

## Appendix A – Directory of services providing for people who are homeless in Wales

### Blaenau Gwent

Statutory Services	Commissioned services	Other Services
<p><b>Housing Options</b> – advice on next steps if you become homeless, statutory service run by local council.</p> <p><a href="http://www.blaenau-gwent.gov.uk/content/HousingSupportandAdvice/HousingOptions">www.blaenau-gwent.gov.uk/content/HousingSupportandAdvice/HousingOptions</a></p> <p>Housing Advice Centre, 20 Church Street, Ebbw Vale, NP23 6BG Opening time 10:00 – 14:00 (Mon-Fri)</p> <p>01495 354600 / Homelessness Emergency Out of Hours 01495 311556</p> <p><a href="mailto:housing@blaenau-gwent.gov.uk">housing@blaenau-gwent.gov.uk</a></p> <p><b>Housing Support Grant Commissioning and Referrals</b> – For people living in aged over 16 years old who are struggling to keep their home</p> <p>Supporting People Team, Social Services. Anvil Court, Church Street, Abertillery NP13 1DB</p> <p>07811068668, 07975773999 or 07969652590</p> <p><a href="mailto:Claire.Davies@blaenau-gwent.gov.uk">Claire.Davies@blaenau-gwent.gov.uk</a></p>	<p><b>Llamau</b> – commissioned charity, providing young people’s supported housing in Ebbw Vale, offers 6 supported accommodation units and floating support services.</p> <p><a href="https://www.llamau.org.uk/">https://www.llamau.org.uk/</a></p> <p>02920239585</p> <p><a href="mailto:enquiries@llamau.org.uk">enquiries@llamau.org.uk</a></p> <p><b>Blaenau Gwent Tenancy &amp; Floating Support Service</b> – advice and support service to people over the age of 17 who are either homeless or are in danger of losing their tenancy.</p> <p><a href="http://www.blaenau-gwent.gov.uk/content/HousingSupportandAdvice/HousingOptions">www.blaenau-gwent.gov.uk/content/HousingSupportandAdvice/HousingOptions</a></p> <p>Ground Floor, Rhys House, James Street, Ebbw Vale, NP23 6JG,</p> <p>01495354600</p>	<p><b>Mind</b> – National charity providing drop in with access to shower and washing facilities, food parcels and light snacks and a hot drinks, clothing items and footwear.</p> <p><a href="https://www.torfaenmind.co.uk/">https://www.torfaenmind.co.uk/</a></p> <p>Torfaen and Blaenau Gwent Mind 24 George Street Pontypool Torfaen NP4 6BY</p> <p>01495 757 393</p> <p><a href="mailto:firstcontact@torfaenmind.co.uk">firstcontact@torfaenmind.co.uk</a></p>

## Bridgend

Statutory Services	Commissioned services	Other Services
<p><b>Bridgend Homeless services &amp; support</b> - statutory service providing an online portal to register as homeless, after which an appointment is made to be seen in person.</p> <p><a href="https://www.bridgend.gov.uk/residents/housing/homelessness-advice-and-prevention/">https://www.bridgend.gov.uk/residents/housing/homelessness-advice-and-prevention/</a></p> <p>01656 643643</p> <p>Civic Offices, Angel Street, Bridgend, CF31 4WB</p>	<p><b>The Wallich Solutions Centre Bridgend</b> -Wallich run service which offers tailored advice, support and assistance for people who are homeless or experiencing housing difficulties</p> <p><a href="https://thewallich.com/services/solutions-centre-bridgend/">https://thewallich.com/services/solutions-centre-bridgend/</a></p> <p>10 Park St, Bridgend CF31 4AX</p> <p>01656 674 184</p> <p><a href="mailto:BridgendSolutions@thewallich.net">BridgendSolutions@thewallich.net</a></p> <p><b>Ty Ogwr</b> -Wallich run 16 bed temporary emergency accommodation</p> <p><a href="https://thewallich.com/services/ty-ogwr-bridgend/">https://thewallich.com/services/ty-ogwr-bridgend/</a> Coity Rd, Bridgend CF31 1LT</p> <p>01656 665441</p> <p><a href="mailto:ty-ogwr@thewallich.net">ty-ogwr@thewallich.net</a></p> <p><b>Vesta hostels</b> -Wallich run residential service offering 5 self-contained flats for people who have detoxed or are undergoing substance misuse treatment</p> <p><a href="https://thewallich.com/services/vesta-bridgend/">https://thewallich.com/services/vesta-bridgend/</a></p>	<p><b>Emmaus South Wales</b> - homelessness charity based in Bridgend that provides a home, meaningful work opportunities and a future for individuals who have faced homelessness and social exclusion</p> <p><a href="https://emmaus.org.uk/south-wales/">https://emmaus.org.uk/south-wales/</a></p> <p>6 Caroline Street, Bridgend, CF31 1DQ</p> <p>01656332756</p> <p><a href="mailto:info@emmaussouthwales.org.uk">info@emmaussouthwales.org.uk</a></p>

1-6 Vesta Court, Old toll gate, Coity road, Bridgend CF31 1LF

01656 663 927

[vesta@thewallich.net](mailto:vesta@thewallich.net)

**Brynmenyn House** -Wallich run, 16 bed temporary emergency accommodation

<https://thewallich.com/services/brynmenyn-bridgend/>

23-25 Abergarw road, Brynmenyn, Bridgend CF32 9LF

01656 721 912

[brynmenyn@thewallich.net](mailto:brynmenyn@thewallich.net)

**Dewis Housing Ltd** - charitable organisation offering a range of supported accommodation services, information and advice on housing for young people aged between 16 and 25 in the Neath Port Talbot and Bridgend County Borough areas. Referral from social services, housing options or self-referral.

<http://www.dewishousing.orgp://www.dewishousing.org>

Dewis Ltd, 47 Station Road, Port Talbot, SA13 1NW

01639 882536

[mail@dewishousing.org](mailto:mail@dewishousing.org)

## Caerphilly

Statutory Services	Commissioned services	Other Services
<p><b>Caerphilly Housing Options Team</b> – statutory service accessible via online form</p> <p><a href="https://www.caerphilly.gov.uk/services/housing/find-a-home/housing-options">https://www.caerphilly.gov.uk/services/housing/find-a-home/housing-options</a></p> <p>Housing, Gilfach House, William Street, Gilfach, Bargoed. CF81 8ND</p> <p>01443 873552</p> <p>out of hours contact number 01443 875500</p> <p><b>Ty Croeso hostel</b> –emergency accommodation formerly operated by the Wallich, now falls under Caerphilly council. All places are allocated via council services.</p> <p><b>Caerphilly Supporting People</b> – Housing support service for anyone at risk of losing their home, listed as a private company. Also runs a support service alongside Age Cymru for supporting vulnerable people over 50 who may be at risk of losing their home, however, links provided on the Caerphilly Supporting People homepage are no longer live.</p> <p><a href="https://www.caerphilly.gov.uk/supportingpeople">https://www.caerphilly.gov.uk/supportingpeople</a></p> <p>01443 864548 - Monday to Thursday from 8.30am to 5pm Friday 8.30am - 4.30pm</p> <p><a href="mailto:supportingpeople@caerphilly.gov.uk">supportingpeople@caerphilly.gov.uk</a></p>	<p><b>Llamau Supported Lodgings</b> –young people’s supported housing</p> <p><a href="https://www.llamau.org.uk/">https://www.llamau.org.uk/</a></p> <p>07776 723754</p> <p><a href="mailto:caerphillysupportedlodgings@llamau.org.uk">caerphillysupportedlodgings@llamau.org.uk</a></p> <p><b>United Welsh, Ty'r Fesen</b> – also known as Acorn House, is operated by United Welsh housing association and provides short term accommodation for families who find themselves homeless and supports them into more permanent housing</p> <p><a href="https://www.unitedwelsh.com/tyr-fesen-caerphilly/">https://www.unitedwelsh.com/tyr-fesen-caerphilly/</a></p> <p>Contact info and address not available</p>	<p><b>Cornerstone support services limited</b> – community support organisation</p> <p>1 Heol Awstin Austin Road, Caerphilly, Caerphilly, CF83 1GR</p> <p><a href="mailto:andrew@cornerstonesupportserviceslimited.com">andrew@cornerstonesupportserviceslimited.com</a></p>

