



***Directory of
Housing Related Services
for Young People
in
Denbighshire***

Introduction

This is a directory to help service providers, voluntary groups and statutory agencies. It has been produced to assist in the development of the Children and Young Peoples Single Plan, Core Aim 6.

The essence of Core Aim 6 of the *Children and Young Peoples Single Plan* is that young people should have a *safe home and a community that supports physical and emotional well being*.

The Directory contains information and contact details for services in Denbighshire that can help young people and families in the age group 16-25. Too often agencies work in a compartmental way without knowledge of the other statutory sectors. This Directory aims to bring knowledge of those services together, so that we can work with young people in partnership.

Inevitably, information may change and new service providers will come on board. Some services will not be exclusive to the 16-25 age group so will offer services to older age groups as well.

We want to keep the directory up to date and this will be done electronically and linked to both the Council's main website and Youth Den.

If you have any information that you think should be included in this Directory, please contact duncan.jones@denbighshire.gov.uk

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Who we are

Denbighshire County Council

Housing Options and Homelessness Service

How to contact us

Housing Options Officer,
Denbighshire County Council
Housing Department
64 Brighton Road
Rhyl
LL18 3HP

Tel: 01824 712930
housing@denbighshire.gov.uk

Services Provided

The Service's main aim is to prevent homelessness from occurring by providing a range of housing options and advice.

The Team is located in Denbighshire County Council's Housing Services Department in Rhyl and consist of a Housing Options Officer, Homelessness Prevention Officer and 2 Homelessness Officers.

If homelessness cannot be prevented and the Council owes a duty towards you then we must offer you suitable temporary accommodation.

A further Housing Options Service is based in County Hall in Ruthin.

Office opening hours:

Monday – Thursday 9.00-5.00
Friday 9.00-4.30

What we do

The team will attempt to provide an affordable and sustainable solution to people who are threatened with homelessness. Possible options include accessing private sector accommodation, negotiating for clients to remain in their own homes, arranging with partners to provide supported housing, or by access through waiting lists to social housing.

If you are 16 or 17 and a care leaver you may be the responsibility of social services.

Who we are

Denbighshire County Council Housing Allocations

How to contact us

Housing Lettings Officer
Denbighshire County Council
Housing Department
64 Brighton Road
Rhyl
LL18 3HP

Tel: 01824 712947
housing@denbighshire.gov.uk

Services Provided

The service's aim is to manage the Council's housing waiting list. The Allocations Policy has to comply with legislation and is a points based system devised to ensure those in housing need are given priority while maintaining local and sustainable communities.

You can obtain an application form on line from the Council's website

www.denbighshire.gov.uk

or by calling in person at

64 Brighton Road, Rhyl.
County Hall, Wynnstay Road, Ruthin

or any of the Council's One Stop Shops

What we do

The team allocate council houses and make nominations to vacancies supplied by Housing Associations. The waiting list is running at extremely high levels especially for family housing where vacancies are limited all over Denbighshire. Accordingly, the team work closely with, and are in the same section in Housing Services, as the Housing Options team.

Who we are

Denbighshire County Council

One Stop Shops

How to contact us

Call at any of the offices but ring first as opening times may vary

Location of One Stop Shops

Corwen
Neuadd Edeyrnion
London Road,
LL21 0DR 01490 412378

Denbigh
Hall Square
Denbigh LL16 3NU 01745 816313

Llangollen
The Chapel
19-21 Castle Street,
LL20 8NY 01978 869606

Prestatyn
Ty Nant
Nant Hall Road,
LL19 9LG 01824 706600

Rhuddlan
Vicarage Lane,
LL19 2UE 01745 590719

Ruthin
County Hall,
Wynnstay Road,
LL15 1YN 01824 706024

St Asaph
The Roe
LL 17 0LU 01745 582253

What we do

We are points of contact and information for a range of Denbighshire CC services, including housing and social services.

Who we are

**Difanc - Youth Den
website for children and young
people**

www.youthden.com
www.difanc.com

How to contact us

Jeff Harrison
Denbighshire CC Customer Care
County Hall, Wynnstay Road,
Ruthin LL15 1YN
Tel: 01824 706181
Fax: 01824 706020
jeff.harrison@denbighshire.gov.uk

Services Provided

Youth Den is a website for children and young people in Denbighshire.

We want to help young people to communicate through different media, appropriate to their age and development and in safety.

We have a strategy group and an editorial group and would like to establish content groups made up of children and young people around the county.

The project is led by the Denbighshire Customer Care Service, which works with partner organisations to develop the project.

We warmly welcome the involvement of young people and their contribution to the development of a web site is appreciated.

Agencies are reminded that all libraries in Denbighshire have free internet access and in busy times a slot can be booked ahead.

What we do

We are continuing to develop a website for use by children and young people in Denbighshire. We have now loaded the Shelter Housemate pack and an on line directory of housing projects will be added in the near future.

Who we are

GIFT Floating Support Service

**Denbighshire CC in partnership with
NACRO, CAIS, Women's Aid and
Cymdeithas Tai Hafan.**

How to contact us

GIFT Project Officer
Denbighshire CC Housing Dept
64 Brighton Road, Rhyl
01824 712949
housing@denbighshire.gov.uk

Services Provided

A multi agency partnership providing housing related support to a range of vulnerable people in Denbighshire.

The scheme is aimed at homeless or potentially homeless people or people who live in temporary accommodation and have housing related support needs.

Low level support can be provided by 2 officers based within the Council.

Intensive support is provided by CAIS for people with drug and/or alcohol dependency issues and by NACRO for people with offending issues.

Support for women and children fleeing domestic abuse is provided by Women's Aid and for vulnerable women by Cymdeithas Tai Hafan.

A Probation Worker linked to GIFT providing floating support for offenders aged 18+ is based at the Dewi Sant Centre, (see separate Directory entry)

What we do

Provide housing related support for up to 34 single people and families who are potentially homeless or who are in temporary accommodation in Denbighshire.

Referrals are mainly through the DCC Homelessness section which works with partner agencies on referrals. Third party and self referrals are also considered.

Who we are

Accommodation Support Worker Denbighshire Supporting People Team.

How to contact us

Denbighshire Supporting People Team
Russell House
Churton Rd
Rhyl
LL18 3DP

Debbie.Nalecz@denbighshire.gov.uk
01824 706450

Services Provided

To work in partnership with all housing providers who support young people and their families under the age of 25 to identify move on housing across Denbighshire.

Provide direct support to enable access into housing support services.

To work with young people who are not eligible or may have been refused access to supported housing services.

