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INTRODUCTION

Supporting People is a Government initiative for supporting people in their homes which commenced in April 2003. Services are jointly planned through Social Services, Housing, Health and Probation. The funding is aimed at providing accommodation related support to reduce tenancy breakdowns, reducing hospital, residential care admissions and promote independent living across a wide range of vulnerable people. For further information, please contact the Supporting People supporting.people@swansea.gov.uk.

The Homelessness strategy provides information on the scale and nature of homelessness. It identifies the additional accommodation and support required to meet those needs. It identifies the services needed to prevent homelessness occurring or recurring. It provides a strategic framework for prioritising funding applications for additional resources. If you require a copy of the City and County of Swansea Homelessness Strategy please contact Housing Options, telephone number 01792 533100 or Email:housingoptions@swansea.gov.uk

You should contact us on the above telephone numbers if you would like a copy of this Directory in a language other than English or if you would like to receive it in another format e.g. large print etc.

The Directory has been compiled from completed pro-forma’s and other information supplied to Supporting People and the Homelessness Strategy from Organisations concerned. Although every care has been taken in the preparation of this Directory particularly to ensure that it’s up to date at the time of publishing we cannot be held responsible for any omissions or inaccuracies.

ACKNOWLEDGEMENT

Supporting People and the Homelessness Strategy would like to thank the individual organisations who have contributed to this Directory.
ADVICE SERVICES

STATUTORY HOMELESSNESS AND ADVICE SERVICES

SWANSEA YOUTH HOMELESS TEAM

Name of Project: Bays Project
Address: 32 – 36 High Street
Swansea
SA1 1LG
Telephone: 01792 455105
Fax: 01792 461064
Generic email: bays@barnardos.org.uk
Service: Advice and support available
Statutory Children’s Act / homelessness
assessment for 16 – 21 year olds
Assistance to access temporary / permanent
accommodation
Referral Criteria: Aged 16 – 21, homeless need, including with dependant
children and pregnant
Referral: Self or Agency Referral
Other Information: Male and Female staff
Access to ground floor interview rooms for people
with mobility issues
Access to translation facilities for other languages.
Aftercare team also located as part of Bays Project
providing support services to care leavers aged 16–21

HOUSING OPTIONS (CITY AND COUNTY OF SWANSEA)

Name of Project: Housing Options
Address: 17 High Street
Swansea
SA1 1LF
Telephone: 01792 533100
Fax: 01792 533124 & 533112
Website: www.swanseahousing.co.uk
Generic email: housingoptions@swansea.gov.uk
Service: Housing Options is the Councils Housing Advice
and Homelessness Service. Staff at Housing
Options provide a range of statutory and non
statutory functions including
• General housing advice
• Homelessness assessment and prevention
including negotiation with landlords, lenders
and relatives and friends
• Money and debt advice
• Temporary accommodation
• Management of Council Housing waiting lists including the assessment of new applications and tenant transfers
• Nominations to Housing Associations
• Coordination of the Move On Strategy
Development & coordination of Homelessness Strategy

Referral Criteria: Anyone with a housing problem
Referral: Self referral or Agency Referral
Appointment system available
Accommodation: Temporary accommodation dispersed across the City & County of Swansea
Access to Social Housing general needs accommodation throughout the City
Access to private rented tenancies via referral to Bond Board and IKON Lettings

Other Information:
Male and female staff available
Disabled access
Bi-lingual Service provided
Hearing aid loop available for customers hard of hearing
Appointment system available
Housing Advice Information Pod

HOMELESSNESS AND ACCOMMODATION ADVICE SERVICES

AGE CYMRU SWANSEA BAY

Name of Project: Age Cymru Swansea Bay
Address: Sun Alliance House
166/167, St Helens Road
Swansea
SA1 4DQ
Telephone: 01792 648866
Fax: 01792 645895
Website: www.ageuk.org.uk/cymru/swanseabay
Generic email: enquiries@agecymruswanseabay.org.uk
Service: Age Cymru Swansea Bay is a local independent charity providing services and support to keep older people well and in their own homes for as long as possible. Further details of some of the advice services are detailed below:

Information & Advice
One stop shop for older people and their families. Advice can be given in person or over the phone on a range of issues including consumer issues, care homes, wills, debt, adult learning, grants to name
but a few.

**Welfare Benefits**
A Benefits Officer will assist with the maximisation of welfare benefit entitlements and income by providing a full benefits check and help with completing application forms as well as providing advice on all matters relating to state benefits. Clients can see the officer in our Centre or their own homes.

**Housing Information**
A Housing Information Officer will discuss any housing issues that need to be addressed and help complete application forms for housing providers. Issues may include a change of location for family support or access to amenities, current property too large to maintain or a ground floor property is required due to poor mobility. Home visits are available. For further information contact (01792) 648866.

**Home Services**
The Service is able to carry out low-level maintenance tasks or assist with onward referrals on housing related repairs. Partnership arrangements cover adaptations to the home, fire safety checks, garden maintenance and home security. For further information contact (01792) 648866.

**Referral Criteria:**
Clients over 50 living in the City & County of Swansea

**Referral:**
Social Services, Health Services, self, family, friends and neighbours

**Other Information:**
Centre open 10.00am – 4.00pm Monday to Friday

Please see entry in Older Persons Section

**SHELTER CYMRU**

**Name of Project:** Shelter Cymru Housing Advice Service

**Address:**
25 Walter Road
Swansea
SA1 5NN

**Telephone:** 01792 469400
**Fax:** 01792 486005
**Website:** www.sheltercymru.org.uk
**Generic Email:** emailadvice@sheltercymru.org.uk

**Service:**
Specialist Housing Advice service for those
• homeless or threatened with homelessness,
• having problems paying rent or mortgage
• having trouble getting repairs done
• living in overcrowded or unsuitable housing
• trying to get rehoused
• experiencing harassment or violence in your home
• unhappy about a housing benefit decision

Referral Criteria: Contact for appointment
Accommodation: None

SWANSEA CARERS CENTRE

Name of Project: Swansea Carers Centre
Address: 104 Mansel Street
Swansea
SA1 5UE
Telephone: 01792 653344
Website http://www.carers.org/local/wales/swansea/
Generic Email: admin@swanseacarerscentre.org.uk
Service: Swansea Carers Centre is a local charity supporting carers of those with an illness or disability, including a learning disability, Mental Health problems, physical disability, dementia and other long term limiting illnesses. It also supports parents of children with a disability or chronic illness.
Provision includes benefits advice, access to grants and special funds.
Referral Criteria: Carers of those with illness or disability
Referral: Drop in centre

SANDS Cymru

Name of Project: Sands Cymru
Address: Ty Roger Duncan
73/74 Mansel Street
Swansea
SA1 5TR
Telephone: 01792 472002
Fax: 01792 472004 (fax)
Website www.sandscymru.org
Generic Email: info@sandscymru.org
Service: An open access service based close to the city centre, offering a comprehensive menu of services to those affected by drug and alcohol use, their families and friends.
A well established harm reduction agency that has been offering services in the city for over 30 years and include:
☐ Drop in facility
☐ Advice & Information
☐ Assessment & Care Management
☐ Health Promotion
- Varied Group Work Programme
- Needle exchange and advice about safer injecting and all blood borne viruses
- General health and welfare support
- Housing, Benefit and Debt Advice
- Specialist services for pregnant drug users and families with young children
- Gender specific sessions held weekly
- Structured counselling
- Complimentary therapies
- Coastal & Peer Mentoring Services
- Tenancy Support Scheme
- Internal and external training
- Joint Work
- Referral to more specialist services as required

**Referral Criteria:**
The project services are available to anybody affected by their own, or others misuse of drugs or alcohol- the only condition being that the individual wants to engage with the project.

**Exclusions:**
No exclusions (although young people under 18 years old) are seen by the projects specialist service for young people – The Place (based in Info Nation on the Kingsway)

**Referral:**
Most Service Users are self referrals, but referrals are also accepted from AADAS, families & friends, Social Services, probation, hospitals, GP’s or any other organisation.

**Accommodation:**
None

**Other Information:**
Male and Female Worker
Welsh Speakers available
Limited home visits possible by arrangement

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**THE WALLICH**

**Name of Project:** Swansea Bond Board
**Address:** 208 High Street
Swansea
SA1 1PE

**Telephone:** 01792 630957
**Fax:** 01792 630958

**Website** www.thewallich.com
**Generic Email:** Swansea.bondboard@thewallich.net
**Service:** Provide a bond certificate to access private rented accommodation.
2 schemes:
- Single people / childless couples
- Priority Need referrals / families
Advice and assistance with benefits / housing information regarding the private rented sector.
Referrals to specialist agencies for ongoing support needs.
Tenancy advice and support to the Landlords working with the bond scheme

**Referral Criteria:**
For single people and childless couples: Homeless or threatened with homelessness / local connection / on low income or benefits / no previous bond debt / 18+. Can self refer or through any agency
For priority Need / Families: Housing Options referral only

**Exclusions:**
No specific exclusions. Clients need to meet criteria and, even when in need of ongoing support, able to maintain their own tenancy.

**Referral:**
See referral criteria above.

**Accommodation:**
Private Rented Sector accommodation
Assured Shorthold Tenancies

**Other Information:**
See other Wallich projects

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**BENEFITS SECTION (City & County of Swansea)**

**Name of Project:** Contact Housing Benefit

**Address:**
Civic Centre
Oystermouth Road
Swansea
SA1 3SN
United Kingdom

**Telephone:**
01792 635353

**Website**
www.swansea.gov.uk/housingbenefit

**Generic Email:**
benefits@swansea.gov.uk

**Referral Criteria:**
All groups

**Referral:**
Self referral or via other agencies

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**INFO-NATION**

**Name of Project:** Info - Nation

**Address:**
47 The Kingsway
Swansea
SA1 5HG

**Telephone:**
01792 484010

**Website**
www.info-nation.org.uk

**Generic Email:**
Info-nation@swansea.gov.uk

**Service:**
We offer information, advice and support for 11-25 year olds whatever the young person’s question. We also offer the following free services:
Free Condom Scheme
Sexual health clinic, which runs 2pm-5pm Fridays and includes pregnancy testing, Emergency contraception, STI testing and nurse led advice.
Surf’s Up: free internet
The Exchange counselling service
The Place - drugs and alcohol information, advice
And support
SCVS volunteering drop in, we also offer ‘UNA international Volunteer exchange.
RAY: young people’s domestic abuse information
and support services

Referral Criteria:
Self Referral and drop in

Exclusions:
Service for 11-25 year olds

Other Information:
Opening Hours
Tuesday – Friday 12pm–5.30pm
Saturday 12pm – 5pm
<table>
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<tr>
<th>Name of Project:</th>
<th>Social Services (City and County of Swansea)</th>
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| Address:        | Central Office  
Oldway Centre  
36 Orchard Street  
Swansea  
SA1 5LD |
| Telephone:      | 01792 636110 |
| Fax:            | 01792 636807 |
| Website         | www.swansea.gov.uk/socialcare |
| Generic Email:  | Social.services@swansea.gov.uk |

**Service:**
Swansea Social Services provides support for people who need support, care or protection. Often we work in partnership with other local organisations to provide these services. People receive support from Social Services after a professional assessment of their needs has been completed. This helps us to work out with individuals, and their carers if appropriate, what support will be most useful. We use a set of rules called eligibility criteria to help us to work out who qualifies for help, and whose needs are most urgent.

In an emergency outside normal working hours, use the following number to contact the Social Services Emergency Duty Team.
Tel: 01792 775501  
Email: EDT@swansea.gov.uk

**Children and Families**
Confidential help, family support services, child protection, fostering and adoption.
Tel: 01792 635700  
Email: access.information@swansea.gov.uk

**Older people and people with physical or sensory disabilities**
Support to enable people to live at home, including home care, community meals, home adaptations and equipment; day services; long and short-term residential care; general and specialist advice
Tel: 01792 636519  
Fax: 01792 637495  
Email: intakeOPDS@swansea.gov.uk

**People with a learning disability**
Support for people to live in the community; breaks from the family home; access to daytime and evening activities; support and advice
Tel: 01792 614100  
Email: community.support.team@swansea.gov.uk
Confidential advice, assistance, counselling, day services. There are four area teams, each comprising Social Services and NHS staff. Contact the team for the area where you live.

**West Swansea, Gower, Townhill.**
Tel: 01792 469600

**Central Swansea, Mayhill, St Thomas, Bonymaen.**
Tel: 01792 517853

**Fforestfach, Penlan, Blaenymaes, Gorseinon, Loughor.**
Tel: 01792 899909

**Morrison, Llansamlet, Birchgrove, Lower Swansea Valley.**
Tel: 01792 841435

**Vulnerable adults**
For any concerns about abuse and / or neglect of people who are vulnerable because of physical or mental disability
Telephone: 01792 636278
Email: pova@swansea.gov.uk

**SUPPORTING PEOPLE (City & County of Swansea)**

**Name of Project:** Supporting People Team
**Address:** 2nd Floor
17 High Street
Swansea
SA1 1LF

**Telephone:** 01792 533700
**Website** www.swansea.gov.uk/supportingpeople
**Generic Email:** Supporting.people@swansea.gov.uk
**Service:** Commission, fund, monitor and review accommodation related support services.

