



HAFOD

Need Support?

Hafod Housing Association



As at December 2007

About this booklet

Hafod Housing Association operates in seven different local authority areas. This booklet is about the housing related support services available in each area and how to access them.

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Why seek support?

Many people need additional help to hold down their tenancy at one time or another. If these people don't get the help they need, they could end-up losing their homes. Local authorities recognise this, and make sure support is available by financing various organisations to provide it. They do this using 'supporting people' funds.

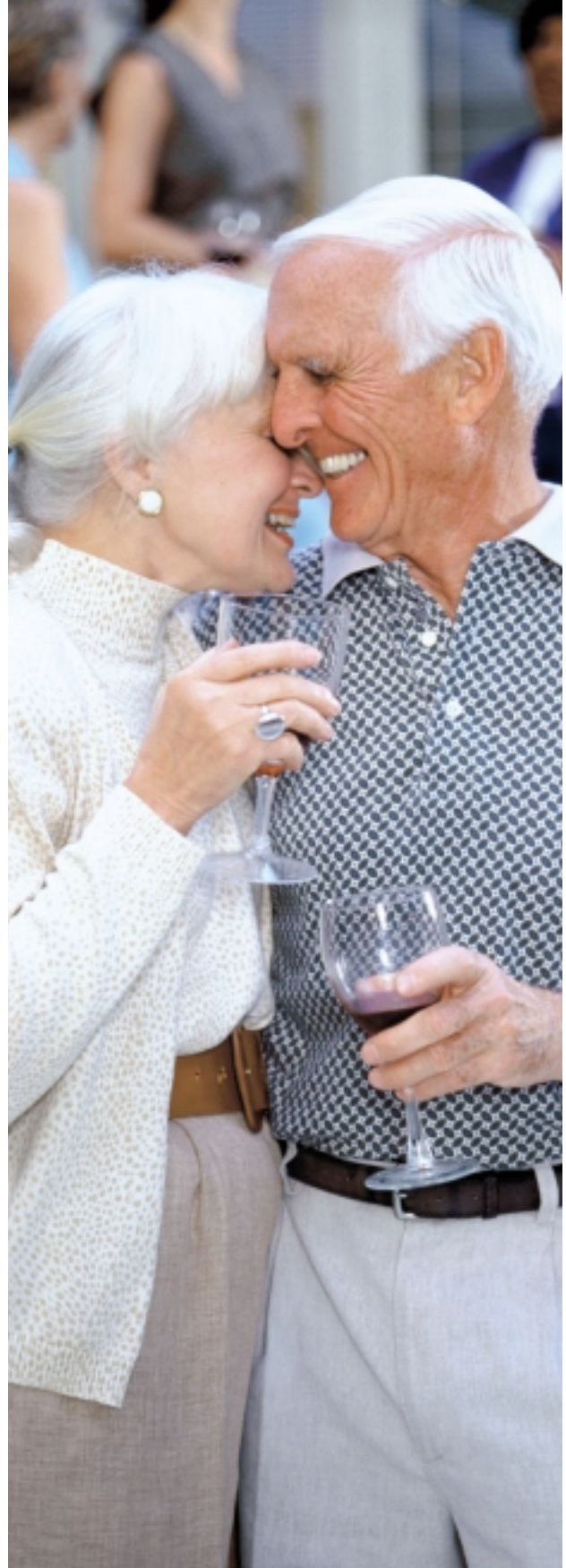
The number and type of support services provided, and the way you access these services, varies between local authority areas. To make it easy for you to find out what may be available to you, we have listed each local authority area separately.

In most areas you can contact the support providers directly or ask us to refer you. If you need help to complete any forms, or would like us to refer you, please do not hesitate to contact your area office.

If you are entitled to support it will be provided in your own home. This is known as 'floating support'.

Will I have to pay?

If you are offered floating support it will be paid for by the local authority and will not cost you anything.





Support Services in Bridgend

In Bridgend there are a number of ways to access support services, these are:

- Bridgend County Borough Council's Homelessness Section
- Hafod Care
- Wallich Clifford

Bridgend County Borough Council

You can apply directly to:

Homelessness Section
Bridgend County Borough Council
Civic Offices
Angel Street
Bridgend
CF31 4WB

Tel: 01656 643551

Bridgend County Borough Council will carry out an assessment on your needs and see if they have any support packages to help you.

Hafod Care

Hafod Care manage two floating support schemes in Bridgend:

- 1 The Young Single Persons Floating Support Scheme

You need to be nominated by the council to be considered for this scheme, please contact them on 01656 643551.

- 2 The Hafod Care Mental Health Floating Support Scheme

If you would like to be considered for this scheme please contact:

Hafod Care
14 / 18 Queen Street
Bridgend
CF 31 1HX

Tel: 01656 655045

The Wallich

The Wallich provides a number of support services to a variety of tenants. You can apply by contacting:

The Wallich
5A Market Street
Bridgend
CF31 1LL

Tel: 01656 674184

Support Services in Cardiff

To access support through Cardiff Council's Tenant Support Scheme, a referral needs to be made through a professional, for example your Housing Officer, Social Worker or CPN, using a Tenant Support Scheme Referral Form. This should be sent to:

Tenants' Support Team
PO BOX 349
CF11 1BU

Following a referral a member of the Tenant Support Team will complete an assessment of housing related support need with you. If support needs are identified you will receive support from an approved support provider to help you to live independently.



