Supporting People Directory of Services

We aim to keep the directory relevant and up-to-date so please keep us informed of any changes.

The directory is arranged by service type to help you to locate the service you require. Please note that this directory is a directory of Supporting People funded services only. Many of the providers within the directory offer other services within Torfaen. Please contact them directly or use the links provided to access information on these services.

The Supporting People team can be contacted by using the following details:

Address: The Supporting People Team
Torfaen County Borough Council
Civic Centre
Pontypool
Torfaen NP4 6YB
Telephone: 01495 766949
Email: Supporting.People@torfaen.gov.uk

Contents
- Homelessness
- Older Persons
- Mental Health
- Substance Misuse
- Domestic Abuse
- Offenders
- Young Persons
- Learning Disabilities

Homelessness Services

Temporary Accommodation Floating Support (TAFS)
Provider: Torfaen County Borough Council
Contact: Sheryl Thomas
Address: Civic Centre, Pontypool,
Postcode: NP4 6YB
Telephone: 01495 762200
Email: Sheryl.thomas@torfaen.gov.uk
Services: Floating support for people who are registered as homeless who are living in temporary accommodation and in need of support toward maintaining a tenancy.
Accommodation: Families supported in their temporary accommodation (provided by the Local Authority).
Link: www.torfaen.gov.uk
Homeless Supported Accommodation

Provider: Solas
Contact: Sue Hardwicke
Address: Hales House
Osborne Road
Pontypool
Postcode: 
Telephone: 01495 763354
Email: sue.hardwicke@solas-cymru.co.uk
Services: 24 hour supported scheme for homeless young people 16-25 accessed via homelessness application through Torfaen County Borough Council
Exclusions: Solas may refuse a referral on the basis of risk and need where the service does not have the capacity to meet the needs of the referred person.
Accommodation: 20 bed supported accommodation.

Torfaen Floating Support (TFS)

Provider: Co-ordinated through Torfaen Voluntary Alliance with support provided by Torfaen Mind, Hafan Cymru, Torfaen Women’s Aid, Gwalia Care & Support, Age Concern Torfaen and Gofal Cymru.
Contact: TFS Manager – Contact T.V.A
Address: Portland Buildings
Commercial Street
Pontypool
Torfaen
Postcode: NP4 6JS
Telephone: 01495 745166
Email: TeSS@tvawales.org.uk
Services: Floating support provided for People over 16 years old with problems relating to mental health, domestic abuse, homelessness, chronic illness, drug or alcohol misuse, young people, offending behaviour, physical or learning disabilities, vulnerable parent/family, older/elderly people.
Floating support provided across all tenures as a response to those in crisis at immediate risk of losing their home.
Exclusions: See individual schemes for exclusions.
Accommodation: N/A
Link: http://www.torfaenvoluntaryalliance.org.uk/Tenancy%20Support.htm

Please see below for individual providers within the scheme:

Mental Health
Floating Support
Provider: Gofal via TFS
Contact: Joe Molloy
Address: 6 Town Bridge Buildings
Park Road
Pontypool
Postcode: NP4 6JE
Telephone: 01495 755296
Email: joemolloy@gofal.org.uk
Services: Floating support for people with mental health problems. Applications for support should be directed to the TFS manager at TVA.
Exclusions: none
Accommodation: N/A
Link: www.gofalcymru.org.uk

Floating support
Provider: Torfaen Mind via TFS
Contact: Sheree Williams
Address: 24 George Street
Pontypool
Torfaen
Postcode: NP4 6BY
Telephone: 01495 768843
Email: floatingsupport@torfaenmind.co.uk
Services: Floating support for people with mental health problems. Applications for support should be directed to the TFS manager at TVA.
Exclusions: None
Accommodation: N/A
Link: www.torfaenmind.co.uk