**Exclusions:** We provide no direct services to individuals.

**WELFARE RIGHTS UNIT (City & County of Swansea)**

**Name of Project:** Social Inclusion Unit
**Address:** PO Box 35
Swansea
SA1 3ZW

**Telephone:** 01792 637401 (admin only – not for advice)
**Fax:** 01792 637745
**Website** www.swanpov.net
**Generic Email:** antipoverty@swansea.gov.uk
**Service:** The Social Inclusion Unit delivers a co-ordinated programme of social inclusion policy and action,
and a strategic second tier-welfare rights service ensuring that the Local Authority is able to carry out its statutory duties in respect of providing benefits advice. The Unit provides support and capacity building functions to develop best social and financial inclusion practice across the Authority and partner organisations and to tackle poverty of income, services and participation. The Unit also provides a welfare rights advice line for any person working within a statutory or third sector organisation within the City and County of Swansea who requires support / advice with their clients claim for welfare benefits; welfare benefits training for individual advisers / organisations; poverty awareness training; appeal representation to support you with your clients appeal as well as self help guides to assist with completing some of the sickness and disability forms.

**Referral Criteria:**

Joint working with adviser via the advice line and appeal representation appointments
GENERAL NEEDS ACCOMMODATION

CITY AND COUNTY OF SWANSEA

Name of Project: Directorate of Regeneration & Housing - Housing Service Unit Landlord Services
Address: City & County of Swansea
Penllergaer offices
Swansea
SA4 9GH
Telephone: 01792 636000
Fax: 01792 635020
Website WWW.SWANSEA.GOV.UK
Service: Responsible for the management of the housing stock which includes tenancy and estate management, allocations and lettings, rent management, etc

COASTAL HOUSING GROUP

Name of Project: Coastal Housing Group
Address: 3rd Floor, 220 High Street
Swansea
SA1 1NW
Telephone: 01792 479200
Fax: 08706 221152
Website www.coastalhousing.co.uk
Generic Email: ask@coastalhousing.co.uk
Service: General Needs Housing
Housing for people with a physical disability
Supported Housing
Older Persons Housing
Referral Criteria: Contact regarding Lettings Policy
Exclusions: Contact regarding exclusions
Referral: Self referral or Agency Referral
Accommodation: Bedsits, flats, bungalow and houses

FAMILY HOUSING ASSOCIATION

Name of Project: Family Housing Association Ltd
Address: 43 Walter Road
Swansea
SA1 5PN
Telephone: 01792 460192
Fax: 01792 473726
Website www.fha-wales.com
Generic Email: info@fha-wales.com
Service: General needs housing, older persons and supported housing for people with a mental health problem.
Referral Criteria: Contact regarding Lettings Policy
Exclusions: Contact regarding exclusions
Referral: Self Referral or Agency Referral
Other Information: Male and female staff. Facilities for disabled persons considered in assessment process.

GRWP Gwalia

Name of Project: GRWP Gwalia
Gwalia Housing Group
Address: Tŷ Gwalia
10-13 The Kingsway
Swansea
SA1 5JN
Telephone: 01792 460609
Website www.gwalia.com
Generic Email: enquiries@gwalia.com
DIRECT ACCESS ACCOMMODATION

Caerlas

Name of Project: Paxton Street
Address: 1a Paxton St
Swansea
SA1 3SQ
Telephone: 01792 459288
Fax: 01792 470860
Generic Email: paxton.hostel@btconnect.com
Service: 13 Bed Direct Access Hostel 24 hour support 3 month Licence Agreement
Referral Criteria: Self Referrals Housing Options or various organisations
Exclusions: Previous evictions may preclude admission to Hostel, Schedule 1 Offenders
Referral: Interviews / assessment of needs
Accommodation: 13 single beds / shared facilities
Other Information: Male and female staff
Limited facilities for disabled persons

THE WALLICH

Name of Project: Dinas Fechan
Address: The Wallich
The Strand
Swansea
SA1 2AW
Telephone: 01792 648031
Fax: 01792 643204
Website www.thewallich.com
Generic Email: dinas.fechan@thewallich.net
Service: Hostel for single homeless people with 24 hour staffing.
Offering support / advice / information and temporary accommodation. Full assessment of needs and support package to help meet those needs including access to health support, education & training development, financial & debt management, substance misuse issues, Mental Health issues, health & safety advice, tenancy maintenance advice, relationship advice. Delivered by staff trained in a Solution Focused approach.
Housing Benefit applied with Service charge for
utilities payable.

**Referral Criteria:** Single, homeless, 18 and over
**Exclusions:** No specific exclusions but operate time limited ban following exceptional unreasonable behaviours on project. Any exclusions are reviewed monthly and all clients have the option of appealing the decision.

**Referral:** Outreach services; self referrals; other agencies e.g. Housing Options, Big Issue

**Accommodation:** 15 x single room with own cooking facilities. Further shared facilities include bathrooms and communal lounges. Some ground floor accommodation with disabled facilities. Further rooms available allow staff to deliver life skills advice and training e.g. cooking, health & fitness

**Other Information:** Other local Wallich services available
TEMPORARY SUPPORTED ACCOMMODATION

SUPPORTED LODGINGS

Name of Project: Supported Lodgings Service
Address: Bays Partnership
32-36 High Street
Swansea
SA1 1LG
Telephone: 01792 455105
Fax: 01792 461064
Website www.barnardos.org.uk/supportedlodgingsswansea
Generic Email: Bays.Partnership@barnardos.org.uk
Service: Planned placements in lodgings with support from individuals and families
Referral Criteria: Single, Homeless and Care Leavers aged 16 to 21 years
Exclusions: Extreme high support needs
Referral: Agency / Self referral
Accommodation: 12 planned places
Location – Mumbles, Brynmill, Uplands, Manselton, Treboeth, St Thomas and Llangyfelach
Tenancy – Licence Agreement

SYSHP (Swansea Young Single Homeless Project)

Name of Project: SYSHP
Address: 61 – 62 Mansel Street
Swansea
SA1 5TN
Telephone: 01792 536400
Fax: 01792 536403
Website www.syshp.org.uk
Generic Email: administration@syshp.org.uk
Service Emergency accommodation for young people aged 16 – 21.
Exclusions: No blanket exclusions. All offers of accommodation subject to risk assessment.
Referral: Via Bays Project during office hours. Via Emergency Duty Team out of office hours.
Accommodation: 8 units of furnished accommodation, communal lounge and kitchen and 1 emergency room.
CAER LAS CYMRU

Name of Project: Caer Las Cymru
Swansea Tenancy Support Scheme

Address:
Customs House
Cambrian Place
Swansea
SA1 1RG

Telephone: 01792 646071
Fax: 01792457041
Website www.caerlas.org
Generic Email: sss@caerlas.org

Service:
The scheme provides generic tenancy related support to service users in the City and County of Swansea. The support is individually negotiated through client centred support planning and underpinned by a Solution Focused approach to support delivery. Support is provided in a wide range of areas that include:
Budgeting
Benefits and Welfare
Housing management and resettlement
Tenancy issues
Debt
Drug and Alcohol issues
Physical and Mental health.
Criminal Justice
Domestic Abuse
Anti Social behaviour
Employment, Education, volunteering and Training
Community and Social Involvement
Digital Inclusion

The scheme works with all other agencies and will refer for specialist support when appropriate.
The scheme provides other additional services such as counselling and participation events e.g. fishing and social outings.

Referral Criteria:
The service is available to people who live in the City and County of Swansea who have housing related support needs that impact on their ability to manage their accommodation and puts them at risk of homelessness.

Exclusions:
The service is not available if no housing related support needs can be identified and is subject to a risk assessment.

Referral:
All referrals are made through the TSU
Accommodation: N/A
Other Information: Service users are encouraged to feedback and contribute to the continuous improvement of the
scheme and shape service delivery.

HAVEN TRUST SUPPORTING PEOPLE LIMITED

Name of Project: Haven Trust Supporting People Limited
Address: Plasmarl House
331 Neath Road
Plasmarl
Swansea
SA6 8JU
Telephone: 01792 799804
Fax: 01792 799804
Website www.haventrust.org
Generic Email: johnbushell@haventrust.org
              patbushell@haventrust.org
Service: 24 hour Supported Housing to help Service Users maintain tenancies for 9 persons.
The project supports single homeless persons who wish to apply the abstinence principle to substance misuse issues. This may similarly apply to ex – offenders.
General Counselling and Support is provided for help with:
- Finances
- Budgeting
- Life-skills
- Form-filling
- Self determination
- Independence
- Support plans
- Risk Assessment Plans
- Pre-Tenancy Support
- Tapering of Support Exercise
- Post Resettlement Support
- College Courses
- Job Seeking

Referral Criteria: Agency referral, age limit 18 – 64, single homeless persons, prepared to engage with other agencies, have been detoxified and prepared to apply the abstinence model, referral and risk assessment form to be completed by the referring agency, access is determined via an Interview. You may be placed on the waiting list.

Exclusions: Anyone of a violent disposition whether verbal or physical
Category 1 offenders
Those who wish to continue using alcohol or unprescribed drugs
Medication which causes disfunctionality

Referral: Agency referral
Accommodation: 9 Single Bedrooms
Shared facilities

Other Information: While 24 hour support is maintained on site there is also off-site support

ST LEONARD’S HOUSE

Name of Project: St Leonards
Address: The Wallich
15-16 Carlton Terrace
Swansea
SA1 6AB
Telephone: 01792 654001
Website www.thewallich.com
Generic Email: st.leonards@thewallich.net
Service: Two joined houses with individual rooms for 15 men; providing 3 meals daily and support to move onto independent living eventually. Day time support workers available with an on-call service from 6pm to 8am the next morning. No drugs or alcohol allowed on project Unable to accept those with high support needs
Referral Criteria: Male
Over 30 years old
Homeless, ex-offender
Exclusions: No specific
Referral: Agency referral only e.g. probation, housing options, outreach
Other Information: See also other Wallich projects

THE WALLICH

Name of Project: ABBA
Address: Alternative to bed and breakfast accommodation
208 High Street
Swansea
SA1 1PE
Telephone: 01792 630959
Fax: 01792 637958
Website www.thewallich.com
Generic Email: swansea.abba@thewallich.net
Service: Temporary accommodation as an alternative to bed and breakfast. We provide accommodation, advice and support to assist individuals to move to permanent accommodation. Identifying areas of support to enable individuals to maintain their tenancies, such as, budgeting, cooking etc. Also, referring to other agencies where required for ongoing support such as, TSU, WGCADA, CDAT etc.
Providing accommodation only to asylum seekers and refugees who are supported through ASART. Monday to Friday with emergency on call out of hours. Housing Benefit applies with Service charge for utilities payable.

**Referral Criteria:**
Priority need single or couples, vulnerable and high priority need 16+

**Exclusions:**
No specific

**Referral:**
Local Authority – Housing Options only

**Accommodation:**
Self contained fully furnished flats or bedsits located across Swansea.
FLOATING SUPPORT SERVICES

CITY AND COUNTY OF SWANSEA TENANCY SUPPORT UNIT

Name of Project: Tenancy Support Unit
Address: 71 Creswell Road
          Clase
          Swansea
          SA6 7LA
Telephone: 01792 774360/20
Fax: 01792 515203
Generic Email: TSU@swansea.gov.uk
Service: Provides a central Referral and Assessment Service for accommodation related support Services in the City & County of Swansea. Provides Floating Support via an In House Team of Support Staff and through a partnership with a range of specialist partner agencies. Provision is across all tenures including owner occupiers and includes resettlement support for new tenants and for those experiencing difficulties managing or facing loss of current accommodation. Examples of what support can be given include:
- Advice about moving into a new home
- Advice/assistance in setting up utilities
- Arranging for contents such as furniture etc. to be obtained
- Help with the completion of forms, liaising with other agencies
- Help with budgeting and debt management
- Benefit advice (welfare benefit, housing and council tax benefit)
- Advice on how to report a repair or arranging for maintenance work to be done in the home
- Understanding tenancy and mortgage agreements
- Assistance to resolve difficult housing issues e.g. rent arrears or neighbour nuisance
- Accessing training, education or volunteering opportunities for people
- Finding a GP and accessing healthcare services, social services or other council services
- Promoting self confidence and self esteem
- Accessing social and leisure activities
- Support to help overcome drug and alcohol abuse
Support for people experiencing domestic abuse
Support to assist people with a mental illness or physical disability to maintain their home

The Service subcontracts with a range of voluntary sector partners listed below to provide specialised service to Service User groups.

Referral Criteria:
Must have a housing related support need i.e. have support needs in areas which impact/affect ability to access and or manage/maintain their accommodation.
Person should be aware that referral is being made
Should be willing to engage in support.

Exclusions:
Those Service Users assessed and found not to have housing related support issues.
A risk assessment will be carried out at each assessment.

Referral:
The TSU referral form needs to be completed with prospective clients.
These can be sent via email telephone or post.
Self referrals are welcome.

Listed below are the range of specialist services and agency’s contracted to deliver support on behalf of the TSU and include:
- Action For Children – see details below
- BAWSO (Black Association of Women Step Out Ltd) – see Domestic Abuse Services page 46
- British Red Cross Refugee Scheme – see Black Minority Ethnic Services page 74
- Caerlas – see details below
- Gofal – see details below
- Gwalia Care and Support – see details below
- Hafan Cymru – see Domestic Abuse Services page 46
- Sands Cymru – see the Substance Misuse Section page 79
- Swansea Young Single Homeless Project (SYSHP) – see Young Persons Services page 56
- West Glamorgan Council on Alcohol and Drug Abuse (WGCADA) – see the Substance Misuse Section page 79

ACTION FOR CHILDREN

Name of Project: Swansea Young Families Scheme
Address: George Thomas House
361 Gower Road
Killay
Swansea
SA2 7AH

Telephone: 01792 294006
Fax: 01792 280116
Service: The Young Families Scheme provides tenancy support for 14-24 year old pregnant women and young parents with children in their care, who need support to live independently.

