



Wrexham Housing Support Grant Directory

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Email: HousingSupportGrants@wrexham.gov.uk

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Introduction

The Housing Support Grant programme is a Welsh Government programme that helps approximately 60,000 people each year to live independently. The programme provides vital support to people who find themselves in very difficult circumstances. It helps some of Wales' most vulnerable people to live independently in their own home or supported housing.

It is an early intervention programme which prevents people from becoming homeless or helps homeless people to find and keep accommodation. It helps vulnerable people address problems, sometimes multiple problems, such as debt, employment, tenancy management, substance misuse, violence against women, domestic abuse and sexual violence, and mental health issues. The support is geared to what people need e.g. to help deal with mental health problems and/or substance misuse, help to improve their health and well-being and/or help them progress into, or nearer to, a job or training opportunity.

Housing-related support is provided to help vulnerable people develop or maintain the skills and confidence necessary to live as independently as possible. At its core is the prevention of homelessness. Support can be offered to anyone eligible, regardless of their tenure or lack of tenure.

The Housing Support Grant programme in Wrexham funds housing support schemes for a wide range of client groups including older people; young people; people with substance misuse, mental health or offending issues; people with physical or learning disabilities and homeless people. Services can be delivered in a variety of ways, including floating support (delivered in people's own homes), temporary supported accommodation or hostels.

Schemes are funded either wholly or partially through Housing Support Grant (HSG) from Welsh Government. The funding is intended to provide eligible housing support and although personal care or health care cannot be funded through HSG, a number of schemes listed may provide this type of support funded via another agency.

Each of the schemes listed is under contract with the HSG team to deliver housing support. Each provider will have its own eligibility, assessment and allocations policies which are specific to their schemes.

Referrals for all HSG schemes will go through the Gateway (housingsupportgateway@wrexham.gov.uk), unless otherwise stated, and the Gateway Officer will allocate to the most appropriate service after assessing the support needs from the referral.

For further information on individual schemes please contact the service directly using the contact details listed for that scheme.

For any general queries on HSG schemes please contact the HSG team at the following address:

Housing Support Grants & Development team, Wrexham County Borough Council, Ruthin Road, Wrexham, LL13 7TU.

Email: HousingSupportGrants@wrexham.gov.uk / housingsupportgateway@wrexham.gov.uk

Women experiencing Domestic Abuse

| | |
|-------------------------------|--|
| Scheme Title | Women's Refuge |
| Organisation Name | Domestic Abuse Safety Unit (DASU) |
| Contact Name | Carolyn Hodrien |
| Contact Address | 47- 49 King Street, Wrexham, LL11 1HR |
| Telephone Number | 01978 310203 |
| Email | wrexham@dasunorthwales.co.uk |
| Website | https://dasunorthwales.co.uk/ |
| Client Group | Women experiencing domestic abuse |
| Eligibility | Women fleeing domestic violence |
| Operating Area | Wrexham and other areas |
| Scheme Type | Direct access |
| Scheme Capacity | 5 units |
| Description of Service | Our refuge offers safe, temporary, accommodation for women and children. We provide accommodation, advice, information, emotional and practical support with regard to recovery after domestic abuse, health & wellbeing, long term housing options, benefits, legal matters, and any other support needed whilst staying with DASU. |

The Crisis Intervention Service is currently available by appointment only. This service is the first point of contact for anyone needing support or advice around domestic abuse. We offer emotional and practical support, including some target hardening items to help keep people safe in their homes. We may also take you through a series of questions to assess the risk of ongoing harm and to gain further information to help us put a package of support together. We can advise on what to do next and help keep people safe.

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| Scheme Title | The Aster Hope Project |
| Organisation Name | Hafan Cymru |
| Contact Name | Emma Wood |
| Contact Address | Flat 1, Bryn End, High Street, Ruabon, Wrexham LL14 6ND |
| Telephone Number | 01978 823123 |
| Email | Emma.wood@hafancymru.co.uk |
| Website | www.hafancymru.co.uk |
| Client Group | Women experiencing domestic abuse; Men experiencing domestic abuse |
| Eligibility | Offers floating support for vulnerable men and women who have a housing related need who are experiencing or have experienced domestic abuse who have tenancy support needs. |
| Operating Area | Wrexham and Flintshire |
| Scheme Type | Floating Support |
| Scheme Capacity | 44 units |
| Description of Service | Our Floating Support project provided housing related support to vulnerable males and females with or without children in their own home. The aim is to enable people to maintain and sustain current tenancies and promote new financially sustainable accommodation. |