To source accommodation in the private sector to facilitate move on from supported people housing services.

Who we are

**Housing Support Co-ordinator.
Denbighshire Supporting People
Team**

How to contact us

Denbighshire Supporting People Team
Russell House
Churton Rd
Rhyl
LL18 3DP

catherine.owen-gant@denbighshire.gov.uk

01824 706450

Services Provided

I co-ordinate Housing Support Services funded by the Supporting People Programme for people who are homeless, at risk of becoming homeless or who have community safety housing support needs.

I ensure referrals are co-ordinated and appropriate and that referrals are accepted across all supported housing services in Denbighshire.

I look at allocation processes and refused referrals and ensure that the supporting people eligibility criteria is followed.

Who we are

Community Mental Health Teams

In

Denbighshire

Teams in Denbighshire

Hafod

Beechwood Road,
Rhyl
LL18 3EU

01745 443050

Oakleigh

Abbey Road
Llangollen
LL20 8SS

01978 860707

Dyffryn Clwyd

Noddfa
Middle Lane
Denbigh
LL16 3UR

01745 813138

How to contact us

Through the DCC First Contact Team
01824 712900

firstcontactteam@denbighshire.gov.uk

For out of hours emergencies contact the Duty
Social Work Service on

0845 05 33 116

What we do

We support people in their own communities and enable them to be as independent as possible.

We are a range of professionals such as Social Workers, Community Psychiatric Nurses (CPNs), Occupational Therapists, Psychologists and Support Workers.

We also carry out certain duties under the Mental Health and may be required to arrange for assessment by a Doctor and possible admission to hospital.

We can also arrange for people to attend a Day Centre.

Who we are

Welfare Rights Services

How to contact us

Free Welfare Rights Helpline
0800 169 6625

Welfare.rights@denbighshire.gov.uk

10 a.m. to 1 pm
Monday to Friday

Benefits Advice Shop, 19 Bedford Street, Rhyl
0800 074 0333

Services Provided

- Free welfare rights advice line
- A home visiting service for people who use social services and council housing
- A MacMillan welfare rights service based at Glan Clwyd Hospital
- Help with disputes about benefits, and social security appeals tribunals
- Free training on welfare rights
- Publicity and information campaigns
- Supporting adults in danger of becoming homeless to live safely in their own homes.

Between April 1996 and April 2007 our services helped local people gain £58.5 million in social security benefits and tax credits.

What we do

We provide advice and help about a range of benefits, personal debt, employment rights, saving energy and housing rights.

Our aim is to reduce poverty and improve people's independence and health and allow them to take more part in society.

Who we are

Social Services and Education Social Work

How to contact us

First Contact Team
64 Brighton Road
Rhyl
LL18 3HN
Telephone: 01824 712900
Fax: 01824 712888
SMS: 07917597993

firstcontactteam@denbighshire.gov.uk

Services Provided

We provide statutory social work services on behalf of Denbighshire County Council.

More details about our services can be found on www.denbighshire.gov.uk including an on line self-referral form.

Every School in Denbighshire has an Education Social Worker based in or attached to it.

The ESW Team Leader is based at Middle Lane, Denbigh Tel: 01824 712084

We also have a Family Support Team based in Brighton Road.

Who we are

Cymdeithas Tai Clwyd



How to contact us

We are at
54 Vale Street, Denbigh
LL16 3BW

0345 230 3140

www.taiclwyd.com

Services Provided

We are a social housing provider operating in six local authorities, with a high percentage of our properties in the south Denbighshire area.

We operate a waiting list on a points based system for rented accommodation, and we have a nomination agreement with Denbighshire County Council so that at least 50% of our housing is allocated to people who are nominated by the Council.

You need to complete an application form to join our waiting list, which can either be obtained directly from our office in Denbigh, by telephoning or send an e-mail to taiclwyd@taiclwyd.com

We also hold surgeries at some One Stop Shops – please contact us for further details

For further information on our services visit www.taiclwyd.com

Additionally we can offer low cost home ownership options

We also have specific supported housing schemes for individuals with support needs.

What we do

We assist, in partnership with statutory and voluntary agencies and local businesses, in sustaining and enhancing the local bilingual communities of North Wales by the provision of high quality homes and services.

We also provide support and assistance to residents and encourage participation in our work.

Who we are

Clwyd Alyn Housing Association

How to contact us

By Telephone: 8 am to 6 pm on:

0800 1835757 (charges to mobile phone users may apply)
or
01745 536820

Email: enquiries@clwydalyn.co.uk

Services Provided

Clwyd Alyn Housing Association provides accommodation to rent in Denbighshire, Conwy, Flintshire, Wrexham, Anglesey and Powys.

Applicants for rented accommodation should normally be 18 years of age or more , although persons aged 16/17 can apply but will only be offered a tenancy if they are able to supply details of a rent guarantor.

What we do

If you would like to apply for rented accommodation request an application form by phoning the Contact Centre on 0800 1835757 or 01745 536800.

Applications for rented accommodation will be assessed to determine what priority should be given and then will be placed into a 'Priority Band' in date order based on the date that the application was received by us. Full details of the Banding Scheme are contained in the '[Guide to Applicants for Rented Accommodation](#)' which will be sent out with the application form.

In addition applicants may apply to the Local Authority in the area they want to be housed and ask the Authority to consider nominating them to us. This is important as Local Authorities can nominate persons from their own waiting list to at least half of all our vacancies

Applicants looking for one and 2 bedroomed flats in the **Rhyl area only** will also be able to take part in the 'Homefinder Scheme'. Applicants will be sent information about new properties that become available within the scheme and they can 'bid' for a property by

- Telephoning the Contact Centre on 0800 1835757 and quoting Homefinder or
- E-mail homefinder@clwydalyn.co.uk

Stating name, address and registration number and the address of the property you wish to bid for.

Who we are

Wales and West Housing Association

How to contact us

0800 052 2526
Unit 2,
Acorn Business Park
Aber Road,
Flint
CH6 5YN

www.wwha.net
info@wwha.co.uk

Services Provided

Our aim is to be the first choice for homes and services in Wales, providing good quality accommodation and supporting communities to meet local needs.

We provide accommodation to rent in Denbighshire, Flintshire and Wrexham.

Applicants must be over the age of 16 years.

What we do

If you would like to apply for rented accommodation please contact our Customer Service Centre on 0800 052 2526

Allocation of properties are made in date order, but we do request at least 50% of nominations from the Local Authority, so please ask whether they would consider nominating you to us.