Support Services in Merthyr Tydfil

Merthyr Tydfil Supporting People Team can supply you with a list of support providers approved to operate in the area.

They can be contacted at:

Supporting People Team
Integrated Adult Services
Merthyr Tydfil County Borough Council
Civic Centre
Castle Street
Merthyr Tydfil
CF47 8AN

Tel: (01685) 724690

Fax: (01685) 384868

Email: Amanda.Owen@merthyr.gov.uk

If you prefer, we can also provide you with this list and help you contact and apply to appropriate support providers.



Support Services in Newport

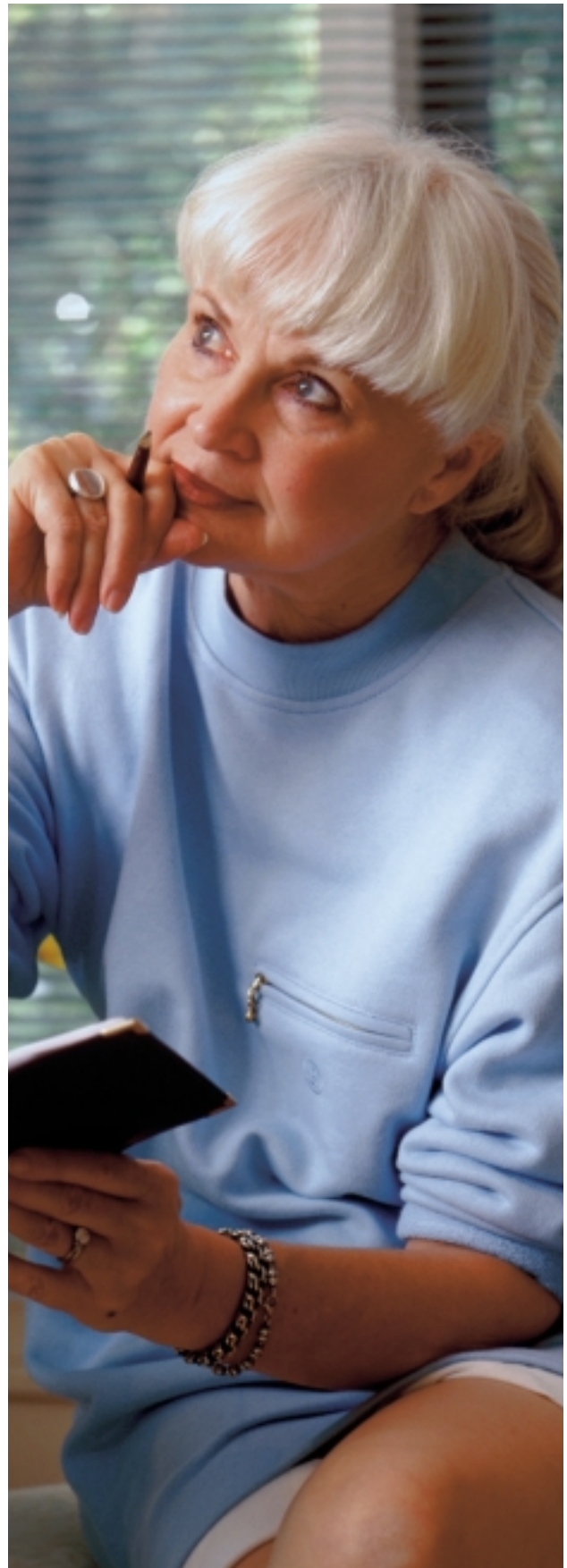
At the moment there is only one agency who offer support to Hafod tenants in Newport:

Reach
Independent Living Service
Devon Place
Newport
South Wales
NP20 4NT

Tel: 01633 679899

Coming Soon

Newport City Council is planning to open up a new floating support service in the Spring of 2008.