Scheme Title **Dispersed Refuge Accommodation**
Organisation Name Hafan Cymru
Contact Name Emma Wood
Contact Address Flat 1, Bryn End, High Street, Ruabon, Wrexham LL14 6ND
Telephone Number 01978 823123
Email Emma.wood@hafancymru.co.uk
Website www.hafancymru.co.uk
Client Group Women experiencing domestic abuse
Men experiencing domestic abuse
Eligibility Women or men aged 16 or over (single or with children) who are vulnerable, require support and have either self-referred or been referred by various professional agencies such as Social Services, GPs, Housing Officers.
Operating Area Wrexham County Borough
Scheme Type Direct access refuge accommodation
Scheme Capacity 3
Description of Service Direct access domestic abuse refuge provision. Hafan Cymru provide temporary supported housing for women and men of all ages and their children (if any) fleeing domestic violence, to assist them in meeting their needs and to enable them to develop the necessary independence to take control over their own lives.

Scheme Title **Dispersed Accommodation Scheme**
Organisation Name Hafan Cymru
Contact Name Emma Wood
Contact Address Flat 1, Bryn End, High Street, Ruabon, Wrexham LL14 6ND
Telephone Number 01978 823123
Email Emma.wood@hafancymru.co.uk
Website www.hafancymru.co.uk
Client Group Women experiencing domestic abuse
Eligibility Women aged 16 or over (single or with children) who are vulnerable, require support and have either self-referred or been referred by various professional agencies such as Social Services, GPs, Housing Officers.
Operating Area Wrexham County Borough
Scheme Type Accommodation based support
Scheme Capacity 2
Description of Service Hafan Cymru works with women 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.

Men experiencing Domestic Abuse

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|-------------------------------|---|
| Scheme Title | The Aster Hope Project |
| Organisation Name | Hafan Cymru |
| Contact Name | Emma Wood |
| Contact Address | Flat 1, Bryn End, High Street, Ruabon, Wrexham LL14 6ND |
| Telephone Number | 01978 823123 |
| Email | Emma.wood@hafancymru.co.uk |
| Website | www.hafancymru.co.uk |
| Client Group | Women experiencing domestic abuse; Men experiencing domestic abuse |
| Eligibility | Offers floating support for vulnerable men and women who have a housing related need who are experiencing or have experienced domestic abuse who have tenancy support needs. |
| Operating Area | Wrexham and Flintshire |
| Scheme Type | Floating Support |
| Scheme Capacity | 44 units |
| Description of Service | Our Floating Support project provided housing related support to vulnerable males and females with or without children in their own home. The aim is to enable people to maintain and sustain current tenancies and promote new financially sustainable accommodation. |

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|-------------------------------|--|
| Scheme Title | Dispersed Refuge Accommodation |
| Organisation Name | Hafan Cymru |
| Contact Name | Emma Wood |
| Contact Address | Flat 1, Bryn End, High Street, Ruabon, Wrexham LL14 6ND |
| Telephone Number | 01978 823123 |
| Email | Emma.wood@hafancymru.co.uk |
| Website | www.hafancymru.co.uk |
| Client Group | Women experiencing domestic abuse Men experiencing domestic abuse |
| Eligibility | Women or men aged 16 or over (single or with children) who are vulnerable, require support and have either self-referred or been referred by various professional agencies such as Social Services, GPs, Housing Officers. |
| Operating Area | Wrexham County Borough |
| Scheme Type | Direct access refuge accommodation |
| Scheme Capacity | 3 |
| Description of Service | Direct access domestic abuse refuge provision. Hafan Cymru provide temporary supported housing for women and men of all ages and their children (if any) fleeing domestic violence, to assist them in meeting their needs and to enable them to develop the necessary independence to take control over their own lives. |

People with Learning Disabilities

| | |
|-------------------------------|---|
| Scheme Title | Learning Disability Service 24 hour group homes |
| Organisation Name | Wrexham County Borough Council Adult Services |
| Contact | For more information, contact the Initial Response team - 01978 292066 |
| Email | irt@wrexham.gov.uk |
| Client Group | People with learning disabilities |
| Eligibility | People with a learning disability who have been identified by Adult Social Care |
| Operating Area | Wrexham County Borough |
| Scheme Type | Accommodation based support |
| Description of Service | 24 hour supported accommodation properties designed to offer clients, who are assessed as requiring community based support, a combination of personal care and tenancy support. Only the latter is funded through Housing Support Grant. Tenants are encouraged and enabled to take an active role in their tenancy and are provided with life skills training, help with claiming benefits, dealing with outside agencies, money management, etc. |