## Carmarthenshire

Statutory Services	Commissioned services	Other Services
<p><b>Carmarthenshire County Council</b> – statutory service for anyone homeless or at risk of being homeless</p> <p><a href="https://www.carmarthenshire.gov.wales/home/council-services/housing/homelessness/">https://www.carmarthenshire.gov.wales/home/council-services/housing/homelessness/</a></p> <p>01554 899389 during office hours (8:45am - 5pm, Monday - Thursday. Friday 8:45am - 4:30pm) outside of office hours call Delta Wellbeing on 0300 333 2222.</p>	<p><b>Nacro Floating Housing Support</b> – charity for people who need extra support to maintain their home. This includes people who are homeless or living in unsuitable accommodation.</p> <p><a href="https://www.nacro.org.uk/services/nacro-floating-housing-support-carmarthenshire/">https://www.nacro.org.uk/services/nacro-floating-housing-support-carmarthenshire/</a></p> <p>Old Station Road, Carmarthen, UK 0300 123 1889</p> <p><a href="mailto:floatingsupport.carmarthen@nacro.org.uk">floatingsupport.carmarthen@nacro.org.uk</a></p> <p><b>Llamau</b> – charity service supported accommodation for young people/women</p> <p><a href="https://www.llamau.org.uk/">https://www.llamau.org.uk/</a> 07966 981050</p> <p><a href="mailto:carmarthenshiresupportedlodgings@llamau.org.uk">carmarthenshiresupportedlodgings@llamau.org.uk</a></p> <p><b>Carmarthenshire Conflict Resolution Service</b> – commissioned service run by the Wallich which addresses underlying causes of homelessness by working with people in conflicts that threaten their housing, for example, disputes between family members, disputes between landlords and tenants, and neighbourhood disputes</p> <p><a href="https://thewallich.com/services/conflict-resolution-carmarthenshire/">https://thewallich.com/services/conflict-resolution-carmarthenshire/</a></p> <p><a href="#">23 Station rd, Llanelli, SA15 1AW</a></p> <p>01554 700964 <a href="mailto:ccrs@thewallich.net">ccrs@thewallich.net</a></p>	

**Cardiff**

Statutory Services	Commissioned services	Other Services
<p><b>Cardiff Housing Options</b> – statutory service for people who are homeless or at risk of homelessness, based in Cardiff Central Library</p> <p><a href="https://www.cardiff.gov.uk/ENG/resident/Housing/homelessness/housing-options-centre/Pages/default.aspx">https://www.cardiff.gov.uk/ENG/resident/Housing/homelessness/housing-options-centre/Pages/default.aspx</a></p> <p>Central Library Hub, The Hayes, Cardiff CF10 1FL</p> <p>029 2057 0750</p> <p><b>Homelessness Outreach Team</b> – team of nurses, councillors, outreach workers, and support workers who work together with the Multi-Disciplinary Team and clients’ key workers to support rough sleepers and some hostel resident</p> <p>029 2057 0715 Out of Hours - 029 2087 3900</p> <p><a href="mailto:HANR.Outreach@cardiff.gov.uk">HANR.Outreach@cardiff.gov.uk</a></p> <p><b>Cardiff Single Assessment Centre</b> – commissioned service run by Cardiff council, provides emergency accommodation for single homeless people. The centre offers 24 hour service and multi-disciplinary assessment.</p> <p>32 Cowbridge Rd East, Cardiff CF11 9AG</p>	<p><b>Huggard</b> – charity/commissioned service comprising an intervention centre, Huggard hostel, Ty Tresillian hostel &amp; needle exchange. Complex support needs.</p> <p><a href="https://www.huggard.org.uk/">https://www.huggard.org.uk/</a></p> <p>Huggard Buildings, Hansen Street, Cardiff CF10 5DW</p> <p>02920642000 <a href="mailto:post@huggard.org.uk">post@huggard.org.uk</a></p> <p><b>Salvation Army</b> Ty Gobaith hostel – charity/commissioned service, frontline hostel, temporary accommodation</p> <p><a href="https://www.salvationarmy.org.uk/ty-gobaith-lifehouse">https://www.salvationarmy.org.uk/ty-gobaith-lifehouse</a></p> <p>240 Bute St, Cardiff CF10 5TY</p> <p>02920480187 <a href="mailto:info@salvationarmy.org.uk">info@salvationarmy.org.uk</a></p> <p><b>YMCA Cardiff</b>- charity/commissioned service and housing association, comprising 2 frontline temporary accommodation hostels, low to medium support needs</p> <p><a href="https://www.ymcacardiff.wales/">https://www.ymcacardiff.wales/</a></p> <p>The Walk, Cardiff CF24 3AG 029 2046 5250</p>	<p><b>Rainbow of Hope</b> – Faith based charity assisting in the provision of food, shelter, clothing and grants of money, offering support and advice</p> <p>25 Broadway, Cardiff CF24 1QE 029 2049 4317</p> <p><a href="http://www.rainbowofhope.co.uk/">http://www.rainbowofhope.co.uk/</a></p> <p><b>Tavs Centre</b> – Run by charity Hope Trust Cardiff, support and inclusion for homeless and vulnerably housed people in Cardiff</p> <p>Tavistock St, Cardiff CF24 3BE 07474 661834</p> <p><a href="http://www.rainbowofhope.co.uk/">http://www.rainbowofhope.co.uk/</a></p> <p><b>Open Door</b> – run by charity the Vineyard Church, Open Door is a relaxed space for exploring the Christian faith, particularly for homeless or vulnerably-housed people. Runs weekly on Friday mornings at Rainbow of Hope.</p> <p><a href="https://vineyardcardiff.org/open-door">https://vineyardcardiff.org/open-door</a></p> <p><a href="mailto:restore@cardiffvineyard.org">restore@cardiffvineyard.org</a></p>

<p><b>Cardiff Council run hostels</b> – varying levels of support</p> <p><b>Ty Ephraim</b> – East Tyndall St, Cardiff CF10 4BB</p> <p><b>Litchfield Court</b> – Cardiff council, Tudor St, Cardiff CF11 6BF</p> <p><b>Adams Court</b> – N.Luton Pl, Cardiff CF24 0NA (owned by United Welsh, run by CCC)</p> <p><b>Nightingale House</b> – Family hostel, 213-215 Newport Road Cardiff, CF24 1AJ</p> <p><b>Greenfarm house</b> – Family hostel Greenfarm Lane, Cardiff, Gwent, CF5 4RS</p>	<p>The Ambassador, 2-6 Oakfield street CF24 3RD 029 20462701</p> <p>Enquiries@ymcacardiff.wales</p> <p><b>Wallich – The Sir Julian Hodge Centre</b> – charity/commissioned service, frontline hostel, temporary accommodation, complex support needs.</p> <p><a href="https://thewallich.com/">https://thewallich.com/</a></p> <p>52 Broadway, Cardiff CF24 1NG 029 2049 5219</p> <p><b>Llamau</b> – supported accommodation for young people and women who are homeless, or are at risk of homelessness</p> <p><a href="https://www.llamau.org.uk/">https://www.llamau.org.uk/</a></p> <p>23 Cathedral Road, Cardiff, CF11 9HA</p> <p>029 2023 9585 enquiries@llamau.org.uk</p> <p><b>The Basement</b> – Llamau run support service for young people who are homeless or at risk of homelessness needing housing advice and assistance, age 16-20</p> <p><a href="https://www.llamau.org.uk/">https://www.llamau.org.uk/</a> 02920873570</p> <p><a href="mailto:Thebasement@llamau.org.uk">Thebasement@llamau.org.uk</a></p>	
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**Taff Housing**

**Ty Enfys** – Taff Housing, supported housing for mothers and babies, Ninian Road, Cardiff CF23 5EP

**Ty Seren** – Taff Housing, supported housing for mothers and babies, 126 Newport Rd, Cardiff CF24 1YN

**Cadwyn - Hafan** – Cadwyn run, single mothers with young children, Ely

**Salvation Army** - accommodation for under 21s

**Northlands** –service run by Salvation Army, 202 North Road, Cardiff, CF14 3XP

**Ty Diogel** –service run by Salvation Army, also the base for young people’s visiting support service,

77 Cowbridge Road East, Cardiff, CF11 9AF



## Ceredigion

Statutory Services	Commissioned services	Other Services
<p><b>Ceredigion Housing Options</b> – statutory service for people who are homeless or at risk of homelessness</p> <p><a href="https://www.ceredigionhousingoptions.cymru/">https://www.ceredigionhousingoptions.cymru/</a></p> <p>Homelessness and Housing Options Team Canolfan Rheidol, Rhodfa Padarn, Llanbadarn Fawr Aberystwyth, Ceredigion, SY23 3UE</p> <p>01970 633396</p>	<p><b>Castell Ventures Homeless Support Service</b> – emergency accommodation for homeless individuals in 3 dedicated flats in Cardigan</p> <p>07971 954375</p> <p>Gwyneth.Hughes-Phillips@castellventures.wales</p> <p><b>Care Society Housing Night Shelter and Emergency Accommodation</b> –service run by the Care Society Housing and in partnership, based on referrals from the Local Authority Housing Department.</p> <p><a href="https://www.caresociety.org.uk/">https://www.caresociety.org.uk/</a></p> <p>Cymdeithas Gofal/The Care Society, Aberglasney 57 Marine Terrace, Aberystwyth, SY23 2BX</p> <p>01970 615 153 / 07790 988 609</p> <p>garyt@caresociety.org.uk / info@caresociety.org.uk</p> <p><b>Wallich Supported Accommodation</b> –providing residential support for complex needs</p> <p>9 Corporation St, Aberystwyth SY23 2BT</p> <p>01970 612 736 <a href="mailto:aberstaff@thewallich.net">aberstaff@thewallich.net</a></p>	

**Wallich Families Temporary Accommodation Project (FTAP)** –charity provides floating support to families who have been placed into temporary accommodation by the local authority

<https://thewallich.com/services/families-accommodation/>

01970 611 832 aberstaff@thewallich.net

**Wallich Ceredigion Solutions Service** –working with rough sleepers, assisting people to find accommodation, referrals etc. Appointments can be made in the community or at an individual's home.

