



supporting people

supporting independent living

Housing related support services for people in Ceredigion



Cyngor Sir
CEREDIGION
County Council



Llywodraeth Cymru
Welsh Government

Supporting People

What is Supporting People?

Supporting People is a programme funded by the Welsh Government to provide housing related support. The main aim is to help people live successfully and independently in settled accommodation within the community. Support should enable and empower people to cope as **independently** as possible. Assistance may include help to improve daily living skills, social interactions and community involvement, but **focus on housing related issues**.

The majority of services are floating support where a support worker visits people in their own home and community. Some services are accommodation based with support included.

Who Can Access Supporting People?

The Programme is available to anyone in Ceredigion who require a housing-related support service.

Support services are provided by a range of organisations who offer support to meet the needs of different groups of people.

What is Housing-Related Support?

The Supporting People Project does not cover all services people might consider to be support, but specifically focuses on support services that ensure people can live safely and securely in their own home. The Programme can help people by:

- Offering people help with managing their budgets and assistance accessing services dealing with benefits, finances and legal issues so they don't accrue rent arrears and ultimately lose their home;
- Offering help to ensure people feel safe and secure in their home;
- Helping people to make and keep appointments, including going with them initially;
- Supporting people to gain access to other services they may need, including training, further education, employment, health and social activities;
- Assisting people in planning their weekly meals, shopping and food preparation (but not doing it for them);
- Assisting people to develop life skills that will help them cope better with daily living tasks;
- Supporting people with tenancy and housing issues, liaison with landlords, accessing advice and advocacy;
- Resettlement activities - pre and post tenancy assistance;
- Support with relationships and family, maintaining support networks and good neighbour relations and also promotion of good parenting skills; and
- Addressing homelessness issues and helping people to access accommodation.

The above list is not exhaustive, but it shows the type of support services considered to be housing related.

Some important points to remember are:

- Supporting People is only available to individuals from vulnerable groups with housing related issues and is not intended as a general support resource;
- Support should help people become as independent as possible and the focus of any ongoing support should be on housing related issues;
- Supporting People does not have a statutory duty to provide a service but could be included within a package of care;
- Supporting People does not provide a domestic service or personal care, nor does it provide transport or a shopping service. However it is intended to assist people develop skills to carry out domestic tasks independently or to access other services. It can also help people to access transport enabling them to shop for themselves. Workers are expected to help carry out tasks “with” not “for” people and encourage service users to take the lead in all aspects of daily living;
- Supporting People does not cover housing management and maintenance duties;
- Supporting People does not pay for social and leisure services;
- Although workers can help deal with crisis situations they are not to be seen as a first line response to crisis.

Services available through Supporting People

West Wales Domestic Abuse Service

Direct access refuge and floating support

01970 625585



info@westwalesdas.org.uk



Community Connections - Mirus-Wales

Floating support for people with learning disabilities

02920 236216



admin@mirus-wales.org.uk



www.mirus-wales.org.uk



Barod Cymru

Floating support for people with substance misuse issues

01970 626470



rachel.wilson@barod.cymru



www.barod.cymru



The Care Society

Homelessness floating support, families and young people leaving care.

Floating support and support to people in temporary accommodation

01970 639791

01239 623983



bridgetc@caresociety.org.uk



www.caresociety.org.uk



Tai Wales & West Housing

Auriol Project (ex-offender project) - provides support to individuals to reduce the risk of offending, prison leavers and those at risk of being caught up in the criminal justice system.

Young Persons Service - a supported accommodation project for 16 – 25 year olds.

Older Persons Service - a housing related support service (independent living and community focused) to those who are in need in any tenure.

Homeless Support Service – the provision of emergency accommodation for homeless individuals in 3 dedicated flats in Cardigan.

01239 712000



contactus@wwha.co.uk



www.wwha.co.uk



Ceredigion Mental Health Floating Support

Managed by Grwp Gwalia with two providers:

Ceredigion Mental Health Floating Support - Floating support for people with mental health issues in South and Mid Ceredigion

01570 423537

louise.jenkins@gwalia.com



Ceredigion Mental Health Floating Support (Mind Aberystwyth) - Floating support for people with mental health issues in North Ceredigion

01970 626225

info@mindaberystwyth.org



The Wallich

Ty Nesaf - a residential harm reduction project with 24hr support for individuals with complex needs.

9 Corporation Street - temporary accommodation with 24hr support for priority prolific offenders, prison leavers and homeless individuals with complex needs

13 Corporation Street - temporary accommodation for single homeless people or individual's ready to move-on from other projects wishing to increase their independence

01970 612736 / 01970 625022



aberystwyth@thewallich.net



www.thewallich.com



For further information on services please contact the Service Provider direct or through the Supporting People Team.

If you are unhappy with any Supporting People service, initially you should contact the provider of the service you receive. If you are still concerned you may contact the Supporting People Team who can assist with your concerns.

Supporting People Team

01545 570881

dss.supportingpeople@ceredigion.gov.uk

**Supporting People
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