The project brings together direct support in the home through tenancy support and the Little Steps Big Steps service which provides pre-tenancy support, advice and signposting to parents and expectant parents, group work activities & créche sessions to offer wraparound support. The work focuses on promoting secure and stable family arrangements.

Our support enables vulnerable young parents to:
- obtain accommodation and maintain tenancies;
- to set up a safe, secure and child-friendly home;
- to understand and undertake both their rights and their responsibilities as tenants;
- to maximise resources, manage bills and to budget effectively;
- to obtain appropriate support from other agencies;
- to become familiar with their local community;
- to pursue personal development through return to education, training or by obtaining work.
- to meet up with other young parents for support, relaxation and learning opportunities;
- to meet the developmental needs of the children;
- to build on their repertoire of parenting skills.

This support is available across Swansea.

Exclusions: Applicant must meet referral criteria and will be subject to a Needs and Risk Assessment.

Referral:
For Tenancy Support: By referral through the Tenancy Support Unit.
For Group: By telephoning or referring to Swansea Young Families Scheme.
For Little Steps Big Steps: By telephoning or referring to Swansea Young Families Scheme.

Other Information: See ‘Substance Misuse’ section for other project information.

CAER LAS CYMRU

Name of Project: Caer Las Cymru (Access Point)
Address: Access Point
          The Strand
          Swansea
          SA1 2AW
Telephone: 01792 467024
Fax: 01792 470819
Website www.caerlas.org
Generic Email: outreach@caerlas.org
Service: Service Offers drop-in services at the centre providing advice, practical and emotional support on Housing,
Resettlement, Benefits, Substance Misuse, Debt and Mental Health issues. Also provides opportunities for group activities that offer positive and shared experiences.

**Referral Criteria:** Homeless, threatened with homelessness or in housing need

**Referral:** Self Referrals or External Agency Referrals

**Accommodation:** None, though referral point to other housing providers

**Other Information:** Team Leader Mark Jones; Mark.Jones@caerlas.org

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**Caerlas**

**Name of Project:** Tenancy Support

**Address:** 123 Walter Road, Swansea, SA1 5RG

**Telephone:** 01792 648000

**Fax:** 01792 464978

**Service:** The Tenancy Support Team works in partnership with the local authority to assist tenants in maintaining their own tenancy. The service is available to residents of Swansea, including tenants of housing associations, Local Authorities or private landlords and even owner who are in need of support and would benefit from help and advise.

**Referral Criteria:** Through the Tenancy Support Unit in Clase

**Exclusions:** No specific exclusion criteria but subject to individual need and risk assessment.

**Referral:** Referrals can be made through the Tenancy Support Unit in Clase, 71 Creswell Road, contact number on 01792 774360 or 774320

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**GOFAL CYMRU**

**Name of Project:** Gofal - Tenancy Support Project

**Address:** Suite H, Britannic House Coed Darcy Llandarcy Neath SA10 6JQ

**Telephone:** 01792 321390

**Fax:** 01792 816417

**Website:** www.gofal.org.uk

**Generic Email:** suejennings@gofal.org.uk

**Service:** Gofal is a registered charity and leading provider of Mental Health Support services in Wales. In Swansea we deliver tenancy support which is
designed to enable people with Mental Health problems to live independently in their own homes and become active citizens. The support this service can offer includes:

- Advice on tenancy issues and managing your home
- Advice on budgeting / debt management / maximising your income
- Promoting your Mental Health / self-confidence and self esteem
- Accessing health and other support services
- Accessing volunteering / training / employment opportunities

We provide services tailored to meet individual needs in a holistic and recovery centred approach.

Gofal provides a range of services which may vary in each Local Authority area. Please contact our local office for more information.

**Referral Criteria:**
Via Tenancy Support Unit – Self referral, statutory or voluntary agency referral

**Exclusions:**
No specific exclusion criteria but subject to individual need and risk assessment

**Referral:**
Contact Project Co-ordinator or Team

**Accommodation:**
None

### GWALIA CARE AND SUPPORT

**Name of Project:** Swansea Floating Support

**Address:** 108 Broughton Avenue
Blaenymaes
Swansea
SA5 5LW

**Telephone:** 01792 587212
**Fax:** 01792 581207
**Website** [www.gwaliacareandsupport.com](http://www.gwaliacareandsupport.com)
**Generic Email:** careandsupport@gwalia.com

**Service:**
Swansea Floating support:-

- The project provides support with:
  - Home and financial management
  - Support to access to education, training, work and employment
  - Access to other relevant support services
  - Leisure, social interests and maintaining relationships
  - One to one support and developing life skills
  - Support with planning and carrying out a Personal Development Plan
  - Communication skills, self-esteem and
Referral Criteria: Floating Support:

- People aged 16-65
- Have housing needs or have support needs
- Are motivated to accept support and is willing to participate in working towards agreed objectives
- Are motivated to maintain a tenancy with support

Exclusions: This project does not provide long term nursing care, emergency admissions, respite care, specialist therapeutic techniques or transport. We do not administer medication.

Referral: Direct referrals to the project

GWALIA CARE AND SUPPORT

Name of Project: Families Project
Address: 120 Broughton Avenue
Blaenymaes
Swansea
SA5 5LW

Telephone: 01792 584555
Fax: 01792 586900
Website: www.gwaliacareandsupport.com
Generic Email: careandsupport@gwalia.com

Service: The Families Project provides support to people in their own homes in the area of Swansea. The project offers between 2 and 3.6 hours support to each family per week, depending on their needs. It provides support for up to 48 families.

The service aims to promote the independence of families and enable them to achieve greater stability within their homes and communities. Support concentrates on working alongside Service Users to inform them of their rights and choices, and develop their skills and confidence to enable them to improve their life skills and create new opportunities for themselves. Support is time limited to one year. Support can only be offered if family is motivated to accept support and meet criteria of the project.

Types of support we offer:
- Advise on benefits
- Budgeting skills
- Daily living skills
- Advice on debts
- Parenting skills
- Tenancy management
- Accessing community resources
- Accessing other agencies as appropriate
- Support with employment and training, as required

Referral Criteria: Family has support needs that can be
accommodated within 2 - 3.6 hours of support per week and within a year
Family is motivated to accept support
Family can sustain proposed objectives independent of support after a year
Risks presented by family are manageable
Continuous support from work completed by Child and Family Team

Referral: We accept referral from TSU.

COASTAL HOUSING GROUP

Name of Project: Tenancy Support Scheme
Address: 3rd Floor, 220 High Street
Swansea
SA1 1NW
Telephone: 01792 479267
Fax: 08717171969
Website: http://www.coastalhousing.co.uk
Generic Email: des.barnett@coastalhousing.co.uk
Service: Homeless or a risk of homelessness
Identified support need
Commitment to support
Referral Criteria: Homeless or a risk of homelessness
Identified support need
Exclusions: As per Exclusion Policy
Contact Project for further advice
Referral: In house, general housing applications. Statutory and voluntary organisation.
Accommodation: Floating support provided in permanent accommodation in our general needs stock
Other Information: Person to contact Des Barnett, Tenancy Support Co-ordinator

FAMILY HOUSING ASSOCIATION

Name of Project: Swansea Floating Support
Address: 43 Walter Road
Swansea
SA1 5PN
Telephone: 01792 460192
Website: www.fha-wales.com
Generic Email: Info@fha-wales.com
Service: Generic Floating Support Service.
Referral Criteria: □ Aged 18 or over
□ Is a Family Housing Association tenant
Agrees to receive the Service
Exclusions: None
Referral: Via Family Housing Associations Housing Section
DOMESTIC ABUSE SERVICES

BAWSO
(Black Association of Women Step Out Limited)

Name of Project: Floating Support Project
Address: 63 Mansel Street
           Swansea
           SA1 5TN
Telephone: 01792 642003
Fax: 01792 645207
Website: www.bawso.org.uk
Generic Email: swansea@bawso.org.uk
Service: Housing Issues, Language Support Emotional and Practical Support
Referral Criteria: Provides emotional and practical support for BME women with housing and domestic abuse issues
Referral: Accepts Self Referral or Agency Referral
Other Information: Interpreters Services available

BAWSO
(Black Association of Women Step Out Limited)

Name of Project: Outreach Project
Address: 63 Mansel Street
           Swansea
           SA1 5TN
Telephone: 01792 642003
Fax: 01792 645207
Website: www.bawso.org.uk
Generic Email: swansea@bawso.org.uk
Service: Provides emotional and practical support to black and minority ethnic women and children, who are unable to come to refuge or do not want to leave their homes.
Referral criteria: Black and ethnic minority women and children who have or are experiencing domestic abuse
Exclusions: Women with severe Mental Health, drug or alcohol dependency support needs or women with history of violence or arson
Referral: Accepts Self Referral or Agency Referral
Other Information: 24 hr Helpline
                      Interpreters Service
                      Multi-lingual Workers
                      Capacity Building Projects
BAWSO
(Black Association of Women Step Out Limited)

Name of Project: Refuge and Safe House Projects
Address: 63 Mansel Street
          Swansea
          SA1 5TN
Telephone: 01792 642003
Fax: 01792 645207
Website www.bawso.org.uk
Generic Email: swanseabawso.org.uk
Service: Provides specialist service to black and minority
etnic women and children, made homeless
through a threat of domestic abuse or fleeing
domestic abuse in Wales, including forced
marriage.
Referral Criteria: Black and ethnic minority women and children
fleeing domestic abuse
Exclusions: Women with severe Mental Health, drug or alcohol
dependency support needs or women with history
of violence or arson
Referral: Accepts Self Referral or Agency Referral
Accommodation: Refuge- 8 families
          2 Safe Houses - 3 Families
Other Information: 24 hr Helpline
          Interpreters Service
          Multi-lingual Workers
          Capacity Building Projects.

HAFAN CYMRU

Name of Project: Hafan Cymru
Address: 35/36 Singleton Street
          Swansea
          SA1 3QN
Telephone: 01792 345751
Fax
Website www.hafancymru.co.uk
Generic Email: enquiries@hafancymru.co.uk
catherinebennett@hafancymru.co.uk
Service: Provides support and housing or Floating Support for
vulnerable men or women and their children who have
a range of support needs including domestic abuse,
Mental Health issues, parenting issues, substance
misuse etc.
Exclusions: Support Men and Women
Referral: Accepts applications for housing directly from
women, or as a referral from other agencies such as Social Services, Housing, Probation Service, Women’s Aid and other Voluntary Agencies, for supported housing.
Via TSU for Floating Support
Via OSS for drop in service

Accommodation: Cluster scheme in the Swansea area consisting of three houses and one flat. Floating support services available.

Other Information: Tenancies are short term and are offered initially on a 6 month basis

FAMILY HOUSING ASSOCIATION

Name of Project: Family WISH – Womens Project
Address: 43 Walter Road
Swansea
SA1 5PN
Telephone: 01792 460192
Website www.fha-wales.com
Generic Email: Info@fha-wales.com
Service: Temporary Supported Housing for women with Mental Health problems
Referral: Statutory Services referrals only via Oasis.(See Mental Health Services)
Accommodation: Bedsits within a shared house

SWANSEA WOMEN’S AID

Name of Project: Refuge and Outreach Support
Address: P.O. Box 363
Swansea
SA1 2YG
Telephone: 01792 644683
Generic Email: swa@swanseawa.org.uk
Service: Outreach Support via DAISE project. One on one support for women also includes drop in service and Freedom programme and counselling service. Self-referral or agency referral. CHYPS Project support for Children and Young People from 3 -17yrs, one on one support and star/group work. Also parenting workshops. Only agency referral. Refuge accommodation for women (and their children) fleeing from domestic abuse, offering practical and emotional support through risk management and support planning processes. Access is available on a 24 hour basis

Referral Criteria: Women (and their children) experiencing or have experienced domestic abuse.
Exclusions: Men. (16 years and over).
Referral: Self-referral, other Women’s Aid groups and agency referral via 24 hour helpline service 01792 644683
Accommodation: Safe, emergency accommodation service for women (and their children) who have or are experiencing domestic abuse. Each property is occupied by one family only. High intensive practical and emotional support is offered through risk management and support planning processes. Access is available on a 24-hour basis.
Direct support is available to the children and women can also access specialised support with child-related issues such as changing schools, positive parenting techniques etc.
Safe House: 3 houses in community.
(1 Three bed house – accommodating 1 woman, 4 children and 1 cot)
(2 Two bed houses – accommodation 1 woman, 2 children and 1 cot each).
2 Refuges one five bedroom with one disabled access. 2nd refuge 8 bedrooms including family room and a disabled access room.
Other Information: Safe House accommodation is suitable for women with sons over the age of 16, normally excluded from refuge provision.
Female staff only.

