the 5 units is suitable for individuals who have an adapted housing need.

For further information about the support available please contact Kate Reynolds

Telephone: [01685 637101](tel:01685637101)

Email: Kate.Reynolds@poblgroup.co.uk



Pen-Yy-graig and Cilfynydd

Age Group: 16 – 24

Support Accessible: 24 hours a day, 7 days a week

Level of Support: Suitable for clients with higher level support needs

Accessed Via: Single Point of Access (6 Spaces, 3 Female, 3 Male)

This supported housing project is specifically for young vulnerable people and young people leaving care leavers. This project comprises two shared houses for clients aged 16-24. The young people will be expected to participate and engage in arranged support sessions, workshops, activities and events to assist with the developing of independent living.

One property is for 3 female residents who will have their own individual bedrooms but share a communal lounge kitchen and bathroom. The other property is for 3 male residents who will have their own individual bedrooms but share a communal lounge and kitchen and a bathroom.

The length of service is for up to 12 months depending on the individual needs. The young people accessing the service will receive a high level of support to ensure development of independence, the level of support will reduce over time as the individual becomes more independent.

For further information about the support available please contact Sian Wilson

Telephone for Cilfynydd: [01443 407250](tel:01443407250)

Telephone for Pen-Y-Graig: [01443 423208](tel:01443423208)

Email: sian.wilson@hafancymru.co.uk





Hughes Street, Tonypandy **New for 2022******

- Age Group:** 16 – 21
- Support Accessible:** 24 hours a day, 7 days a week
- Level of Support:** Suitable for clients with higher level support needs
- Accessed Via:** Single Point of Access (4 Spaces)

This supported housing project is for young people and young people leaving care with high support needs. This new- development offering five self -contained flats for clients aged 16-21. The young people will be expected to participate and engage in arranged support sessions, workshops, activities and events to assist with the developing of independent living.

The length of service is for up to 12 months depending on the individual needs. The young people accessing the service will receive a high level of support to ensure development of independence. This level of support will reduce over time as the individual becomes more independent.

For further information about the support available please contact Sian Wilson

Email: sian.wilson@hafancymru.co.uk

Ty Rhondda Project, Tonypandy

- Age Group:** 16 – 21
- Support Accessible:** 24 hours a day, 7 days a week
- Level of Support:** Suitable for clients with higher level support needs
- Accessed Via:** Single Point of Access (3 Spaces & 1 Emergency Room)

This supported housing project is specifically for young vulnerable people and young people leaving care. It is likely that residents will only stay between approximately 6 and 12 months although this will be dependent on the individual's needs.

Ty Rhondda is a project containing 3 self-contained flats and a communal lounge/activity room. The individuals accessing this project will have higher level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent.

There is also a short stay self-contained Emergency Room, which can be accessed through the Council's Housing Solutions Team. The Emergency room can be utilised as temporary accommodation for young clients needing some additional support.

For further information about the support available please contact Grace Porter

Telephone: [01443 432260](tel:01443432260)

Email: TyRhondda@llamau.org.uk



Low Level Supported Accommodation



Bridget Project, Dispersed Supported Housing

- Age Group:** 16 – 24
- Support Accessible:** Support available at agreed times throughout the week dependent on individual need
- Level of Support:** Suitable for clients with lower level support needs
- Accessed Via:** Single Point of Access (6 Spaces)

This housing project is specifically for young people young people leaving care and offers access to a range self- contained two-, three- and four-bedroom properties in the Taff area.

Residents will stay between approximately 6 and 12 months although this will be dependent on the individual's needs.

The project will provide all tenants with support to help identify their needs, expectations and aspirations. Whilst at the project tenants have the option to participate in a range of planned activities. The activities help clients develop the skills they will need to live independently and secure and manage a home.

For further information about the support available please contact Sian Wilson

Email: sian.wilson@hafancymru.co.uk

Dunraven Street Project, Tonypandy

Age Group: 16 – 24

Support Accessible: Monday – Sunday, Weekdays and Weekends- flexible hours

Level of Support: Suitable for clients with lower level support needs

Accessed Via: Single Point of Access (3 Spaces)

The Dunraven Street project offers 3 self -contained 1- bedroom flats.

There are no shared or communal areas although residents can access the activity room in the Ty Rhondda project This project offers move on accommodation for young people. It is anticipated that residents will stay between approximately 6 and 12 months dependent on the individual's needs.

The support is available at agreed times and is suitable for those with lower support needs, but it is expected that more support would be required when someone first moves in, but this will reduce over time.

