

# **Homelessness Prevention Team Directory of Housing Related Support Services 2020 / 21**

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## Introduction

Homelessness means being without a safe and secure place to live.

This includes things like 'sofa-surfing', living in unsuitable accommodation, accessing emergency beds and sleeping rough. It can mean facing a number of difficult and traumatic experiences. Homelessness or risk of homelessness can happen, and continue, for many different reasons, including evictions (not necessarily because of any fault of the tenant), relationship / family breakdown, being unable to cope because of experiencing traumas or other support needs, and citizens just not having enough money to keep their home, perhaps because of a job loss or changes to benefits.

Our housing related support services are for citizens 16+ who live in Denbighshire and are homeless or at risk of losing their home. We aim to prevent homelessness wherever possible, working with the community and our partners to identify and tackle its causes, and empower citizens to live as independently as possible.

## What is Housing Related Support?

Housing related support helps citizens to develop or maintain the skills and confidence to live as independently as possible. It can be supported housing (where citizens live in an accommodation-based project, and usually need a bit more support to build their independent living skills) or 'floating support' (where a support worker isn't 'fixed' to any accommodation, so they can work with you in your own home, or if you're currently staying with family, 'sofa-surfing' etc.)

All support is time-limited, usually up to around 6-24 months, depending on individual needs and circumstances. Support is always led by the citizen, but could include help with things like:

- Achieving safety, security and better quality of life
- Developing independent living skills
- Taking control of finances, e.g. support with budgeting, addressing arrears, accessing money advice
- Accessing other helpful support and opportunities, including employment / training / education / volunteering

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This Directory details all of the housing related support services commissioned by the Denbighshire County Council Homelessness Prevention Team through the Housing Related Support Programme.

You can make a referral for these services by completing the referral form, and sending to [spoa@denbighshire.gov.uk](mailto:spoa@denbighshire.gov.uk) .

To get help and advice, and to talk through your options, you can also:

- Email: [homeless.prevention@denbighshire.gov.uk](mailto:homeless.prevention@denbighshire.gov.uk)
- Call: 0300 456 1000
- Visit the Homelessness Prevention Team during our drop-in hours, 1 pm – 4 pm, Monday-Friday
- Contact us from a [One Stop Shop](#) or visit one of the [Talking Points](#)
- **Please note face to face drop ins are currently suspended due to Covid-19**

## Homelessness Prevention Team

### Homelessness Prevention Pathway

All referrals for housing related support (excluding refuge and emergency beds) must be sent to the Homelessness Prevention Pathway, via [spoa@denbighshire.gov.uk](mailto:spoa@denbighshire.gov.uk) .

The Pathway will then match the referral to the most appropriate support project with a vacancy at that time; considering the citizen's needs and wishes, and enabling fair and equal access to support. Sometimes a citizen may need to go on to the Pathway's waiting list if there are no current suitable spaces.

They also work to make sure any barriers to accessing the right support are overcome, including coordinating multi-agency approaches when needed.

### Young People's Positive Pathway

This is a partnership between the Homelessness Prevention Team, Children's Services and Youth Justice. The Project works with all young citizens (from 16 up to 25 years old) who contact DCC when they are homeless or at risk of homelessness.

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The Project offers dedicated interventions to prevent youth homelessness, including offering advice and assistance, and supporting young citizens to understand their options, access mediation, education, training or employment, and other resources which could help them with any support needs.

## **Homelessness Prevention Officers (HPOs)**

The HPOs work with citizens who are homeless or at risk of losing their home, to help them prevent homelessness or find suitable accommodation.

If a citizen is homeless now, or at risk of homelessness within the next 56 days (when there are usually legal duties to offer help), HPOs will work with that citizen to complete an assessment to find out what support might be available and best suit their needs and circumstances.

They will then work with them on their Personal Housing Plan to prevent or end their homelessness. The HPOs work closely with housing related support projects to provide the best support offer for each citizen.

## **Temporary Accommodation and Tenancy Sustainment**

The Council have a duty to provide accommodation for citizens in certain circumstances, or who have certain support needs. This depends on the outcome of the assessment with the HPOs, as above.

The Temporary Accommodation and Tenancy Sustainment Officers work closely with landlords to make sure that accommodation is of a good standard and suitable for citizens with a range of needs.

They also offer support when citizens move on into their own accommodation, to ensure the new tenancy is successful and sustainable.