SWANSEA WOMEN’S AID

Name of Project: Swansea Women’s Aid - Safe House Project
Address: P.O. Box 363
Swansea
SA1 2YG
Telephone: 01792 644683
Fax: 01792 473020
Generic Email: swa@swanseawa.org.uk
Service: Safe, emergency accommodation service for women (and their children) who have or are experiencing domestic abuse. Each property is occupied by one family only. High intensive practical and emotional support is offered through risk management and support planning processes. Access is available on a 24-hour basis.
Direct support is available to the children and women can also access specialised support with child-related issues such as changing schools, positive parenting techniques etc.
Referral Criteria: Women (and their children) who have or are experiencing domestic abuse.
Exclusions: Men over the age of 18, though exceptions are
made if there are special circumstances, for example disabilities.

Referral: Self-referral, Supporting Agency/other Women’s Aid Group via 24 hour telephone service – 01792 644683.

Accommodation: Safe House: 3 houses in community.  
(1 Three bed house – accommodating 1 woman, 4 children and 1 cot)  
(2 Two bed houses – accommodation 1 woman, 2 children and 1 cot each).

Other Information: Safe House accommodation is suitable for women with sons over the age of 16, normally excluded from refuge provision. Female staff only.

THE WALLICH

Name of Project: CBWP
Address: 209 Birchgrove Road
Swansea
SA7 9GQ
Telephone: 01792 323954
Website www.thewallich.com
Generic Email: cbwp@thewallich.net
Service: Provide temporary accommodation and support to help clients move away from previous negative lifestyles. Support to reduce the harm created by alcohol/drug misuse, relationship problems, debt, money management, benefits, child and family issues, tenancy and housing management, health and well being, service user involvement, diversionary activities.

Referral Criteria: Women with substance misuse issues and other complex needs, often involving domestic abuse
Exclusions: Men
Referral: By agency only.
Accommodation: Total of 16 units, 7 units in ‘Core House’ due to open in Feb 2013, 9 dispersed units, 3 in each Local Authority of Swansea, NPT and BCBC
# YOUNG PERSONS SERVICES

Statutory Homelessness and Advice Services

## SWANSEA YOUTH HOMELESS TEAM

<table>
<thead>
<tr>
<th>Name of Project:</th>
<th>Bays Project</th>
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</table>
| Address:         | 32 – 36 High Street  
Swansea  
SA1 1LG |
| Telephone:       | 01792 455105 |
| Fax:             | 01792 461064 |
| Generic Email:   | bays@barnardos.org.uk |
| Service:         | Advice and support available  
Statutory Children’s Act / homelessness  
Assessment for 16 – 21 year olds  
Assistance to access temporary / permanent accommodation |
| Referral Criteria: | Aged 16 – 21 and homeless |
| Referral:        | Self or Agency Referral |
| Other Information: | Male and Female staff  
Access to ground floor interview rooms for people with mobility issues  
Access to translation facilities for other languages  
Aftercare team also located as part of Bays Project  
Providing support services to care leavers aged 16 – 21. |

## ACCOMMODATION BASED SERVICES

### DRWS AGORED

| Name of Project: | SYSHP  
Drws Agored |
|------------------|-----------|
| Address:         | 61 – 62 Mansel Street  
Swansea  
SA1 5TN |
| Telephone:       | 01792 536400 |
| Fax:             | 01792 536403 |
| Website:         | www.syshp.org.uk |
| Generic Email:   | administration@syshp.org.uk |
| Service:         | Emergency accommodation for homeless young people with 24 hour staffing. Offering person centred support, advice and information to meet individual’s assessed needs. |
| Exclusions:      | No blanket exclusions. All offers of accommodation |
Referral:  
Via Bays Project during office hours. Via Emergency Duty Team out of office hours.

Accommodation:  
8 units of furnished accommodation, communal lounge and kitchen and 1 emergency room.

Other Information:  
SYSHP’s New Opportunities project is nearby offering a range of activities and learning opportunities.

SA1:

Name of Project:  
SYSHP  
SA1 Project

Telephone:  
01792 537530

Fax:  
01792 536536

Website  
www.syshp.org.uk

Generic Email:  
administration@syshp.org.uk

Service:  
Shared supported accommodation for 3 young people with an on call service. Self contained bedsit with kitchen facilities shared bathrooms. Person centred support, advice and information to meet individual’s assessed needs with the aim of assisting young people to develop the skills needed to live independently.

Referral Criteria:  
16 – 21 year old homeless young people

Exclusions:  
No blanket exclusions. All offers of accommodation subject to risk assessment.

Referral:  
Via application forms which can be obtained from SYSHP, Social Services Department and the Bays Project

Accommodation:  
3 units of furnished accommodation, communal bathroom

Other Information:  
SYSHP’s New Opportunities is available offering a range of activities and learning opportunities.

SWANSEA FOYER

Name of Project:  
Ty Tom Jones  
Swansea Foyer

Address:  
34 Alexandra Road  
Swansea  
SA1 5DZ

Telephone:  
01792 473377

Fax:  
01792 473763

Website  
www.gwalia.com

Generic Email:  
swanseafoyeradmin@gwalia.com

Service:  
Supported housing for 28 young single homeless people. Providing accommodation with low / medium support to aid young people in developing
independent living skills to move on to live independently.

**Referral Criteria:**
16-25 young single people who are homeless or threatened with homelessness.

**Exclusions:**
No current chaotic drug or alcohol misuse.
Applicants with recent convictions for violence and arson.

**Referral:**
Self / Bays / agency referral

**Accommodation:**
Study bedrooms with en-suite toilet and shower room, communal kitchen, lounge, laundry room and training suite

**Other Information:**
- 6 month excluded licence with the opportunity to live at the project for up to 18 months/2 years
- Central Swansea
- Daily life skills workshops and activity sessions
- 24 hour staffing/CCTV

**SYSHP**
(Swansea Young Single Homeless Project)

**Name of Project:**
SYSHP
Hanover / Dispersed

**Address:**
SYSHP
52 Walter Road
Swansea
SA1 5PW

**Telephone:**
01792 537530

**Fax:**
01792 536536

**Website**
www.syshp.org.uk

**Generic Email:**
administration@syshp.org.uk

**Service:**
Self contained accommodation offering medium to high support with an on call service. Person centred support, advice and information to meet individual’s assessed needs with the aim of assisting young people to develop the skills needed to live independently.

**Referral Criteria:**
16 to 21 year old homeless young people

**Exclusions:**
No blanket exclusions. All offers of accommodation subject to risk assessment.

**Referral:**
Via application forms which can be obtained from SYSHP, Social Services Department and the Bays Project

**Accommodation:**
Dispersed Project: 8 units of furnished accommodation.
Hanover Street Project: 4 units of furnished accommodation, office and communal meeting room

**Other Information:**
SYSHP’s New Opportunities project is nearby offering a range of activities and learning opportunities.
SYSHP
(Swansea Young Single Homeless Project)

Name of Project: Pam Lai
Address: The Promenade
Swansea
SA1
Telephone: 01792 537530
Fax: 01792 536536
Website www.syshp.org.uk
Generic Email: administration@syshp.org.uk
Service: The team will work with young people that other agencies reject. We recognize that some young people do not trust easily and do not engage with services. The scheme will work with young people to build trust, confidence and self esteem. The ultimate goal is to enable young people to have the skills to live independently.

Referral Criteria: Young people must be aged between 16 and 21 and have a number of support needs one of which includes having a chaotic drug and / or alcohol use.

Exclusions: No blanket exclusion offers of accommodation and support subject to a risk assessment.

Referral: Via the providers group – a multi agency group of professionals working with young people.

Accommodation: Self contained accommodation in core house for 4 young people with 4 units of accommodation dispersed within the city. There is 24 hour staffing in the core house with an on call service for the dispersed units.

FLOATING SUPPORT SERVICES

SYSHP
(Swansea Young Single Homeless Project)

Name of Project: SYSHP
TSS
Address: SYSHP
52 Walter Road
Swansea
SA1 5PW
Telephone: 01792 537530
Fax: 01792 536536
Website www.syshp.org.uk
Generic Email: administration@syshp.org.uk
Service: A Floating Support service to vulnerable young people aged 16 – 25 who want and require support to maintain their tenancy.
Home visits and support within the community provided.

**Referral Criteria:** Single young people 16 – 25 who have support needs, e.g. care leavers, those who are estranged from family.

**Exclusions:** Married couples and families

**Referral:** Via Tenancy Support Unite, 71 Creswell Road, Clase, Swansea SA6 7LA
Tel 01792 774360 OR
Contact SYSHP directly and we will refer for tenancy support with TSU

**Accommodation:** Not provided, must have own tenancy in council, housing association or private sector.

**Other Information:** SYSHP’s New Opportunities project is nearby offering a range of activities and learning opportunities.

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**Gwalia Care and Support**

**Name of Project** The Briars

**Address:**
6 Briars Court
Blaenymaes
Swansea
SA5 5JZ

**Telephone:**
01792 587339

**Website**
www.gwalia.com

**Service**
The project provides support with:
- Home and financial management
- Support to access education, training, work and employment
- Access to other relevant support services
- Leisure, social interests and maintaining relationships
- One to one support and developing life skills
- Support with planning and carrying out a Personal Development Plan
- Communication skills, self-esteem and confidence building

**Referral Criteria:**
- People aged 16-21
- Are leaving care
- Are motivated to accept support and is willing to participate in working towards agreed objectives
- Are motivated to maintain a tenancy with support

**Exclusions:**
This project does not provide long term nursing care, emergency admissions, respite care, specialist therapeutic techniques or transport. We do not administer medication.

**Referral:**
All referrals are to go through Dave Lamprey and Sue Hatcher Placement co-ordinators – Cockett House, Cockett, Swansea
Accommodation: 24 hour static project for 4 people with shared facilities.

ADVICE AND INFORMATION SERVICES

SANDS Cymru

Name of Project: The Place
Address: Info Nation
47 the Kingsway
Swansea
SA1 5HG
Telephone: 01792 472002
Fax: 01792 472004
Website www.sandscymru.org
Generic Email: info@sandscymru.org
Service: Six dedicated young person’s workers and one young person’s specialist nurse.
An open access service based close to the city centre, offering a comprehensive menu of services to those affected by drug and alcohol use, their families and friends.
A well established harm reduction agency that has been offering services in the city for Young people (under 18 and in some cases up to the age of 25) and include:
- Drop in facility
- Advice & Information
- Assessment & Care Management
- Health Promotion
- Varied Group Work Programme
- Needle exchange and advice about blood borne viruses and safer sex
- General Health and Welfare Support
- Housing, Benefit and Debt Advice
- Structured Counselling
- Complimentary Therapies
- Internal and External training
- Joint Work
Referral to more specialist services as required

Referral Criteria: The project services are available to anybody affected by their own, or others misuse of drugs or alcohol, the only condition being that the individual wants to engage with the project.

Referral: Referrals are accepted by self, family and friends, carers and from other agencies and professionals.
OLDER PERSONS SERVICES

ACCOMMODATION SERVICES

Name of Project: City and County of Swansea
Address: Housing and Public Protection Service Unit
Directorate of Place
Civic Centre
Oystermouth Road
Swansea
SA1 3SN
Telephone: 01792 635018
Website www.swansea.gov.uk/housing
Generic Email: housing@swansea.gov.uk
Service: 31 sheltered housing schemes throughout the City and County of Swansea with dedicated warden service
Referral Criteria: Applications are welcome from anyone aged over 60, younger applicants may be considered in exceptional circumstances
Referral: Application forms must be completed Via Housing Options
Accommodation: 983 units of accommodation throughout the City and County, 1 bed and 2 bed units, both flats and bungalows

ABBEYFIELD SWANSEA SOCIETY LIMITED

Name of Project: Abbeyfield Swansea Society Limited
Address: 71 Eaton Crescent
Swansea
SA1 4QP
Telephone: 01792 472095
Website www.abbeyfieldinwales.com
Generic Email: info@abbeyfieldsw.co.uk
Service: The Abbeyfield Society provides housing with support for older people
Referral Criteria: Applicant with identified support need
Exclusions: There is no upper bar on age anybody over 55 years of age can be assessed for suitability.
Referral: For more details please contact the home or ring 01633 244182
Accommodation: Consists of bedroom, shared living room, kitchen and bathroom with w.c. facilities Communal facilities with dining room and lounge
Other Information: 2 Home-cooked meals a day
24 Hour monitored community alarm
Private telephone line
Wi-fi access
COASTAL HOUSING GROUP

Name of Project: Coastal Housing Group
Address: 3rd Floor, 220 High Street
Swansea SA1 1NW
Telephone: 01792 479200
Fax: 08706 221152
Website www.coastalhousing.co.uk
www.inspirational-living.eu (properties for purchase inspirational living website)
Generic Email: ask@coastalhousing.co.uk
Service: Older Persons housing for leasehold and rented accommodation
Traditional sheltered housing with non-residential and residential scheme managers
Referral Criteria: Contact regarding Lettings Policy
Exclusions: Contact regarding exclusions
Referral: Self referral or Agency Referral
Accommodation: Bedsits, flats, bungalow and houses

Caerlas

Name of Project: St Matthews Supported Living Scheme
Address: 1 Tontine Street
Swansea, SA1 1NA
Telephone: 01792 475580
Generic Email: andy.terwee@caerlas.org
Service: Provide support to older people to gear them towards full independence.
Referral Criteria: The eligibility criteria for housing and support at the scheme is 45* years of age and over, with a history of homelessness, issues with alcohol, substance misuse and other tenancy related support needs.* In exceptional circumstances we will consider applications from those under 45 and over the age of 40
Exclusions: Those whose support needs are so high they represent a risk to other clients or staff or require 24 hour support.
Referral: Please contact the gateway for further advice on:
Accommodation: Comprises of four bed sitter flats for over 45’s with communal lounge and garden at Ty Betty Williams House. When people feel ready to become more independent they can move into one of the flats in Sir John Morris House or St Matthews Court flats for a “taster tenancy”. Move on via City and County of Swansea
Other Information: The Project is “wet” i.e. There are no restrictions on alcohol consumptions within the Project. Staffed:
Weekdays 08.30am – 09.00pm Weekends
10.00am-02.00pm
With out of hours emergency on call service.