<https://thewallich.com/services/ceredigion-solutions-worker>

The Wallich 9 Chalybeate Street, Aberystwyth, SY23 1HS

01970 611832 aberystwyth@thewallich.net

## Conwy

Statutory Services	Commissioned services	Other Services
<p><b>Conwy Housing Options</b> – statutory service for people who are homeless or at risk of homelessness</p> <p><a href="http://www.conwy.gov.uk/en/Resident/Housing/Homelessness/Homelessness.aspx">http://www.conwy.gov.uk/en/Resident/Housing/Homelessness/Homelessness.aspx</a></p> <p>Conwy County Borough Council, Coed Pella, Conway Road, Colwyn Bay, Conwy, LL29 7AZ</p> <p>0300 1240050 0300 1233079 (Out of hours telephone)</p>	<p><b>North Wales Housing – Noddfa Hostel</b>– hostel in Colwyn Bay run by North Wales Housing – provides temporary, supported housing accommodation for single homeless people and families who are vulnerable and need support.</p> <p>01492 533574 Supported.Housing@nwha.org.uk</p> <p><b>Cornerstone – Sanctuary Trust</b> – d seven bedded hostel providing housing related support and Tenancy Support services to ten homeless or under threat of homelessness clients living in their own tenancies on a sliding scale of support intensity toward independent living. Supports men aged 18–65.</p> <p><a href="https://sanctuarytrust.org.uk/projects/cornerstone/">https://sanctuarytrust.org.uk/projects/cornerstone/</a></p> <p>01492 573147</p> <p><b>Hafan Cymru – Stori</b> - Conwy Supported Housing Scheme – temporary supported accommodation for women with or without children that are vulnerable</p> <p><a href="https://www.hafancymru.co.uk/">https://www.hafancymru.co.uk/</a> 01248 671891</p> <p>enquiries@hafancymru.co.uk claire.molloy@hafancymru.co.uk</p> <p><b>Nacro Homelessness Prevention Conwy</b> –helping people who are homeless or at risk of becoming homeless to find housing solutions. Service is designed to help people find stable housing through private landlords,</p>	

providing support in sourcing deposits, rent in advance, furniture etc. Referral required.

[conwyresettlement@nacro.org.uk](mailto:conwyresettlement@nacro.org.uk) 01492 539940

**The Wallich - North East Wales Conflict Resolution Service Denbighshire & Conwy** - charity service that addresses underlying causes of homelessness by working with people in conflicts that threaten their housing, for example, disputes between family members, disputes between landlords and tenants, and neighbourhood disputes.

<https://thewallich.com/services/north-east-wales-conflict-resolution-service-denbighshire-conwy/>

01745 345500/ 07443 178805

[crs@thewallich.net](mailto:crs@thewallich.net)

**TGP Cymru Team Around the Tenancy** - service which aims to make homelessness for young people 'rare, brief and non-recurring' and to combat isolation and loneliness. The service helps young people increase the skills, knowledge and support networks they need to stay in their home and/or secure a home both now and in the future.

<https://www.tgpcymru.org.uk/what-we-do/team-around-the-tenancy/>

TGP Cymru (TAtT), Victoria Chamber, 4 palace Street  
Caernarfon, LL55 1RR

WhatsApp 07947 164299 Telephone 01492 550170

[tatt@tgpcymru.org.uk](mailto:tatt@tgpcymru.org.uk)

Denbighshire

Statutory Services	Commissioned services	Other Services
<p><b>Denbighshire Housing Options</b> – there is no specific service in this area. Requests for assessments or support with prevention must be completed via online council portals.</p> <p><a href="https://www.denbighshire.gov.uk/en/housing-homelessness-and-landlords/forms/request-a-housing-needs-assessment.aspx">https://www.denbighshire.gov.uk/en/housing-homelessness-and-landlords/forms/request-a-housing-needs-assessment.aspx</a>  <a href="https://www.denbighshire.gov.uk/en/housing-homelessness-and-landlords/forms/contact-us-homeless-prevention.aspx">https://www.denbighshire.gov.uk/en/housing-homelessness-and-landlords/forms/contact-us-homeless-prevention.aspx</a></p> <p>01824 712099</p> <p>out of hours service 0300 123 30 68</p> <p>homeless.prevention@denbighshire.gov.uk</p> <p><b>Denbighshire Housing First</b> –</p> <p><a href="mailto:housingfirst@denbighshire.gov.uk">housingfirst@denbighshire.gov.uk</a></p>	<p><b>Clwyd Alyn</b></p> <p><b>Tŷ Golau</b> – service run by Clwyd Alyn Housing Association, offers accommodation and support on a nightly, first come first served basis with the potential for you to access longer stay accommodation in our hostel. Tŷ Golau in the centre of Rhyl provides accommodation for single homeless men and women who are over 18. Tŷ Golau offers 8 beds of emergency access accommodation, 4 longer stay hostel beds and Housing First support to clients in their own homes. Access to the hostel and housing first project will be via the emergency bed accommodation and supporting people single pathway in Denbighshire.  <a href="http://www.clwydalyn.co.uk">www.clwydalyn.co.uk</a></p> <p>Clwyd Buildings, Clwyd Street, Rhyl, LL18 3LA</p> <p>01745 360868 TyGolau@clwydalyn.co.uk</p> <p><b>Over 25 service</b> – co service run by Clwyd Alyn housing association, Over 25 is a time-limited, medium generic floating support project for people over 25 of both genders. Service users will be homeless or threatened with homelessness and need support in a number of areas to enable them to independently manage their housing tenure. All referrals to the project must come through Denbighshire Council SP Single pathway.</p> <p><a href="http://www.clwydalyn.co.uk_01745345291">http://www.clwydalyn.co.uk_01745345291</a></p>	

**The Wallich - North East Wales Conflict Resolution Service Denbighshire & Conwy** -charity that addresses underlying causes of homelessness by working with people in conflicts that threaten their housing, for example, disputes between family members, disputes between landlords and tenants, and neighbourhood disputes.

<https://thewallich.com/services/north-east-wales-conflict-resolution-service-denbighshire-conwy/>

01745 345500 / 07443 178805  
crs@thewallich.net

**The Wallich - The Gift Project** - charity based in Rhyl, offers a broad range of services and projects to support people who are homeless or who are having tenancy difficulties, supporting anyone over the age of 16 living in Denbighshire to secure and maintain a tenancy and can support single people, couples, and families, with or without children

<https://thewallich.com/services/gift-young-people-denbighshire/>

01745 345500 gift@thewallich.net

**TGP Cymru Team Around the Tenancy** -service which aims to make homelessness for young people 'rare, brief and non-recurring' and to combat isolation and loneliness. The service helps young people increase the skills, knowledge and support networks they need to stay in their home and/or secure a home both now and in the future.

TGP Cymru (TAtT), Victoria Chamber, 4 palace Street  
Caernarfon, LL55 1RR

<https://www.tgpcymru.org.uk/what-we-do/team-around-the-tenancy/>

WhatsApp 07947 164299 Telephone 01492 550170

[tatt@tgpcymru.org.uk](mailto:tatt@tgpcymru.org.uk)

**Shelter Cymru – My Home Denbighshire** - an early intervention project which aims to work 'upstream' offering support and guidance to anyone in Denbighshire, who might be facing struggles or difficulties relating to their home.