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|-------------------------------|--|
| Scheme Title | Outreach |
| Organisation Name | Independent Living Wrexham Ltd |
| Contact Name | Audra West |
| Contact Address | Independent Living Wrexham Bromfield House, Ellice Way, Wrexham, LL13 7YW |
| Telephone Number | 01978 365040 |
| Client Group | People with learning disabilities or vulnerable adults who have been assessed by Independent Living Wrexham Ltd. |
| Eligibility | The service is for people who have a mild to moderate learning disability, or learning difficulty, or who have been assessed by Independent Living Ltd as being a vulnerable adult. They should have identified tenancy support needs. |
| Operating Area | Wrexham County Borough |
| Scheme Type | Floating Support |
| Scheme Capacity | 45 |
| Description of Service | Support is provided in tenants' own homes, to encourage and enable them to take an active role in their tenancy. They are provided with life skills training, help with claiming benefits, dealing with outside agencies, money management, etc. |

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|-------------------------------|--|
| Scheme Title | The Moorlands |
| Organisation Name | Independent Living Wrexham Ltd |
| Contact Name | Audra West |
| Contact Address | Independent Living Wrexham Bromfield House, Ellice Way, Wrexham, LL13 7YW |
| Telephone Number | 01978 365040 |
| Client Group | People with learning disabilities or vulnerable adults who have been assessed by Independent Living Ltd. |
| Eligibility | The service is for people who have a mild to moderate learning disability, or learning difficulty, or who have been assessed by Independent Living Options as being a vulnerable adult. They should have identified tenancy support needs, but not require 24 hour support. |
| Operating Area | Caia |
| Scheme Type | Supported Accommodation |
| Scheme Capacity | 10 |
| Description of Service | The scheme will provide support for up to 2 years in temporary accommodation which comprises 8 self-contained bed-sits and 2 flats, each of which is fitted with a community alarm. The support staff will offer support and guidance with living skills which will encourage independence and enable the service users to maintain their tenancies both in the Moorlands and in future general needs housing. |

People with Mental Health Issues

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| Scheme Title | Wrexham Link Service |
| Organisation Name | Hafal |
| Contact Name | Amanda Jones or Karen Edwards |
| Contact Address | C/O 21 Barton Court, Hightown, Wrexham LL13 8QT |
| Telephone Number | 01978 310936 |
| Client Group | Homeless/Potential homeless people with mental health needs |
| Eligibility | People who are homeless/potentially homeless with a mental health need who are allocated via the Housing Options Gateway |
| Operating Area | Wrexham County Borough |
| Scheme Type | Outreach work and supporting Housing Options Team around mental health referrals. |
| Description of Service | To work closely with Housing Options and Rough Sleeper Outreach Teams and providing a link with specialist mental health services and pull services together to carry out complex case work. |
| Scheme Title | WOTS (Wrexham Outreach Tenancy Support) |
| Organisation Name | Hafal |
| Contact Name | Karen Edwards |
| Contact Address | 21 Barton Court, Hightown, Wrexham LL13 8QT |
| Telephone Number | 01978 310936 |
| Client Group | People with serious and enduring mental health |
| Eligibility | People with mental health who have been referred by the Community Mental Health Team/hospital, via the Gateway. |
| Operating Area | Hightown, Wrexham |
| Scheme Type | Floating Support to people in their own homes |
| Description of Service | The service aims to maintain people in their tenancies by providing housing related support which includes arranging access to other services/agencies; teaching of life skills aimed at enabling independent living; encouraging social contacts; financial and budgeting advice; help with the condition of the dwelling including repairs, cleaning and safety and general counselling. |
| Scheme Title | Supported Accommodation |
| Organisation Name | Hafal |
| Contact Name | Gareth Hughes or Karen Edwards |
| Contact Address | 12, Salisbury Road, Hightown, Wrexham, LL13 7AS 25 Foster Road, Rhosddu, Wrexham LL11 2LT 132 Ruabon Road, Wrexham LL13 7RA |
| Telephone Number | Salisbury Road: 01978 264770 / Foster Road: 01978 365027 |
| Client Group | People with serious and enduring mental health/complex needs |
| Eligibility | The scheme is open to adults with enduring mental health needs. Referrals are normally via the Community Mental Health Team. |
| Operating Area | Wrexham town centre |
| Scheme Type | Accommodation based support |
| Scheme Capacity | 14 |
| Description of Service | The scheme is an intensively supported accommodation based service which offers a supportive environment which is conducive to promoting individual independence via support with life skills, budgeting, household skills and social skills. The service is delivered 9am-8pm, 7 days a week, including weekends and bank holidays. |