FAMILY HOUSING ASSOCIATION

Name of Project: Hazel Court
Address: 43 Walter Road
Swansea
SA1 5PN
Telephone: 01792 460192
Website www.fha-wales.com
Generic Email: info@fha-wales.com
Service: Housing, Support and Care for people aged 55 years and older
Referral Criteria: Aged 55 years and older. Applicants with care needs will be considered from age 50 years
Referral: Via Family Housing Associations application and Lettings Policy
Accommodation: Purpose built accommodation for people aged 55 years and over
Other Information: Numerous on site facilities available for use by tenants and older people from the surrounding community

FAMILY HOUSING ASSOCIATION

Name of Project: Older Persons Sheltered Service
Address: 43 Walter Road
Swansea
SA1 5PN
Telephone: 01792 460192
Website www.fha-wales.com
Generic Email: Info@fha-wales.com
Service: Some sites have support from dedicated staff members. Social alarms available at all sites.
Referral Criteria: Aged 55 years and over
Referral: Via Family Housing Association applications and Lettings Policy
Accommodation: Purpose built accommodation for people aged 55 years and over. Apartments available at a number of locations within Swansea.
FAMILY HOUSING ASSOCIATION

Name of Project: Swan Gardens  
Address: 43 Walter Road  
Swansea  
SA1 5PN  
Telephone: 01792 460192  
Website: www.fha-wales.com  
Generic Email: info@fha-wales.com  
Service: Staffed Older Persons accommodation primary aimed at older people from the Chinese Community  
Referral Criteria: People aged 55 years or older or 50 years and over if the person has significant support needs  
Referral: Via Family Housing Associations application and Lettings Policy  
Accommodation: Purpose built accommodation for people aged 55 years and over

Grwp Gwalia (GWALIA HOUSING GROUP)

Name of Project: Grwp Gwalia  
Gwalia Housing Group  
Address: Ty Gwalia  
10-13 The Kingsway  
Swansea  
SA1 5JN  
Telephone: 01792 460609  
Generic Email: cymdogaeth@gwalia.com  
Service: Scheme manager service / communal lounge / communal laundry / guest room / lift to all floors / door entry system / 24 hours emergency alarm system / domiciliary care service 24 hours a day at Llys Y Werin (Extra care)  
Referral Criteria: Over 55  
Exclusions: As per Grwp Gwalia lettings Policy  
Referral: Self and Social Services  
Accommodation: Einon Court: 42 1 bed 2 person flats on 2 floors no lifts  
LLys Dewi Sant: 29 1 bed 1 and 2 person flats on 3 floors  
Llys Y Werin: 43 1 bed 2 person flats on 2 floors with lifts  
Robert Davies Court: 46 1 bed 1 and 2 person flats on 2 floors no lifts

FLOATING SUPPORT SERVICES

AGE CYMRU SWANSEA BAY
Name of Project: Age Cymru Swansea Bay
Address: Ty Davies
Tawe Business Village
Phoenix Way
Llansamlet
Swansea
SA7 9LA
Telephone: 01792 648866
Fax: 01792 794384
Website www.agecymruswanseabay.org.uk
Generic Email: enquiries@agecymruswanseabay.org.uk
Service: Offers low level housing related floating support to isolated and vulnerable older people (over 55) in their own homes, enabling them to maintain their tenancy and sustain well being.
Support offered includes:
Befriending / problem solving / advocacy / advice and information / arranging appointments / social integration / liaising with other agencies / practical support.
Visits made by visiting assistants or volunteers. Support also offered through a telephone service.

Referral Criteria:
- over 55
- living alone
- socially isolated
In need of practical / emotional support in order to maintain tenancy & independence.

Exclusions:
- need has to be low level and not requiring complex support
- serious Mental Health issues

Referral:
Referrals should be made directly to the Supporting People Project

Other Information:
Project operates Monday to Friday 9am – 5pm.
Assessment visit will be within 14 – 28 days following referral. Following assessment, successful clients will receive notification of acceptance onto project within 7 – 14 days.

ALZHEIMERS SOCIETY

Name of Project: Alzheimers Society
Address: Ty Garngoch
Hospital Road
Gorseinon
Swansea
SA4 4LD
Telephone: 01792 531208
Fax: 01792 899249
Generic Email: branchoffice@alzswansea.org.uk
Service: Provides a support service to a person with dementia, allowing the carer some free time. The society has expertise in information and education for carers and professionals. It provides a 24 hour helpline and support for carers, by means of carers meetings and carers education programmes. It campaigns for improved Health and Social Services and greater public understanding of all aspects of dementia.

Referral Criteria: Those with a critical and substantial need
Referral: Consultant / Community Psychiatric Nurse / Social Worker / via – short breaks coordinator
Other Information: Carers meetings, social evenings and fundraising events take place

BRITISH RED CROSS

Name of Project: Older Person Tenancy Support Programme
Address: 1st Floor
Kidwelly House
Charter Court
Phoenix Way
Swansea
Telephone: 01792 772146
Fax: 01792 784910
Website www.redcross.org.uk
Generic Email: swanseamanagement@redcross.org.uk
Service: The British Red Cross provides practical and emotional tenancy support and advice to vulnerable older persons aged 55+. The Programme aims to enable independence and to ensure a safe and secure tenancy.

Referral Criteria: Resident within City & County of Swansea and aged 55+.

Exclusions: The British Red Cross Supporting People Programmes reserve the right to exclude a client:
- If, after full assessment has been undertaken, it is deemed that the Programme cannot provide an appropriate package of support for the client’s needs.
- If, after a full assessment of risk has been carried out, it is deemed that the British Red Cross Supporting People Programmes cannot guarantee the safety of their Support Worker(s)
BRITISH RED CROSS

Name of Project: Supported Hospital Discharge Scheme
Telephone: 01792 784915
Fax: 01792 784910
Service: Supported Discharge Scheme
Referral Criteria: Patients discharged from hospital aged 18-65 with complex support needs impacting on managing a tenancy, 12 weeks support provided
Referral: Referrals can be made via health professionals or the Hospital Social Work Team.
BLACK MINORITY ETHNIC SERVICES

BAWSO
(Black Association of Women Step Out Limited)

Name of Project: Floating Support Project
Referral criteria: Provides emotional and practical support for BME women with housing and domestic abuse issues
Address: 63 Mansel Street
Swansea
SA1 5TN
Telephone: 01792 642003
Fax: 01792 645207
Website www.bawso.org.uk
Generic Email: swansea@bawso.org.uk
Service: Housing Issues, Language Support Emotional and Practical Support
Referral Criteria: Accepts Self Referral or Agency Referral
Other Information: Interpreters Service

BRITISH RED CROSS

Name of Project: Refugee Tenancy Support Programme
Address: 1st Floor
Kidwelly House
Charter Court
Phoenix Way
Swansea
Telephone: 01792 772146
Fax: 01792 784910
Website www.redcross.org.uk
Generic Email: swanseamanagement@redcross.org.uk
Service: The British Red Cross provides practical and emotional support and advice to refugees taking new tenancies in Swansea. The programme enables the client to settle in a new environment and remain safe and secure in their own homes. In addition alongside partner agencies the British Red Cross supports refugees during the critical moving on period after status has been gained.
Referral Criteria: Refugees living in Swansea who have recently received Home Office status.
Exclusions: The British Red Cross Supporting People Programmes reserve the right to exclude a client: If, after full assessment has been undertaken, it is
deemed that the Programme cannot provide an appropriate package of support for the client’s needs. If, after a full assessment of risk has been carried out, it is deemed that the British Red Cross Supporting People Programmes cannot guarantee the safety of their Support Worker(s)

Referral:
Please call 01792 784916 or email swanseamanagement@redcross.org.uk

DISPLACED PEOPLE IN ACTION

Name of Project: Various projects helping refugees and asylum seekers.
Address: THE EXCHANGE BUILDING
MOUNT STUART SQUARE
CARDIFF
CF10 5EB
Telephone: 029 2048 2478
Website www.dpia.org.uk
Generic Email: dpiawales@yahoo.co.uk
Service: Displaced People in Action (DPIA) is a registered charity that has been helping displaced people (refugees and asylum seekers) integrate into their new lives in Wales since 2001. Our mission statement is to provide specialist services and projects to refugees and people seeking asylum across Wales in order for them to successfully integrate into the community.
Other Information: Please visit our website www.dpia.org.uk for more information

SWANSEA BAY RACIAL EQUALITY COUNCIL

Name of Project: Swansea Bay Racial Equality Council
Address: 3rd Floor Grove House
Grove Place
Swansea
SA1 5DF
Telephone: 01792 457035
Generic Email: director@sbrec.org.uk
Service: Immigration Advisory Service
Other Information: Other services offered to all BME communities.
SUBSTANCE MISUSE

SANDS CYMRU

Name of Project: SANDS Cymru
Address: Ty Roger Duncan
73/74 Mansel Street
Swansea
SA1 5TR
Telephone: 01792 472002
Fax: 01792 472004
Website www.sandscymru.org
Generic Email: info@sandscymru.org

Service:
An open access service based close to the city centre, offering a comprehensive menu of services to those affected by drug and alcohol use, their families and friends.
A well established harm reduction agency that has been offering services in the city for over 25 years and include:
- Drop in facility
- Advice & Information
- Assessment & Care Management
- Health Promotion
- Varied Group Work Programme
- Needle exchange and advice about safer injecting and all blood borne viruses
- General health and welfare support
- Housing, Benefit and Debt Advice
- Specialist services for pregnant drug users and families with young children
- Gender specific sessions held weekly
- Structured counselling
- Complimentary therapies
- Coastal & Peer Mentoring Services
- Tenancy Support Scheme
- Internal and external training
- Joint Work
- Referral to more specialist services as required

Referral Criteria:
The project services are available to anybody affected by their own, or others misuse of drugs or alcohol- the only condition being that the individual wants to engage with the project.

Exclusions:
No exclusions (although young people under 19 years old) are seen by the projects specialist service for young people –SANDPIT

Referral:
Most Service Users are self referrals, but referrals are also accepted from families & friends, Social Services, probation,
hospitals, GP’s or any other organisation.

Other Information:
Male and Female Worker
Welsh Speakers available
Limited home visits possible by arrangement

THE WALLICH

Name of Project: Gorwellion
Address: 30 Eaton Crescent
          Uplands,
          Swansea.
          SA1 4QL
Telephone: 01792 466566
Fax: 01792 466388
Website www.thewallich.com
Service: Supported housing project for ex-offenders who have a substance misuse issue and wish to abstain or are motivated to abstain. The service will offer:
Group therapy, relapse prevention, progress to work, alternative therapies, solution focused counselling by fully qualified staff, client participation and 24 Hour staff
Referral Criteria: Through Housing Options but there is no requirement for the client to be priority need and homeless. Assessments to be carried out by The Wallich.
Exclusions: No exclusions other than clients have to be really motivated to either achieve abstinence or to maintain their abstinence; they would also be required to receive support.
Referral: Through Housing Options, Prisons, Probation, WGCADA, SANDS Cymru, DIP and any other alcohol/drug agency. Client’s cannot self refer.
Accommodation: Newly refurbished self-contained flats with communal facilities available for group work and client interaction

THE WALLICH

Name of Project: Swansea Shoreline Project
Address: The Wallich
          183 Hanover Street,
          Swansea.
          SA1 6BP
Telephone: 01792 466603
Fax: 01792 466583
Website www.thewallich.com
Generic Email: Swansea.shoreline@thewallich.net
Service: A 24 hour supported project for former street drinkers who may wish to address their issues or merely live in a safe environment. Support is available to address: issues with debt, benefits, health & safety in the home, signposting to specialist agencies. All staff are trained in solution focused development to work positively with clients and help them move forward in their lives.

Referral Criteria: Must be street or ex street drinkers
Male or female

Exclusions: Nothing specific but behaviour on the project may result in time limited exclusions which may be appealed and are reviewed monthly.

Referral: When vacancies are upcoming contact will be made with any relevant agency including outreach services.

Accommodation: A shared house for 4 people with single rooms and communal lounge, dining area, shared kitchen and bathrooms, garden and 24 hour staffing. Also 4 self contained one bedroom flats and a bedsitting flat with emergency on call to sleep over staff.

Other Information: See also other Wallich projects

WCADA

Name of Project: Welsh Centre for Action on Dependency and Addiction (WCADA) Limited
Address: 40 St James Crescent
Uplands,
Swansea.
SA1 6DR.
Telephone: 01792 472519 / 306870
Fax: 01792 466550 / 306878
Website www.wgcada.org
Generic Email: Admin.swansea@wgcada.co.uk

Service: WCADA has been delivering services to substance users, their families and the wider community for 35 years. These services include -
• Information & Advice
• Needle and Syringe Programme
• Assessment and Care Management
• Health Promotion (Blood Borne Viruses/Safe Sex)
• Tenancy Support
• Community Support and Outreach
• One-to-one support and group work
• 12-Step Minnesota Model abstinence treatment programme
- Structured Counselling
- Detox support: hospital based & community based
- CARAT (Counselling, Assessment, Referral, Advice and Throughcare) service in the Welsh Public Prisons
- Gambling interventions
- Family Counselling and Support
- Aftercare
- Diversionary activities and accredited courses
- Peer Mentoring and advice for veterans
- Training

Referral Criteria:  Alcohol / Drug use and Gambling issues, or those affected by another’s substance use.