For further information about the support available please contact Grace Porter

Telephone: [01443 432260](tel:01443432260)

Email: TyRhondda@llamau.org.uk





Imagine a World Without Homelessness

Other Young Persons Services

Family Mediation Service

Age Group:	children aged 14+ and young people aged 16+
Support Accessible:	Support available at agreed times throughout the week dependent on need
Level of Support:	Suitable for children/young people
Accessed Via:	Referral through the Housing Solutions Team

The Family Mediation Project is delivered by Llamau in partnership with Rhondda Cynon Taf County Borough Council to work with young people and their families. The support offered will include:

- To build positive working relationships within the selected schools and other statutory and third sector services within RCT. Ensure you are visible and approachable to all pupils.
- Work in a psychologically and trauma informed way with all parties, always showing kindness and compassion.
- To work with young people and their parents/carers, providing face to face and phone support to understand the issues facing them at home and work to find solutions to enable them to remain safely within the family home.
- To offer a range of services including family mediation and advice for young people and their parent/guardian and one-to-one work as appropriate.

For further information about the support available please contact Grace Porter

Contact Details:

Email: GracePorter@llamau.org.uk

Telephone: [01685 379999](tel:01685379999)/ [07747217951](tel:07747217951)



Supported Lodgings

Age Group:	16+
Support Accessible:	Support available throughout the week dependent on individual need
Level of Support:	Suitable for young people leaving care
Accessed Via:	Aftercare Team (Children's Services)

This project provides Supported Lodgings to young people leaving care who want and need housing related support to help them develop independent living skills. The project offers one-on-one planned and structured support to help young people:

- Source, secure and/or sustain good quality accommodation through a structured support programme
- Build on their strengths, life skills, abilities, social networks and natural support systems
- Access community-based services and amenities
- Develop literacy skills and attend appointments
- Engage with volunteering opportunities

For further information about the support available please contact Children Social Services

Telephone: [01443 425006](tel:01443425006)



Care Leaver Mentoring Scheme

Age Group:	16+
Support Accessible:	Support available throughout the week dependent on individual need
Level of Support:	Suitable for care experienced young people
Accessed Via:	Aftercare Team (Children's Services)

The care leaver mentoring scheme provides a range of care to young people who require advice, practical support and assistance in acquiring the necessary independent living skills in preparing for independence and sustaining their own tenancy. The allocated one-to-one worker will:

- Feed into the young person/s Pathway Plan and help them to rebuild/gain confidence by equipping them with the necessary skills to support their transition into adulthood.
- Offer support to live independently, including support with education and training, maximising income, tenancy management and social activities.

For further information about the support available please contact Children Social Services

Telephone: [01443 425006](tel:01443425006)

Services for Vulnerable Families

Low Level Supported Accommodation



Family Dispersed Supported Housing

Age Group: 18+

Support Accessible: Support available at agreed times throughout the week dependent on individual need

Level of Support: Suitable for clients with moderate level support needs

Accessed Via: Single Point of Access (9 Spaces)

The project offers support for families and young women 18+ The project is made up of 9 family units including flats and houses. within the communities of Beddau and Pen-y-graig.

The support is available at agreed times throughout the week dependent on individual need. The individuals accessing this project will have moderate level support needs and will need the support available to develop the skills to live independently. The support is expected to reduce over time as the individual becomes more independent.

For further information about the support available please contact Sian Wilson

Telephone: [01443 237015](tel:01443237015)

Email: sian.wilson@hafancymru.co.uk



Locality Based Floating Support Service RCT



Floating Support

Age Group:	16+
Support Accessible:	Support available in your own home
Level of Support:	Stage 1 - Early Intervention & Prevention (3 months) Stage 2 – Generic Floating Support (additional 3 months) Stage 3 - Low Level Ongoing
Accessed Via:	Single Point of Access (870 spaces)

We offer a free housing related support service (Support in your own home) in the Rhondda, Cynon & Taff Ely areas for people aged 16 and over to help them live in their own home irrespective of tenure.

This service helps prevent homelessness by building people's confidence and helping with the skills they need to live independently and to successfully manage a home.

We can provide support with the following:

- Managing money and benefits
- Preventing homelessness
- Settling into a home and making friends in the neighborhoods
- Arranging appointments and accessing other helpful services
- Filling out forms, reading mail and writing important letters
- Accessing leisure, skills and employment opportunities
- Support to stay independent

How does it work?

We will visit a person at home (or at another agreed location) to talk about their support needs and agree on any goals that they want to achieve. This is called a support plan which is specifically tailored to the individual and will be regularly reviewed.

We work in partnership with other agencies to make sure people can access the services or expertise they may need.