Who we are

Cymdeithas Tai Clwyd **Young Single Homeless** **Scheme**



How to contact us

Contact the Community Housing Officer

0345 230 3140

www.taiclwyd.com

Monday – Thursday 9.00 a.m. – 4.30 pm
Friday 9.00 a.m. – 4 .00 pm

Services Provided

We provide accommodation with support for single homeless 16-25 year olds.

Cymdeithas Tai Clwyd staff work with the tenant to create a support plan tailored to their own individual needs.

We will work together to identify areas of concern and facilitate the development of the skills and knowledge necessary to enable them to deal with those issues for themselves. For example, issues such as

- Benefits /Community Grant/Social Fund applications
- Debt management
- Household tasks
- Managing the tenancy
- Neighbour relations
- Social isolation
- Education/Employment/Training
- Voluntary work
- Drug/Alcohol misuse or dependency
- Crime Reduction/Offending

Any young person between 16 and 25 years old can apply to the scheme. You can make a self referral or referrals are accepted from any other agency such as Denbighshire County Council Housing Department, Social Services, the Denbigh Youth Project or voluntary agencies

What we do

- Support young people by providing accommodation
- Provide floating support for the tenant to maintain the tenancy successfully
- Work with tenants in developing structured support plans
- Work with in partnership with other professionals and support agencies
- Aim to meet the diverse needs of individuals
- Empower the individual and promote independence.

NB: There is no cost to the service user for this service.

Who we are

Symud Ymlaen Nacro Cymru

Denbighshire supported housing service

**Service for single homeless young people
aged 16 – 25
South Denbighshire**

How to contact us

Phone: 01745 814123

Fax: 01745 815739

**15a Bridge Street
Denbigh
LL16 3LF**

dawn.barraclough@nacro.org.uk
cara.rathbone@nacro.org.uk

Services Provided

Nacro's staff will work with Service Users to create a support plan tailored to their own individual needs.

We provide both a landlord and advocate role, working to support single men and women aged 16-25 who have been referred by the Housing Department, Probation Service, Youth Offending Team, Youth Service & other voluntary agencies.

We work with Service Users to identify areas of concern and facilitate the development of the skills and knowledge necessary to enable them to deal with those issues for themselves. Typically these concerns include issues associated with any of the following:

- Benefits /Community Grant/Social Fund applications
- Debt management
- Correspondence/form filling
- Rent/Council Tax arrears
- Community Grant/Social Fund applications
- Money Management/Budgeting
- Household tasks
- Furnishing/Decorating
- Managing the tenancy
- Neighbour relations
- Social isolation
- Education/Employment/Training
- Voluntary work
- Drug/Alcohol misuse or dependency
- Crime Reduction/Offending
- Community Safety

What we do

- ➔ Enable Service Users to successfully manage their tenancies.
- ➔ Work with Service Users in developing structured support plans
- ➔ Provide emotional and practical support
- ➔ work with in partnership with other professionals and support agencies
- ➔ Aim to meet the diverse needs of individuals
- ➔ Empower the individual and promote independence.



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creating opportunities

NB: There is no cost to the service user for this service.

Who we are

Nacro Cymru Nest Scheme

Denbighshire supported housing service

Service for vulnerable single parents
Denbigh

How to contact us

Phone: 01745 815739

Fax: 01745 815739

15a Bridge Street
Denbigh
LL16 3LF

becky.torrington@nacro.org.uk
jessica.hymus-gant@nacro.org.uk

Services Provided

Nacro's staff will work with Service Users to create a support plan tailored to their own individual needs.

We provide both a landlord and advocate role, working to support 4 vulnerable single parents over the age of 16 who have been referred by statutory and voluntary sector agencies and self referrals.

We work with Service Users to identify areas of concern and facilitate the development of the skills and knowledge necessary to enable them to deal with those issues for themselves. Typically these concerns include issues associated with any of the following:

- Benefits /Community Grant/Social Fund applications
- Debt management
- Correspondence/form filling
- Rent/Council Tax arrears
- Community Grant/Social Fund applications
- Money Management/Budgeting
- Household tasks
- Furnishing/Decorating
- Managing the tenancy
- Neighbour relations
- Social isolation
- Education/Employment/Training
- Voluntary work
- Drug/Alcohol misuse or dependency
- Crime Reduction/Offending
- Community Safety
- Parenting Skills

What we do

- ➔ Enable Service Users to successfully manage their tenancies.
- ➔ Work with Service Users in developing structured support plans
- ➔ Provide emotional and practical support
- ➔ work with in partnership with other professionals and support agencies
- ➔ Aim to meet the diverse needs of individuals
- ➔ Empower the individual and promote independence.



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Who we are

NACRO Rhyl Flats

How to contact us

Jess Hymus-Gant
NACRO
8a Bodfor Street,
Rhyl

Tel: 01745 331586
Fax: 354550

Jessica.hymus-gant@nacro.org.uk
www.nacro.org.uk

Services Provided

The Projects aims to :

- Enable service users to successfully manage their tenancies
- To work with service users in developing structured support plans
- To provide emotional and practical support.

Nacro provides both a landlord and advocate role, working to support single men and women aged 18-25

What we do

We provide supported housing services for ex offenders aged 18 + in Rhyl in properties owned by registered social landlords (RSLs)

Referrals are through the prison service, probation services, voluntary sector agencies and self ²¹

Who we are

Youth Offending Team Supported Housing (part of Nacro Cymru)

How to contact us

Dave Thomas (Project Worker)
Cora Jevams (Project worker)

8a Bodfor Street,
Rhyl,
LL18 1AU

Tel 01745 331586
Fax 01745 354550

Email cora.jevams@nacro.org.uk
David.thomas@nacro.org.uk
www.nacro.org.uk

Services Provided

We aim to help young offenders who are homeless or experiencing housing difficulties and homeless young people who have a history of, or who are at risk of offending.

We offer

- Advice on welfare benefits
- Help with budgeting
- Independent living skills such as cooking and cleaning
- Advice and help to fill your time (e.g. training, education, voluntary work)
- Help to overcome drug and alcohol misuse
- Help in finding suitable move on accommodation
- Skills to manage your own home.

Clients will be expected to agree to a tailored support plan and to keep the accommodation in good order, pay their rent and not cause neighbour nuisance.

What we do

This project provides 8 units of housing with support for single young offenders. Applicants must be

- Aged 16-21
- Single
- Homeless or experiencing housing difficulties
- In need of, and willing to make use of, our advice and support.

Who we are

Denbighshire Youth Homelessness Prevention Project (Young Offenders)

A Nacro Cymru Services project.