Exclusions:  Anyone presenting a level of risk unable to be managed by the Agency’s Health and Safety procedures.

Referral:  For individuals aged 18 years old plus, living in the Swansea area, who have substance use issues, please contact AADAS (ABM Alcohol & Drug Assessment Service), the Single Assessment Service (tel: 01792 642759).

For individuals aged 18 years old plus, who would like to access any of the below services, please contact our agency directly (tel: 01792 472519 / 306870):
- Gambling interventions
- Family Counselling and Support
- Diversionary activities and accredited courses
- Peer Mentoring and advice for veterans
- Training

Referrals for Tenancy Support should be sent to the Tenancy Support Unit as outlined on page 23 and 24.

Other Information:  Male / Female staff.
Welsh speakers available.
Home visits (discretionary).

HAVEN TRUST SUPPORTING PEOPLE LIMITED

Name of Project:  Haven Trust Supporting People Limited
Address:  Plasmarl House
331 Neath Road
Plasmarl
Swansea
SA6 8JU

Telephone:  01792 799804
Fax:  01792 799804
Website  www.haventrust.org
Generic Email:  johnbushell@haventrust.org
                      patbushell@haventrust.org
Service: 24 hour Supported Housing to help Service Users maintain tenancies for 9 persons.
The project supports single homeless persons who wish to apply the abstinence principle to substance misuse issues. This may similarly apply to ex-offenders.
General Counselling and Support is provided for help with:
- Finances
- Budgeting
- Life-skills
- Form-filling
- Self determination
- Independence
- Support plans
- Risk Assessment Plans
- Pre-Tenancy Support
- Tapering of Support Exercise
- Post Resettlement Support
- College Courses / Qualifications
- Job Seeking

Referral Criteria: Agency referral,
age limit 18 – 64,
single homeless persons, prepared to engage with other agencies, have been detoxified and prepared to apply the abstinence model, referral and risk assessment form to be completed by the referring agency, access is determined via an Interview. You may be placed on the waiting list.

Exclusions: Anyone of a violent disposition whether verbal or physical
Category 1 offenders
Those who wish to continue using alcohol or unprescribed drugs
Medication which causes disfunctionality

Referral: Agency referral
Accommodation: 9 Single Bedrooms
Shared facilities

Other Information: While 24 hour support is maintained on site there is also off-site support

THE WALLICH

Name of Project: CBWP
Address: 209 Birchgrove Road
Swansea
SA7 9GQ
Telephone: 01792 323954
Website www.thewallich.com
Generic Email: cbwp@thewallich.net
**Service:** Provide temporary accommodation and support to help clients move away from previous negative lifestyles. Support to reduce the harm created by alcohol/drug misuse, relationship problems, debt, money management, benefits, child and family issues, tenancy and housing management, health and well being, service user involvement, diversionary activities.

**Referral Criteria:** Women with substance misuse issues and other complex needs, often involving domestic abuse

**Exclusions:** Men

**Referral:** By agency only.

**Accommodation:** Total of 16 units, 7 units in ‘Core House’ due to open in Feb 2013, 9 dispersed units, 3 in each Local Authority of Swansea, NPT and BCBC
MENTAL HEALTH

OASIS (OPPORTUNITIES for ACCOMMODATION and SUPPORT in SWANSEA)

Name of Project: OASIS (OPPORTUNITIES for ACCOMMODATION and SUPPORT in SWANSEA)
This is a partnership agreement between the City & County of Swansea Mental Service, (Adult mental health services), registered social landlords, accommodation support providers and Service Users. The system will provide a central point of referral by Care Co-ordinators for Service Users with a range of accommodation and/or support needs. As well as this it will provide a central information point for service providers to highlight vacancies.

Project Co-ordinator: Mark Campisi
Accommodation Development Manager ABM Trust
Telephone: 01792 516658
Generic Email: Mark.Campisi@swansea.gov.uk
Service: Supported Housing Service Models
• Service users are responsible for their accommodation costs e.g. rent & services charges but may be eligible for Housing Benefit.
• Support costs are met by the Support People Funding Programme in Swansea (unless otherwise indicated and are free to the service user).
• Some services are registered with the Care Standards Inspectorate for Wales (CSSIW) to provide prompting and supervision of personal care tasks.

Referral Criteria: Referrals for supported accommodation will only be accepted from the clients Care Co-ordinator
Exclusions: Those without a care manager in place should be signposted to Local Authority Tenancy Support Unit TSU@swansea.gov.uk
Referral: Contact Care Manager. Referrals should be completed on the Word document referral format by the Care Coordinator on behalf of the client. The completed form should be sent via email to the Project Co-ordinator. http://www.mentalhealthswansea.com/oasis.html

CAERLAS

Name of Project: Caer Las Cymru
Willow Project
Address: 740 Carmarthen Road
Gendros
Swansea
SA5 8JL

Telephone: 01792 584024 / 589676
Fax: 01792 586578
Website www.caerlas.org
Service: The project is registered with cssiw as a Domiciliary Care agency to provide 24 hour supported living to 7 tenants with complex and enduring mental health conditions. Tenants are supported to enhance and develop their skills to live independently in the community. Support is person – centred and solution focused allowing tenants to make choices about their lives, wishes and goals. We provide support on a wide range of issues which include: tenancy management, budgeting, benefits, daily living skills, managing health and wellbeing, managing medication, social, employment and volunteering opportunities. The project provides temporary accommodation. Each tenant can live at the project until they have developed the skills and confidence to move on.

Referral Criteria: Support for adults 18+ with a mental health diagnosis and requires 24 hour supported accommodation. Individuals must be care managed by Community mental health team.

Exclusions: Offers of support / accommodation based on a comprehensive assessment of project being able to meet the support needs and manage risk of the individual.

Referral: Via Oasis
Accommodation: One bedroom self contained flat with Coastal Housing.
Other Information: Contact Manager for more information – liz.mander@caerlas.org

CAERLAS

Name of Project: Caer Las Cymru
New Mill Project
Address: 18-20 New Mill Road
Sketty
Swansea
Telephone: 01792 298984
Website: www.caerlas.org
Service: Project provides permanent low level supported accommodation for tenant with complex mental health conditions. The project is registered with cssiw as a domiciliary care agency and allows tenants who prefer a shared living environment to feel safe, developing
the skills and confidence to live independently in the community. Support is person – centred and solution focused allowing tenants to make choices about their lives, wishes and goals. We provide support on a wide range of issues which include: tenancy management, budgeting, benefits, daily living skills, managing health and wellbeing, social, employment and volunteering opportunities.

**Referral Criteria:** Support for adults 18+ with a mental health diagnosis and requires long term low level support in a shared living model. Individuals must be care managed by Community mental health team.

**Exclusions:** Offers of support / accommodation based on a comprehensive assessment of project being able to meet the support needs and manage risk of the individual.

**Referral:** Via Oasis

**Accommodation:** Tenancy with Caer Las, each tenant has a bedroom with shared communal areas.

**Other Information:** Contact Manager for more information – liz.mander@caerlas.org

**EASTGATE SUPPORTED HOUSING**

**Name of Project:** Eastgate Supported housing

**Address:** 147 Hanover Street

Swansea

SA1 6BP

**Telephone:** 01792 417499

**Generic Email:** eastgateacc@yahoo.co.uk

**Service:** Supported Housing for people with Mental Health problems. Own bedroom with shared communal areas. 24 hour staffed.

**FAMILY HOUSING ASSOCIATION**

**Name of Project:** Family WISH Project

**Address:** 43 Walter Road

Swansea

SA1 5PN

**Telephone:** 01792 460192

**Website** www.fha-wales.com

**Generic Email:** Info@fha-wales.com

**Service:** Supported Housing for people with Mental Health problems.

**Accommodation:** Variety of models available depending on support needs. This includes accommodation within high support hostels, medium support shared houses,
and lower support self-contained accommodation. Models of both temporary and permanent provision available depending on assessed need.

GATHEN HOUSE

Name of Project: Gathen House  
Address: 17 Brynmill Crescent  
Brynmill  
Swansea  
SA2 0AL  
Telephone: 01792 465435  
Generic Email: tony.davies73@btopenworld.com  
Service: Supported Housing for people with significant Mental Health problems. Own bedroom with shared communal areas 24 hour staffed.

KENFIELD HOUSE

Name of Project: Kenfield (Swansea) LTD  
Address: 8 Swansea Road  
Waunarlwydd  
Swansea  
SA5 4TQ  
Telephone: 01792 874708  
Fax: 01792 428136  
Generic Email: Kenfield_house@ntlworld.com  
Service: Domiciliary Care Agency – 6-bedded home for the mentally ill

LLANFAIR HOUSE (SOCIAL SERVICES)

Name of Project: Llanfair House  
Address: Norton Avenue  
Norton  
Swansea  
SA3 5TP  
Telephone: 01792 404756 / 01792 652101  
Fax: 01792 403769  
Service: Residential rehabilitation for adults suffering serious mental illness.

PENYWAUN

Name of Project: Penywaun  
Address: 778 Carmarthen Road  
Gendros  
Swansea
Telephone: 01792 561783
Service: Supported Housing for people with Mental Health problems. Male Only. Own bedroom with shared communal areas.

ESGYN HOUSING

Name of Project: Esgyn Housing
Address: Beaufort House
Beaufort Road
Swansea
SA6 8JG

Telephone: 01792 798656
Fax: 01792 798179
Website www.taiesgyn.org.uk
Generic Email: contact@taiesgyn.org.uk
Service: Registered with the CSSIW to provide adults with mental illness 200 or more hours per week of personal care. 
**Swansea Dispersed Scheme** 47, one bedroom flats through management agreements with Coastal Housing Group and Family Housing Association, and Local Authority. Clients will receive support with housing, tenancy management as well as generic support within the tenancy.
**Intensive Floating Support**- Service where clients are offered minimum 5-7 hrs support per week over 7 days with access to 24hr telephone response on call.
**Low Level Floating Support**- Service where clients are offered 1-3 hrs support per week. 
**Drover’s Court**, Gowerton 4 shared units of accommodation for clients who are age 55 + through management agreement with Family Housing Association. Clients have access to 24hr telephone response on-call, and receive weekend visits.

GOFAL CYMRU

Name of Project: Gofal - Tenancy Support Project
Address: Beaufort House
Beaufort Road
Swansea
SA6 8JG

Telephone: 01792 763352
Website www.gofal.org.uk
Generic Email: enquiries@gofal.org.uk
Service: Gofal provides tenancy support to adults who are
experiencing mental health problems that impact on their ability to maintain their tenancy. We deliver 1:1 support in the community and work with service users to develop the skills & confidence that enable them to work towards recovery and be able to participate fully in the community.

We provide services tailored to meet individual needs in a holistic and person centred approach. Gofal provides a range of services which may vary in each Local Authority area. Please contact our local office for more information.

**Referral Criteria:**
Applicant with identified Mental Health support needs

**Exclusions:**
No specific exclusion criteria but subject to individual need and risk assessment

**Referral:**
Via Tenancy Support Unit – Self referral, statutory or voluntary agency referral

**Other Information:**
Contact Project Co-ordinator

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**GRWP Gwalia**

**Name of Project:**
Swansea Floating Support
Mental Health

**Address:**
108 Broughton Avenue
Blaenymaes
Swansea
SA5 5LW

**Telephone:**
01792 587212

**Fax:**
01792 581207

**Website**
www.gwalia.com

**Generic Email:**
Caroline.mccarthy@gwalia.com

**Service:**
Swansea Floating support:-
The project provides support with:
☐ Home and financial management
☐ Support to access to education, training, work and employment
☐ Access to other relevant support services
☐ Leisure, social interests and maintaining relationships
☐ One to one support and developing life skills
☐ Support with planning and carrying out a Personal Development Plan
Communication skills, self-esteem and confidence building
LEARNING DISABILITY

CONSORTIUM

Name of Project: Consortium
Address: 24 Walter Road
          Swansea
          SA1 5NN
Telephone: 01792 646640
Fax: 01792 476436
Generic Email: rick.wilson@communitylives.co.uk
del.rees@communitylives.co.uk
Service: Provide support for adults who have a Learning Disability who want to live successful lives in the community.
Referral Criteria: Applicant with identified Learning Disability Support Need
Exclusions: No specific exclusions
            Schemes planned around individual Service User need
Referral: Contact Team Leader Community Support Team (01792) 614100

WALSINGHAM WALES

Name of Project: Walsingham [Wales]
Address: Suite 3, RVB House
          New Mill Court, Phoenix Way
          Llansamlet
          Swansea
          SA7 9FG
Telephone: 01792 312980
Fax: 01792 312989
Website www.walsingham.com
Generic Email: enquiries@walsingham.com
Service: We support people with a wide range of needs to develop skills, live more independently, be active members of their local community and to have control over their lives. We offer a range of services within the Swansea area including Supported Living services and flexible packages of support for individuals and/or for carers to have a break. Our support is tailored to the needs of each individual. We also provide services to individuals making their own, self funded or private support arrangements.
Referral Criteria: We are experienced at supporting adults (18+) who have a range of individual or co-occurring conditions, including:
• learning disabilities
• physical disabilities
• brain injury
• sensory impairments
• complex & challenging needs
• autistic spectrum conditions
• mental health issues
• dementia
• age-related needs.