This floating support service will be delivered by **Hafod** in the **Rhondda** area **contact details:**

Email: rhonddasupportservice@hafod.org.uk

Telephone: **0800 024 8968**

This floating support service will be delivered by **Llamau** in the **Cynon** area, **contact details:**

Email: cynonfloatingsupport@llamau.org.uk

Telephone: **01685 874561**

This floating support service will be delivered by **Trivallis** in the **Taf** area, **contact details:**

Email: safe@trivallis.co.uk

Telephone: **03000 030 888**

Each locality now has a specific Private Rented Sector (PRS) Support Service for Landlords.

Pre-Tenancy Training



GRAMO Project

Age Group: Applies to all

Support Accessible: Pre tenancy training

Accessed Via: All supported accommodation.

The Get Ready and Move On (GRAMO) is a pre tenancy project, funded by Housing Support Grant delivered in partnership with Trivallis offering information on all aspects of having a tenancy and being a good tenant.

The project works with residents placed in our hostels, supported accommodation, young people leaving care and those stepping down from specialist Adult Care placements

This is delivered through group work and one to one sessions which also link back to support plans where a client is deemed to need more support. This also forms part of the move on process for all our supported accommodations.

For further information about the project and support available please contact Dorian Griffiths

Telephone: [07458 090607](tel:07458090607)

Email: Dorian.griffiths@trivallis.co.uk

Dementia Project



Cwm Taf Care & Repair

Merthyr Tydfil & RCT Regional Dementia project

Age Group:	No age restriction
Support Accessible:	Support available in your own home
Level of Support:	Suitable for clients living with Dementia
Accessed Via:	Single Point of Access

Cwm Taf Care & Repair provides a dedicated service in partnership with local organisations that can help with housing needs for people living with Dementia, either to repair, maintain or adapt their homes. The service will support clients, living with Dementia and their carer's, with any benefits entitlements, housing repairs or who have maybe fallen at home, reducing the response time taken when urgent repair work is needed to the home of the person with Dementia becoming unfit or unsuitable for their

They will also aim to ensure that those with Dementia and their carer's have access to detailed knowledge of the support network of the person with Dementia to make it easier to respond to potential crisis situations e.g. type and make of a central heating boiler etc., and to ensure those with Dementia and their carer's have access to detailed information on housing matters wherever appropriate perhaps when the person is first diagnosed.

For further information about the support available please contact Adele Phibben:

Telephone: [01443 755696](tel:01443755696)

E mail: aphibben@cwmtaocr.org.uk

Other Homeless Prevention Services (Based in Sardis House)



Housing Advice Service

If you are at risk of any of the below then you will need to present to the Pontypridd Housing Advice Centre (Sardis House, Sardis Road, Pontypridd, CF37 1DU)

- are you homeless or threatened with homelessness?
- is your current home unsuitable for your needs?
- do you want to know what your housing options are?

The centre is open: The office is closed for Face-to-Face appointments currently due to Covid-19

Contact Details:

Housing Advice Contact Details Telephone: [01443 495188](tel:01443495188)

Out of hours emergency service is also available by calling [01443 425011](tel:01443425011)

Email: hacduty@rctcbc.gov.uk



Homeless Support Services

Age Group: 16+

Support Accessible: Support available at agreed times throughout the week dependent on individual need

Level of Support: Suitable for clients at risk of homelessness or in temporary accommodation

Accessed Via: Referrals will be made by the Housing Solutions Team

The Homelessness Support Service delivers a target support and intervention to clients placed in temporary accommodation including Shared Houses and Leasing Scheme properties managed by Cartrefi Hafod. The service provides key worker support to clients who are identified as homeless or at risk of becoming homeless. Service provider will depend the client's accommodation. Support can include:

- Financial problems such as rent arrears, welfare benefit issues, Council Tax arrears, and other housing debt; this will include referral to the Pontypridd Citizens Advice Bureau Financial Support project.
- Potential loss of accommodation due to hospitalisation, poor property condition, hoarding, anti-social behaviour
- Homelessness or potential homelessness and the need to find alternative accommodation.