<https://sheltercymru.org.uk/projects/my-home-denbighshire/>

01745 703220

[myhomedenbighshire@sheltercymru.org.uk](mailto:myhomedenbighshire@sheltercymru.org.uk)

## Flintshire

Statutory Services	Commissioned services	Other Services
<p><b>Flintshire Homeless Team</b> – statutory service for people who are homeless or at risk of homelessness.</p> <p><a href="https://www.flintshire.gov.uk/en/Resident/Housing/Housing-and-Prevention/Housing-and-Prevention-Hub.aspx">https://www.flintshire.gov.uk/en/Resident/Housing/Housing-and-Prevention/Housing-and-Prevention-Hub.aspx</a></p> <p>Flintshire County Council - Housing Solutions Service Connects County Offices, Chapel Street, Flint, CH6 5BD</p> <p>01352703777 Out of Hours – 0300 333 2222</p>	<p><b>Clwyd Alyn Bodhyfryd</b> – a 5 bed Project in Holywell for single homeless men and women who are aged between 16 and 20.</p> <p>01352 712218</p> <p><b>Llys Emlyn Williams</b> – a commissioned 12 bed Project in Holywell for single homeless men and women who are aged between 16 and 35</p> <p><a href="https://www.clwydalyn.co.uk/Llys-Emlyn-Williams/">https://www.clwydalyn.co.uk/Llys-Emlyn-Williams/</a></p> <p>29 Old Chester Road, Holywell CH8 7RX</p> <p>01352 703515. <a href="mailto:llysemlynwilliams@clwydalyn.co.uk">llysemlynwilliams@clwydalyn.co.uk</a></p> <p><b>The Wallich Glanrafon</b> – , emergency bed provision of 23 self-contained cabins providing emergency accommodation. referrals directly via Flintshire housing options team</p> <p><a href="https://thewallich.com/services/glanrafon-emergency-bed-provision/">https://thewallich.com/services/glanrafon-emergency-bed-provision/</a></p> <p>Glanrafon centre, Chester road east, Queensferry, Deeside, CH5 1SA</p> <p>01244 257749 <a href="mailto:glanrafon@thewallich.net">glanrafon@thewallich.net</a></p>	



**The Wallich North East Wales (Flintshire & Wrexham) Conflict Resolution Service** –charity that addresses an underlying cause of homelessness by working with people in conflicts that threaten their housing, for example, disputes between family members, disputes between landlords and tenants, and neighbourhood disputes

<https://thewallich.com/services/north-east-wales-conflict-resolution-service-wrexham-flintshire/>

1978 353495/07443 178800  
crs@thewallich.net

**TGP Cymru Team Around the Tenancy** service which aims to make homelessness for young people 'rare, brief and non-recurring' and to combat isolation and loneliness. The service helps young people increase the skills, knowledge and support networks they need to stay in their home and/or secure a home both now and in the future.

TGP Cymru (TAtT),, Victoria Chamber, 4 palace Street  
Caernarfon, LL55 1RR

<https://www.tgpcymru.org.uk/what-we-do/team-around-the-tenancy/>

WhatsApp 07947 164299 Telephone 01492 550170

[tatt@tgpcymru.org.uk](mailto:tatt@tgpcymru.org.uk)

## Gwynedd

Statutory Services	Commissioned services	Other Services
<p><b>Gwynedd Housing Options Team</b> – statutory service for people who are homeless or at risk of homelessness, <a href="http://www.gwynedd.gov.uk">www.gwynedd.gov.uk</a> 01286 685100</p> <p><a href="mailto:housingoptions@gwynedd.gov.uk">housingoptions@gwynedd.gov.uk</a></p> <p><b>Homelessness Service Gwynedd Council</b> – statutory service for Homeless people or are threatened with homelessness 9am - 5pm Monday to Friday <a href="http://www.gwynedd.gov.uk">www.gwynedd.gov.uk</a> 01766 771000 Out of Hours after 5 p.m. - 01248 353 551 <a href="mailto:housing@gwynedd.llyw.cymru">housing@gwynedd.llyw.cymru</a></p> <p><b>16+ Team - Gwynedd Council</b> – statutory service for children and young people aged 16 and 17 who are homeless or at risk of homelessness 9am-5pm Monday to Friday <a href="http://www.gwynedd.gov.uk">www.gwynedd.gov.uk</a> 01286 682 646 <a href="mailto:timol16@gwynedd.gov.uk">timol16@gwynedd.gov.uk</a></p>	<p><b>Grwp Cynefin - Gorwel Cyf</b> – commissioned for people who are homeless or in danger of becoming homeless. Monday to Friday 9am - 5pm, run by Grwp Cynefin housing association.</p> <p><a href="http://www.gorwel.org">www.gorwel.org</a> 01758 703087</p> <p><a href="mailto:homelessness@gorwel.org">homelessness@gorwel.org</a></p> <p><b>North Wales Housing Ltd. Pendinas &amp; St. Mary's Hostel</b> – commissioned hostels in Bangor providing temporary accommodation with support for vulnerable homeless people who have complex needs. Referrals are accepted from a variety of referring agencies, such as Gwynedd Homelessness Department, Probation and Social Services.</p> <p><a href="https://www.nwha.org.uk/">https://www.nwha.org.uk/</a></p> <p>01248 370227 - Office 01248 362211 - St Mary's Hostel - Direct Access</p> <p>01248 372083 – Pendinas Agency Referall</p> <p><b>Other Services</b> <b>Gisda</b> – charity supporting homeless young people in Gwynedd. <a href="https://www.gisda.org/cy/">https://www.gisda.org/cy/</a> GISDA Blaenau Ffestiniog, The Old Co-Op, 49 High Street, Blaenau Ffestiniog, Gwynedd, LL41 3AG</p> <p>01766 830260</p>	

## Isle of Anglesey

Statutory Services	Commissioned services	Other Services
<p><b>Isle of Anglesey Homeless advice</b> – statutory service for people who are homeless or at risk of homelessness. No face to face service. Contact by phone and email only.</p> <p>Housing Services Isle of Anglesey County Council Council Offices Llangefni Anglesey LL77 7TW 01248 750 057 <a href="mailto:housing@anglesey.gov.wales">housing@anglesey.gov.wales</a></p>	<p><b>Housing First Anglesey</b> – commissioned support service, run by the Wallich</p> <p><a href="http://thewallich.com/services/housing-first-anglesey/">thewallich.com/services/housing-first-anglesey/</a></p> <p>Park mount, Llangefni LL77 7EY</p> <p>01248 725 910</p> <p><a href="mailto:HFA@thewallich.net">HFA@thewallich.net</a></p> <p><b>Wallich – Ynys Môn supported accommodation and floating support service</b> – commissioned charity providing housing-related support service for people on Anglesey experiencing homelessness or at risk of becoming homeless</p> <p><a href="https://thewallich.com/services/ynys-mon-supported-accommodation-and-floating-support-service/">https://thewallich.com/services/ynys-mon-supported-accommodation-and-floating-support-service/</a></p> <p>Park mount, Glanhwfa road, Llangefni, Anglesey, LL77 7EY</p> <p>01248 661 315</p> <p><a href="mailto:ynysmonsupportservice@thewallich.net">ynysmonsupportservice@thewallich.net</a></p>	<p><b>Digartref</b> – Charity supporting rough sleepers and people experiencing or at risk of homelessness <a href="https://www.digartref.co.uk/">https://www.digartref.co.uk/</a></p> <p>Enterprise Centre, Holyhead Anglesey LL65 2HY Monday – Thursday: 9.00 – 5.00</p> <p>Main Office: 01407 761653</p> <p>Lighthouse Day Centre: 01407 769995</p> <p>Coedlys: (24 hour) 01248 724473</p> <p>Llys y Gwynt: (24 hour) 01407 765557</p> <p><a href="mailto:enquiries@digatref.co.uk">enquiries@digatref.co.uk</a></p>

## Merthyr Tydfil

Statutory Services	Commissioned services	Other Services
<p><b>Merthyr Tydfil Housing Solutions Service</b> – statutory service for people who are homeless or at risk of homelessness  <a href="http://www.livingmerthyrtydfil.org.uk/">http://www.livingmerthyrtydfil.org.uk/</a>            01685 725000 - Mon – Thurs, 8.30am to 5.00pm, Fri 8.30am – 4.30pm            Out of Hours - 01685 385231  <a href="mailto:housing@merthyr.gov.uk">housing@merthyr.gov.uk</a>.</p>	<p><b>Llamau - Merthyr Housing First for Youth</b> – commissioned charity supporting young people who have been street homeless secure and maintain permanent housing.. Referral required from professional/partner agency, including Social Services, third sector organisations, young person's adviser and housing services.</p> <p><a href="https://llamau.org.uk/">https://llamau.org.uk/</a>            Park Terrace, Merthyr Tydfil, CF47 8RF, UK            01685 386910  <a href="mailto:enquiries@llamau.org.uk">enquiries@llamau.org.uk</a>  <b>Llamau</b> – supported accommodation for young people/women  <a href="https://llamau.org.uk/">https://llamau.org.uk/</a>            07966981038</p> <p><a href="mailto:corinnejakeway@llamau.org.uk">corinnejakeway@llamau.org.uk</a></p> <p><b>Garth Villas</b> – commissioned homeless shelter</p> <p>1 Garth Cottages, Merthyr Tydfil CF47 0RX            01685 722727</p>	<p><b>Merthyr Homeless Outreach</b> – local people, independent of the council, offering hot drinks, essentials and a friendly ear from 8.15pm-9.30pm  <a href="mailto:Merthyrhomeless.outreach17@yahoo.com">Merthyrhomeless.outreach17@yahoo.com</a>            07541285148 (Whatsapp)</p>

