Cyngor sir ddinbych denbighshire County Council

Homelessness Prevention Team Directory of Housing Related Support Services 2026/2027

Mae'r ddogfen hon ar gael yn Gymraeg. This document is available in Welsh.

Directory of Housing Related Support Services

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Introduction

This includes things like ‘sofa-surfing,’ living in unsuitable accommodation, accessing emergency beds, and sleeping rough. It means facing 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, collaborating 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. The citizen always leads support, 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

Directory of Housing Related Support Services

This Directory details all the housing related support services commissioned by the Denbighshire County Council (DCC) Homelessness Prevention Team through the Housing Related Support Program.

Contact Information

You can make a referral for these services by completing the referral form, and sending to:

spoa@denbighshire.gov.uk

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

Email: homeless.prevention@denbighshire.gov.uk / Call: 01824 712099

Contact the Homelessness Prevention Team Monday - Thursday 9am-5pm Friday 9am – 4.30pm

You can also contact us from the One Stop Shop or visit one of the Talking Points.

Homelessness Prevention Pathway

All referrals for housing related support (excluding refuge and emergency beds) must be sent to the Homelessness Prevention Pathway via:

hppathway@denbighshire.gov.uk

The Pathway will then match the referral to the most appropriate support project with a vacancy at the time; considering the citizen's needs and wished 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 coordination multi-agency approaches when needed.

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Young Peoples 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.

Homelessness Prevention Officers (HPO's)

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.

Homelessness Prevention Triage Officers

The Triage Officers are the first point of contact for all homelessness presentations, SARTH applications and advice sought. They ensure that all referrals into the

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Homelessness Prevention Team (HPT) are triaged to identify the most effective pathway for support. The Triage Officers deliver accurate advice, signposting, referrals and information to citizens and professionals.

SARTH (Assessment Officers)

Denbighshire operates a Single Access Route To Housing (SARTH) service, which means applicants will only have to make one application to go on the Housing Register and not one to each housing provider.

The SARTH is shared by all social housing providers in Denbighshire including:

- Denbighshire County Council
- Denbighshire Housing
- Grŵp Cynefin
- Clwyd Alyn
- North Wales Housing
- Wales and West Housing
- ADRA
- Cartrefi Conwy

The SARTH Assessment Officers will assess your housing need depending on your circumstances and prioritise your housing need into one of the four bands.

If you don’t have a housing need recognised in the banding scheme, the team can offer you advice which covers a whole range of affordable housing options, including social housing, private rented accommodation, home ownership and other available alternatives in Denbighshire.

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List of support services

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
Denbighshire Collaborative: multi-disciplinary homelessness prevention project	170	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.
Ty Golau; 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: • 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. • 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. • High Intensity Support Service: a floating support project for citizens 18+, without dependent children, who are either homeless or threatened with homelessness.

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Support Project and Service Provider	Minimum number of citizens supported	Service Description
Tenancy Support Team DCC		Tenancy Support Officers provide a broad range of tenancy sustainment **floating support** to prevent presentation into statutory homelessness and evictions into homelessness, primarily from Denbighshire Community Housing and ideally through early intervention. The Tenancy Support Team also provides move on support for new tenants of Denbighshire Community Housing, who have previously been homeless.
Supporting Independence at Home; SIL DCC	120	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.
My Home Denbighshire; Shelter	110	My Home Denbighshire is an Early Intervention Project whose overarching aim is to support citizens within Denbighshire to avoid them ever having to enter the Homelessness system. We will work with a wide range of citizens, (16+) who present to us with a variety of support needs, including but not limited to: financial difficulties, relationship breakdowns, mediation between PRS and tenant situations – with a view to sustaining the tenancy as a result, fuel poverty, property in disrepair etc., allowing citizens to make informed choices, with guidance, to gain better control of their situation, whilst empowering them to independently maintain their commitments and responsibilities going forward, without them spiralling further out of control

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Support Project and Service Provider	Minimum number of citizens supported	Service Description
Temporary Emergency Accommodation Support The Salvation Army	32	This project is a holistic, housing related support service for people who are living in temporary emergency accommodation, owned by the local authority in Denbighshire. Individuals supported will be any gender; aged 16 and above; single or part of a couple and may or may not have dependent children and pets. Most individuals supported will be resident in temporary emergency accommodation in Denbighshire, owned and managed by Denbighshire County Council, and identified as needing support to enable them to sustain their accommodation, prevent reoccurring homelessness and move on into more suitable accommodation.

Domestic Abuse Support

Support Project and Service Provider	Minimum number of citizens supported	Service Description
Domestic Abuse Floating Support and Denbighshire Refuges; DASU (Domestic Abuse Safety Unit)	• 20 - 25 Refuge Households • 35 - 60 Floating Support	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.

