

# 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](mailto:Supporting.People@torfaen.gov.uk)

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## 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](mailto: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](http://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](mailto: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 – Duncan Spenceley.

**Address:** Portland Buildings

Commercial Street

Pontypool

Torfaen

**Postcode:** NP4 6JS

**Telephone:** 01495 745166

**Email:** [TeSS@torfaenvoluntaryalliance.org](mailto:TeSS@torfaenvoluntaryalliance.org)

**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 Cymru **via TFS**

**Contact:** Dan Smith

**Address:** 6 Town Bridge Buildings  
Park Road  
Pontypool

**Postcode:** NP4 6JE

**Telephone:** 01495 755296

**Email:** [dan.smith@gofalcymru.org.uk](mailto:dan.smith@gofalcymru.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](http://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](mailto: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](http://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](mailto: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](mailto: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](mailto: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:** Maggi Page

**Address:** 44 Victoria Street  
Cwmbran  
Torfaen

**Postcode:** NP44 3JN

**Telephone:** 01633 877443 / 877718

**Fax:** 01633 877443

**Email:** [maggi.cmigltd@tiscalico.uk](mailto:maggi.cmigltd@tiscalico.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@tiscalico.uk](mailto:maggi.cmigltd@tiscalico.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, Mamihlad Park Estate,

**Postcode:** NP4. 0HZ

**Telephone:** 01495 745141

**Email:** [Dafydd.davies@gwalia.com](mailto: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](http://www.gwaliacareandsupport.com)

## **Offenders**

### **Accommodation and Risk Management Floating Support**

**Provider:** Gwalia Care & Support

**Contact:** Colin Jones

**Address:** 5a Clytha Park Road, Newport,

**Postcode:** NP20 4NZ.

**Telephone:** 01633 844896

**Mob:** 07766 254313

**Email:** [colin.jones@gwalia.com](mailto: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](http://www.gwaliacareandsupport.com)

## **Young Persons**

## **Floating Support**

**Provider:** Gwalia Care & support - Cynnal

**Contact:** Stuart Salkeld,

**Address:** Suite 29, The Woodlands, Mamhilad Park Estate,  
Pontypool

**Postcode:** NP4. 0HZ

**Telephone:** 01495 745130

**Email:** [stuart.salkeld@gwalia.com](mailto: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](http://www.gwaliacareandsupport.com)

## **Domestic Abuse**

### **Floating Support**

**Provider:** Torfaen Women's Aid – **via TFS**

**Contact:** Jemma Wray

**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](mailto: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](http://www.womensaid.org.uk)

### **Refuge**

**Provider:** Torfaen Women's Aid

**Contact:** Jemma Wray

**Address:** PO Box 88, Pontypool

**Postcode:** NP4 6JE

**Telephone:** (24 Hour Helpline) 01495 742052

**Fax:** 01495 742061

**Email:** [info@torfaenwomensaid.org.uk](mailto:info@torfaenwomensaid.org.uk)

**Services:** women with issues of domestic abuse

**Exclusions:** men

**Accommodation:** 2 shared houses

**Link:** [www.womensaid.org.uk](http://www.womensaid.org.uk)

## **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](mailto: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](http://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](mailto: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](http://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](mailto: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](http://www.gwaliacareandsupport.com) |

## **Older Persons**

### **Floating Support**

**Provider:** Age Concern **via TFS**

**Contact:** Tracey Jones

**Address:** 25 George Street, Pontypool, Torfaen

**Postcode:** NP4 6BZ

**Telephone:** 01495 762151

**Email:** [ageconcn.torfaen@tiscali.co.uk](mailto: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](http://www.accymru.org.uk)

### **Retirement Housing**

**Provider:** Bron Afon Community Housing

**Contact:** Tania Roberts

**Address:** Ty Bron Afon,

William Brown Close

Llantarnam Industrial Park, Cwmbran

**Postcode:** NP44 3AB

**Telephone:** 0800 111 4242

**Email:** [enquiries@bronafon.org.uk](mailto:enquiries@bronafon.org.uk)

**Services:** Retirement Housing. 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](http://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@bronaфон.org.uk](mailto:enquiries@bronaфон.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.bronaфон.org.uk](http://www.bronaфон.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](mailto: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](mailto: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](http://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](mailto: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:** Sabine Meunier

**Address:** Ty Nant Ddu Resource Centre,

Hospital Road  
Pontnewynydd

**Postcode:** NP4 8LE

**Telephone:** 01495 764 231

**Email:** [Sabine.Meunier@unitedresponse.org.uk](mailto:Sabine.Meunier@unitedresponse.org.uk)

**Services:** Supported living for people with learning disabilities

**Exclusions:**

**Accommodation:** 7 group homes

**Link:** [www.unitedresponse.org.uk](http://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](mailto: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:**

**Accommodation:** Supported houses

**Link:** <http://www.reach-support.co.uk/>

## **Supported Housing**

**Provider:** Prestige

**Contact:** Guillette Mungeam

**Address:** 49 Bridge Street

Usk

Torfaen

**Postcode:** NP4 6SQ

**Telephone:** 01291 672671

**Email:** [precarag@btconnect.com](mailto: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:** Ty Haf,

16 Greenway Close,

Griffithstown,

Pontypool

**Post code:** NP4 5BA

**Tel No:** 01495 752331

**Email:** [h.reynolds1@sky.com](mailto: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,

Pontnewydd,

Pontypool

**Postcode:** NP4 6NG

**Telephone:** 01495 751818

**Email:** [siobhan.carey@cartreficymru.org](mailto:siobhan.carey@cartreficymru.org)

**Services:** Group homes for people with learning difficulties

**Exclusions:**

**Accommodation:** Four Group Homes

**Link:** <http://www.cartreficymru.org.uk/>

## **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](mailto: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 May 2010.**