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## Generic Support

These are projects that can work with citizens with a broad range of support needs.

Support Project and Service Provider	Minimum number of citizens supported	Service Description
<b>Adullam Homes:</b> multi-disciplinary homelessness prevention project	89	This is a supported housing and floating support project for citizens aged 16+ with a broad range of needs and circumstances. It consists of at least 35 units of supported housing and 54 units of floating support.
<b>Over 25s Floating Support;</b> - Clwyd Alyn Housing Association	54	This is a supported housing and floating support project for citizens aged 25 and over with a broad range of needs and circumstances.
<b>Ty Golau;</b> DCC and Clwyd Alyn Housing Association Partnership	7 4 4	This is an emergency beds, supported housing, and floating support project. There are 3 separate but linked elements: <ul style="list-style-type: none"> <li>• Emergency Beds: a direct access service offering emergency beds in male and female dorms for citizens who are 18+, without dependent children, who don't have a safe place to stay. The project usually offers a 3-night licence, and will work with citizens to move them on to more secure accommodation (e.g. supported housing or their own tenancy) as soon as possible.</li> <li>• The Hostel: a short term (up to 3 months) supported housing for citizens 18+, without dependent children, who are homeless or threatened with homelessness. Communal areas are shared with other residents and the project is 24 hour staffed.</li> <li>• High Intensity Support Service: a floating support project for citizens 18+, without dependent children, who are either homeless or threatened with homelessness.</li> </ul>

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Support Project and Service Provider	Minimum number of citizens supported	Service Description
<b>Independence at Home; DCC</b>	180	This is a floating support project for citizens with a broad range of needs and circumstances, working in partnership with Reablement and Health. Citizens supported are usually aged over 50.
<b>Seashells Supported Housing; Seashells</b>	4	This is supported housing for men aged 25+. Communal areas are shared, and the project is staffed 24 hours a day.
<b>GIFT Floating Support; The Wallich</b>	60	This is a floating support project for citizens with a broad range of needs and circumstances.

### Domestic Abuse Support

Support Project and Service Provider	Minimum number of citizens supported	Service Description
<b>Domestic Abuse Floating Support and Denbighshire Refuges; DASU (Domestic Abuse Safety Unit)</b>	<ul style="list-style-type: none"> <li>• 20 - 25 Refuge Households</li> <li>• 35 - 60 Floating Support</li> </ul>	This is a floating support service for a minimum of 35 citizens who have support needs related to domestic abuse, and as a result are either homeless or threatened with homelessness. There is also direct access emergency refuge accommodation, offering support for up to 25 citizens and their children who are escaping domestic abuse, and as a result are homeless or threatened with homelessness.

### Mental Health Support

Support Project and Service Provider	Minimum number of citizens supported	Service Description
<b>ABBA Service; Age Connects</b>	10	This is a floating support project for citizens experiencing early signs of dementia, as well as citizens who could experience difficulties in maintaining their independence due to memory problems, depression, psychosis, or similar support needs.
<b>Mental Health Floating Support; Gorwel</b>	12	This is a floating support project for citizens with mental health support needs, including citizens who may not have a formal diagnosis. Citizens may have a broad range of mental health support needs, including

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Support Project and Service Provider	Minimum number of citizens supported	Service Description
		things like low mood or anxiety as a result of their housing situation.
<b>Mental Health Floating Support;</b> Hafan Cymru	16	This is a supported housing (6 units) and floating support (10 units) project for citizens with mental health support needs, including citizens who may not have a formal diagnosis. Citizens may have a broad range of mental health support needs, including things like low mood or anxiety as a result of their housing situation.
<b>ACTS Floating Support;</b> Hafal	12	This is a floating support project for citizens with diagnosed mental health support needs, and who are accessing secondary mental health services. Secondary mental health services include; seeing a psychiatrist or a (non-primary care) Community Psychiatric Nurse at your Community Mental Health Team. Don't worry if you're not sure, we can discuss this with you.
<b>Four Walls Floating Support;</b> Hafal	8	This is a floating support project for citizens with mental health support needs, which may either be undiagnosed, or diagnosed, where a citizen is accessing primary mental health services only. Primary mental health services include your GP or a primary care Community Psychiatric Nurse. Don't worry if you're not sure, we can discuss this with you.
<b>Supported Housing;</b> Hafal	5	This is a supported housing project for citizens aged 18+ without dependent children, who have undiagnosed or primary mental health support needs (as above). Communal areas are shared with other residents, and the project is 24 hour staffed.
<b>Mental Health Support Project;</b> Ty Mor	10	This is a supported housing (5 units) and floating support (5 units) project for citizens without dependent children, who have diagnosed mental health support needs, and who are accessing secondary mental health services (as above). It consists of at least 5 units of floating support and 5 of shared supported housing.