How to contact us

Glenda Hailwood – Project Worker

01745 340046

Keith Thompson – Team Manager

01492 873855

Services Provided

Advice, assistance, mediation and representation in respect of homelessness related issues.

Practical assistance in finding accommodation and preparing for independent living.

Advice given regarding Welfare Benefits, Budgeting, Education and Employment.

The service is based in Rhyl but operates throughout Denbighshire.



What we do

A Nacro Cymru project dealing with young offenders aged 16 to 21 (or those with an offending background) who are homeless, threatened with homelessness or in unsuitable or inappropriate accommodation. The project works on a referral basis with referrals coming from a variety of agencies dealing with young offenders. The main source of referrals is the Youth Justice Service.

Who we are

Y Dyfodol

Clwyd Alyn Housing Association

How to contact us

Direct applications will be considered from young people aged 16-25 years who are in housing need and also have support issues. Referrals are also accepted from statutory and voluntary agencies on behalf of such individuals.

Crescent Court - 01745 345291

Russell Road – 01745 338885

Services Provided

The project provides a range of temporary accommodation to single people between the ages of 16 and 25 with the aim of enabling and motivating them to take control of their lives and achieve independence.

Y Dyfodol consists of:-

Russell Road – A detached house, staffed 24 hours per day providing supported accommodation to 4 people aged between 16 and 25. Each resident has their own bedroom and shares the kitchen, bathroom, lounge and laundry facilities.

Crescent Court – A purpose built hostel, staffed 24 hours a day and providing supported accommodation to 12 people aged between 16 and 25. The building comprises of 7 self contained flats (5 with two bedrooms and 2 with one bedroom). One ground floor flat is accessible by wheelchair users.

Outreach properties – These consist of a 2 bedroom shared house and 8 one bed flats in the centre/west end of Rhyl. There are also 7 one bed flats in the Bruton Park area of Rhyl.

Floating support - The project also provides a floating support service to 6 people aged between 16-25, who are in their own tenancy.

What we do

Y Dyfodol provides temporary (up to 2 years) accommodation for people between the ages of 16 and 25, who are homeless and have support needs. The project's aim is to enable individuals to access employment, education and/or training and move on to permanent accommodation and independent living.

In conjunction with a member of staff, each resident/tenant plans and agrees an Individual Support Plan. This identifies a number of aims and goals which will help the resident/tenant develop skills and abilities they will need in order to live confidently and independently in the community. The resident/tenant meets with a member of staff on a regular basis to review the ISP. Staff provide whatever support and advice the resident/tenant needs to achieve their goals. The resident/tenant is also encouraged and supported to make maximum use of available local community support services including health, leisure and education facilities.

Who we are:

Denbighshire Supported Lodgings

A project within Local Solutions - a charitable social enterprise based in Liverpool with 26 years experience of working with youth homelessness.

How to contact us

Denbighshire Supported Lodgings

Eirianfa Community Centre, Factory Place,
Denbigh, Denbighshire, LL16 3TS

Tel & Fax: 01745 812 471

www.localsolutions.org.uk
: dsl@localsolutions.org.uk

Services Provided

We provide a safe and supportive home with a household, for young people aged 16-21 years of age so they can acquire independent life skills such as budgeting, cooking and D.I.Y, whilst undertaking either education training or employment.

DSL is a project that enables ordinary people (householders) to make a real difference to the community in which they live. By opening their own homes they effectively provide a home to a young person who would otherwise be homeless. Thus enabling them to develop emotional stability and life skills to move on into independence and manage their own tenancy in the future.

Young people are encouraged to become motivated, to take control of their future and enabled to actively participate within the wider community.

Householders have an enabling role with each individual young person which is support and professionally based. They undertake a non-parenting role with our young people.

We are not a foster service or statutory agency.

Referral routes: self referral or via an agency such as social services, housing, education social workers,

What we do

Accommodation based support for young, single, homeless individuals who are deemed too vulnerable for hostel type accommodation or independent living and who require support in gaining life skills necessary for independent living. If a referral is accepted an interview is arranged to assess individual suitability. This incorporates risk assessment and an assessment of individual support needs. DSL cannot accept individuals with chaotic drug / alcohol misuse problems or those with a history of violent behaviour due to how we place and effective risk management to householders.

Successful applicants will be matched to a suitable householder or placed on the waiting list until a placement becomes available. Prioritisation is dependent upon the needs of the individual and a suitable match being identified with a householder i.e. Household type, gender issues, location of householder. When a suitable householder has been identified, DSL will arrange an informal meeting with the individual and the householder. They can get to know each other and discuss house arrangements, interests and hobbies. They are each given a day to think about moving forward, meeting up again or meet more householders (if available) or are placed on our waiting list until a placement becomes available.

Individuals are then contacted the following day to ascertain whether they wished to move in, arrange another meeting with the householder or decline the placement and be placed back on the waiting list to await a more suitable householder.

Who we are

Hafan Cymru

Rhyl Young Womens Project

Floating Support Service

Supported Housing

How to contact us

Morfa Hall,
Bath Street
Rhyl
LL18 3EB
01745 336524

Julie Roberts County Manager
julieroberts@hafancymru.co.uk

or

Alex Nikandersson Team Leader
Alex@hafancymru.co.uk

Services Provided

Hafan Cymru works with women, men of all ages and their children (if any), who require support or housing with support, to assist them in meeting their needs and to enable them to develop the necessary independence to take control over their own lives.

Our Belief

We believe that all people should be treated equally and with respect. We believe that each individual is unique and special and deserves to be nurtured in a way which helps them to grow.

We believe that all women, men and children have the right to expect to be treated fairly and in a non-abusive manner and to be allowed to develop their full potential and we will deliver our service in a holistic way to ensure this.

We believe that everyone has the right to a safe home from which to enjoy their everyday life.

We believe that people should have the opportunities to take control over their own lives and to acknowledge their responsibilities to others.

We believe that the following is necessary to provide a supportive service to others:

- acceptance and valuing of the individual
- empathy and objectivity
- hard work and commitment
- respect and valuing of staff
- good management
- adequate finance and resources
- being non-judgmental
- encouragement to achieve their full potential

Our Aims

To fulfill our purpose we will:

- provide a holistic housing and support service to all tenants and service users
- provide quality practical, emotional and additional support services so that women and men can develop independence and gain more control over their lives and their children can be nurtured to develop their full potential.

What we do

In Denbighshire, provide temporary supported housing, owned by Hafan Cymru, for women and their children needing more intensive support and a Young Women's Project, specifically aimed at those aged between 16 and 25 including young mothers or those who are pregnant.