Scheme Title **Recovery Service – Outreach Scheme**
Organisation Name Wrexham County Borough Council Provider Services (Social Care)
Contact Name David Martin / Netty Hewitson
Contact Address Recovery Service, Greenacres, 67 Rhosddu Road, Wrexham LL11 2NW
Telephone Number 01978 298516
Email recovery@wrexham.gov.uk
Website www.wrexham.gov.uk
Client Group People with mental health problems
Eligibility People with mental health problems who have been referred by Mental Health professionals.
Operating Area Wrexham County Borough
Scheme Type Floating Support to people in their own homes
Description of Service The service offers flexible support as required to people in their own homes. Support covers life skills, budgeting, household skills, social skills; and promotes independence.

Scheme Title **Recovery Service - Supported Living Scheme**
Organisation Name Wrexham County Borough Council Provider Services (Social Care)
Contact Name David Martin / Netty Hewitson
Contact Address Recovery Service, Greenacres, 67 Rhosddu Road, Wrexham LL11 2NW
Telephone Number 01978 298516
Email recovery@wrexham.gov.uk
Website www.wrexham.gov.uk
Client Group People with mental health problems
Eligibility People with mental health problems who have been referred by Mental Health professionals.
Operating Area Wrexham County Borough
Scheme Type Accommodation based support service
Scheme Capacity 7 people
Description of Service The service offers support to a group of individuals in an identified shared house. The support will vary from 24 hour support including sleep-ins for a time limited period, or daily support, depending on individuals' needs. Support covers life skills, budgeting, household skills, social skills; and promotes independence.

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| Scheme Title | Recovery Service - Supported Flats Scheme |
| Organisation Name | Wrexham County Borough Council Provider Services (Social Care) |
| Contact Name | David Martin / Netty Hewitson |
| Contact Address | Recovery Service, Greenacres, 67 Rhosddu Road, Wrexham LL11 2NW |
| Telephone Number | 01978 298516 |
| Email | recovery@wrexham.gov.uk |
| Website | www.wrexham.gov.uk |
| Client Group | People with mental health problems |
| Eligibility | People with mental health ill health who have been referred by Mental Health professionals. |
| Operating Area | Rhostyllen |
| Scheme Type | Temporary accommodation based support service |
| Scheme Capacity | 6 |
| Description of Service | The scheme will support people who are recovering from mental ill health and who are ready for a move to more independent living. They could be homeless following a stay in hospital, or been living in more intensively supported accommodation. Up to 10 hours of support per week will be provided by staff based within the scheme, at times to suit the tenant. The accommodation comprises self-contained 1 bedroom flats, where people can live for up to 2 years and the support covers life skills, budgeting, household skills and social skills, preparing people for independence. |

People with Alcohol Issues, People with Substance Misuse Issues, People with Criminal Offending History

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|-------------------------------|--|
| Scheme Title | Supported Accommodation and Floating Support |
| Organisation Name | The Wallich |
| Contact Name | Shian Thomas Projects Manager |
| Contact Address | 31A Grosvenor Road, Wrexham LL11 1BT |
| Telephone Number | 01978357926 |
| Email | Wrexhamdoorstop@thewallich.net |
| Website | www.wallich.com |
| Client Group | The service will provide both accommodation-based and floating support for people with substance misuse needs relating to drugs and / or alcohol, with dedicated provision for people who have criminal offending behaviours in addition to substance misuse issues. |
| Eligibility | Are eligible for a housing related support service in accordance with the Housing Support Grant Practice Guidance April 2020; and <ul style="list-style-type: none"> • are aged 18 and over • have support needs related to substance misuse • have a history of criminal offending behaviour • are at risk of homelessness or experiencing housing difficulties. |
| Operating Area | Wrexham County Borough |
| Scheme Type | Accommodation based support and floating support |
| Scheme Capacity | Supported Accommodation: The Supported Accommodation element of the service comprises 18 units of self-contained, furnished accommodation located throughout Wrexham County Borough. The support provider will enter into management agreements with the landlords of these properties. At any one time, a minimum of 14 of these units will support people who have a significant substance misuse (relating to misuse of drugs or alcohol or both) and are prison leavers who have a history of offending or who are at risk of re-offending. Floating Support: At least 42 units of floating support will be made available to be delivered in service users' own accommodation throughout Wrexham County Borough. At any one time, a minimum of 30 of these units will support people who have a significant substance misuse issue (relating to misuse of drugs or alcohol or both) and have either a history of offending or are at risk of offending. |
| Description of Service | Community based service, offering housing related support aimed at maintaining people in their tenancies. Support includes assistance with safety and security of the home, dealing with minor repairs, life skills training, budgeting, dealing with neighbour disputes and accessing professional help. The Floating Support is delivered in people's own accommodation to minimise the risk of homelessness by equipping them with the skills to retain their homes. The duration of support will vary in accordance with individual need and will focus upon equipping people to move successfully into independent living. In general, the maximum term for support will be 2 years, to avoid creating a dependency on the service: If anyone is likely to require support for longer than 2 years, the case should be discussed with the Housing Support Grants and Development Team and the Housing Support Gateway Officer. |