Low level ongoing floating support
Provider: Mind (MOST Scheme)
Contact: Sheree Williams
Address: 24 George Street
Pontypool
Torfaen
Postcode: NP4 6BY
Telephone: 01495 768843
Email: floatingsupport@torfaenmind.co.uk
Services: Floating support for adults (18+) with mental health problems in need of lower level floating support
Accommodation: none
Link: http://www.torfaenmind.co.uk/

Floating Support
Provider: Mind
Contact: Sheree Williams
Address: 24 George Street
Pontypool
Torfaen
Postcode: NP4 6YB
Telephone: 01495 768843
Email: floatingsupport@torfaenmind.co.uk
Services: Floating support for adults (18+) with mental health problems
Accommodation: none
Link: http://www.torfaenmind.co.uk/

Supported Accommodation
Provider: Mind
Contact: Sheree Williams
Address: 24 George Street
Pontypool
Torfaen
Postcode: NP4 6YB
Telephone: 01495 768843
Email: Housing@torfaenmind.co.uk
Services: Supported accommodation for adults (18+) with mental health problems
Exclusions: People with substance misuse problems, people with a history of persistent violence, arson or sex offending, people with physical care needs, people with rent arrears, people unable to self medicate
Accommodation: Four shared houses
Link: http://www.torfaenmind.co.uk/

Floating Support
Provider: CMIG Limited
Contact: Debbie Satchell
Address: 44 Victoria Street
Cwmbran
Torfaen
Postcode: NP44 3JN
Telephone: 01633 877443 / 877718
Fax: 01633 877443
Email: maggi.cmigltd@tiscali.co.uk
Services: Floating support for adults with mental health problems
Accommodation: N/A
Link: http://www.cmigtorfaen.org.uk/

Supported Accommodation
Provider: CMIG
Contact: Maggie Page
Address: 44 Victoria Street, Cwmbran Torfaen  
Postcode: NP44 3JN  
Telephone: 01633 877443 / 87718  
Fax: 01633 877443  
Email: maggi.cmigltd@tiscali.co.uk  
Services: Supported accommodation for adults with mental health problems  
Accommodation: N/A  
Link: http://www.cmigtorfaen.org.uk/

**Substance Misuse**

**Floating Support**

Provider: Gwalia Care & Support via TFS  
Contact: Dafydd Davies  
Address: Suite 29,  
The Woodlands, Mamhilad Park Estate,  
Postcode: NP4. 0HZ  
Telephone: 01495 745141  
Email: Dafydd.davies@gwalia.com  
Services: Floating support for people with substance misuse issues. Applications for support should be directed to the TFS manager at TVA.  
Exclusions: None  
Accommodation: N/A  
Link: www.gwaliacareandsupport.com

**Offenders**

**Accommodation and Risk Management Floating Support**

Provider: Gwalia Care & Support  
Contact: Colin Jones  
Address: Fountain House, Fountain Lane, St Mellons, Cardiff  
Postcode: CF3 0SB.  
Telephone: 02920 776000  
Mob: 07766 254313  
Email: colin.jones@gwalia.com  
Services: Floating support for people with a history of offending who are high risk. Access is through referrals direct to the scheme.  
Exclusions:  
Accommodation: N/A  
Link: www.gwaliacareandsupport.com
Young Persons

Floating Support
Provider: Gwalia Care & support - Cynnal
Contact: Stewart Salkeld,
Address: Suite 29, The Woodlands, Mamhilad Park Estate,
Pontypool
Postcode: NP4. 0HZ
Telephone: 01495 745130
Email: stuart.salkeld@gwalia.com
Services: Floating support for care leavers who are homeless or at risk of becoming homeless referred by 16+ social services team.
Exclusions:
Accommodation: N/A
Link: www.gwaliacareandsupport.com

Domestic Abuse

Floating Support
Provider: Torfaen Women’s Aid – via TFS
Contact: Helen Swain
Address: Chrysalis Centre
3 Town Bridge Buildings, Pontypool, Torfaen
Postcode: NP4 6JE
Telephone: (24 Hour Helpline) 01495 742052
Fax: 01495 742061
Email: info@torfaenwomensaid.org.uk
Services: Floating support for women with domestic abuse issues. Applications for support should be directed to the TFS manager at TVA.
Exclusions: men, Home owners.
Accommodation: N/A
Link: www.womensaid.org.uk