Support Services in Rhondda Cynon Taff

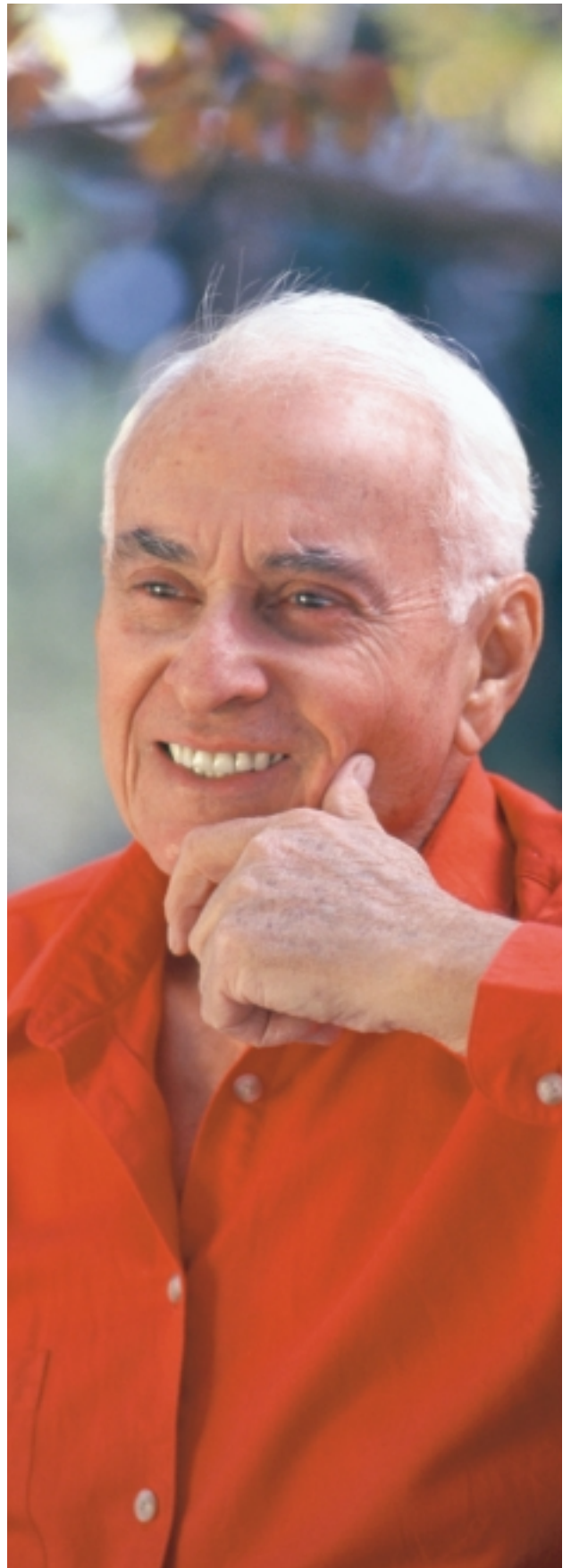
Rhondda Cynon Taff offers a number of floating support services. They can be accessed through the Supporting People Team.

For further information you can contact:

The Supporting People Team
Community Services
Ty Elai
Dinas Isaf East
Williamstown
Tonypany
CF40 1NY

Tel: 01443 425587 / 01443 425465

Email: SupportingPeopleTeam@rhondda-cynon-taff.gov.uk



Support Services in Torfaen

In Torfaen there are two agencies that offer support. These are TeSS and Torfaen Mind.

TeSS

The Tenancy Support Service (or TeSS for short) is a floating support scheme which operates in Torfaen to help a wide range of people to manage their home or establish a new tenancy. The service is free & confidential. There is one main referral point in Torfaen.

For more information contact:

Tenancy Support Service Co-ordinator
Torfaen Voluntary Alliance
Portland Buildings
Commercial Street
Pontypool
NP4 6JS

Tel: 01495 756646.

Torfaen Mind

Torfaen Mind offer services for existing tenants with mental health, for more information contact:

Torfaen Mind
Crown Buildings
George Street
Pontypool
NP4 6LT

Tel: 01495 768843



Support Services in Vale of Glamorgan

As a Hafod tenant there are two support schemes you can access in the Vale of Glamorgan. These are Hafod Care Mental Health Floating Support and TeSS.

Hafod Care Mental Health Floating Support

For more information about Hafod Care Mental Health Floating Support scheme please contact:

Hafod Care
St Hilary Court
Culverhouse Cross
Cardiff, CF5 6ES

Tel: 029 2067 2300

TeSS

TeSS is a tenant support scheme for people who have just been rehoused through Homes 4 U. For further information please contact:

Supporting people Team
Housing 2-8 Holton Road
Barry
Vale of Glamorgan
CF63 4HD

Tel: 01446 709793

Email: supportingpeople@valeofglamorgan.gov.uk



Keeping Us Informed

If you are accepted onto a support scheme please let us know. It is very useful for us to be able to work with your support provider to make sure there are no problems with your tenancy, or that any problems that may arise are sorted out before they become serious.

You can contact us by telephone, in person, by post or via the web as follows:

Central Team

Taff's Well Office
93 Cardiff Road
Taff's Well
Cardiff
CF15 7PL



Tel: 029 2081 5230
Fax: 029 2081 5239
Website: www.hafod.org.uk
Email: enquiries@hafod.org.uk

East Team

St Mellons Office
76 Heol Maes Eirwg
St Mellons
Cardiff
CF3 0JZ



Tel: 029 2077 9841
Fax: 029 2036 1252
Website: www.hafod.org.uk
Email: enquiries@hafod.org.uk

West Team

Bridgend Office
14-18 Queen Street
Bridgend
CF31 1HX



Tel: 01656 655045
Fax: 01656 669707
Website: www.hafod.org.uk
Email: enquiries@hafod.org.uk



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