

Directory of Supporting People Services in Newport 2019

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What is the Supporting People Programme?

The Supporting People Programme is a national government initiative which was introduced in April 2003. The purpose of the programme is to plan and fund housing-related support services. It aims to ensure that vulnerable people have the necessary support services to enable them to live more independently in their communities for as long as possible.

What is Housing Related Support?

Supporting People funds a range of housing-related support services to help vulnerable people remain in their own homes or settle/resettle into the community. Activities that are eligible for funding are included in the [Gwent Supporting People Allowable Activities](#) document (link to pdf document):

Supporting People does **NOT** fund personal care services (e.g. help with bathing, dressing, prompting/taking medication), or housing management activities (e.g. rent arrears, antisocial behavior problems).

Who Can Benefit from the Programme?

Supporting People provides housing-related support services to a wide range of vulnerable people including:

- Men, women and families experiencing domestic abuse
- People with learning difficulties and developmental disorders/Autistic Spectrum Conditions
- People experiencing mental ill health
- People with drug and/or alcohol problems
- People with refugee status
- Young care leavers and vulnerable 16 to 24 year olds
- People with a physical and/or sensory disability
- People with a criminal offending history
- People aged 55+ with support needs
- Vulnerable single and two-parent families
- People with chronic illnesses, including HIV and AIDS
- Vulnerable single people
- People with a range of issues and complex/multiple issues

Contact the Supporting People Team for further information on 01633 235201 or supporting.people@newport.gov.uk

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People experiencing Domestic Abuse/Violent Relationships

Scheme name:	BAWSO Floating Support
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	23
Support Provider:	BAWSO Women's Aid
Provider address:	Information Station, Old Station Building, Queensway, Newport NP20 4AX
Telephone:	01633 213213
Email:	newport@bawso.org.uk
Website:	www.bawso.org.uk

Scheme details:

- People/families from BME communities only
- Age 16+
- People supported in their own homes/venue of choice
- Support available Monday to Friday
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People experiencing Domestic Abuse/Violent Relationships

Scheme name:	BAWSO Refuge
Scheme location:	Newport
Scheme type:	Supported housing – refuge
Capacity:	8
Support Provider:	BAWSO Women’s Aid
Provider address:	Information Station, Old Station Building, Queensway, Newport NP20 4AX
Telephone:	01633 213213
Email:	newport@bawso.org.uk
Website:	www.bawso.org.uk

Scheme details:

- Age 16+
- Women and children from BME communities only
- One unit adapted for physically disabled
- Support available 7 days a week
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Additional facilities and services available

- Communal Kitchen
- Communal Dining Room
- Communal Lounge
- Laundry Facilities
- Intercom/Door Entry Facilities

People experiencing Domestic Abuse/Violent Relationships

Scheme name:	Newport Women's Aid Refuges
Scheme location:	Newport
Scheme type:	Supported housing – refuge
Capacity:	10 (5 bedspaces in each refuge)
Support Provider:	Newport Women's Aid
Provider address:	56, Stow Hill, Newport, NP20 1JG
Telephone:	01633 840258
Email:	
Website:	nptwomensaid.org.uk

Scheme details:

- Women only
- Age 16+
- One unit adapted for physically disabled
- Support available 7 days a week plus on call facility
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Additional facilities and services available

- Communal Kitchen
- Communal Dining Room
- Communal Lounge
- Laundry Facilities
- Security Service

People experiencing Domestic Abuse/Violent Relationships

Scheme name:	Resettlement
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	5
Support Provider:	Newport Women's Aid
Provider address:	56 Stow Hill, Newport, NP20 1JG
Telephone:	01633 840258
Email:	
Website:	nptwomensaid.org.uk

Scheme details:

- Women only
- Age 16+
- People supported in their own homes/venue of choice
- Support available Monday to Friday
- Available to people already receiving other Newport Women's Aid services only
- Self-referrals accepted

People experiencing Domestic Abuse/Violent Relationships

Scheme name:	DAFS
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	30
Support Provider:	Llamau Ltd
Provider address:	70 Stow Hill, Newport NP20 4DW
Telephone:	01633 244134
Email:	enquiries@llamau.org.uk
Website:	www.llamau.co.uk

Scheme details:

- Age 16+
- Men, women and families supported in their own homes/venue of choice
- Support available Monday to Friday
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People with Learning Disabilities

Scheme name:	Learning Disabilities Supported Housing Schemes
Scheme location:	Various fixed schemes in Newport
Scheme type:	Supported housing
Capacity:	n/a
Support Providers:	Care Management Group, Consensus Care, Elysium Cymru, Newport City Council, Priory Group, Reach, Voyage Care
Provider address:	Via Newport City Council, Civic Centre Newport NP20 4UR
Telephone:	01633 656656
Email:	adultduty.assessment@newport.gov.uk
Website:	www.newport.gov.uk

For further details about these schemes, please contact Adult & Community Services on the above number

People with Learning Disabilities

Scheme name:	Newid
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	57
Support Provider:	Reach
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 233889
Email:	
Website:	www.reach-support.co.uk

Scheme details:

- Age 18+
- People supported in their own homes
- Female single parents, single women, single men, couples with no children and all adult households accepted.
- Support available during day time 7 days a week, plus on-call facility
- Referrals via Supporting People Team (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People with Mental Health Issues

Scheme name:	Newport Mind Supported Housing
Scheme location:	Stow Hill/St Julians/Victoria
Scheme type:	Floating support
Capacity:	16 units in 4 properties
Support Provider:	Newport Mind
Provider address:	100-101 Commercial Street, Newport NP20 1LU
Telephone:	01633 258741
Email:	enquiries@newportmind.org
Website:	www.newport-mind.org

Scheme details:

- Age 18+
- Single women and single men only
- Support available day time Monday to Friday, plus on call facility out of hours and weekends
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Communal lounge
- Laundry facilities
- Community Alarm system
- Gardening and cleaning services

People with Mental Health Issues

Scheme name:	Newport Mind Floating Support
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	64
Support Provider:	Newport Mind
Provider address:	100-101 Commercial Street, Newport NP20 1LU
Telephone:	01633 258741
Email:	enquiries@newportmind.org
Website:	www.newport-mind.org

Scheme details:

- Age 16+
- People supported in their own homes
- Support available during day time, Monday to Friday
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People with Mental Health Issues

Scheme name:	Newid
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	37
Support Provider:	Reach
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 233889
Email:	
Website:	www.reach-support.co.uk

Scheme details:

- Age 18+
- People supported in their own homes
- Female single parents, single women, single men, couples with no children and all adult households accepted.
- Support available during day time 7 days a week, plus on-call facility
- Referrals via Supporting People Team (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People with Mental Health Issues

Scheme name:	Solas Floating Support
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	13
Support Provider:	Solas Cymru Ltd
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 664045
Email:	support@solas-cymru.co.uk
Website:	www.solas-cymru.co.uk

Scheme details:

- Age 18 to 65
- Single women and single men only
- Referral from other Solas schemes only
- Support available during day time, 7 days a week

People with Mental Health Issues

Scheme name:	Private landlord
Scheme location:	Victoria/Stow Hill
Scheme type:	Supported housing
Capacity:	31 (in 3 properties)
Support Provider:	Gateway Support & Care
Provider address:	24 Brynderwen Road, Newport NP19 8LQ
Telephone:	01633 264292
Email:	supportingpeople@live.co.uk
Website:	www.gatewaysupportandcareltd.co.uk

Scheme details:

- Age 18+
- Single women, single men or all adult households
- Support available day time, 7 days a week plus on-call facility
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk) or via statutory agencies (e.g. CMHT)

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Communal lounge
- Laundry facilities/services
- Concierge/caretaking services
- On-call security service & CCTV
- Meal provision
- Cleaning services

People with Mental Health Issues

Scheme name:	Private Landlord
Scheme location:	Allt-yr-yn
Scheme type:	Supported housing
Capacity:	10 (in 2 properties)
Support Provider:	West Park & Bryngwyn Ltd
Provider address:	n/a
Telephone:	01633 661275
Email:	just_iolia@yahoo.com
Website:	n/a

Scheme details:

- Age 16 to 70
- Single women and single men only
- Support available day time, 7 days a week
- Referrals via statutory agencies (e.g. CMHT)

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Communal lounge
- Laundry facilities/services
- Concierge/caretaking services
- Security service
- Meal provision