Refuge
Provider: Torfaen Women’s Aid
Contact: Helen Swain
Address: PO Box 88, Pontypool
Postcode: NP4 6JE
Telephone: (24 Hour Helpline) 01495 742052
Fax: 01495 742061
Email: info@torfaenwomensaid.org.uk
Services: women with issues of domestic abuse
Exclusions: men
Accommodation: 2 shared houses
Floating Support
Provider: Hafan Cymru – Via TFS
Contact: Ann-Marie Curtis
Address: Chrysalis Centre
4 Town Bridge Buildings, Pontypool
Torfaen
Postcode: NP4 5JE
Telephone: 01495 742121
Email: Marydavies@hafancymru.co.uk
Services: Floating support for vulnerable women and their children. Applications for support should be directed to the TFS manager at TVA.
Exclusions: men
Accommodation: N/A
Link: www.hafancymru.co.uk

Generic

Floating Support
Provider: Gwalia Care & Support via TFS
Contact: Dafydd Davies
Address: Suite 29,
The Woodlands, Mamihlad Park Estate,
Postcode: NP4. 0HZ
Telephone: 01495 745141
Email: Dafydd.davies@gwalia.com
Services: Floating support for vulnerable people. Applications for support should be directed to the TFS manager at TVA.
Exclusions: Home owners
Accommodation: N/A
Link: www.gwaliacareandsupport.com

Floating Support (crisis intervention)
Provider: Gwalia Care & Support via TFS
Contact: Dafydd Davies
Address: Suite 29,
The Woodlands, Mamihlad Park Estate,
Postcode: NP4. 0HZ
Telephone: 01495 745141
Email: Dafydd.davies@gwalia.com
Services: Floating support for vulnerable people. Applications for support should be directed to the TFS manager at TVA.
Exclusions: persons not at immediate risk of losing their home
Accommodation: N/A
Link: www.gwaliacareandsupport.com

**Older Persons**

**Floating Support**
Provider: Age Concern via TFS
Contact: Tracey Jones
Address: 12/13 Broad Street, Abersychan, Torfaen
Postcode: NP4 7BQ
Telephone: 01495 762151
Email: ageconcn.torfaen@tiscali.co.uk
Services: Floating support for older people. Applications for support are handled through the TFS manager at TVA.
Exclusions: persons under 50 years of age.
Accommodation: N/A
Link: www.accymru.org.uk

**Retirement Housing**
Provider: Bron Afon Community Housing
Contact: Carmen White
Address: Ty Bron Afon,
William Brown Close
Llantarnam Industrial Park, Cwmbran
Postcode: NP44 3AB
Telephone: 0800 111 4242
Email: enquiries@bronafon.org.uk
Services: Supported Living Service. Vacancies are allocated in order of housing need, via a points based system of allocation. To be eligible for accommodation, applicants must be aged 60 or over, but in certain circumstances consideration will be given to younger applicants who have a disability and require sheltered housing.
Exclusions:
Accommodation: 910 units of retirement housing in 39 schemes throughout the borough
Link: www.bronafon.org.uk

**Lifeline Alarms & Telecare**
Provider: Bron Afon Community Housing
Contact: Simon McCracken
Address: Ty Bron Afon,
William Brown Close
Llantarnam Industrial Park, Cwmbran
Postcode: NP44 3AB
Telephone: 0800 111 4242
Email: enquiries@bronafon.org.uk
Services: Lifeline alarms which are available to people who have a disability, people who feel vulnerable, or anyone in the community who feels the need for such a service.
Exclusions:
Accommodation: N/A
Link: www.bronafon.org.uk