People with Physical and/or Sensory Disabilities

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|-------------------------------|--|
| Scheme Title | Holly Leigh Court |
| Organisation Name | Wrexham County Borough Council Adult Services |
| Contact | For more information, contact the Initial Response team - 01978 292066 |
| Email | irt@wrexham.gov.uk |
| Client Group | People with a physical disability who require support |
| Eligibility | People with physical disabilities who have been identified by WCBC Adult Social Care |
| Operating Area | Wrexham County Borough |
| Scheme Type | Accommodation based support |
| Scheme Capacity | 6 |
| Description of Service | Support is delivered in shared houses and is a mixture of personal care and housing support. Only the latter is funded through Housing Support Grant. Tenants are encouraged and enabled to maintain their tenancies through life skills training, assistance with budgeting, claiming benefits and maintaining the condition of their dwelling by cleaning tenants' rooms and communal areas. |

Young People with Support Needs

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|-------------------------------|--|
| Scheme Title | Foyer |
| Organisation Name | Clwyd Alyn Housing Association |
| Contact Name | Tom Humphriss, Senior Project Officer or Dawn Grant, Supported Living Manager |
| Contact Address | Wrexham Foyer, Crescent Road, Wrexham LL13 8HF |
| Telephone Number | 01978 262222 |
| Email | tom.humphriss@clwydalyn.co.uk or dawn.grant@clwydalyn.co.uk |
| Website | www.clwydalyn.co.uk |
| Client Group | Young single homeless people who require support and young people leaving care. Homeless or potentially homeless people who require support. |
| Eligibility | Young single people aged 16 to 25, who are looking for accommodation and are willing to undergo training to improve their life skills and job prospects. They should be unemployed or in low paid employment, in training or further education. Applicants will need to complete a Gateway referral form and can be referred where possible from external agencies. |
| Operating Area | Wrexham |
| Scheme Type | Accommodation based support |
| Scheme Capacity | 18 units |
| Description of Service | The scheme provides accommodation in the form of individual bedrooms with en-suite shower rooms and communal kitchen and dining areas. Residents are provided with training and computer facilities and receive support which aims to equip them for independent living. |
| Scheme Title | Hafan |
| Organisation Name | Clwyd Alyn Housing Association |
| Contact Name | Rebecca Turner-Wafford, Senior Project Officer or Dawn Grant, Supported Living Manger |
| Contact Address | Wrexham Foyer, Crescent Road, Wrexham LL13 8HF |
| Telephone Number | 01978 268110 |
| Email | Rebecca.Turner-Waford@clwydalyn.co.uk dawn.grant@clwydalyn.co.uk |
| Website | www.clwydalyn.co.uk |
| Client Group | Young single homeless people who require support and young people leaving care. Homeless or potentially homeless people who require support |
| Eligibility | Young single people, aged 16 to 25 who are determined to be statutorily homeless by the WCBC Housing Options Officer, who has full nomination rights |
| Operating Area | Wrexham |
| Scheme Type | Accommodation based support |
| Scheme Capacity | 11 units plus 1 Emergency Bed |
| Description of Service | The scheme offers accommodation and support for young homeless people, referred by the County Borough Council's Housing Options Officer as part of an assessment of current and future support needs. The support aims to enable young people to obtain appropriate move-on accommodation with support, which will enable them to retain their own tenancy and to live independently in the community. |

Scheme Title Hurst Newton
Organisation Name Clwyd Alyn Housing Association
Contact Name Adrian Harvey Senior Project Officer / Dawn Grant Supported Living Manager
Contact Address Hurst Newton, Bersham Road, Wrexham LL14 4HD
Telephone Number 01978 363761
Email dawn.grant@clwydalyn.co.uk / Adrian.Harvey@clwydalyn.co.uk / hurstnewton@clwydalyn.co.uk
Website www.clwydalyn.co.uk
Client Group Young single homeless people who require support and young people leaving care. Homeless or potentially homeless people who require support
Eligibility Young single people from the Wrexham area, aged 16 to 25 who are currently homeless and who have been referred through the Gateway
Operating Area Wrexham
Scheme Type Accommodation based support
Scheme Capacity 12 units
Description of Service The scheme provides accommodation in the form of individual bedrooms with shared bathrooms, showers and toilet facilities. There is a communal kitchen, laundry and lounge. Young people receive support to enable independent living. A basic life skills programme is in place and applicants need to complete a form in person at the project.