**Monmouthshire**

Statutory Services	Commissioned services	Other Services
<p><b>Monmouthshire Housing Options Service</b> – statutory service for people who are homeless or at risk of homelessness,</p> <p><a href="https://www.monmouthshire.gov.uk/switch-board-and-contact-centre/">https://www.monmouthshire.gov.uk/switch-board-and-contact-centre/</a></p> <p>01633 644644</p> <p><b>Monmouthshire Temporary Accommodation Resettlement Service</b> – commissioned service supporting people facing homelessness and placed into temporary accommodation to source permanent accommodation. Referrals to be made via Monmouthshire Gateway,</p> <p>01633 740730 tel:07796667938</p> <p>hosingsupportservice2@monmouthshire.gov.uk</p>	<p><b>Llamau - Monmouthshire Services</b> – commissioned charity providing Housing Related Floating Support to anyone aged 16+ experiencing homelessness, or housing related supported issues, housing and wellbeing service for adults.</p> <p>Assertive Outreach service for any adult experiencing rough sleeping/housing crisis. Alerts for support are received via Monmouthshire county council.</p> <p>Housing related floating support for young people aged 16-25 through Monmouthshire Youth Outreach service.</p> <p>Referral via the Council's Housing/Homelessness department</p> <p><a href="http://www.llamau.org.uk/">http://www.llamau.org.uk/</a></p> <p><u>01633244134</u></p> <p><a href="mailto:enquiries@llamau.org.uk">enquiries@llamau.org.uk</a></p>	

Neath Port Talbot

Statutory Services	Commissioned services	Other Services
<p><b>Neath/Port Talbot Housing Options Team</b> – statutory service for people who are homeless or at risk of homelessness,  <a href="https://beta.npt.gov.uk/housing-and-benefits/homelessness/">https://beta.npt.gov.uk/housing-and-benefits/homelessness/</a>                      Neath Civic Centre, Neath, SA11 3QZ</p> <p>01639 685219                      01639 685217</p> <p><a href="mailto:housingoptions@npt.gov.uk">housingoptions@npt.gov.uk</a></p>	<p><b>Pobl – Clarewood Housing</b> – commissioned service supporting vulnerable young people aged 16 – 25 years who are homeless, or at risk of becoming so, with complex needs  <a href="https://www.poblgroup.co.uk">https://www.poblgroup.co.uk</a>                      01639 633439</p> <p><a href="mailto:caleb.heyman@poblgroup.co.uk">caleb.heyman@poblgroup.co.uk</a></p> <p><b>Llamau</b> – supported accommodation for young people/women</p> <p>llamau.org.uk 01639 885 129</p> <p>NPTsupportedlodgings@llamau.org.uk</p> <p><b>Citadel homelessness prevention project</b> – commissioned service that uses volunteers to support people at risk of experiencing homelessness and to help them find and/or sustain tenancies. Referral is necessary either by directly contacting Citadel (Housing Justice Cymru) or through Housing Options in Swansea, Neath Port Talbot or Wrexham.</p> <p><a href="https://housingjustice.org.uk/cymru">https://housingjustice.org.uk/cymru</a></p> <p><a href="mailto:m.town@housingjustice.org.uk">m.town@housingjustice.org.uk</a></p> <p><b>Dewis Housing Ltd</b> - charitable organisation offering a range of supported accommodation services, information and advice on housing for young people aged between 16 and 25 in the Neath Port Talbot and</p>	

Bridgend County Borough areas. Referral from social services, housing options or self-referral.  
<http://www.dewishousing.org>  
Dewis Ltd, 47 Station Road, Port Talbot, SA13 1NW

01639 882536 [mail@dewishousing.org](mailto:mail@dewishousing.org)

**Goleudy (formerly Caer Las)** - West Glamorgan Community Houses – commissioned project consisting of 3 shared houses within the locality of Neath Port Talbot and 4 within Swansea, in which there are four residents in each. The project offers support and accommodation to individuals who are homeless or at risk of homelessness. Support provided for up to 2 years.

<https://goleudy.org/our-services/providing-housing/western-bay-community-housing/>

The Custom House, Cambrian Place, Swansea  
SA1 1RG

01792 646071 [www.goleudy.org](http://www.goleudy.org)

[wbshared@goleudy.org](mailto:wbshared@goleudy.org)

**Swansea Neath Port Talbot 360 Project** –multi agency support for people with overlapping, unmet needs who are facing homelessness. Run by the Wallich & co-partnerships.

<https://thewallich.com/services/swansea-npt-360/>  
[SwanseaNPT360@thewallich.net](mailto:SwanseaNPT360@thewallich.net)  
07966 379 568

**Wallich Prevention and wellbeing service(PAWS)Neath Port Talbot** -available to anyone who needs housing-related support. PAWS offers personalised accommodation services - regardless of a person's age, type of tenancy or location within Neath Port Talbot.

[thewallich.com/services/npt-prevention-wellbeing-support-service/](http://thewallich.com/services/npt-prevention-wellbeing-support-service/)

49 Talbot road, Port Talbot SA13 1HN 01639 642 202

[nptpaws@thewallich.net](mailto:nptpaws@thewallich.net)



Newport

Statutory Services	Commissioned services	Other Services
<p><b>Newport Housing Solutions Team</b> – statutory service for people who are homeless or at risk of homelessness  <a href="https://www.newport.gov.uk/en/Planning-Housing/Housing/Find-a-home/Homelessness.aspx">https://www.newport.gov.uk/en/Planning-Housing/Housing/Find-a-home/Homelessness.aspx</a>            01633 656656</p>	<p><b>Lighthouse 55+ Housing Support Service – Age Cymru Gwent</b> – commissioned support for residents of Newport who are experiencing difficulties of a housing nature. The service is delivered in partnership between Newport City Council and Age Cymru Gwent</p> <p><a href="https://www.ageuk.org.uk/cymru/gwent/our-services/lighthouse-55-service-15308622-8677-ec11-b820-0003ff4b0da1/">https://www.ageuk.org.uk/cymru/gwent/our-services/lighthouse-55-service-15308622-8677-ec11-b820-0003ff4b0da1/</a></p> <p>01633 235201</p> <p><a href="mailto:newport.gateway@newport.gov.uk">newport.gateway@newport.gov.uk</a></p> <p><b>Llamau</b> – commissioned charity providing supported accommodation for young people/women  <a href="https://www.llamau.org.uk/">https://www.llamau.org.uk/</a>            07966981058 / 01633 244134</p> <p>70 Stow Hill, Newport NP20 4DW</p> <p><a href="mailto:newportsupportedlodgings@llamau.org.uk">newportsupportedlodgings@llamau.org.uk</a></p>	<p><b>Olive Branch day centre</b> – charity supporting homeless adults, or those at risk of homelessness, in Newport South Wales and the surrounding area by the provision of drop-in centre providing food, clothing, signposting to services.</p> <p><a href="https://alisonolivebranch.wixsite.com/theolivebranch">https://alisonolivebranch.wixsite.com/theolivebranch</a>            111 Lower Dock St, Newport NP20 2AF</p> <p>07395 133033</p> <p><a href="mailto:alison.olivebranch@gmail.com">alison.olivebranch@gmail.com</a></p> <p><b>Prison Link Cymru</b> – Prison Link Cymru (PLC) delivers a national homelessness prevention service at the point of entry into custody, to reduce the numbers of prisoners losing their homes. It is a joint initiative between Shelter Cymru and Pobl</p> <p>The project works with prisons across Wales and North West England which accommodate Welsh prisoners. This includes HMP’s Berywn, Altcourse, Styal, Cardiff, Swansea, Parc Bridgend and Eastwood Park. An outreach service is available to Usk and Prescoed prisons.</p> <p>Pobl, The Old Post Office, Exchange House            High Street, Newport, NP201AA            0330 1759726  <a href="mailto:info@poblgroup.co.uk">info@poblgroup.co.uk</a></p>