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We provide a holistic support service to families and single people, to enable them to secure housing, take control of their lives and move forward to independent living.

Who we are

Glyndwr Women's Aid

How to contact us

Glyndwr Women's Aid
12-14 Hall Square
Denbigh LL16 3NU

Tel: 01745 814494 (24 hrs)
glyndwrwomensaid@tiscali.co.uk
www.welshwomensaid.org

Services Provided

Refuge and Floating Support

South Denbighshire.

We provide a temporary refuge to women and their children who are experiencing physical, mental emotional or sexual abuse/

We provide emotional and practical support and encourage clients to determine their own futures and support them in their choices, whether starting a new life or returning home.

We offer information and help to any women whether in the refuge or not.

Referrals are through direct access, self referral or any statutory organisation.

What we do

We provide:

- A refuge for 5 females and up to 18 children.
- Supported housing for one family
- Floating support for 9 women/families

Accommodation has shared kitchen and bathroom and an outside play area.

Who we are

North Wales Domestic Abuse Service

How to contact us

North Wales Domestic Abuse Service
26b Wellington Road,
Rhyl LL18 1BN

Office open Monday – Thursday 9am – 3.30 pm
Telephone service on Friday

01745 337104 (24 hrs)
Fax 01745 345444
nddas@btconnect.com
www.welshwomensaid.org

Services Provided

Refuge and resettlement.

We provide a temporary refuge to women and their children who are experiencing physical, mental emotional or sexual abuse/

We provide emotional and practical support and encourage clients to determine their own futures and support them in their choices, whether starting a new life or returning home.

We offer information and help to any women whether in the refuge or not.

Referrals are through direct access, self referral or any statutory organisation.

What we do

We provide 4 units of accommodation for 4 females and up to 13 children. There are shared kitchens and bathrooms and an outside play area.

We have 2 move on houses.

Who we are

CAIS

Supported Housing

Floating Support

Services Provided

We provide a high level floating support service for 7 households (single people or couples with no dependents) to help them access appropriate accommodation and maintain a tenancy.

We also provide a move on supported housing scheme for 5 single people and couples with no dependents which contributes to reducing instability following treatment.

Referrals can be made through a range of agencies

How to contact us

The DAWN Centre
35-37 Princes Drive
Colwyn Bay
LL29 8PB

01492 523690

Who we are

Denbighshire Doorstop (substance misuse)

How to contact us

CDAS
7 Brighton Road, Rhyl
LL18 3EY

01745 338868

Services Provided

Supported accommodation for single people or couples with no dependents

Support is provided by CAIS Ltd and referrals are made through the Community Drugs and Alcohol Team (CDAS)

What we do

We provide supported accommodation for single people or couples with no dependents.

The service users must be stable and either in treatment or recently released from prison and engaged in relapse prevention work with CDAS at the time of referral to the scheme.

Who we are

Cymdeithas Tai Clwyd Supported Housing for individuals with mental illness

(South Denbighshire)



How to contact us

Sian Ellis
Senior Supported Housing Officer
Cymdeithas Tai Clwyd
54 Vale Street
Denbigh
LL16 3BW

sian.ellis@taiclwyd.com

0345 230 3140

Services Provided

We provide accommodation with support for individuals with mental illness.

Cymdeithas Tai Clwyd staff work with the tenant to create a support plan tailored to their own individual needs, to ensure that they maintain their tenancies successfully.

We will work together to identify areas of concern and facilitate the development of the skills and knowledge necessary to enable them to deal with those issues for themselves. For example, issues such as

- Benefits /Community Grant/Social Fund applications
- Debt management
- Household tasks
- Managing the tenancy
- Neighbour relations
- Social isolation
- Education/Employment/Training
- Voluntary work
- Drug/Alcohol misuse or dependency
- Crime Reduction/Offending

Referrals can be made through Tim Dyffryn Clwyd or Oakleigh Community Mental Health Teams.

What we do

- Support individuals with mental illness by providing accommodation for them and their families
- Provide floating support for the tenant to maintain the tenancy successfully
- Work in partnership with other professionals and support agencies, especially the local Community Mental Health Team
- Work with tenants to develop structured support plans
- Aim to meet the diverse needs of individuals

NB: There is no cost to the service user for this service.

Who we are

Vale of Clwyd MIND
Supported Housing
and
Floating Support

How to contact us

Phillip Williams
Vale of Clwyd MIND
Y Gelli
61 Vales Street,
Denbigh
LL16 3AP

Tel: 01745 813558
www.valeofclwydmind.org.uk

Services Provided

We provide 19 units of supported housing primarily intended for people who have experiences mental health problems but are capable of independent living with support.

Service users are encouraged to maximize their levels of self-determination and develop social networks in the wider community.

We also have a floating support scheme for people who have problems maintaining a tenancy or who are in residential care but are deemed to be able to live more independently.

What we do

We take referrals from the local Community Mental Health Team (CMHT) and support is determined on a needs led basis by Vale of Clwyd MIND in collaboration with the Community Mental Health Team.

See separate entry for Denbighshire CMHTs

Who we are

Nacro Cymru
Denbighshire supported housing service

Service for ex offenders aged 16 – 65
Rhyl

How to contact us

Phone: 01745 331586
Fax: 01745 354550

8a Bodfor Street
Rhyl
Denbighshire
LL18 1AU

peter.harrington@nacro.org.uk
jessica.hymus-gant@nacro.org.uk

Services Provided

Nacro's staff will work with Service Users to create a support plan tailored to their own individual needs.

We provide both a landlord and advocate role, working to support 4 single men and women aged 16-65 who have been referred by the Probation Service, Prison service, voluntary sector agencies and self referrals.

We work with Service Users to identify areas of concern and facilitate the development of the skills and knowledge necessary to enable them to deal with those issues for themselves. Typically these concerns include issues associated with any of the following:

- Benefits /Community Grant/Social Fund applications
- Debt management
- Correspondence/form filling
- Rent/Council Tax arrears
- Community Grant/Social Fund applications
- Money Management/Budgeting
- Household tasks
- Furnishing/Decorating
- Managing the tenancy
- Neighbour relations
- Social isolation
- Education/Employment/Training
- Voluntary work
- Drug/Alcohol misuse or dependency
- Crime Reduction/Offending
- Community Safety

What we do

- ➔ Enable Service Users to successfully manage their tenancies.
- ➔ Work with Service Users in developing structured support plans
- ➔ Provide emotional and practical support
- ➔ work with in partnership with other professionals and support agencies



changing lives
creating opportunities

Who we are

Rhyl Night Shelter & Resettlement Project (NACRO)

How to contact us

We are at:

Marine Villas, 1 Crescent Road, Rhyl.
LL18 1TF

Tel 01745 361 728
Fax 01745 361730

elizabeth.whittaker@nacro.org.uk
www.nacro.org.uk

Services Provided

As well as attending to immediate needs such as providing meals, clothing and showering facilities, the Nightshelter also provides support to encourage progress to more independent and settled accommodation. Some of this support is provided by Nacro staff and some by specialist agencies.