Exclusions: We do not operate an exclusions policy. Offers of service are based on our assessment of ability and capacity to meet individuals needs.

Referral: Either
• through a Care Manager
• (if a direct purchaser) by contacting, Chris Rees, Lead Operations & Development Manager on 01792 312980

Accommodation: We provide our flexible packages of support from a community base or within a person’s home.
PHYSICAL DISABILITY

BRITISH RED CROSS

Name of Project: Supported Discharge Scheme.
Address: Villiers House, Charter Court Phoenix Way, Swansea Enterprise Park Swansea. SA7 9FS
Telephone: 01792 772146
Fax: 01792 784910
Contact. Janet John, Operations Manager
Website www.redcross.org.uk
Generic Email: swanseamanagement@redcross.org.uk
Service: The scheme offers housing related support via a Floating Support framework to individuals with specific and specialised needs which would otherwise prevent or delay their discharge from hospital.
Referral Criteria: Support will be available to individuals between the age of 18 to 65 with
- A Physical Disability acquired through persistent substance misuse
- Sensory impairments
- Acquired brain injuries
- Stroke
- Assault Injuries
- Accident Injuries
- Disability due to radio therapy and chemotherapy
Exclusions: The British Red Cross Supporting People Programmes reserve the right to exclude a client:
- If, after full assessment has been undertaken, it is deemed that the Programme cannot provide an appropriate package of support for the client’s needs
- If, after a full assessment of risk has been carried out, it is deemed that the British Red Cross Supporting People Programmes cannot guarantee the safety of their Support Worker(s)
Referral: Please call 01792 784916 or email swanseamanagement@redcross.org.uk

COASTAL HOUSING GROUP
Name of Project: ADAPT Swansea
F.A.O Carol Phillips
Address: c/o Coastal Housing Group
3rd Floor
220 High Street
Swansea
SA1 1NW
Telephone: (01792) 479264/(01792) 479247/(01792) 479248
Fax: 08719896358
Generic Email: admin@adapt-swansea.co.uk
carol.phillips@coastalhousing.co.uk

Service: ADAPT is a Partnership Project between the City & County of Swansea, Coastal Housing Group, Gwalia Group and Family Housing Association to develop and promote improved access for physically disabled people to suitably adapted accommodation in the city. ADAPT identifies disabled people in need of adapted accommodation, identifies accessible properties, their location and characteristics and enables effective matching of people and suitable homes. It also helps plan for the development of future adapted accommodation by identifying future demand.

Referral Criteria: People aged over 18 with a physical and / or sensory impairment who require adapted accommodation.

Exclusions: People who do not have a physical and / or sensory impairment. Those on existing City and County of Swansea or RSL exclusion lists.

Referral: Person will need to make a housing application via any of the 4 partners listed above.

Accommodation: Various City & County of Swansea and RSL owned properties

GRWP Gwalia

Name of Project: Swansea Independent Living Scheme
Telephone: 01792 474158
Fax: 08000121080
Generic Email: enquiries@gwalia.com

Service: The Independent Living Scheme provides support with:
• 24hr support and personal care
• Access to advocacy services
• Access to work and education opportunities
• Seeking assistance form other services and using community services
• Leisure and social interests
• Support to maintain relationships
• Support to maintain physical and mental wellbeing and a successful tenancy.
• Financial guidance, personal support and housing matters
• Homemaking
• Assistance with personal development
• Support to manage your own medication and attend appointments
• Communication skills

Referral Criteria: Independent living scheme:-
☐ People aged 18-65
☐ Have a physical disability and require some personal care
☐ Have unsuitable current accommodation
☐ Have need of the support available at the scheme
☐ Be able to be suitably supported by the scheme
Be motivated to accept support

Exclusions: This project does not provide long term nursing care, emergency admissions, respite care, specialist therapeutic techniques or transport. We do not administer medication.

Referral: See contact details.
Accommodation: Independent living scheme

GRWP Gwalia

Name of Project: Swansea Independent Living Floating Support Scheme
Address Cwmfelin,
Telephone: 01792 474158
Fax: 08000121080
Generic Email: enquiries@gwalia.com
Service: Swansea Floating support:-
The project provides support with:
• Home and financial management
• Support access to education, training, work and employment
• Access to other relevant support services
• Leisure, social interests and maintaining relationships
• One to one support and developing life skills
• Support with planning and carrying out a Personal Development Plan
• Communication skills, self-esteem and confidence building

Referral Criteria: Floating Support:-
☐ People aged 18-65
☐ Have a physical disability
Have housing needs Have support needs
Are motivated to accept support and is willing to participate in working towards agreed objectives
Are motivated to maintain a tenancy with support

Exclusions: This project does not provide long term nursing care, emergency admissions, respite care, specialist therapeutic techniques or transport. We do not administer medication.

Referral: See contact details.
Accommodation: Floating support:- 20
Other Information: Swansea Floating Support:-
This project does not provide help with personal, nursing and respite care or counselling services.
HOMELESSNESS AND OUTREACH SERVICES TO ROUGH SLEEPERS

CAERLAS CYMRU OUTREACH

Name of Project: Caer Las Cymru
Access Point
Address: Access Point
The Strand
Swansea
SA1 2AW
Telephone: Tel: 01792 467024
Fax: Fax: 01792 470819
Website www.caerlas.org
Generic Email: outreach@caerlas.org
Service: Offers drop-in services at the centre providing advice, practical and emotional support on Housing, Resettlement, Benefits, Substance Misuse, Debt and Mental Health issues. Also provides opportunities for group activities that offer positive and shared experiences.
Referral Criteria: Homeless, threatened with homelessness or in housing need
Referral: Self Referrals or External Agency Referrals
Accommodation: None, though referral point to other housing providers
Other Information: Manager’s email is – caroline.west.jones@caerlas.org

THE WALLICH

Name of Project: Rough Sleepers Intervention Team
Address: The Wallich,
The Strand
Swansea.
SA1 2AW
Telephone: 01792 648031
Fax: 01792 643204
Mobile: 07824991448
Website www.thewallich.com
Generic Email: rsit.swansea@thewallich.net
Service: outreach provision offering support/advice/information / referrals to specialist agencies.
When available sleeping bags, warm clothing.
Breakfast of hot drink and roll supplied.
Monday – Friday, 7am-8am the breakfast run drops off at various points in the city according to the needs of Rough Sleepers. From 8am to 9am the RSI Team can be accessed via Zacs Place on George Street. Further support if necessary is then available until 2pm. Delivered by staff trained in a Solution Focused approach.

**Referral Criteria:**
Homeless, rough sleeping or in housing crisis

**Exclusions:**
No specific but unreasonable behaviour can result in refusal to be admitted to Zacs Place for a limited period. This exclusion would be reviewed and could be appealed by the client.

**Referral:**
Self referrals, other agencies e.g. Big Issue, hostel provisions etc.
Agency referrals contact team for details.

**Accommodation:**
The Rough Sleepers Team works with people who are homeless, in housing crisis or rough sleeping and works with those people to assist them in accessing appropriate accommodation.

**Other Information:**
See other local Wallich services
COMPLIMENTARY SERVICES

THE BIG ISSUE CYMRU

Name of Project: The Big Issue Cymru
Address: YMCA,
1 The Kingsway,
Swansea
SA1 5JQ
Telephone: 01792 410222/417888
Fax: Fax-01792 516221
Website Bigissuecymru.co.uk
Generic Email: Jan.collard@bigissuecymru.co.uk
Service: Earn a legitimate income through selling The Big Issue magazine.
Advice and assistance with:
Health.
Benefits.
Housing/Tenancy support.
Referrals to other relevant agencies.
Exclusions: Schedule One offenders.
Referral: Open door.

Missionaries of Charity

Name of Project: Missionaries of Charity
Address: 235-236 The Strand
Swansea
SA1 2AW
Telephone: 01792 463107 – Convent
Service: Direct Access Hostel
Referral Criteria: Men over 25 years old.
Will not accept anyone under the influence of drink and drugs
Exclusions: Mental illness (acute)
Convicted sex offenders on Police register
Referral: Direct access on via Housing Options
Accommodation: 12 places in dormitory style accommodation
admissions accepted 5.00pm daily
Other Information: Food available for residents.
For non-residents 11.00am –
Monday/Tuesday/Wednesday/Friday/Saturday
Not Thursday, Sunday 3.30pm

NEIGHBOURHOOD SUPPORT UNIT (CCS)
Name of Project: Neighbourhood Support Unit
Address: Townhill District Housing Office
          Powys Avenue,
          Townhill
          Swansea.
          SA1 6PH
Telephone: 01792 648507
Fax: 01792 513944
Generic Email: Paul.Rees2@swansea.gov.uk
Service: The Neighbourhood Support Unit operates a 24/7 service to victims of anti social behaviour, on Local Authority estates across the City and County of Swansea. 24 hour patrols and response to tenant’s request. Responsible for void property and witness support. Ensuring all information is passed to the relevant District Housing Office the next working day. We are also responsible for the Responsive Alarms Scheme offering safety and support to clients suffering anti social behaviour, harassment and domestic abuse. Signposting to partner agency for target hardening.
Referral Criteria: Via District Housing Office or support agency.
                Domestic Abuse referral via Police Domestic Abuse Unit (323232)