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## Families Support

Support Project and Service Provider	Minimum number of citizens supported	Service Description
<b>Family Support Team; DCC</b>	59	This is a floating support project for families who are involved with statutory services in the areas of child protection and children in need, as well as families identified as being in urgent need of such statutory services. This project also supports young citizens leaving the care of Denbighshire County Council where a continuing statutory duty exists.

## Substance Abuse Support

Support Project and Service Provider	Minimum number of citizens supported	Service Description
<b>Doorstop; The Wallich</b>	7	This is a floating support and supported housing project for citizens with no dependent children, who have support needs relating to substance (including alcohol) use. Citizens accessing the project will usually be in treatment / recovery (e.g. post-detox or on prescription medication), however, citizens wishing to address their substance use support needs who have not yet engaged in the relevant support will still be considered. There is at least 1 unit of floating support and 6 units of self-contained supported accommodation.

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## Learning Disabilities & Similar / Related Support Needs Support

Support Project and Service Provider	Minimum number of citizens supported	Service Description
<b>Keyring Floating Support;</b> Keyring	28	This is a floating support project for citizens with learning disabilities, autistic spectrum disorder, Asperger's syndrome, acquired brain injury, or other similar or related support needs.
<b>Tenancy Enabler;</b> DCC	5	This is a floating support project, providing specialist support for citizens with learning disabilities, acquired brain injury, and Autistic Spectrum Disorder. This is typically a shorter term (up to 6 months) project, which provides intensive coordination and support where an individual is moving into more independent accommodation, including move-on from the family home or supported living; supporting citizens to transition from managed care and support and reducing reliance on statutory services. This project is co-located with the Denbighshire County Council Complex Disabilities Team (CDT), and citizens supported will usually be individuals identified by CDT as requiring housing related support.
<b>Community Living;</b> DCC (In-house and external sub-contracted support)	109	This is a floating support project for citizens with learning difficulties or low level learning disabilities who currently reside in one of Denbighshire's Community Living Schemes.
<b>Doorstop;</b> The Wallich	7	This is a floating support and supported housing project for citizens with no dependent children, who have support needs relating to substance (including alcohol) use. Citizens accessing the project will usually be in treatment / recovery (e.g. post-detox or on prescription medication), however, citizens wishing to address their substance use support needs who have not yet engaged in the relevant support will still be considered. There is at least 1 unit of floating support and 6 units of self-contained supported accommodation.

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## Young Citizens (aged 16 up to 25) Support

Support Project and Service Provider	Minimum number of citizens supported	Service Description
<b>Y Dyfodol</b> ; Clwyd Alyn Housing Association	29	<p>This is a supported housing project for young citizens without dependent children. The project has two elements:</p> <ul style="list-style-type: none"> <li>• 24 hour staffed units: The project offers a number of flats within the main project site which are either shared by 2 young citizens of the same gender or individual flats for sole occupancy.</li> <li>• Outreach: This element of the project is self-contained flats, which may be used as move-on/step-down accommodation from 24 hour staffed units.</li> </ul>
<b>Yr Hafod Supported Housing and Floating Support</b> ; Grŵp Cynefin	12	<p>This is a supported housing and floating support project. The 6 units of supported accommodation are for young citizens with no dependent children. They offer self-contained flats as well as shared communal areas within the project which is 24 hour staffed. The project is closely linked to the Denbigh Hwb, and there is an expectation that young citizens accessing the project will engage in education / training / employment / volunteering activities. The floating support is for young citizens with or without dependent children.</p>
<b>Supported Lodgings</b> ; Local Solutions	18	<p>This is supported housing for young citizens aged 16-21 only. Accommodation is provided by 'householders' in the community.</p>
<b>Nightstop</b> ; Local Solutions	4	<p>This is emergency accommodation for young citizens aged 16-21. Accommodation is provided by householders in the community on a short-term basis, usually for no longer than 4 weeks.</p>

In addition to the services above, an Employment Mentor Officer and Citizens Advice Officer is provided to give dedicated support to citizens in Denbighshire.