Nacro staff work with service users to draw up an individual support plan to address support needs such as:

- Benefits and debt advice;
- Correspondence and form filling;
- Access to health services including GPs, mental health services, dentists and substance misuse agencies;
- Developing independent living skills;
- Assistance to find longer term accommodation;
- Addressing offending behaviour;
- Developing relationships with friends and family;
- Access to training and education

What we do

We provide emergency accommodation and support for single homeless people aged 18 and over. The Resettlement Project provides advice and support in securing accommodation for single people aged 16 and over

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We provide 8 bed spaces allocated on a first come first served basis 7 nights a week from 5.30 pm

CDAS

Floating Support Service

Services Provided

CDAS is the Community Drug and Alcohol Service

This service provides a high level floating support to 7 individuals with dual diagnosis needs to enable them to maintain their tenancy.

Referrals are made through CDAS.

How to contact us

CDAS is at

7 Brighton Road,
Rhyl LL18 3EY

01745 338868

What we do

We provide responsive support at times determined by the service user's need extending to out of hours provision over 7 days.

We provide housing related support and services and address other needs and issues to enable the individual to develop day to day living skills for independent living.

Who we are

Probation Support Worker Linked to GIFT

How to contact us

Else Lyon
Dewi Sant Centre
Clwyd Street
Rhyl

Tel : 07795051189

Services Provided

To provide support for vulnerable people who are ex offenders aged 18+ and in housing need.

They may have presented as homeless, be potentially homeless or live in temporary accommodation.

Support will also be provided for clients who have been found intentionally homeless by the local authority.

If the service user resides in temporary accommodation, to support "move on" to suitable sustainable accommodation or back to area of origin.

The project also contribute to developing accommodation links and access to the private sector.

What we do

We provide time limited housing related support to ex offenders aged 18+ depending on need.

Referrals are though statutory and voluntary agencies, Prison, Probation Services, Social Services Health Services and Housing Services.

Who we are

NACRO Roof Project

How to contact us

We are at Clwyd Buildings (the Dewi Sant Centre)
Clwyd Street,
Rhyl LL18 3LU

Tel: 01745 345929
Fax: 01745 369538

chloe.marshall@nacro.org.uk
www.nacro.org.uk

Services Provided

Housing related floating support for individuals who sometimes cannot access existing housing support accommodation or bed and breakfast because they pose a risk and need intensive support to maintain accommodation.

Referrals are through the Council's homelessness service or Probation services

What we do

We provide support for people who already have accommodation provided for them. We are limited to 4 places.

Who we are

MIND

Rural Outreach

(South Denbighshire)

How to contact us

Project Manager Carol Evans
4 Rosemary Lane, Denbigh
LL16 3TT

Tel/ Fax 01745 812461
carolmind@ruralnet.org.uk

We are also at the Healthy Living Centre in
Corwen on Thursday mornings
Tel 01490 413321

Services Provided

We provide confidential support and information to people affected by mental health problems, including carers, individually and in groups.

We provide awareness raising for groups and agencies and specialist training in suicide intervention.

We provide rural outreach activities in rural communities.

For further information visit:

www.valeofclwydmind.org.uk

This Service is provided in Denbighshire south of the A55.

A Service that can help agencies and individuals address the mental health issues of young people and families in South Denbighshire.

Who we are

Citizens Advice Bureau

Offices in Denbighshire

Denbigh CAB
23 High Street, LL16 3HY
Tel 01745 814336
Fax 01745 818080

Llangollen CAB
37 Hall Street, LL20 8EP
Tel: 01978 860963
Fax: 01978 869216

Prestatyn CAB
1 Nant Hall Road, LL19 9LR
Tel: 01745 855400
Fax: 01745 886949

Rhyl CAB
11, Water Street, LL18 1SP
Tel: 01745 334568
Fax: 01745 343036

Ruthin CAB
The Old Fire Station
Market Street, LL15 1BE
Tel: 01824 703483
Fax: 01824 704804

How to contact us

Please ring your local bureau for an appointment or advice over the phone, at one of the offices listed opposite.

We also have an outreach service and hold surgeries in local agencies.

What we do

We give free and independent advice, practical help and information about a wide range of subjects, such as:

- Debt worries
- benefit entitlement
- housing
- consumer rights

Who we are

Benefit Advice Shop

How to contact us

Freephone
0800 0740333

Or 01745 345145

info@bashop.tv

Services Provided

The freephone service is for people who need immediate or urgent advice about Welfare Benefits, and are unable to get into the office for assistance. It is staffed by fully qualified welfare rights officers and is confidential.

If you want the BAS to take action on your behalf or follow any matter up, the BAS will need details such as name, National Insurance Number, address, date of birth and income details.

Opening Times

We are at 19 Bedford Street, Rhyl LL18 1SY
Monday, Wednesday and Friday
9.30 – 2.00

Who we are

Shelter Cymru

How to contact us

Shelter Cymru
Unit 5 Station Buildings,
Rhyl LL18 1AT
01745 361444
08450755005

www.sheltercymru.org.uk

Please ring for an appointment and information about your nearest housing advice surgery.

Services Provided

Free and confidential advice, advocacy and legal representation to people with any sort of housing problem.

This includes help if you are

- homeless, or threatened with losing your home
- having problems paying your rent or mortgage
- having trouble getting repairs done
- living in overcrowded or unsuitable housing
- trying to get rehoused
- experiencing harassment or violence in your home
- unhappy about a housing benefit decision

www.sheltercymru.org.uk

What we do

.We will give you free and confidential advice about your housing problem.

We operate a mixture of drop in and appointments, you can call at the Rhyl Office to make one, but please note we are closed on Wednesdays.

We can also interview you by arrangement in other parts of Denbighshire.

We operate an advice surgery on Thursdays at the Council offices at 64 Brighton Road.