## Pembrokeshire

Statutory Services	Commissioned services	Other Services
<p><b>Pembrokeshire County Council Housing Advice</b> - statutory service for people who are homeless or at risk of homelessness,  <a href="mailto:housingadvice@pembrokeshire.gov.uk">housingadvice@pembrokeshire.gov.uk</a></p> <p>01437 764551</p> <p>Monday to Friday 9am - 5pm</p> <p>Anyone finding themselves homeless that night should visit the Duty Housing Officer at North Wing, County Hall, Haverfordwest, Pembrokeshire, SA61 1TP.</p> <p>Outside of hours, Friday 5pm to 9am on Monday</p> <p>Duty Social Worker 03003 332222</p>		<p><b>Homeless Pembrokeshire</b> - charity providing help with either individual items or a full emergency pack in Pembrokeshire. They can also signpost to venues providing meals, washing facilities, laundry plus other organizations. 9am-5pm 7 days a week.</p> <p><a href="https://www.homelesspembrokeshire.org/">https://www.homelesspembrokeshire.org/</a></p> <p><u>07833 096872</u></p> <p>Homeless Pembrokeshire, 2 High St, Haverfordwest SA61 2DJ</p> <p>homelesspembrokeshire@gmail.com</p> <p><b>Pembrokeshire Action for The Homeless (PATH)</b> - charity that provides people who are homeless or at risk of homelessness with advice, assistance and advocacy to enable them to secure safe and affordable accommodation. They offer a range of services that can help people secure and/or maintain a tenancy, including resettlement packages, debt advice, crisis intervention, starter packs for rough sleepers or new tenants, bond schemes, travel warrant schemes and more.</p> <p><u>Pembrokeshire Care Society</u></p> <p>01437 765335</p> <p>7 Picton Place, Haverfordwest, Pembrokeshire, SA61 2LE</p> <p><a href="mailto:pcs@pembrokeshirecaresociety.org.uk">pcs@pembrokeshirecaresociety.org.uk</a></p>

## Powys

Statutory Services	Commissioned services	Other Services
<p><b>Powys County Council Homeless Services</b> – statutory service for people who are homeless or at risk of homelessness, <a href="https://en.powys.gov.uk/article/3956/Seek-help-about-homelessness?ccp=true#cookie-consent-prompt">https://en.powys.gov.uk/article/3956/Seek-help-about-homelessness?ccp=true#cookie-consent-prompt</a> 01597 827464</p> <p><a href="mailto:housing@powys.gov.uk">housing@powys.gov.uk</a></p>		<p><b>Helping our Homeless Wales</b> – Based in Builth Wells, the charity helps people who are living in financial hardship, homeless, at risk of homelessness or recovering from homelessness in Wales to access services to allow them to progress and move forward. Also has Barry, Bridgend, Taff's Well and Cardiff</p> <p><u>Helping our Homeless Wales</u> The Old Scout Hut Llanelwedd, Builth Wells Powys LD2 3SR, Wales 07955 518 669</p> <p><b>Welshpool Outreach Centre</b> – charity providing support with mental health, and a drop in service. 42 Broad St, Welshpool SY21 7RR 01938 552770</p>

Rhondda Cynon Taff

Statutory Services	Commissioned services	Other Services
<p><b>RCT Housing Solutions Service</b> – statutory service for people who are homeless or at risk of homelessness,</p> <p><a href="https://www.rctcbc.gov.uk/EN/Resident/Housing/Homelessoratrisk/Homelessnessadviceandsupport.aspx">https://www.rctcbc.gov.uk/EN/Resident/Housing/Homelessoratrisk/Homelessnessadviceandsupport.aspx</a></p> <p>Sardis House, Sardis Road, Pontypridd, CF37 1DU</p> <p>01443 495188</p> <p>Out of Hours Emergency Service: 01443 425011</p> <p>homelessness@rctcbc.gov.uk</p>	<p><b>Pobl – Mill Street Hostel</b> – commissioned charitable organization that provides temporary accommodation for homeless people or people threatened with homelessness. 24/7 support.</p> <p><a href="https://www.neighbourly.com/project/6042387ef047d323aa935724">https://www.neighbourly.com/project/6042387ef047d323aa935724</a></p> <p>11/11a Mill St, Pontypridd, CF37 2SN, UK</p> <p><b>RHA Homeless Intervention Project</b> – Run by RHA housing association, working with RCT council to provide immediate support and assistance to anyone who accesses the RCT Housing Advice Centre needing support with their housing</p> <p>Housing Advice Centre, Sardis House, Pontypridd CF37 1DU</p> <p>Telephone – <b><u>01443 495188</u></b></p>	

## Swansea

Statutory Services	Commissioned services	Other Services
<p><b>Swansea Housing Options</b> – statutory service for people who are homeless or at risk of homelessness, access to service via online form.</p> <p><a href="https://www.swansea.gov.uk/contacthousingoptions">https://www.swansea.gov.uk/contacthousingoptions</a></p> <p>17-19 High Street, Swansea, SA1 1LF</p> <p>01792 533100</p> <p><b>Swansea Tenancy Support Unit</b> – commissioned service that provides housing related support and advice to people in order to prevent homelessness, sustain tenancies and maintain independence. Self-referral or via external agency</p> <p><a href="https://www.swansea.gov.uk/">https://www.swansea.gov.uk/</a></p> <p>Housing Options, 17 High Street Swansea SA1 1LF 01792 774360 <a href="mailto:tsu@swansea.gov.uk">tsu@swansea.gov.uk</a></p>	<p><b>Wallich – Dinas Fechan Hostel</b> –15 bed hostel providing support for single homeless people.</p> <p><a href="https://thewallich.com/services/dinas-fechan-swansea/">https://thewallich.com/services/dinas-fechan-swansea/</a></p> <p>The Strand, Swansea, SA1 2AW</p> <p>01792 648 031 <a href="mailto:dinasfechan@thewallich.net">dinasfechan@thewallich.net</a></p> <p><b>Wallich – Ty Tom Jones</b> –24 bed hostel acting as a bridge between those leaving temporary accommodation and moving into a more permanent home</p> <p><a href="https://thewallich.com/services/ty-tom-jones/">https://thewallich.com/services/ty-tom-jones/</a> 34 Alexandra road, Swansea, SA1 5DZ 01792 465 036 <a href="mailto:TyTomJones@thewallich.net">TyTomJones@thewallich.net</a></p> <p><b>Goleudy (formerly Caer Las)</b> – a housing charity preventing homelessness, providing housing and creating opportunities. Paxton Street hostel supports anyone over 18 who has become homeless</p> <p><a href="https://goleudy.org/">https://goleudy.org/</a> Paxton Street Hostel, 1a Paxton Street, Swansea, SA1 3SQ</p> <p><b>Goleudy (formerly Caer Las)</b> – West Glamorgan Community Houses consisting of 3 shared houses within the locality of Neath Port Talbot and 4 within Swansea, in which there are four residents in each. The project offers support and accommodation to</p>	<p><b>Citadel homelessness prevention project</b> – charity that uses volunteers to support people at risk of experiencing homelessness and to help them find and/or sustain tenancies. Referral is necessary either by directly contacting Citadel (Housing Justice Cymru) or through Housing Options in Swansea, Neath Port Talbot or Wrexham. Monday-Friday 9am-5pm</p> <p><a href="https://housingjustice.org.uk/cymru">https://housingjustice.org.uk/cymru</a> <a href="mailto:n.williams@housingjustice.org.uk">n.williams@housingjustice.org.uk</a></p> <p><b>Matthew's House</b> – charity that provides a warm and welcoming building in the heart of Swansea, with the expressed intention of being accessible for the homeless and most vulnerable in Swansea.</p> <p><a href="https://matthewshouse.org.uk/">https://matthewshouse.org.uk/</a> High Street Swansea SA1 1LW</p> <p><a href="tel:07708115903">07708 115903</a></p> <p><b>Ogof Adullam</b> – Drop-in centre offering a place of refuge to individuals experiencing homelessness and alcohol and drug addiction as well as providing a point of contact for prison leavers and asylum seekers</p> <p><a href="https://www.facebook.com/ogofadullam">https://www.facebook.com/ogofadullam</a> Penlan Methodist Church Heol Gwyrasydd Penlan Swansea</p>

individuals who are homeless or at risk of homelessness. Support provided for up to 2 years.

<https://goleudy.org/our-services/providing-housing/western-bay-community-housing/>

The Custom House, Cambrian Place, Swansea, SA1 1RG

01792 646071 [www.goleudy.org](http://www.goleudy.org)

[wbshared@goleudy.org](mailto:wbshared@goleudy.org)

**Missionaries of Charity** - Direct access charity hostel (single males aged 25+ only), also provides a daily soup kitchen

235, The Strand, Swansea, SA1 2AW

01792 464604

**Swansea Neath Port Talbot 360 Project** - multi agency support for people with overlapping, unmet needs who are facing homelessness. Run by the Wallich & co-partnerships.

<https://thewallich.com/services/swansea-npt-360/SwanseaNPT360@thewallich.net>

07966 379 568

**Barnardo's BAYS+ Youth Homeless Service** - charity that supports young people aged 16 - 21 who are homeless or at risk of homelessness with general advice, housing, discrimination and benefits.

<http://www.barnardos.org.uk/what-we-do/services/bays-youth-homelessness-service>

Bays + @ Info-Nation

**Zac's Place - Exousia Trust** - charity supporting rough sleepers, volunteers supported by local housing charity staff providing food, housing advice, medical support and an opportunity to assess a person's needs for housing.