People with Mental Health Issues

Scheme name:	Private landlord
Scheme location:	Caerleon
Scheme type:	Supported housing
Capacity:	4
Support Provider:	Deborah McIntyre
Provider address:	n/a
Telephone:	01633 421493
Email:	debbie.70@talktalk.net
Website:	n/a

Scheme details:

- Age 21 to 60
- Single men only
- Support available day time, 7 days a week
- Referrals via statutory agencies (e.g. CMHT)

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Communal lounge
- Laundry facilities/services
- Concierge/caretaking services
- Alarm service
- Meal provision

People with Mental Health Issues

Scheme name:	Private landlord
Scheme location:	St Julians/Stow Hill
Scheme type:	Supported housing
Capacity:	9 (in 2 properties)
Support Provider:	Lynne Pressley
Provider address:	n/a
Telephone:	07939 113989
Email:	l.pressley@sky.com
Website:	n/a

Scheme details:

- Age 20 to 70
- Single men, single women and couples with no children.
- Support available day time 7 days a week, plus on-call facility
- Referrals via statutory agencies (e.g. CMHT)

Additional facilities and services:

- Communal kitchen
- Communal lounge
- Laundry facilities/services
- Alarm service
- Meal provision

People with Mental Health Issues

Scheme name: The Whitehouse

Scheme location: St Julians

Scheme type: Supported housing

Capacity: 5

Support Provider: Sally White

Provider address: n/a

Telephone: 07780 685360

Email: thewhitehouse132@outlook.com

Website:

Scheme details:

- Age 21 to 65
- Single women, single men and all adult households
- Support available day time, 7 days a week
- Referrals via statutory agencies (e.g. CMHT)

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Communal lounge
- Laundry facilities/services
- Meal provision

People with Mental Health Issues

Scheme name:	Hospital to Home
Scheme location:	St Cadoc's Hospital and support provided in own home
Scheme type:	Floating support
Capacity:	15
Support Provider:	Gofal Cymru
Provider address:	2 nd Floor, Derwen House, 2 Court Road, Bridgend CF31 1BN
Telephone:	01656 647722
Email:	enquiries@gofal.org.uk
Website:	www.gofal.org.uk

Scheme details:

- Age 18+
- People supported in their own homes or a hospital setting
- Support available day time, Monday to Friday
- Referrals via hospital inpatients, the Home Treatment Team or the Crisis Resolution Team

People with Mental Health Issues

Scheme name:	Mental Health Supported Housing Schemes
Scheme location:	Various fixed schemes in Newport
Scheme type:	Supported housing
Capacity:	n/a
Support Providers:	Consensus Care, Liberty Care, Priory Group
Provider address:	Via Newport City Council, Civic Centre Newport NP20 4UR
Telephone:	01633 656656
Email:	adultduty.assessment@newport.gov.uk
Website:	www.newport.gov.uk

For further details about these schemes, please contact Adult & Community Services on the above number

People with Alcohol Issues

Scheme name:	Ffynnon
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	10
Support Provider:	Gwalia Care and Support
Provider address:	Fountain House, Fountain Lane, St Mellons, Cardiff CF3 0FB
Telephone:	029 2077 6000
Email:	enquiries@gwalia.com
Website:	www.gwalia.wales

Scheme details:

- Age 18 to 65
- For all adult households, supported in their own homes
- Support available day time, Monday to Friday
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People with Alcohol Issues

Scheme name:	Enduring Alcohol Project
Scheme location:	n/a
Scheme type:	Floating Support
Capacity:	8
Support Provider:	Gwalia Care and Support
Provider address:	Fountain House, Fountain Lane, St Mellons, Cardiff CF3 0FB
Telephone:	029 2077 6000
Email:	enquiries@gwalia.com
Website:	www.gwalia.wales

Scheme details:

- Age 18+
- For homeless single adults and couples
- Support available day time, Monday to Friday
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People with Substance Misuse Issues

Scheme name:	Clarence Place Hostel
Scheme location:	Clarence Place
Scheme type:	Supported housing
Capacity:	26
Support Provider	Solas Cymru
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 664045
Email:	support@solas-cymru.co.uk
Website:	www.solas-cymru.co.uk

Scheme details:

- Age 18 to 65
- Single women and single men only
- Support available 24 hours, 7 days a week
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Additional facilities and services:

- Communal lounge
- Laundry facilities
- Intercom/door entry facilities

People with Substance Misuse Issues

Scheme name:	Solas Floating Support
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	24
Support Provider	Solas Cymru
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 664045
Email:	support@solas-cymru.co.uk
Website:	www.solas-cymru.co.uk

Scheme details:

- Age 18 to 65
- Single women and single men only
- Support available day time, 7 days a week
- Referrals from other Solas schemes only

People with Substance Misuse Issues

Scheme name:	In2Change
Scheme location:	Stow Hill
Scheme type:	Supported housing
Capacity:	10
Support Provider:	Gwalia Care and Support
Provider address:	Fountain House, Fountain Lane, St Mellons, Cardiff CF3 0FB
Telephone:	029 2077 6000
Email:	enquiries@gwalia.com
Website:	www.gwalia.wales

Scheme details:

- Age 18 to 65
- Single women and single men only
- Support available 24 hours, 7 days a week
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Laundry facilities
- Intercom/door entry facilities

People with Substance Misuse Issues

Scheme name:	Ffynnon
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	34
Support Provider:	Gwalia Care and Support
Provider address:	Fountain House, Fountain Lane, St Mellons, Cardiff CF3 0FB
Telephone:	029 2077 6000
Email:	enquiries@gwalia.com
Website:	www.gwalia.wales

Scheme details:

- Age 18 to 65
- For all adult households, supported in their own homes
- Support available day time, Monday to Friday
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People with Criminal Offending History

Scheme name:	Ty Trosiad
Scheme location:	Stow Hill
Scheme type:	Supported housing (SH) & floating support (FS)
Capacity:	10 SH & 18 FS
Support Provider:	Gwalia Care and Support
Provider address:	Fountain House, Fountain Lane, St Mellons, Cardiff CF3 0FB
Telephone:	029 2077 6000
Email:	enquiries@gwalia.com
Website:	www.gwalia.wales

Supported housing scheme details:

- Age 18 to 60
- Single men only
- Support available 24 hours, 7 days a week
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Laundry facilities
- Intercom/door entry facilities

Floating support service

- Age 18+
- People supported in their own homes
- Available as move-on from Ty Trosiad supported housing only
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Support available day time, Monday to Friday

People with Criminal Offending History

Scheme name:	PREP (Prisoner Release Empowerment Project)
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	24
Support Provider:	The Wallich
Provider address:	192 Commercial Road, Newport NP20 2PP
Telephone:	01633 251577
Email:	mail@thewallich.net
Website:	www.thewallich.com

Scheme details:

- Age 18+
- Single people ready for release from prison
- Support available day time, Monday to Friday
- Support provided in prison prior to release and then in own home
- Referrals via Probation or Prison Service

People who are Refugees

Scheme name:	Refugee Support Service (part of Lighthouse Project)
Scheme location:	Based at Welsh Refugee Council offices (66 Lower Dock Street)
Scheme type:	Floating support
Capacity:	30
Support Provider	Taff Housing
Provider address:	Stow Park Church, Brynhyfryd Road, Newport NP20 4FX
Telephone:	01633 264769
Email:	lighthouse@taffhousing.co.uk
Website:	www.taffhousing.co.uk

Scheme details:

- For people with refugee status aged 18+ and an assessed support need
- Refugees supported via drop-in service at Welsh Refugee Council offices
- Support available during day time Monday to Friday
- Referrals via Supporting People Team (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People with physical and/or sensory disabilities

Scheme name:	Memory Loss/Dementia Project
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	28
Support Provider:	Reach
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 233889
Email:	
Website:	www.reach-support.co.uk

Scheme details:

- Age 18+
- People supported in their own homes
- Support available day time Monday to Friday
- Referrals via Supporting People Team (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People with physical and/or sensory disabilities

Scheme name:	Physical Disability Project (part of Lighthouse Project)
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	12
Support Provider:	Reach
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 233889
Email:	
Website:	www.reach-support.co.uk

Scheme details:

- Age 18+
- People supported in their own homes
- Support available day time Monday to Friday
- Referrals via Supporting People Team (newport.gateway@newport.gov.uk)
- Self-referrals accepted