Who we are

Conwy & Denbighshire Bond Bureau

How to contact us

Dewi Wood
NACRO
1, Trinity Square,
Llandudno, Conwy LL30 2PY
Tel : 01492 860 437
Fax: 01492 878 703

Services Provided

We provide a Bond in place of a cash deposit to landlords on behalf of applicants.

Bonds are normally issued for 6 months and are normally the equivalent of 4 weeks rent. The guarantee covers : damage to the property; missing items; cleaning.

It does not cover fair wear and tear, rent in advance, charges for facilities or loss of any of the tenant's possessions.

You should:

- Be 16 years or older
- Be in receipt of benefits or on a limited income
- Be unable to raise the money for a deposit
- Be homeless, threatened with homelessness or in need of housing
- Have no savings
- Have a connection with the local area
- Have explored all other possibilities

What we do

If you meet the qualifying conditions you need to complete an application form and return it to the address above. Your application will be assessed and kept on file. You then have to find your own accommodation or have been offered accommodation and contact the scheme to activate your Bond.

Please make sure your chosen landlord will accept the Bond.

Who we are

West Rhyl Young People's Project

How to contact us

Hannah Rowan/Gareth Davies
West Rhyl Young People's Project
17 Bedford Street
Rhyl LL18 1SY

Tel: 01745 351293
Fax: 01745 354280

gareth_wrypp@hotmail.com
hannah_wrypp@hotmail.com

Services Provided

Open Access Drop In :

For advice and support, internet access, activities, workshops and events.

- Shower and laundry.
- Sexual Health Adviser
- Drug and Alcohol Worker
- Careers Advice
- Refreshments
- Cooking sessions

Opening times

Monday 1-3
Tuesday 1-4
Wednesday CLOSED
Thursday 1-4
Friday 1-5

Who we are

VIVA **Lesbian, Gay and Bisexual Young** **People's Service**

How to contact us

Gareth Davies/Hannah Rowan
Viva at West Rhyl Young People's Project
17 Bedford Street,
Rhyl LL18 1SY
Tel: 01745 351293
Fax: 01745 354280

gareth_wrypp@hotmail.com

Services Provided

- Twice weekly evening youth groups
- Trips and activities
- One to one support (for LGBT young people, agencies and family and friends)
- Workshops
- Staff development for agencies
- Training for agencies
- Resource library
- internet access

We operate from the West Rhyl Young People's Project which has a drop in on:

Monday 1-3,
Tuesday & Thursday 1-4
and Friday 1-5

What we do

Viva makes contact with young people aged between 14 and 25 who are at risk of experiencing social exclusion due to their emergent sexual identity and provides them with a safe environment, issue-based group work and opportunities to meet others of the same age and to explore issues which concern them and develop their confidence and self esteem.

Who we are

Rhyl Youth Action Group

How to contact us

We are at
THE HUB
69-75 Wellington Road,
Rhyl LL18 1BE

staff@ryag.org.uk
www.ryag.org.uk

Tel: 01745 344866
Fax: 01745 334500
Text: 07872 320216

Services Provided

We are managed by and provide services for the young people of Rhyl with the specific aim of creating ongoing generations of young community leaders and empowering young people to take positive action in their community through education, participation and empowerment.

We currently have projects to improve health, confidence, employability.

RYAG works in partnership with a range of other organisations such as The Princes Trust Cymru, WEA, WCVA and receives funding from a variety of sources.

- Youth Cafe
- YouthBank
- RAPP
- XL informal Education Programme
- Training and Recreation Area
- Digital Media/IT Suite
- Meeting rooms and training
- Office space for a range of agencies

(and we are developing accommodation which will be managed by NACRO as the landlord)

What we do

We are a social enterprise developing a number of facilities on our site in Rhyl, including accommodation in conjunction with NACRO.

Opening Times:

9am until 9.30pm for different activities (RAPP detached work can be up to 11pm) please see [website](#) for further information.

Who we are

Pop In Centre

Prestatyn

How to contact us

Jonathan White
Pop In Centre
28-30 Meliden Road,
Prestatyn LL19 9RT
(next to ALDI)
01745 857722

popincentre@btconnect.com
www.popin.org.uk

Services Provided

We are a Youth Cafe and provide activities for young people.

- Free internet access
- Pool Table and Darts
- Wii Console
- Flat Screen television
- Snack Bar serving hot or cold drinks with sandwiches
- Sports activities and Events
- Band rehearsal space

The cafe also acts as an information centre where you will be able to find information on personal safety, employment, health, the law, and public transport services and sports events. The Pop In Centre also has its own kitchen area which young people can use to make their own drinks and snacks. Washing and drying facilities are also free to use to young people who are on low incomes or who have no fixed address at which are living.

Opening Hours

Tuesday	7.00 pm - 9.00 pm
Wednesday, Thursday & Friday	12.00 pm - 9.00 pm
Saturday	10.00 am - 8.00 pm

Who we are

Denbigh Youth Project

How to contact us

Denbigh Youth Project
Rock House
Love Lane
Denbigh
Denbighshire
LL16 3LE

Tel: 01745 816949

E-Mail : denbighyp@btconnect.com

Russell Davies – Project Co-ordinator

Services Provided

What we do:

- ☺ Information and advice on a variety of services – i.e. housing, benefits, health matters
- ☺ Directly deliver a range of personal support programmes
- ☺ Drop-in centre, with kitchen / refreshment facilities, laptop computers and PC's with internet access
- ☺ Structured workshops and accredited activities, residential visits & outdoor pursuit activities, volunteering/sports
- ☺ Healthy Living programme, with a 'Lunch Club' facility, organic allotment and accreditations in cookery, health / nutrition, food hygiene, etc

Opening Hours

Monday: 10 am -5 pm
Tuesday: 10 am -9 pm
Wednesday 10 am -5 pm
Thursday 10 am -9 pm

Friday: Outside activities.

Who we are



Coleg Llandrillo Cymru

A Further Education College that offers students a range of educational options including Vocational Pathways and Degree Level courses.

There are college sites in Rhos on Sea, Rhyl, Abergele, Denbigh and Llanrwst.

How to contact us

Coleg Llandrillo 01492 546666
Coleg Llandrillo Rhyl 01745 354797
Coleg Llandrillo Abergele 01492 828100
Coleg Llandrillo Denbigh 01745 812812
Coleg Llandrillo Glasdir 01745 812812
The Elwy Centre 01745 536300

Services Provided

For Students:

Advice & Guidance

Information for students about course choices and sign posting to the appropriate services.

Careers Wales

Guidance for students about their career choices.

Student Welfare Services

Information about a variety of services including housing, personal support, benefits and sign posting to the appropriate services.