<https://exousiatrust.blogspot.com/p/welcome.html>

The Gospel Hall, George St, Swansea SA1 4HH

[info@zacsplace.org](mailto:info@zacsplace.org)

47 The Kingsway, Swansea, SA1 5HG

01792 460007

[bayspartnership@barnardos.org.uk](mailto:bayspartnership@barnardos.org.uk)

**Barnardo's BAYS+ Youth Homeless Service** – charity that supports young people aged 16 – 21 who are homeless or at risk of homelessness with general advice, housing, discrimination and benefits.

<http://www.barnardos.org.uk/what-we-do/services/bays-youth-homelessness-service>

Bays + @ Info-Nation, 47 The Kingsway, Swansea, SA1 5HG

01792 460007 [bayspartnership@barnardos.org.uk](mailto:bayspartnership@barnardos.org.uk)

**Swansea prevention and wellbeing support (PAWS)** –

commissioned service run by the Wallich, supports people at risk of becoming homeless or who are struggling to maintain their homes.

<https://thewallich.com/services/swansea-prevention-wellbeing/>

11 orchard street, Swansea, SA1 5AS.

01792 957910

[swanseapaws@thewallich.net](mailto:swanseapaws@thewallich.net)

**Crisis Skylight South Wales** – charity providing direct support for people experiencing homelessness in Swansea and Neath/Port Talbot. Referral via online form.

<https://www.crisis.org.uk/get-help/south-wales/>

163 St Helen's Rd

Swansea

SA1 4DQ

01792 674900

[southwales@crisis.org.uk](mailto:southwales@crisis.org.uk)

**Rough Sleepers intervention Team (RSIT) Swansea** -  
commissioned outreach service run by the Wallich for rough  
sleepers in Swansea city centre.

<https://thewallich.com/services/rough-sleepers-team-swansea/#:~:text=swansea%20rough%20sleepers%20intervention%20team,housed%20within%20the%20swansea%20area>

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Strand, Swansea, SA12 2AW  
01792 488 990  
[swansearsit@thewallich.net](mailto:swansearsit@thewallich.net)



Torfaen

Statutory Services	Commissioned services	Other Services
<p><b>Torfaen Housing Options team</b> – statutory service for people who are homeless or at risk of homelessness  <a href="http://www.torfaen.gov.uk/">http://www.torfaen.gov.uk/</a>                      Civic Centre                      Pontypool                      NP4 6YB                      01495 742303 / 742301 / 01495 762200  <a href="mailto:housingsolutions@torfaen.gov.uk">housingsolutions@torfaen.gov.uk</a></p>	<p>Llatau – commissioned charity providing supported accommodation for young people/women                      07384116184  <a href="mailto:torfaensupportedlodgings@llatau.org.uk">torfaensupportedlodgings@llatau.org.uk</a></p> <p>Advice on housing support is available via Platform, the Wallich &amp; Pobl at these regular drop in services –</p> <p><b>Platform Housing support/advice</b>                      Pontypool Indoor Market, Monday 01495 760390</p> <p><b>Platform Housing support/advice</b>                      Pontypool Indoor Market, Tuesday, Wednesday and Thursday 01495 760390</p> <p><b>Platform Housing support/advice</b>                      Co-Star Food Bank Cwmbran, Thursday, 01495 760390</p> <p><b>Platform Housing support/advice</b>                      Pontypool Indoor Market, Friday, 01495 760390</p> <p><b>The Wallich Housing support/advice</b>                      Cwmbran Job Centre, 42 Gwent Square, Cwmbran, NP44 1PL Monday and Thursday 01495 366895</p> <p><b>The Wallich Housing support/advice</b>                      Pearl House, 12 Hanbury Road, Pontypool, NP4 6JL                      Tuesday, Wednesday and Friday 01495 366895</p> <p><b>The Wallich Housing support/advice</b>                      Pontypool Job Centre, Heol-Y-Parc, Park Road, NP4 6XQ</p>	<p><b>Mind</b> – charity run drop in service with access to shower and washing facilities, food parcels and light snacks and a hot drinks, clothing items and footwear, run via the <b>Wellbeing Centre Pontypool</b></p> <p>Torfaen and Blaenau Gwent Mind                      24 George Street                      Pontypool                      Torfaen                      NP4 6BY</p> <p>01495 757 393</p> <p><a href="mailto:firstcontact@torfaenmind.co.uk">firstcontact@torfaenmind.co.uk</a></p> <p><b>Giving Hope Torfaen</b> – charity offering assistance to the homeless, and to poor and disadvantaged families, as well as providing mental health support.</p> <p><a href="https://www.givinghopetorfaen.co.uk/">https://www.givinghopetorfaen.co.uk/</a>                      07908 155627  <a href="mailto:info@givinghopetorfaen.co.uk">info@givinghopetorfaen.co.uk</a></p>

Tuesday 01495 366895

**The Wallich Housing support/advice**

Pearl House, 12 Hanbury Road, Pontypool, NP4 6JL

Friday 01495 366895

**The Wallich, Platform & POBL**

Pearl House, 12 Hanbury Road, Pontypool, NP4 6JL

Saturday 01495 366895

**Wallich Torfaen Tenancy Support** - commissioned charity run drop in for anyone needing advice around housing and homelessness

<https://thewallich.com/services/torfaen-tenancy-support/>

12 Hanbury road, Pontypool NP4 6JL

01495 366 895

[torfaen@thewallich.net](mailto:torfaen@thewallich.net)

## Vale of Glamorgan

Statutory Services	Commissioned services	Other Services
<p><b>Vale of Glamorgan Housing Solutions</b> – statutory service for people who are homeless or at risk of homelessness, appointments must be booked via online portal.</p> <p><a href="https://www.valeofglamorgan.gov.uk/en/living/Housing/Housing-Support/Housing-Support.aspx">https://www.valeofglamorgan.gov.uk/en/living/Housing/Housing-Support/Housing-Support.aspx</a>  <a href="mailto:homelessadviceassistance@valeofglamorgan.gov.uk">homelessadviceassistance@valeofglamorgan.gov.uk</a>            Out of Hours Contact - 01446 721534</p>	<p><b>Ty lolo</b> – commissioned hostel supporting people who have been made homeless. Referrals via Vale of Glamorgan council</p> <p>Ar-y-nant, Barry, CF63 1RT 01446 721534</p> <p><b>Llatau</b> – supported accommodation for young people aged 16-21. 20 units of 24 hour staffed supported accommodation across 4 projects. The projects are all located in Barry.  <a href="http://www.llatau.org.uk/">http://www.llatau.org.uk/</a>            236 Holton Road, Barry, CF63 4HS</p> <p>01446 748852 valesupportedlodgings@llatau.org.uk</p> <p><b>Llatau - Tenancy Support Scheme (TSS 6/7)</b> – commissioned charity that works with people who have substance misuse and/or offending issues who are homeless or are having difficulties in their tenancy.  <a href="http://www.llatau.org.uk/">http://www.llatau.org.uk/</a>            236 Holton Road, Barry, CF63 4HS</p> <p>01446 748852 07966981063</p> <p>NathanPerry@llatau.org.uk</p> <p><b>Platform for Change - Housing support and advice</b> – charity supporting people in crisis who are homeless and require support and advice to be referred to other agencies for suitable support and accommodation</p> <p><a href="https://platform.org/">https://platform.org/</a></p>	

Platform, 9A Tynewydd Road, Barry, CF62 8HB

029 20895250

[connect@platform.org](mailto:connect@platform.org)

**Platform for Change - Floating Tenancy Support** - charity working with people experiencing tenancy issues and at risk of housing crises and homelessness. Supporting individuals to manage their tenancy and to access the community.