Scheme Title Bryn End House
Organisation Name Hafan Cymru
Contact Name Emma Wood
Contact Address Flat 1, Bryn End, High Street, Ruabon, Wrexham LL14 6ND
Telephone Number 01978 823123
Email Emma.wood@hafancymru.co.uk
Website www.hafancymru.co.uk
Client Group Vulnerable single parents who require support
Young single homeless people who require support and young people leaving care
Eligibility Homeless or potentially homeless people who require support
Young people aged from 16 to 25 who are vulnerable and require support. They may be single parents with children under the age of 1 and have either self-referred or been referred through the Gateway by various professional agencies, such as Social Services, GPs, Housing Officers, Women's Aid, or Compass.
Operating Area Wrexham
Scheme Type Accommodation based support
Scheme Capacity 9
Description of Service The scheme provides accommodation in self-contained furnished flats, with communal facilities for group work and social events. Support is provided to assist them in meeting their needs and to enable them to develop the necessary independence to take control over their own lives.

Single Parent Families with Support Needs, Families with Support Needs

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| Scheme Title | Preswylfa |
| Organisation Name | Clwyd Alyn Housing Association |
| Contact Name | Beth Smith, Senior Project Officer or Dawn Grant , Supported Living Manager |
| Contact Address | Wrexham Foyer Complex, Crescent Road, Wrexham LL13 8HF |
| Telephone Number | 01978 268109 |
| Email | bethan.smith@clwydalyn.co.uk or dawn.grant@clwydalyn.co.uk |
| Website | www.clwydalyn.co.uk |
| Client Group | Vulnerable single parents who require support Young single homeless people who require support Homeless or potentially homeless people who require support |
| Eligibility | People aged 16 or over who are determined to be statutorily homeless by the Council's Housing Options Team, who have sole nomination rights to the scheme |
| Operating Area | Wrexham |
| Scheme Type | Accommodation based support |
| Scheme Capacity | The service is split into two separate elements: 6 beds are allocated to people who are over 16 and who have generic homeless needs 4 beds are allocated to pregnant women or single mothers with babies up to two years old, who may be the responsibility of the WCBC Children and Young People's Service |
| Description of Service | Provides accommodation and housing related support to people who are statutorily homeless and have been nominated by the Council's Housing Options Team. The people who use the service will include people with generic housing needs, pregnant women and mothers with babies. The service aims to enable vulnerable people to gain the skills needed to obtain and sustain their accommodation by empowering people to take control of their finances, understand their obligations as tenants and improve their life skills thereby reducing the likelihood of repeat homelessness. |

Families with Support Needs

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| Scheme Title | Family Aid Scheme |
| Organisation Name | Wrexham County Borough Council Children and Young People Service |
| Contact Name | Karen Jones or Lyn Millen |
| Contact Address | Idwal Family Centre, 27/29 Idwal, Plas Madoc, Wrexham LL14 3EY |
| Telephone Number | 01978 812987 / 077604611838 |
| Email | karen1.jones@wrexham.gov.uk or lyn.millen@wrexham.gov.uk |
| Client Group | Homeless or potentially homeless families who require support |
| Eligibility | Families with children who are or may become at risk of losing their tenancies. Referral accepted from Childcare Social Workers, Family Centres, Flying Start Team and TAC. |
| Operating Area | Wrexham County Borough |
| Scheme Type | Floating Support |
| Scheme Capacity | 20 |
| Description of Service | The scheme aims to prevent vulnerable families from becoming homeless by promoting social inclusion and greater independence. Support includes assistance with budgeting and claiming benefits; applying for appropriate accommodation to meet family needs; training in life skills; safety and security of the home; repairs; neighbour disputes; liaison with relatives and professionals. The scheme also works with families to set up maintainable routines around the home. We also support families to access relevant resources in their own communities. |