Counselling

Appointment based service for students who need the opportunity to think and talk in confidence about problems that concern you and are impacting on your life.

Study Skills

A service to support you with your learning needs.

Library

IT Workshops

Child Care

What we do

We are a Further Education College that offers a variety of education pathways. Whilst you study with us there are a number of services that you are able to access to support you whilst you study including Advice and Guidance, Welfare, Learning Support and Child care.

Who we are

Shelter Cymru Peer Learning Project

How to contact us

Simon Cooke
Shelter Cymru
01978 317 917

simonc@sheltercymru.org.uk
www.shelter.org.uk
www.housemate.org.uk

Services Provided

This project delivers the Shelter Housemate pack to schools in Denbighshire, Flintshire and Wrexham.

Housemate is an educational resource on housing options for young people aged 11-18

The project recruits young people who have been service users and who will share their experiences of homelessness or housing issues in schools, colleges and youth clubs

Every young person who attends the sessions receives a USB stick containing the Housemate pack and links to the local authority websites, and Youth Den.

Every school in Wales has a copy of Housemate. A full copy of the pack has been uploaded to the *Youth Den* website

www.youthden.com
www.difanc.com

What we do

We deliver work exercises from the Housemate pack in schools. The exercises relate to the national curriculum (Personal and Social Education) and the pack contains the appropriate curricular references.

We want to extend this service to all Denbighshire pupils aged 11-18 and to supported housing project and youth organisations.

Who we are

Denbighshire Low Cost Home Ownership Register

How to contact us

Affordable Housing Team
Cymdeithas Tai Clwyd
54 Vale Street,
Denbigh
LL16 3BW

0345 230 3140

lletya@taiclwyd.com

Services Provided

The aim of the Register is to provide opportunities for the people of Denbighshire to register their interest in purchasing an affordable property within the County as an alternative to renting, and also to enable the Council to assess the need for Low Cost Home Ownership in the towns and villages within Denbighshire.

We offer schemes for

- Shared ownership (combination of mortgage and rent) purchasing a minimum of 40% with an option to purchase a further share in the future.
- Homebuy – help with buying a property on the open market.
- Discounted for Sale purchase (property usually on a private development with a restriction the sell on price)

To be eligible

There are restrictions on eligibility and you have to be able to obtain your own finance. You will have to provide details of your income and savings and meet residency requirements.

You have to be 18 to obtain services but you can apply when you are 16

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The Scheme is managed by Tai Clwyd in Partnership with Denbighshire County Council, Wales and West Housing Association and Pennaf/Clwyd Alyn Housing Association.

Who we are

The Princes Trust

How to contact us

The Princes Trust.

0800 842 842

www.princes-trust.org

We have an office at the Rhyl Youth Action Group "HUB" at 69-75 Wellington Road, Rhyl

Services Provided

- Develop practical skills which will help you in life and in a job
- Meet new people
- Enjoy activities away from home
- Take part in challenging projects
- Benefit from two weeks work experience
- Be given career advice and help with job search
- Get help with your CV
- Make a difference to the local community
- Achieve nationally recognised qualifications

Have an amazing time while doing the above.

What we do

We are a UK charity that aims to help people aged 14-30 get their lives on track. We specialise in those who struggle at school, have been in care, the long term unemployed and those who have been in trouble with the law.

Who we are

Caledfryn Credit Union

How to contact us

We are at

19 Bridge Street,
Denbigh LL16 3LF

Tel 01745 817444

www.caledfryncu.co.uk

Services Provided

Credit unions are financial co-operatives owned and managed by the members who use them. They offer a convenient way to save and the opportunity to access low cost loans. Credit unions are mutual societies, registered and regulated by the Financial Services Authority, and are governed by law, namely the Credit Union Act, 1979.

Membership of credit unions is based on what is known as a 'common bond', something which the members have in common e.g. where members work or live.

Families who live or work within the county of Denbighshire south of the A55 (our common bond) are welcome at our Credit Union

What We do

We provide an easy way to save money and low(er) cost loans to our members.

Who we are

Clwyd Coast Credit Union

How to contact us

Clwyd Coast Credit Union
17-19 Bodfor Street,
RHyl
LL18 1AS
01745 361274

Services Provided

We are non profit making financial co-operative which offers a convenient way of saving and a lower interest loan service to our members.

Members can also have benefits and pensions paid directly into the Credit Union.

You must live or work in the areas of:

Pensarn, Belgrano, Towyn, Kinmel Bay, Rhyl, Rhuddlan, Bodelwyddan, Dyserth, Meliden, Prestatynm Gwaenysgor, Gronany, Gwespyr, Talacre.

Opening times for Rhyl Office:

Monday – Friday: 9.30am to 4.30 pm
Saturday 9.30 a.m. 12 noon

For areas south of A55 see Caledfryn Credit Union

Who we are

The North East Wales Conflict Resolution Service.

The Wallich

How to contact us

Project Coordinator: Marc Skinner

Telephone: 01978 266626

Email: wrexham.crs@thewallich.net

Fax: 01978 290490

Text: 07976769122

Services Provided

We are a free, impartial and confidential service that is available to anyone who is:-

- Over the age of 16
- Is either homeless or at risk of homelessness
- In conflict with a family member, landlord, tenant or neighbor.

We use a process of conflict resolution to assist us in resolving conflicts by seeking solutions that are acceptable to everyone.

One of the key tools that we use to help us resolve conflicts is face to face mediation and shuttle mediation.

Typically we deal with young people in family disputes, but we also work with disputes involving landlords, tenants and neighbors.

We have a dedicated team of Project Workers that cover the Counties of Wrexham, Denbighshire and Flintshire.

What we do

Typically we use the process of conflict resolution to help resolve disputes. These include

- Helping our clients communicate to their problems better.
- Signpost our clients to other specialist organisations that can deal with their problems.
- Listening to our clients problems.
- Look to reintegrate our clients back into the family home, or to rebuild relationships that have been damaged by family conflict, so that the young person maintains the support of the family network.

Who we are

Careers Wales Team

How to contact us

Station Buildings
Rhyl
01745 330 012

For South Denbighshire contact
01978 317015

Freephone 0800 389 9603
www.careerswales.com

Services Provided

We provide free job and careers advice.

We can help to

- look for a job
- write a CV
- prepare for job interviews
- find courses and training
- choose a job or career to suit your skills
- offer advice about work and studying in the UK
- signposting to other support : housing, substance misuse

What we do

Denbighshire there are projects set up in Blessed Edward Jones and Rhyl High Schools working with individuals in the Communities First area.