Domestic Abuse Safety & Security Scheme

Name of Project: This is a partnership agreement between the City & County of Swansea, Safer Swansea Partnership & South Wales Police.
The service will provide a target hardening (lock fitting/security device) service for members of the public at risk from domestic abuse.
Telephone: 01792 323232
Generic Email: hdivisdomesticabuse@south-wales.pnn.police.uk
Service: Referrals via referral form to Domestic Abuse Unit
<table>
<thead>
<tr>
<th>ORGANISATION</th>
<th>ADDRESS</th>
<th>TEL NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbeyfield Swansea Society Limited</td>
<td>71 Eaton Crescent Swansea SA1 4QP</td>
<td>01792 472095</td>
</tr>
<tr>
<td>Action for Children</td>
<td>George Thomas House 361 Gower Rd Killay Swansea SA2 7AH</td>
<td>01792 294006</td>
</tr>
<tr>
<td>Age Cymru Swansea Bay</td>
<td>Ty Davies Tawe Business Village Phoenix Way Llansamlet Swansea SA7 9LA</td>
<td>01792 641164</td>
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<tr>
<td>Alzheimers Society</td>
<td>Ty Garngoch Hospital Road Gorseinon SA4 4LD</td>
<td>01792 531208</td>
</tr>
<tr>
<td>Barnardos</td>
<td>College Street Swansea SA1 5AF</td>
<td>01792 463357</td>
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<tr>
<td></td>
<td>33 Thomas Street Llanelli SA15 3JE</td>
<td>01554 775232</td>
</tr>
<tr>
<td>BAWSO</td>
<td>63 Mansel Street Swansea SA1 5TN</td>
<td>01792 642003</td>
</tr>
<tr>
<td>Bays Project</td>
<td>32 – 36 High Street Swansea SA1 1LG</td>
<td>01792 455105</td>
</tr>
<tr>
<td>British Red Cross</td>
<td>1st Floor Kidwelly House Charter Court Phoenix Way Swansea</td>
<td>01792 772146</td>
</tr>
<tr>
<td>Caer Las Cymru</td>
<td>The Customs House Cambrian Place Swansea SA1 1RG</td>
<td>01792 646071</td>
</tr>
<tr>
<td>Consortium</td>
<td>24 Walter Road Swansea SA1 5RG</td>
<td>01792 646640</td>
</tr>
<tr>
<td>Coastal Housing Group</td>
<td>3rd Floor, 220 High Street Swansea SA1 1NW</td>
<td>01792 479200</td>
</tr>
<tr>
<td>Displaced People In Action</td>
<td>The Exchange Building Mount Stuart Square Cardiff CF10 5EB</td>
<td>02920 482 478</td>
</tr>
<tr>
<td>Eastgate Supported housing</td>
<td>147 Hanover Street Swansea SA1 6BP</td>
<td>01792 417499</td>
</tr>
<tr>
<td>Esgyn</td>
<td>Beaufort House Beaufort Road Swansea SA6 8JG</td>
<td>01792 798656</td>
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<tr>
<td>Family Housing Association</td>
<td>43 Walter Road Swansea SA1 5PN</td>
<td>01792 460192</td>
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<tr>
<td>Gathen House</td>
<td>17 Brynmill Crescent Brynmill Swansea SA2 0AL</td>
<td>01792 465435</td>
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<tr>
<td>Gofal</td>
<td>Beaufort House Beaufort Road SA6 8JG</td>
<td>01792 798656</td>
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<tr>
<td>Hafan Cymru</td>
<td>35-36 Singleton Street Swansea SA1 3QN</td>
<td>01792 345751</td>
</tr>
<tr>
<td>Haven Trust Supporting People Limited</td>
<td>Plasmari House 331 Neath Road Plasmari Swansea SA6 8JU</td>
<td>01792 799804</td>
</tr>
<tr>
<td>Housing Benefit and Council Tax</td>
<td>The City and County of Swansea Benefits Section Civic Centre Swansea SA1 3SN</td>
<td>01792 535353</td>
</tr>
<tr>
<td>Housing Options</td>
<td>17 High Street Swansea SA1 1LF</td>
<td>01792 533100</td>
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<tr>
<td>Info-Nation</td>
<td>47 The High Street Swansea SA1 5HG</td>
<td>01792 484010</td>
</tr>
<tr>
<td>Kenfield (Swansea) LTD</td>
<td>8 Swansea Road Waunarlwydd Swansea SA5 4TQ</td>
<td>01792 874708</td>
</tr>
<tr>
<td>Llanfair House</td>
<td>Norton Avenue Norton Swansea SA3 5TP</td>
<td>01792 404756</td>
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<tr>
<td>Missionaries of Charity</td>
<td>235/236 The Strand Swansea SA1 2AW</td>
<td>01792 463107</td>
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<td>Convent</td>
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<tr>
<td>Organisation</td>
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<tr>
<td>Neighbourhood Support Unit</td>
<td>Townhill District Housing Office Powys Avenue Townhill Swansea SA1 6PH</td>
<td>01792 648507</td>
</tr>
<tr>
<td>PENYWAUN</td>
<td>778 Carmarthen Road Gendros Swansea SA5 8JH</td>
<td>01792 561783</td>
</tr>
<tr>
<td>Shelter Cymru Housing and Legal Advice</td>
<td>25 Walter Road Swansea SA1 5NN</td>
<td>01792 469400</td>
</tr>
<tr>
<td>Social Services (CCS)</td>
<td>Central Office Oldway Centre 36 Orchard Street Swansea SA1 5LD</td>
<td>01792 636110</td>
</tr>
<tr>
<td>Supporting People Team (CCS)</td>
<td>2nd Floor 17 High Street Swansea SA1 1LF</td>
<td>01792 533700</td>
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<tr>
<td>Supported Lodgings Scheme</td>
<td>32/36 High Street Swansea SA1 1LG</td>
<td>01792 455105</td>
</tr>
<tr>
<td>Swansea Bay Racial Equality Council</td>
<td>3rd Floor Grove House Grove Place Swansea SA1 5DF</td>
<td>01792 457035</td>
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<tr>
<td>Swansea Carers Centre</td>
<td>104 Mansel Street Swansea SA1 5UE</td>
<td>01792 653344</td>
</tr>
<tr>
<td>Swansea Citizens Advice Bureau</td>
<td>208 High Street Swansea SA1 1PE</td>
<td>08444 772020</td>
</tr>
<tr>
<td>SANDS Cymru</td>
<td>Ty Roger Duncan 73/74 Mansel Street Swansea SA1 5TR</td>
<td>01792 472002</td>
</tr>
<tr>
<td>Social Inclusion Unit</td>
<td>PO Box 35 Swansea SA1 3ZW</td>
<td>01792 637401 (Admin only)</td>
</tr>
<tr>
<td>Swansea Women’s Aid</td>
<td>PO Box 363 Swansea SA1 2YG</td>
<td>01792 644683</td>
</tr>
<tr>
<td>Swansea Young Single Homeless Project</td>
<td>52 Walter Road Swansea SA1 5PW</td>
<td>01792 537530</td>
</tr>
<tr>
<td>GWRP Gwalia</td>
<td>Ty Gwalia 10-13 The Kingsway Swansea SA1 5JN</td>
<td>01792 460609</td>
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<tr>
<td>Tenancy Support Unit</td>
<td>71 Creswell Road Swansea SA6 7LA</td>
<td>01792 774360</td>
</tr>
<tr>
<td>The Big Issue Cymru</td>
<td>The Y.M.C.A 1 The Kingsway Swansea SA1 5JQ</td>
<td>01792 410222</td>
</tr>
<tr>
<td>The Wallich</td>
<td>208 High Street Swansea SA1 1PE</td>
<td>01792 630950</td>
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<tr>
<td>The Willow Project</td>
<td>740 Carmarthen Road Gendros Swansea SA5 8JL</td>
<td>01792 589676</td>
</tr>
<tr>
<td>Ty Tom Jones Swansea Foyer</td>
<td>34 Alexandra Road Swansea SA1 5DZ</td>
<td>01792 473377</td>
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<tr>
<td>Walsingham Wales</td>
<td>RVB House New Mill Court Phoenix Way Llansamlet Swansea SA7 9FG</td>
<td>01792 312980</td>
</tr>
<tr>
<td>WCADA</td>
<td>40 St James Crescent Uplands Swansea SA1 6DR</td>
<td>01792 472519</td>
</tr>
</tbody>
</table>
GENERAL HEALTH SERVICES

Name: General Practitioner (GP) Services
Service: There are thirty five general practices in Swansea
Referral: Self Referral. Core Hours are 8.00am – 6.30pm. Monday – Friday (excluding bank holidays)
Other Information: A full list of the GP Practices (including contact details) in Swansea is available on Abertawe Bro Morgannwg University Health Boards. Information can be found under the Community Services section of the website.
http://www.wales.nhs.uk/sitesplus/863/directory/gps/

Name: Swansea Out of Hours Service (covers the whole of Swansea)
Telephone: 0330 123 9180, a local charge rate number for landlines and mobile phones.
Service: The Out of Hours Service is for patients with urgent and serious medical problems that cannot wait until their surgery is open again. The service is operated by General Practitioners.
Referral: Self Referral via telephone triage system. The service operates between 6.30pm – 8.00am weeknights plus weekends and bank holidays.

Name: Minor Injury Unit
Address: Singleton Hospital
Sketty Lane
Sketty
Swansea
SA2 8QA
Service: Staff at the Minor Injury Unit will treat minor illnesses and injuries and can also give health advice.
Referral: Self referral – you do not need an appointment to attend the Minor Injuries Unit and will be seen by an experienced Nurse or GP. The Minor Injury Unit at Singleton Hospital is open between 8.00am and 8.00pm daily. The service is manned by GPs. After 8.00pm, patients should go to Morriston Hospital Accident and Emergency (if necessary). Alternatively, you can contact NHS Direct Wales on 0845 4647 for advice, or the GP Out of Hours Service on 0330 123 9180.
COMMUNITY NURSING SERVICES

**Name:** Swansea wide District Nursing Service.  
**Service:** The district nursing service provides the assessment and delivery of clinically skilled nursing care and support to patients, their families/carers in the home or other community settings, including clinics and residential homes.  
**Referral:** There is an open referral system into the district nursing service, all other services and agencies can refer to district nursing, patients are able to self refer as can their family relatives. The district nursing service operates 24 hours a day, every day including weekends and bank holidays.

**Name:** Community Resource Team (CRT)  
**Service:** Currently the CRT provides a time limited service (up to approx. 6 weeks, can be less) in the community, to adults (18+) living within the City & County of Swansea. The focus of CRT is to prevent avoidable admissions into hospital/care homes and also facilitate discharge from hospital.  
**Referral:** Referrals are received from primary, secondary and social care, community services, Welsh Ambulance Service (WAST) and the voluntary sector. Referrals are accepted by the CRT single referral point (contact office), Hill House Hospital 8am to 5 pm Monday to Friday. The single referral point will develop in the near future to include 7 day availability.

**Name:** Health Visiting  
**Service:** Generic Health Visitors work with children from birth up to the age of five, including an ante-natal contact. They undertake an holistic assessment of Health and Development of the children and families, are able to access advice on issues such as Healthy Lifestyles, behaviour management. They work within the remit of Safeguarding Children.  
**Referral:** All children under the age of five will be allocated a Health Visitor. Health Visitors can be contacted through GP Surgery. Health Visitors work Monday to Friday 9.00am – 5.00pm
**SPECIFIC SERVICES (HEALTH) FOR HOMELESS AND VULNERABLE INDIVIDUALS**

**Name:** Health Access Team  
**Address:** Central Clinic  
Orchard Street, Swansea  
SA1 5AT  
**Telephone:** 01792 517882  
**Service:**
The Health Access Team (formerly the asylum seeker health team) is a unique service within ABMU Health Board. It was set up in 2001 to identify and meet the initial health needs of newly dispersed asylum seekers. The aim of the service is to enable asylum seekers in Swansea to access and integrate into mainstream NHS services. Language line is used where necessary to communicate with clients whose 1st language is not English.  
Our work with asylum seekers is designed to:  
- Increase access to health services  
- Increase health access for asylum seeking families  
- Improve physical health, mental and emotional wellbeing and ensure access to local primary care health services;  
- Protect public health by reducing the risk of spread of communicable diseases.  
All asylum seekers are offered a comprehensive health assessment on arrival in Swansea, which includes TB screening, and commencement of immunisations where necessary. In addition, referrals to mainstream services are made when required. During the assessment clients are advised of the availability of local services, and support groups and how to access mainstream health services. The team facilitates GP registration, and provides clients with information regarding this process. The service also has a weekly half day drop in GP session at central clinic for failed asylum seekers who are not registered with a GP. In addition, newly arrived clients can also access this clinic until they complete the registration process with their allocated GP.  
The team can be contacted by telephone on 01792 517882, Monday to Friday from 9.00am – 4.00pm. The team is available for advice and further signposting on a drop in basis at central clinic.
**Gypsy Traveller Health Visitor**

There is now a dedicated hours for Traveller families. She provides core health visiting service for 0-5 year olds.

In addition a Community Paediatrician visits the site with the Health Visitor on a monthly basis, providing childhood immunisations, and health surveillance for 0-16 year olds. Referrals are made to appropriate agencies where needs are identified.

Through working closely with the families, the health visitor has developed a trusting relationship with the families. This has resulted in the families acknowledging the need for early year’s interventions. The site now regularly visited by the toy library, speech and language therapists, language and play, which the parents and children both enjoy.

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**MENTAL HEALTH**

**Community Mental Health Teams**

**Telephone:**
- CMHT 1: (01792) 517800
- CMHT 2: (01792) 517853
- CMHT 3: (01792) 545780

**Service:**
CMHTs provide assessment and care co-ordination for those individuals who have severe or enduring mental illness that significantly impacts on their functioning or ability to manage daily living

CMHT 1: Swansea West
CMHT 2: Swansea Central
CMHT 3: Swansea North

**Referral:**
People with Mental Health Problems are usually put in touch with the CMHT by their doctor, but teams can also be contacted directly (self referral). The CMHT Team can be contacted Monday to Thursday from 9.00 a.m. to 5.00 pm. Friday from 9.00 am to 4.30 pm.
Local Primary Mental Health Support Services

LPMHSS aim to provide and support people of all ages with mild to moderate mental health problems with all referrals coming via the General Practitioners. We provide a holistic mental health assessment and offer interventions such as group therapy, supportive groups and individual therapy. There are also free Stress Control courses run across the whole of ABMU which teaches CBT techniques to manage stress, anxiety and depression. For more information on this course, you can contact the team on 07967 612246 or Email: living.lifewell@wales.nhs.uk.

Referral:

Referrals from Assessor/Practitioners (who are based in the surgeries)
Advocacy Support Cymru (formally known as South Wales Mental Health Advocacy (SWMHA))

Address: PO Box 146
Neath
SA11 9AU

Telephone: 01639 620112

Service: Advocacy Support Cymru provides advocacy support for clients detained under the Mental Health Act through the Independent Mental Health Act Advocacy (IMHAA) service. The service is available to everyone detained under the main sections of the Act wherever they are located. Advocacy Support Cymru also provide advocacy services for clients who are not detained (i.e. who are voluntary patients) at Cefn Coed Hospital. Advocacy Support Cymru are not able to support clients who are in the community or at other venues other than main hospital(s) unless they are either detained under the Mental Health Act, subject to a Guardianship Order or on a Supervised Community Treatment Order.

SUBSTANCE MISUSE

Abertawe Alcohol and Drug Assessment Service (AADAS)

Address: 73-74 Mansel Street,
Swansea
SA1 5TW

Telephone: 01792 479769
Email: abm.aadas@wales.nhs.uk

Service: AADAS provides a first point of contact for substance misuse services in Swansea including assessment, advice and referral to appropriate services.

Referral: Open Referral for anyone aged 18+. Hours of Operation: Monday - Thursday 9.30am - 4.30pm, Friday 9.30am -3.30am
ABERTAWE BRO MORGANNWG COMMUNITY HEALTH COUNCIL (ABM CHC)

**Address**
Water Street Business Centre, Water Street, Aberafan, Neath Port Talbot SA12 6LF

**Telephone:**
01639 892271

**Email:**
office@abmchc.org.uk

**Service:**
ABM CHC is a statutory organisation that represents the interests of the patient and the public in the National Health Service. ABM CHC are the independent NHS ‘Watchdog’ covering the Bridgend, Neath Port Talbot and Swansea areas, concerned with all aspects of NHS care and treatment. ABM CHC also provide a free and independent advocacy service that offers confidential support, advice and guidance for those wishing to make a complaint against the NHS.

**Name:**
Healthy City Directory

**Website:**
[www.healthcitydirectory.co.uk](http://www.healthcitydirectory.co.uk)

**Telephone:**
You can also contact NHS Direct Wales on 0845 46 47 and ask a member of staff to search the ‘Healthy City Directory’ on your behalf.

**Other Information:**
The Healthy City Directory is an online directory that provides an extensive array of information, which is accessible to members of the public and professionals. The directory contains information about a huge range of services in Swansea that can help to support your health and well being. Nearly 400 groups and organisations are listed over 80 different categories.