People with physical and/or sensory disabilities

Scheme name:	Sensory Impairment Project (part of Lighthouse Project)
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	10
Support Provider	Taff Housing
Provider address:	Stow Park Church, Brynhyfryd Road, Newport NP20 4FX
Telephone:	01633 264769
Email:	lighthouse@taffhousing.co.uk
Website:	www.taffhousing.co.uk

Scheme details:

- Age 18+ with an assessed support need
- People supported in their own homes
- Support available during day time Monday to Friday
- Referrals via Supporting People Team (floating.support@newport.gov.uk)
- Self-referrals accepted

People with Developmental Disorders/ASC

Scheme name:	Autistic Spectrum Conditions Project
Scheme location:	n/a – support provided in own home
Scheme type:	Supported housing & Floating support
Capacity:	63
Support Provider:	Reach
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 233889
Email:	
Website:	www.reach-support.co.uk

Supported housing scheme details:

- Self-contained bungalows
- Age 18+
- Single men/single women, couples with or without children
- Support available 10am to 8pm Monday to Friday
- Referrals via Supporting People Team (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Floating support service

- Age 18+
- People supported in their own homes
- Support available day time, Monday to Friday
- Referrals via Supporting People Team (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Young People who are Care Leavers

Scheme name:	George Street
Scheme location:	Pill
Scheme type:	Supported housing
Capacity:	2
Support Provider	Solas Cymru
Provider address:	Exchange House, High Street, Newport, NP20 1AA
Telephone:	01633 664045
Email:	support@solas-cymru.co.uk
Website:	www.solas-cymru.co.uk

Scheme details:

- Age 16 to 18
- Single females and single males only
- Support available 24 hours, 7 days a week
- Referrals via Newport City Council's Children and Young People Services (tel 01633 656656)

Additional facilities and services:

- Communal lounge
- Laundry facilities
- Intercom/door entry facilities

Young People aged 16 to 24 with Support Needs

Scheme name:	York House
Scheme location:	Stow Hill
Scheme type:	Supported housing
Capacity:	8
Support Provider:	Llamau Ltd
Provider address:	70 Stow Hill, Newport NP20 4DW
Telephone:	01633 244134
Email:	enquiries@llamau.org.uk
Website:	www.llamau.co.uk

Scheme details:

- Temporary accommodation for homeless 16/17 year olds
- Single females and single males only
- Support available 24 hours, 7 days a week
- Referrals via Newport City Council's Housing Needs Unit (tel 01633 656656) and the supported housing Gateway (newport.gateway@newport.gov.uk)

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Communal lounge
- Laundry facilities
- Intercom/door entry facilities

Young People aged 16 to 24 with Support Needs

Scheme name:	Young Person's Project
Scheme location:	Stow Hill
Scheme type:	Supported housing
Capacity:	6
Support Provider:	Llamau Ltd
Provider address:	70 Stow Hill, Newport NP20 4DW
Telephone:	01633 244134
Email:	enquiries@llamau.org.uk
Website:	www.llamau.co.uk

Scheme details:

- Age 16 to 21
- Single women and single men only
- Support available 24 hours, 7 days a week
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Communal lounge
- Laundry facilities
- Intercom/door entry facilities

Young People aged 16 to 24 with Support Needs

Scheme name:	LIFT (Life in First Tenancy)
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	38
Support Provider:	Llamau Ltd
Provider address:	70 Stow Hill, Newport NP20 4DW
Telephone:	01633 244134
Email:	enquiries@llamau.org.uk
Website:	www.llamau.co.uk

Scheme details:

- Age 16 to 25
- Single women, single men and couples with no children
- People supported in their own homes
- Support available day time, Monday to Friday plus on-call facility 7 days a week
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Young People aged 16 to 24 with Support Needs

Scheme name:	Riverview
Scheme location:	Pillgwenlly
Scheme type:	Floating support
Capacity:	4
Support Provider:	Various
Provider address:	Contact Newport City Council's Supporting People Team
Telephone:	01633 851507
Email:	newport.gateway@newport.gov.uk
Website:	www.newport.gov.uk

Scheme details:

- 3 units for young people aged 16+ and 7 units for people aged 18+ with complex needs
- Single women and single men only
- Support available during day time Monday to Friday with scheme support officer available overnight and weekends
- Access via Newport City Council's move-on panel
- Referrals from existing support services only