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Family Support Team

Support Project and Service Provider	Minimum number of citizens supported	Service Description
Family Support Team; DCC	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.

Mental Health Support

Service Provider	Minimum number of citizens supported	Service Description
Mental Health Floating Support; Gorwel	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 things like low mood or anxiety as a result of their housing situation.
DCC- Mental Health Housing Team	55	This project is a floating support service providing housing support for people with a lead need of mental health. The support is for anyone that is struggling with their housing needs, are homeless or are at risk of homelessness. The level of support is catered to the needs of the individual.

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Service Provider	Minimum number of citizens supported	Service Description
Supported Housing - Denbighshire Collaborative;	14	This is a high intensity supported housing project (3 units in shared house and 11 satellite flats/houses) to provide accommodation and support to homeless people with mental health needs. Support is provided to people who are not in receipt of or not eligible for secondary mental health services, but who may be in receipt of primary care for mental health needs. The project will also support people who are identified as having mental health needs through a "homeless" assessment. Staff deliver support activities in the accommodation provided and in the community. There is a 24 hour on-call service. Service users will be people aged 18 or over who currently live in Denbighshire and are either homeless or threatened with homelessness.

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Under 25's Projects

Support Project and Service Provider	Minimum number of citizens supported	Service Description
Y Dyfodol; Clwyd Alyn Housing Association	24	This is a supported housing project for young citizens without dependent children. The project has two elements: • 24 hour staffed units: The project offers several flats within the main project site which are either shared by 2 young citizens of the same gender or individual flats for sole occupancy. • 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.
Yr Hafod Supported Housing and Floating Support; Grŵp Cynefin	12	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.

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Substance Abuse Support

Support Project and Service Provider	Minimum number of citizens supported	Service Description
Doorstop; 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.

Parent and child supported accommodation

Support Project and Service Provider	Minimum number of citizens supported	Service Description
Clwyd Alyn – Seren Bach – Bruton Park	5	This is a supported living project designed for homeless single parents with a child aged two or under. The project operates 24 hours a day and provides five self-contained flats within the main building along with a communal space. The service offers support to help parents develop skills and confidence needed to achieve independent living. In addition to the main site, the project also offers a self-contained parent and child outreach property designed to help parents prepare for move on to independent living.

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Additional Services

Support Project and Service Provider	Service Description
Working Denbighshire - Employment Mentor Officer	The Homeless Employment Mentor provides a flexible, high quality service, working in partnership with Denbighshire's Homeless Prevention Officers and other employability projects as part of an integrated 'Working Denbighshire' approach. The project provides employment focused support to anyone in Denbighshire who is under 35, unemployed/underemployed and at risk of either becoming homeless or homeless, to help to identify and overcome the barriers that are preventing people moving into employment. Support includes: • support to a caseload of participants identified as being eligible to receive services under the programme • Offer support to people in a more personalised way through a person centred and strengths-based approach • Be responsible for mentoring and coaching participants, empowering and motivating them to identify and take practical steps to overcome barriers preventing them taking up identified training and employment opportunities • Enable citizens to start on their journey to secure sustainable employment or to progress whilst in work and in the long term lift them out of poverty • Take an asset-based approach, encouraging positive risk taking: maximising people's own strengths and resources, and recognising that people are experts in their own lives

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Support Project and Service Provider	Service Description
Grwp Cynefin – Going it Alone	This project provides support and information to young people across Conwy and Denbighshire on the realities of independent living and youth homelessness.
NACRO – Resettlement	We work with people aged 16 and over who are homeless or potentially homeless in Denbighshire. We aim to help people and their families and to resettle in the local community and provide initial support while they settle. Our support includes the following: • Information and advice about housing options • Help to apply for grants for rent in advance, deposits, and furniture they may qualify for. • Advice with rent arrears and rent top-ups • Advice on maintaining good relationships with landlords and neighbours • Working with Denbighshire Homeless Prevention Team to help people achieve their Personal Housing Plan • Signposting to usual agencies and referring you to specialist services if needed

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Support Project and Service Provider	Service Description
NACRO Bond Scheme	Nacro delivers a bond scheme that helps people who are homeless or at risk of homelessness to secure accommodation. This is through a deposit guarantee in place of a cash deposit payment to a private landlord. **Eligibility** To be eligible for the scheme a person must be homeless or at risk of homelessness and be a resident of Conwy or Denbighshire. The scheme is available to both single people and families. There is no age criteria
Intuitive Thinking Skills	Intuitive Thinking Skills are running an Ambassador Programme which recruits and trains citizens with lived experience to then be placed back into services as volunteers/Ambassadors. This programme includes 2 accredited educational courses along with 1-1 mentoring to empower citizens to support others experiencing similar issues. Intuitive Thinking Skills also provides specialist 1-1 mentoring around behaviour and attitude change.