Sheltered Accommodation
Provider: Melin Homes
Contact: Justin Wigmore
Address: Ty'r Efail, Lower Mill Field, Pontypool, Torfaen,
Postcode: NP4 0XJ.
Telephone: 08453 101102
Email: justin.wigmore@melinhomes.co.uk
Services: Sheltered accommodation for older people (over 55 years)
Exclusions: people under 55
Accommodation: 146 units within 7 schemes
Link: http://www.melinhomes.co.uk

Sheltered Accommodation
Provider: Linc Cymru
Contact: Richard Sheahan
Address: Linc-Cymru Housing Association
387 Newport Road
Cardiff
Postcode: CF24 1GG
Telephone: 02920 474721
Fax: 029 2048 2474
Email: care&support.service@linc-cymru.co.uk
Services: Sheltered accommodation for people aged over 55 (or will accept younger people with learning disabilities). Applications can be made directly to the scheme.
Exclusions: No specific exclusions
Accommodation: 42 units within 2 schemes
Link: www.ggha.co.uk

Sheltered Accommodation
Provider: Aelwyd Housing Association
Contact: Martin Hughes
Address: 56-58 Richmond Road
Cardiff
Postcode: CF24 3ET
Telephone: 02920 481203
Fax: 029 2043 5370
Email: martinh@aelwyd.co.uk
Services: Sheltered accommodation for people aged over 55
Accommodation: 15 units within 2 schemes
Exclusions: People who misuse drugs, people with dementia, people with challenging behaviour, people at risk of self harm, people with mental health problems, people with multiple disabilities, serious offenders (including schedule 1), people with a history of violence, people with arson convictions
Link: http://www.aelwyd.co.uk/

Learning Disabilities

Supported Housing
Provider: United Response
Contact: Nadia Hook
Address: Ty Nant Ddu Resource Centre,
Hospital Road
Pontnewynydd
Postcode: NP4 8LE
Telephone: 01495 764 231
Email: Sabine.Meunier@unitedresponse.org.uk
Services: Supported living for people with learning disabilities
Exclusions:
Accommodation: 7 group homes
Link: www.unitedresponse.org.uk

Supported Housing
Provider: Reach (Supported Living)
Contact: John Glennon
Address: REACH (Supported Living) Ltd
11 Devon Place
Newport
South Wales
Postcode: NP20 4NP
Telephone: 07837033063
Email: John.glennon@reach-support.co.uk
Services: Reach provide a range of supported living services dependant on the individual needs of the client. This support is provided in a range of different accommodation.
Exclusions:
Supported Housing
Provider: Prestige
Contact: Guiliette Mungeam
Address: 49 Bridge Street
Usk
Torfaen
Postcode: NP4 6SQ
Telephone: 01291 672671
Email: precarag@btconnect.com
Services: Group homes for people with learning difficulties
Accommodation: group home bungalow

Supported Housing
Provider: Home from Home
Contact: Helen Reynolds
Address:
18 Poplar Avenue,
New Inn,
Pontypool
Post code: NP4 0EX
Tel No: 01495 752331
Email: h.reynolds1@sky.com
Services: Group home for people with severe and enduring mental health difficulties
Accommodation: group home

Supported Housing
Provider: Cartrefi Cymru
Contact: Siobhan Carey
Address: The Old Surgery,
Mill Road,
Pontnewyndd,
Pontypool
Postcode: NP4 6NG
Telephone: 01495 751818
Email: siobhan.carey@cartreficymru.org
Services: Group homes for people with learning difficulties
Exclusions: Four Group Homes
Supported Housing

Provider: Cariad Domiciliary Support Services
Contact: Kari Bailey
Address: Unit 21,
Torfaen Business Centre,
Panteg Way,
New Inn,
Pontypool
Postcode: NP4 0LS
Telephone: 01495 740700
Email: keribailey@btconnect.com
Services: Group homes for people with learning difficulties
Exclusions:
Accommodation: One group home

Please note this directory and the details included herein are correct as at Oct 2011.