For further details about this scheme, please contact the Supporting People team on the above number

Vulnerable single and two-parent families

Scheme name:	FIPP (Family Intervention and Prevention Project)
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	8
Support Provider:	Solas Cymru
Provider address:	Exchange House, High Street, Newport, NP20 1AA
Telephone:	01633 664045
Email:	support@solas-cymru.co.uk
Website:	www.solas-cymru.co.uk

Scheme details:

- Age 16+
- Male single parents, female single parents and couples with children
- People supported in their own homes
- Support available day time 7 days a week
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk) or direct to support provider
- Self-referrals accepted

Vulnerable single and two-parent families

Scheme name:	Life in First Tenancy (LIFT)
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	22
Support Provider:	Llamau Ltd
Provider address:	70 Stow Hill, Newport NP20 4DW
Telephone:	01633 244134
Email:	enquiries@llamau.org.uk
Website:	www.llamau.co.uk

Scheme details:

- Age 16 to 25
- Male lone parents, female lone parents and couples with children
- People supported in their own homes
- Support available day time Monday to Friday, plus on-call facility 7 days a week
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Vulnerable single and two-parent families

Scheme name:	Gwent Gypsy Traveller Project
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	5
Support Provider:	Gwalia Care and Support
Provider address:	Fountain House, Fountain Lane, St Mellons, Cardiff CF3 0FB
Telephone:	07773 250015
Email:	enquiries@gwalia.com
Website:	www.gwalia.wales

Scheme details:

- Age 18+ with an assessed support need
- Male lone parents, female lone parents and couples with children
- People supported in their own homes
- Support available day time Monday to Friday
- Referrals direct to support provider
- Self-referrals accepted

Single people aged 25 to 54 with support needs

Scheme name:	Albert Street Hostel
Scheme location:	Pillgwenlly
Scheme type:	Direct Access
Capacity:	25
Support Provider:	Solas Cymru
Address:	Exchange House, High Street, Newport, NP20 1AA
Telephone:	01633 664045
Email:	support@solas-cymru.co.uk
Website:	www.solas-cymru.co.uk

Scheme details:

- Age 18 to 65
- Single men and single women
- Support available 24 hours, 7 days a week
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Communal lounge
- Laundry facilities
- Intercom/door entry facilities

Single people aged 25 to 54 with support needs

Scheme name:	Clifton Place Hostel
Scheme location:	Stow Hill, Newport
Scheme type:	Supported housing
Capacity:	29
Support Provider:	Solas Cymru
Address:	Exchange House, High Street, Newport, NP20 1AA
Telephone:	01633 664045
Email:	support@solas-cymru.co.uk
Website:	www.solas-cymru.co.uk

Scheme details:

- Age 16+
- Single men/women/parents and families
- Emergency access
- Support available 24 hours, 7 days a week
- Referrals via Newport City Council's Housing Needs Unit (tel 01633 656656) and the supported housing Gateway (newport.gateway@newport.gov.uk)

Additional facilities and services:

- Communal kitchen
- Communal dining room
- Communal lounge
- Laundry facilities/services
- Intercom/door entry facilities
- Community alarm service

Single people aged 25 to 54 with support needs

Scheme name:	Women's Service
Scheme location:	Stow Hill
Scheme type:	Supported housing
Capacity:	5
Support Provider:	Llamau Ltd
Provider address:	70 Stow Hill, Newport NP20 4DW
Telephone:	01633 244134
Email:	enquiries@llamau.org.uk
Website:	www.llamau.co.uk

Scheme details:

- Age 16 to 65
- Single women only
- Support available 24 hours, 7 days a week
- Referrals via supported housing Gateway (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Additional facilities and services:

- Communal kitchen
- Communal lounge
- Laundry facilities
- Intercom/door entry facilities

Single people aged 25 to 54 with support needs

Scheme name:	Solas Floating Support
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	48
Support Provider:	Solas Cymru Ltd
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 664045
Email:	support@solas-cymru.co.uk
Website:	www.solas-cymru.co.uk

Scheme details:

- Age 18 to 65
- Single women and single men only
- Support available day time, 7 days a week
- Referrals from other Solas schemes only