Contact Details:

Housing Advice Contact Details Telephone: [01443 495188](tel:01443495188)

Other Homeless Prevention Services (Additional services not based in Sardis House)



The Financial project

Age Group:	Applies to all
Support Accessible:	Support in your own home
Level of Support:	Support for clients with financial difficulties
Accessed Via:	Support workers and Housing Solutions Team

The Financial Project is provided by Pontypridd Citizens Advice Bureau and offers specialist support to help with benefit maximisation, PIP appeals and other welfare benefit issues to include:

- Working flexibly to provide short term financial support service to individuals who may have a range of vulnerabilities.
- Help to apply for grants and benefits to prevent homelessness or assist with the take up of new accommodation.
- Participate in meetings with other support and referral agencies to meet the needs of residents and requirements of the post.
- Support RCTCBC's development of a digital approach to communication and service delivery.
- Assist service users with obtaining Universal Credit and assist with the transition to Universal Credit.
- Work with other agencies and teams to facilitate joint working to the benefit of clients including the provision of income maximisation, budgeting and banking advice .

Referrals to this service are made by the Housing Solutions Team and individuals who are in receipt of a Housing Support Grant funded housing related support service.

Trivallis.



MAGPIE project

Age Group:	No age restriction
Support Accessible:	Tenants living in Social Housing (Pilot Project)
Level of Support:	Suitable for clients who collect or accumulate rubbish in their homes.
Accessed Via:	Direct Referral to Trivallis

The MAGPIE Project provides advice and support to Registered Social Landlord (RSL) tenants living in RCT, who collect things and struggle to get rid of items making their home cramped and cluttered. Trivallis have a specialist coordinator that provide one-to-one support to help to:

- Help the tenant understand thoughts, feelings and behaviours towards belongings
- Help motivate the tenant to organize and remove items

For further information about the support available please contact Sarah Roderick

Contact Details:

Telephone: [03000 030888](tel:03000030888)

Email: Steps.Referrals@trivallis.co.uk

Referral form www.trivallis.co.uk



Kaleidoscope
est.1968

Prison Offender Project (POP)

Age group: 18+

Support Accessible: Prison and Community Support

Level of Support: Suitable for Short-term Offenders.

Accessed Via: Referrals can only be made by Probation through the new Prison Leaver Referral Pathway

The project delivered by Kaleidoscope, provides help and support interventions to repeat offenders who have been subject to short term custodial sentences (those who are sentenced to less than 12 months). Referrals can only be made by Probation through the Prison Leaver Referral Pathway. The predominantly male clients across RCT are supported in prison, “Through The Gate” and in the community with a range of areas including:

- Accommodation
- Substance Misuse
- Thinking Skills
- Employment, Education/Training
- Attitudes
- Financial Management
- Emotional Management
- Lifestyle/associates and relationships
- Interpersonal Skills

For further information about the support available please contact Emma Clarke

Contact details:

Telephone: [01443 548080](tel:01443548080)

Email: askPOP@kaleidoscopeproject.org.uk



Housing First Assertive Outreach Project

Age Group:	18+
Support Accessible:	Support available 24/7
Level of Support:	Suitable for vulnerable homeless and complex need clients/families
Accessed Via:	All referrals are accessed via Housing Solutions Team or made directly to the project through a client, RSL, Police and Probation (MASP)

Housing First is an evidence-based approach which aims to meet the specific needs of complex needs single homeless people who are homeless or at risk of losing their social housing tenancy to help them prevent homelessness and maximize successful integration into the community.

The Assertive Outreach Workers/Team:

Workers provide intensive 24/7 support packages to support clients with complex needs by offering flexible and innovative support services to include:

- Help to move people from the streets to safe and secure accommodation if that is what they require.
- Help people who are homeless / rough sleeping access health services
- Provide outreach service to families struggling in RSL tenancies
- Collect information on rough sleeping and consult with people who use the service to identify gaps in provision and help direct the service.
- Identify where there are gaps in support and offer up effective solutions.
- to complete the rough sleeper questionnaires throughout the Project to inform the end of year report and rough sleeping statistical data collections and information to inform local strategy and commissioning arrangements.
- Consult with staff teams and clients to seek ideas and involve them in any new service approach

The length of support is determined by the individual's circumstances and ongoing support needs but will remain in place for as long as needed.

For further information about the support available please contact Kevin O'Connell

Email: Kevin.O'Connell@poblgroup.co.uk



MAPPA Floating Support

Age Group:	18+
Support Accessible:	Flexible support available
Level of Support:	MAPPA (High Risk Offenders)
Accessed Via:	Single Point of Access.

This project provides units of floating support to high- risk offenders as part of the multi- agency public protection arrangements. The project worker provides support to prevent homelessness and or loss of their home by working with service users to identify any presenting issues which may impact on immediate or future loss of accommodation and on them re-offending. In addition, the project helps them to develop the necessary skills and confidence to maintain their independence and put in place any necessary actions to prevent future loss of accommodation.

For further information about the support available please contact Kevin O'Connell

Email: Kevin.O'Connell@poblgroup.co.uk