Homeless/Potential Homeless

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|-------------------------------|---|
| Scheme Title | Wrexham Engage |
| Organisation Name | Caia Park Partnership |
| Contact Name | Bethan Thomas |
| Contact Address | Caia Park Centre, Prince Charles Road, Wrexham LL13 8TH |
| Telephone Number | 01978 310984 |
| Email | bethan.thomas@caiapark.org |
| Website | www.caiapark.org |
| Client Group | Homeless or potentially homeless people who require support |
| Operating Area | Wrexham County Borough |
| Scheme Type | Floating Support |
| Scheme Capacity | 50 |
| Description of Service | To support clients to maintain their tenancies by assisting with, for example, budgeting, maintaining the condition of the dwelling, reducing social isolation. |

| | |
|-------------------------------|---|
| Scheme Title | Wrexham County Borough Council Housing Support Scheme |
| Organisation Name | Wrexham County Borough Council, Housing Department |
| Contact | housingsupportgateway@wrexham.gov.uk |
| Website | www.wrexham.gov.uk |
| Client Group | Homeless or potentially homeless people who require support |
| Eligibility | Vulnerable tenants who need support in order to establish or maintain their tenancy. Clients can refer themselves or be referred through the Gateway by Housing Offices, Social Workers, or other professionals. |
| Operating Area | Wrexham County Borough |
| Scheme Type | Floating Support |
| Scheme Capacity | 167 |
| Description of Service | Support to vulnerable tenants in their own homes or temporary accommodation, to enable them to avoid the risk of homelessness by offering advice with setting up or running their home. Advice on finance and budgeting, claiming benefits, paying bills and all aspects of the tenancy. Assistance can be given with accessing other services and professional advice, feeling safe, finding employment or voluntary work, as well as feeling part of the community. |

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| Scheme Title | St John's / Richmond House |
| Organisation Name | The Wallich |
| Contact Name | Ceri Thomas, Projects Manager / Paul Thorpe, Assistant Manager |
| Contact Address | St John's House, Chester Road, Wrexham LL12 7AX |
| Telephone Number | St John's House 01978 355155 / Richmond House 01978 353495 |
| Email | stjohns@thewallich.net |
| Website | www.thewallich.com |
| Client Group | Homeless or potentially homeless single people who require support |
| Eligibility | Single homeless people aged 18years and above from within Wrexham County Borough. The scheme is both Direct Access and via referral from the Council's Housing Options Team. Whilst we do not operate a waiting list, we can complete enquiry forms. People in need of accommodation should attend St John's House, Chester Road. |
| Operating Area | Wrexham |
| Scheme Type | Supported Housing |
| Scheme Capacity | 22 |
| Description of Service | A temporary supported accommodation service. The project has 18 units across two sites with access to 24-hour support. The project also benefits from 4 additional spaces in a shared house for people who are ready to move on from St John's or Richmond House. The project offers support and advice as well as signposting to more specialist services where relevant, such as SMS, GP, Mental Health services and so on. The project also offers support for people to develop independent living skills and helps individuals gain access to other services such as healthcare, training and education. The Wallich supports individuals using the principles of Trauma Informed care and Psychologically Informed Environments to try to achieve the best outcomes for those accessing the service. We will accommodate pets wherever possible, and this is decided on a case-by-case basis. |

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| Scheme Title | Preswylfa |
| Organisation Name | Clwyd Alyn Housing Association |
| Contact Name | Beth Smith, Senior Project Officer or Dawn Grant , Supported Living Manager |
| Contact Address | Wrexham Foyer Complex, Crescent Road, Wrexham LL13 8HF |
| Telephone Number | 01978 268109 |
| Email | bethan.smith@clwydalyn.co.uk or dawn.grant@clwydalyn.co.uk |
| Website | www.clwydalyn.co.uk |
| Client Group | Vulnerable single parents who require support Young single homeless people who require support Homeless or potentially homeless people who require support |
| Eligibility | People aged 16 or over who are determined to be statutorily homeless by the Council's Housing Options Team, who have sole nomination rights to the scheme |
| Operating Area | Wrexham |
| Scheme Type | Accommodation based support |
| Scheme Capacity | The service is split into two separate elements: 6 beds are allocated to people who are over 16 and who have generic homeless needs. 4 beds are allocated to pregnant women or single mothers with babies up to two years old, who may be the responsibility of the WCBC Children and Young People's Service. |
| Description of Service | Provides accommodation and housing related support to people who are statutorily homeless and have been nominated by the Council's Housing Options Team. The people who use the service will include people with generic housing needs, pregnant women and mothers with babies. The service aims to enable vulnerable people to gain the skills needed to obtain and sustain their accommodation by empowering people to take control of their finances, understand their obligations as tenants and improve their life skills thereby reducing the likelihood of repeat homelessness. |