<https://platform.org/>

Platform, 9A Tynewydd Road, Barry, CF62 8HB

029 20895250

[connect@platform.org](mailto:connect@platform.org)

**Vale Tenancy Support Drop-in Services** - commissioned housing related support at various sites across Vale of Glamorgan

[https://www.valeofglamorgan.gov.uk/en/living/Housing/supporting\\_people/Vale-Tenancy-Support-Drop-in-Services.aspx](https://www.valeofglamorgan.gov.uk/en/living/Housing/supporting_people/Vale-Tenancy-Support-Drop-in-Services.aspx)

01446 709793

[SupportingPeople@valeofglamorgan.gov.uk](mailto:SupportingPeople@valeofglamorgan.gov.uk)

Wrexham

Statutory Services	Commissioned services	Other Services
<p><b>Wrexham Housing Options</b> - statutory service for people who are homeless or at risk of homelessness,</p> <p><a href="https://www.wrexham.gov.uk/services/housing/homeless-or-risk">https://www.wrexham.gov.uk/services/housing/homeless-or-risk</a></p> <p>01978 292947</p>	<p><b>Clwyd Alyn - Wrexham Foyer</b> – housing association run 18 bed project for single homeless men and women who are aged between 16 and 25</p> <p><a href="https://www.clwydalyn.co.uk/Wrexham-Foyer/">https://www.clwydalyn.co.uk/Wrexham-Foyer/</a></p> <p>43 Crescent Rd, Wrexham LL13 8HF 01978 298813</p> <p><a href="mailto:all_wrexhamfoyer@clwydalyn.co.uk">all_wrexhamfoyer@clwydalyn.co.uk</a></p> <p><b>Clwyd Alyn - Hurst Newton</b> – housing association run 11 bed Project on the outskirts of Wrexham for single homeless men and women who are aged 16 to 25</p> <p><a href="https://www.clwydalyn.co.uk/Hurst-Newton/">https://www.clwydalyn.co.uk/Hurst-Newton/</a></p> <p>Hurst Newton, Bersham Rd, Wrexham, LL14 4HD</p> <p>01978 363761 <a href="mailto:hurstnewton@clwydalyn.co.uk">hurstnewton@clwydalyn.co.uk</a></p> <p><b>The Wallich – St. John’s hostel</b> –made up of two hostels – St John’s offers six beds and Richmond House offers 12 beds for people who find themselves without a home.</p> <p><a href="https://thewallich.com/services/st-johns-wrexham/">https://thewallich.com/services/st-johns-wrexham/</a></p> <p>Chester Road, Wrexham LL12 7AX 01978 355 155</p> <p><a href="mailto:stjohns@thewallich.net">stjohns@thewallich.net</a></p>	<p><b>Soldiers Off the Street</b> – Charity with a dedicated group of people determined to help the forgotten ex service personnel whose lives have been affected by homelessness.</p> <p><a href="http://www.soldiersoffthestreet.com">www.soldiersoffthestreet.com</a></p> <p>21A Chester Street Wrexham LL13 8BG 01978 362 289. Out of Hours: 01745 853 009. 07773 493 088 01978 362289</p> <p><a href="mailto:info@soldiersoffthestreet.com">info@soldiersoffthestreet.com</a></p> <p><b>Prison Link Cymru</b> – Prison Link Cymru (PLC) delivers a national homelessness prevention service at the point of entry into custody, to reduce the numbers of prisoners losing their homes. It is a joint initiative between Shelter Cymru and Pobl.</p> <p>The project works with prisons across Wales and North West England which accommodate Welsh prisoners. This includes HMP’s Berywn, Altcourse, Styal, Cardiff, Swansea, Parc Bridgend and Eastwood Park. An outreach service is available to Usk and Prescoed prisons.</p> <p>Shelter Cymru</p> <p>Prison Link Workers PO Box 2293</p>

**The Wallich - Wrexham Doorstop**—for people 18+ with generic, substance use needs or individuals with an offending background who are currently experiencing homelessness or at risk of becoming homeless

<https://thewallich.com/services/wrexham-doorstop/>

01978 800 700

Richmond house, 31 Grosvenor road, Wrexham. LL11 1BT

[wrexhamdoorstop@thewallich.net](mailto:wrexhamdoorstop@thewallich.net)

**Citadel homelessness prevention project** –uses volunteers to support people at risk of experiencing homelessness and to help them find and/or sustain tenancies. Referral is necessary either by directly contacting Citadel (Housing Justice Cymru) or through Housing Options Teams

<https://housingjustice.org.uk/cymru>

[j.jones@housingjustice.org.uk](mailto:j.jones@housingjustice.org.uk)

**The Wallich North East Wales (Flintshire & Wrexham) Conflict Resolution Service** –addresses an underlying cause of homelessness by working with people in conflicts that threaten their housing, for example, disputes between family members, disputes between landlords and tenants, and neighbourhood disputes

<https://thewallich.com/services/north-east-wales-conflict-resolution-service-wrexham-flintshire/>

01978 353495 07443 178800 [crs@thewallich.net](mailto:crs@thewallich.net)

Wrexham  
LL11 0FB

01978 317911  
[plc@sheltercymru.org.uk](mailto:plc@sheltercymru.org.uk)

## Appendix B – Housing Associations operating Across Wales

Housing Associations will often have people referred for tenancies who have experienced periods of homelessness and need ongoing support. Housing associations work closely with a number of support services, and where applicable, will form part of a multi-agency partnership.

In many cases, Housing Associations are developing restorative and trauma informed approaches and will have support staff assigned to vulnerable tenants who may have experienced homelessness, or be at risk of it due to an ongoing support need or vulnerability.

### **Adra**

0300 123 8084  
[www.adra.co.uk](http://www.adra.co.uk)

### **Aelwyd Housing Association**

029 2048 1203  
[www.aelwyd.co.uk](http://www.aelwyd.co.uk)

### **ateb**

01437 763 688  
[www.atebgroup.co.uk](http://www.atebgroup.co.uk)

### **Barcud**

0300 111 3030  
[www.barcud.cymru](http://www.barcud.cymru)

### **Bro Myrddin Housing Association**

01267 232 714  
[www.bromyrddin.co.uk/](http://www.bromyrddin.co.uk/)

### **Bron Afon**

01633 620 111  
[www.bronafon.org.uk](http://www.bronafon.org.uk)

### **Cadwyn Housing Association**

02920 498 898  
[www.cadwyn.co.uk/](http://www.cadwyn.co.uk/)

### **Cardiff Community Housing Association**

02920 468 490  
[www.ccha.org.uk/home/](http://www.ccha.org.uk/home/)

### **Merthyr Housing**

01685 352 800  
[www.mtha.org.uk/](http://www.mtha.org.uk/)

### **Merthyr Valleys Homes**

01685 727 772  
[www.mvhomes.org.uk/](http://www.mvhomes.org.uk/)

### **Monmouthshire Housing Association**

0345 677 2277  
[www.monmouthshirehousing.co.uk/](http://www.monmouthshirehousing.co.uk/)

### **Newport City Homes**

01633 381 111  
[www.newportcityhomes.com/](http://www.newportcityhomes.com/)

### **Newydd**

0303 040 1998  
[www.newydd.co.uk/](http://www.newydd.co.uk/)

### **North Wales Housing**

01492 572 727  
[www.nwha.org.uk/](http://www.nwha.org.uk/)

### **Pobl**

01633 212 375  
[www.poblgroup.co.uk/](http://www.poblgroup.co.uk/)

### **RHA**

01443 424 200  
[www.rhawales.com/](http://www.rhawales.com/)

**Caredig**

01792 460 192  
www.caredig.co.uk

**Cartrefi Conwy**

0300 124 0040  
cartreficonwy.org/

**ClwydAlyn**

0800 1835757  
www.clwydalyn.co.uk/

**Coastal Housing Group**

01792 479 200  
www.coastalha.co.uk/

**Cynon Taf Community Housing**

0345 260 2633  
www.cynon-taf.org.uk

**First Choice**

029 2070 3758  
www.fcha.org.uk

**Grŵp Cynefin**

0300 111 2122  
grwpcynefin.org/

**Hafod**

0800 024 8968  
www.hafod.org.uk/

**Linc Cymru**

0800 072 0966  
www.linc-cymru.co.uk/

**Melin Homes**

01495 745 910  
www.melinhomes.co.uk/

**Stori**

01267 225 555  
storicymru.org.uk/

**Taff Housing**

02920 259 100  
www.taffhousing.org.uk

**Tai Calon**

0300 303 1717  
www.taicalon.org/

**Tai Tarian**

0300 777 0000  
www.taitarian.co.uk/

**Trivallis**

0300 0030 888  
<https://www.trivallis.co.uk/>

**United Welsh**

0330 1596 080  
www.unitedwelsh.com/

**Valleys to Coast**

0300 1232 100  
www.v2c.org.uk/

**Wales and West Housing**

0800 0522 526  
www.wwha.co.uk/en



## **Appendix C – Housing First projects operating across Wales**

**Anglesey Housing First:** Led by The Wallich

**Blaenau Gwent Housing First:** Led by Pobl

**Bridgend Housing First:** Led by Adferiad

**Caerphilly Housing First:** Led by Pobl

**Cardiff Housing First:** Led by the Salvation Army

**Cardiff Housing First:** Led by Cardiff Council

**Cardiff Housing First (for prison leavers):** Led by Cardiff Council

**Carmarthenshire Housing First:** Led by Nacro and Stori

**Conwy, Denbighshire and Flintshire Housing First:** Led by Denbighshire Cou

**Gwynedd Housing First:** Led by Shelter Cymru

**Merthyr Housing First:** Led by The Salvation Army

**Monmouthshire Housing First:** Led by Pobl

**Newport Housing First:** Led by Pobl

**Powys Housing First:** Led by Powys Council

**RCT Housing First:** Led by Pobl

**Swansea Housing First:** Led by The Wallich

**Torfaen Housing First:** Led by Pobl