Single people aged 25 to 54 with support needs

Scheme name:	Newport Nightshelter
Scheme location:	Various churches in Newport
Scheme type:	Floating support
Capacity:	10
Support Provider:	Eden Gate
Provider address:	25 Hill Street, Newport, NP20 1LZ
Telephone:	01633 243235
Email:	info@edengate.org.uk
Website:	www.edengate.org.uk

Scheme details:

- Available between 26th November 2018 and 31st March 2019
- Age 18+ with an assessed support need
- Single women and single men only
- Support available overnight only, 7 days a week
- Referrals via Newport City Council's Housing Options Team or direct to the Support Provider

Single people aged 25 to 54 with support needs

Scheme name:	Drop-in Service
Scheme location:	Eden Gate offices
Scheme type:	Floating support
Capacity:	n/a
Support Provider:	Eden Gate
Provider address:	25 Hill Street, Newport, NP20 1LZ
Telephone:	01633 243235
Email:	info@edengate.org.uk
Website:	www.edengate.org.uk

Scheme details:

- Age 18+
- People who are homeless/potentially homeless
- Support available every Wednesday and Thursday 10am to 1pm

Single people aged 25 to 54 with support needs

Scheme name:	Riverview
Scheme location:	Pillgwenlly
Scheme type:	Floating support
Capacity:	6
Support Provider:	Various
Provider address:	Contact Newport City Council's Supporting People Team
Telephone:	01633 851507
Email:	newport.gateway@newport.gov.uk
Website:	www.newport.gov.uk

Scheme details:

- 3 units for young people aged 16+ and 7 units for people aged 18+ with complex needs
- Single women and single men only
- Support available during day time Monday to Friday with scheme support officer available overnight and weekends
- Access via Newport City Council's move-on panel
- Referrals from existing support services only

For further details about this scheme, please contact the Supporting People team on the above number

People aged 55+ with Support Needs

Scheme name:	Lighthouse 55+
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	150
Support Provider:	Age Cymru Gwent
Provider address:	12 Baneswell Road, Newport NP20 4BP
Telephone:	01633 763330
Email:	lighthouse55@agecymrugwent.org
Website:	www.agecymrugwent.org

Scheme details:

- Age 55+
- People supported in their own homes
- Access by application via the Supporting People Team
- Support available during day time Monday to Friday
- Referrals via Supporting People Team (floating.support@newport.gov.uk)
- Self-referrals accepted

People aged 55+ with Support Needs

Scheme name:	Care & Repair Specialist Support
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	33
Support Provider:	Derwen Cymru
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 261990
Email:	
Website:	www.derwencymru.co.uk

Scheme details:

- Age 60+
- Single women, single men and couples
- Support available day time Monday to Friday
- Referrals direct to Care & Repair
- Self-referrals accepted

Generic/Floating Support/Peripatetic Services

Scheme name:	Taff Lighthouse Floating Support
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	133
Support Provider:	Taff Housing Association
Address:	Stow Park Community Centre, Brynhyfryd Road, Newport NP20 4FX
Telephone:	01633 264769
Email:	chris.woods@taffhousing.co.uk
Website:	www.taffhousing.co.uk

Scheme details:

- Age 18+ with an assessed support need
- People supported in their own homes
- Support available during day time Monday to Friday
- Referrals via Supporting People Team (floating.support@newport.gov.uk)
- Self-referrals accepted

Generic/Floating Support/Peripatetic Services

Scheme name:	Hospital Project (part of the Lighthouse Project)
Scheme location:	Royal Gwent Hospital/St Woolos Hospital
Scheme type:	Floating support
Capacity:	12
Support Provider:	Taff Housing Association
Address:	9, Clytha Park Road, Newport NP20 4PB
Telephone:	01633 264769
Email:	lighthouse@taffhousing.co.uk
Website:	www.taffhousing.co.uk

Scheme details:

- Age 18+ with an assessed support need
- People supported as inpatients in hospital
- Support available during day time Monday to Friday
- Referrals via Newport City Council's Hospital Social Work Team

Generic/Floating Support/Peripatetic Services

Scheme name:	Reach Lighthouse Floating Support
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	140
Support Provider:	Reach
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 233889
Email:	
Website:	www.reach-support.co.uk

Scheme details:

- Age 18+ with an assessed support need
- People supported in their own homes
- Access by application via the Supporting People Team
- Support available during day time Monday to Friday
- Referrals via Supporting People Team (floating.support@newport.gov.uk)
- Self-referrals accepted

Generic/Floating Support/Peripatetic Services

Scheme name:	Newid
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	39
Support Provider:	Reach
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 233889
Email:	
Website:	www.reach-support.co.uk

Scheme details:

- Age 18+
- People supported in their own homes
- Female single parents, single women, single men, couples with no children and all adult households accepted.
- Support available during day time 7 days a week, plus on-call facility
- Referrals via Supporting People Team (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Generic/Floating Support/Peripatetic Services

Scheme name:	Financial Inclusion
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	24
Support Provider:	Newport City Council
Provider address:	Civic Centre, Newport NP20 4UR
Telephone:	01633 235201
Email:	newport.gateway@newport.gov.uk
Website:	www.newport.gov.uk

Scheme details:

- Age 18+ with an assessed support need
- People supported in their own homes
- Access by application via the Supporting People Team
- Support available during day time Monday to Friday
- Referrals via Supporting People Team (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Generic/Floating Support/Peripatetic Services

Scheme name:	EEA Migrant Support Service
Scheme location:	Newport Mind offices
Scheme type:	Floating support/drop-in
Capacity:	n/a
Support Provider	Newport Mind
Provider address:	100-101 Commercial Street, Newport NP20 1LU
Telephone:	01633 258741
Email:	enquiries@newportmind.org
Website:	www.newport-mind.org

Scheme details:

- Age 16+ European citizens and an assessed support need
- Support provided via drop-in service at Newport Mind offices
- Support provided in English, Czech, Slovak, Russian and Polish
- Support available Monday to Friday during daytime hours
- Referrals direct to Support Provider or via Supporting People team (newport.gateway@newport.gov.uk)
- Self-referrals accepted

Crisis/Emergency Support Needs

Scheme name:	TASA (Temporary Accommodation Support & Advice)
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	35
Support Provider:	Newport City Council
Provider address:	Civic Centre, Newport NP20 4UR
Telephone:	01633 656656
Email:	
Website:	www.newport.gov.uk

Scheme details:

- Age 16+
- All household types accepted
- Support available day time Monday to Friday
- Referrals via Newport City Council's Housing Needs Unit (tel 01633 656656)

Alarm services only

Scheme name:	Linc Alarm Service
Scheme location:	Various Linc tenancies
Scheme type:	Community Alarms
Capacity:	175
Support Provider:	Linc-Cymru Housing Association Ltd
Provider address:	387, Newport Road, Cardiff CF24 1GG
Telephone:	029 2047 4718
Email:	contactcentre@linc-cymru.co.uk
Website:	www.linc-cymru.co.uk

Scheme details:

- Age 55+
- All adult households
- Support available via alarm service 24 hours, 7 days a week
- Available to Linc tenants only
- Referrals direct to Linc Cymru
- Self-referrals accepted

Alarm services only

Scheme name:	NCH Alarm Service
Scheme location:	Various NCH tenancies
Scheme type:	Community alarms
Capacity:	1430
Support Provider:	Newport City Homes (NCH)
Provider address:	Nexus House, Lower Dock Street, Newport NP20 2AG
Telephone:	01633 381111
Email:	enquiries@newportcityhomes.com
Website:	www.newportcityhomes.com

Scheme details:

- Age 60+ or with a disability
- Single women, single men and couples
- Support available via alarm service 24 hours, 7 days a week
- Available to NCH tenants only
- Referrals direct to NCH
- Self-referrals accepted

Alarm services only

Scheme name:	Merthyr Alarm Service
Scheme location:	Various addresses across Newport
Scheme type:	Community alarms
Capacity:	15
Support Provider:	Merthyr Tydfil County Borough Council
Provider address:	Civic Centre, Castle Street, Merthyr Tydfil, CF47 8AN
Telephone:	01685 384489.
Email:	lifeline@merthyr.gov.uk
Website:	www.merthyr.gov.uk

Scheme details:

- Age 18+
- All household types
- Support available via alarm service 24 hours, 7 days a week
- Referrals direct to Merthyr Tydfil County Council
- Self-referrals accepted