Older People with Support Needs

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| Scheme Title | Sheltered Housing Scheme (Wrexham County Borough Council) |
| Organisation Name | Wrexham County Borough Council |
| Contact Name | Jayne Rogers / Jeanette Easton |
| Contact Address | Wrexham County Borough Council, Housing Services, Ruthin Road, Wrexham LL13 7TU |
| Telephone Number | 01978 315453 (Jayne) / 01978 315460 (Jeanette) |
| Email | housing@wrexham.gov.uk |
| Website | www.wrexham.gov.uk |
| Client Group | Older People |
| Eligibility | People aged 60+, but occasionally people aged 55+ with disabilities, or who can demonstrate a support need |
| Operating Area | There are Sheltered schemes in most areas of the Borough |
| Scheme Type | Sheltered Housing |
| Scheme Capacity | 656 |
| Description of Service | There are 22 Sheltered Schemes within Wrexham County Borough. The accommodation is unfurnished, self-contained dwellings - mostly flats or bedsits, but with some bungalows - with a resident or non-resident warden and emergency alarm service. |
| Charge | The Warden service is free to those in receipt of Housing Benefit / Universal Credit Housing Costs. Charge payers are entitled to a Financial Assessment which determines their ability to pay. Rent, service and alarm charges will apply. |

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| Scheme Title | Sheltered Housing (Clwyd Alyn Housing Association) |
| Organisation Name | Clwyd Alyn Housing Association |
| Contact Name | Ami Jones, Housing Officer |
| Contact Address | 72 Ffordd William Morgan, St Asaph Business Park, St Asaph, Denbighshire LL17 0JD |
| Telephone Number | 0800 1835757 |
| Client Group | Older people |
| Eligibility | People aged over 55 [people under 55 with a disability may be considered]. Access to the scheme is via application form and the pointing process. |
| Operating Area | Wrexham County Borough Cae Glo Elm Court |
| Scheme Type | Warden service |
| Scheme Capacity | 28 units - Cae Glo 15 units - Elm Court |
| Description of Service | Warden service to offer support and advice to tenants. |
| Charge | Free to those in receipt of Housing Benefit / Universal Credit Housing Costs. Charge payers are entitled to a Financial Assessment which determines their ability to pay. Rent and service charges will apply. |

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| Scheme Title | Wrexham Older People's Floating Support Service |
| Organisation Name | Age Connects North-East Wales |
| Contact Name | Karen Crane |
| Contact Address | Lewis House, Swan Street, Flint CH6 5BP |
| Telephone Number | 0845 054 9969 |
| Email | kcrane@ageconnectsnewales.org.uk |
| Website | www.ageconnectsnewales.org.uk |
| Client Group | Older People |
| Eligibility | The service will support older, vulnerable householders aged 55+ from across all tenures who may be at risk of homelessness or loss of independence at home. Referrals through the Gateway. |
| Operating Area | Wrexham County Borough |
| Scheme Type | Floating Support |
| Scheme Capacity | 100 units |
| Description of Service | The support offered will range from short-term signposting and advice to practical support enabling people to take as much control of domestic and social tasks as possible to maintain their independence at home and help to sustain their homes. Where necessary, the service user will be referred on to more intensive or more appropriate support. Support can be longer term if support needs are still eligible and consideration has been given as to whether there are more appropriate, longer terms services available. Support will be provided for up to two years. |

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| Scheme Title | Visiting Warden Service |
| Organisation Name | Wrexham County Borough Council |
| Contact Name | Jayne Rogers / Jeanette Easton |
| Telephone Number | 01978 315453 (Jayne) / 01978 315460 (Jeanette) |
| Email | housing@wrexham.gov.uk |
| Website | www.wrexham.gov.uk |
| Client Group | Older People |
| Eligibility | The service is available to people aged over 60. You need to have or be willing to have a community alarm fitted in your home. |
| Operating Area | Wrexham County Borough |
| Scheme Type | Low level support |
| Description of Service | The Visiting Warden will be able to offer advice and support during a regular visit. Wardens are experienced in giving advice and support on the many circumstances and issues faced by older people, so they can: <ul style="list-style-type: none"> • Call regularly to see that you are well to help you look after your overall health and well-being. • Help you to contact health services, agencies or anyone else, if your health or wellbeing should change. • Give you advice and support in how to get involved in things that interest you. • Give information and advice on services that are available to you. <p>The Visiting Warden cannot help with routine practical tasks, such as cooking, personal care or shopping; however, they can provide advice and assistance with getting help with these services.</p> |