



Supporting People has a responsibility to consult with service users


Therefore, we will:

1. Have a Service User Involvement Strategy
2. Provide opportunities for you to attend Supporting People forums or other events
3. Conduct one off surveys
4. Give you an opportunity to comment on the Supporting People Operational Plans
5. Consult with a sample of service users during service reviews
6. Give you an opportunity to contribute to the development of new services, such as the service type, design and location
7. Make efforts to reach, and gain the views of hard to reach groups
8. Give you the opportunity to comment or complain about the service you are receiving/have received directly to your Supporting People


Contact Details

If you have a comment or complaint about the service you are receiving/have received please contact the SP team in your area:


Blaenau Gwent
✉ SP Team, 107-110 Worcester St, Brynmawr, NP23 4JP
☎ **01495 354 681**
📧 supportingpeople@blaenau-gwent.gov.uk




Caerphilly
✉ SP Team, Ty Hawtin, Gellihaf, Blackwood, NP12 2PZ
☎ **01443 86 4591**
📧 supportingpeople@caerphilly.gov.uk




Monmouthshire
✉ SP Team, County Hall, Cwmbran, Torfaen, NP44 2XH
☎ **01495 768 253**
📧 supportingpeople@monmouthshire.gov.uk



Newport
✉ SP Team, Blaen-Y-Pant Bungalow, 74 Blaen-Y-Pant Crescent, Newport, NP20 5PX
☎ **01633 414850**
📧 supportingpeople@newport.gov.uk



Torfaen
✉ SP Team, Housing Department, Civic Centre, Pontypool, Torfaen, NP4 6YB
☎ **01495 766 949**
📧 supporting.people@torfaen.gov.uk



If you would like this leaflet in any other language or format please contact the SP team.



Supporting People in Gwent



Information for Service Users

If you live in supported housing, sheltered accommodation, a homeless hostel or women's refuge, if you are receiving housing related support in your own home or have a community alarm then you will be in receipt of a Supporting People service



What is Supporting People?

The Supporting People Programme funds, monitors and develops supported housing and 'housing related support' services for vulnerable people.

What is Housing Related Support?

Housing related support helps people to gain the knowledge and skills needed to develop and/or maintain an individual's capacity to live independently and contribute positively to the community.

What services does Supporting People provide?

- ◆ Supported housing
- ◆ Sheltered housing with a warden or scheme manager
- ◆ Community alarm services
- ◆ Homeless hostels
- ◆ Women's refuges
- ◆ Floating support, support provided in your own home
- ◆ Direct access and crisis intervention services

What support can be offered?

- ◆ Emotional support and advice
- ◆ Signposting to other agencies such as drug and alcohol services, education, training and employment and health services
- ◆ Access community alarm services or warden/scheme manager managed accommodation
- ◆ Help to:
 - Settle into and maintain your home, including managing a tenancy
 - Budget, manage finances, pay bills and maximise income
 - Develop domestic and practical living skills
 - Meet people, join social activities and reduce loneliness and isolation
 - Move to safer or more appropriate accommodation
 - Increase your personal safety and security

Who does Supporting People support?

- ◆ People who are homeless/potentially homeless, rough sleeping or vulnerably housed
- ◆ Ex offenders
- ◆ People with a physical disability or sensory impairment
- ◆ People experiencing domestic abuse
- ◆ People with drug and/or alcohol issues
- ◆ Older people and frail elderly
- ◆ Young people at risk, including care leavers
- ◆ People with chronic illness, inc. HIV and AIDs
- ◆ People with learning difficulties
- ◆ People with mental health issues
- ◆ Refugees and other minority groups

Is there a charge for these services?

Some services are free and some are chargeable. Your support worker or service provider will be able to tell you if there is a charge. If there is a charge you may be able to claim Supporting People Grant (SPG) subsidy. Please contact your local SP Team.

What do Supporting People teams do?

Every council in Wales has a Supporting People team which is responsible for monitoring and developing housing related support services.

Supporting People has a responsibility to consult with people who use these services about the quality of service (and accommodation where applicable) they receive.

