



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

Directory of Housing Support Services in Newport 2024/25



What is the Housing Support Grant Programme?

The Housing Support Grant Programme is a Welsh Government initiative which was introduced in April 2003. The purpose of the programme is to plan, develop 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?

Housing Support Grant funds a range of housing-related support services to help vulnerable people remain in their own homes or settle/resettle into the community. Some examples of the support available are:

- Help in managing accommodation or finding more suitable accommodation
- Help to prevent homelessness
- Advice and support to claim benefits and manage debts
- Advice and help with budgeting and managing bills
- Advice on issues such as aids and adaptations, and safety and security in the home
- Help to make contact with relevant agencies, such as doctors or social workers
- Support to access education, employment, voluntary work and training
- Sign-posting to other services and agencies

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

Who Can Benefit from the Programme?

The Housing Support Grant programme 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
- European migrants and people with refugee status
- People with criminal offending history
- Young care leavers and vulnerable 16 to 24 year olds
- Families with support needs
- People with a physical and/or sensory disability
- People aged 55+ with support needs
- People who are street homeless/sleeping rough

Contact the **Housing Support Team** for further information on 01633 656656 or email newport.gateway@newport.gov.uk

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

Accessing Housing Related Support Services

The majority of Housing Support Grant funded services in Newport operate through a single access point known as the Newport Gateway. Applications can be made by submitting an application form to newport.gateway@newport.gov.uk. Referrals are accepted from professionals and individuals (self-referrals). Please note that to be considered for support the applicant will need to be currently residing in Newport. If the applicant resides outside Newport, please contact the relevant local authority for advice.

On receipt of the support application, it will be reviewed and processed by the Gateway Team and, if appropriate, an assessment worker will contact the applicant directly to complete an assessment of their housing-related support needs. This comprehensive assessment enables the Housing Support Team to determine if there is a role for a housing support worker or a supported accommodation placement.

The completed assessment is then reviewed by the Gateway Team and, if eligible, the applicant will be placed on the waiting list for the most appropriate housing related support service(s). A support worker will then contact the applicant directly to begin support once their service has capacity.

Please note that **all** housing support services are currently operating waiting lists. Whilst the Housing Support Team will prioritise where appropriate, housing support is not a statutory service and offers of support cannot be guaranteed.

For further information, to request a support application form, or to discuss an existing support application, please email newport.gateway@newport.gov.uk or telephone 01633 656656 and ask for the **Housing Support Team**.

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People experiencing Domestic Abuse/Violent Relationships

BAWSO Refuge	
Scheme location:	Newport
Scheme type:	Supported housing – refuge
Capacity:	8
Support Provider:	BAWSO Women’s Aid
Provider address:	St Woolos Road, Stow Hill, Newport NP20 4GN
Telephone:	01633 213213 or 24-hour helpline 0800 731 8147
Email:	info@bawso.org.uk
Website:	www.bawso.org.uk
Referral route:	newport.gateway@newport.gov.uk

Cyfannol Women’s Aid Refuges & Dispersed Units	
Scheme location:	Newport
Scheme type:	Supported housing (refuge + dispersed units)
Capacity:	14 (5 bedspaces in each refuge + 4 dispersed units)
Support Provider:	Cyfannol Women’s Aid
Provider address:	56 Stow Hill, Newport, NP20 1JG
Telephone:	01633 840258 or 24-hour helpline 03300 564456
Email:	newportoffice@cyfannol.org.uk
Website:	www.cyfannol.org.uk
Referral route:	newport.gateway@newport.gov.uk

People experiencing Domestic Abuse/Violent Relationships

DAFS (Domestic Abuse Floating Support)	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	106
Support Provider:	Llamau Ltd & BAWSO Women's Aid
Provider address:	70 Stow Hill, Newport NP20 4DW
Telephone:	01633 244134
Email:	enquiries@llamau.org.uk
Website:	www.llamau.org.uk
Referral route:	newport.gateway@newport.gov.uk

People with Learning Disabilities



Learning Disabilities Supported Housing Schemes	
Scheme location:	Various fixed schemes in Newport
Scheme type:	Supported housing
Capacity:	61
Support Provider:	ALP, Care Management Group, Cartrefi, Consensus Care, CPI Care, Elysium Cymru, Liberty Care, Pobl, Priory Group, Pro Care, Voyage Care
Provider address:	n/a
Telephone:	01633 656656
Email:	adultduty.assessment@newport.gov.uk
Website:	www.newport.gov.uk
Referral route:	adultduty.assessment@newport.gov.uk or 01633 656656

People with Mental Health Issues

Newport Mind Supported Housing	
Scheme location:	Stow Hill/St Julians/Victoria
Scheme type:	Supported housing
Capacity:	25 units in 6 properties
Support Provider:	Newport Mind
Provider address:	100-101 Commercial Street, Newport NP20 1LU
Telephone:	01633 258741
Email:	enquiries@newportmind.org
Website:	www.newportmind.org
Referral route:	newport.gateway@newport.gov.uk

Newport Mind Floating Support	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	90
Support Provider:	Newport Mind
Provider address:	100-101 Commercial Street, Newport NP20 1LU
Telephone:	01633 258741
Email:	enquiries@newportmind.org
Website:	www.newportmind.org
Referral route:	newport.gateway@newport.gov.uk

People with Mental Health Issues

Gateway Support & Care	
Scheme location:	Victoria/Stow Hill
Scheme type:	Supported housing
Capacity:	37 (in 4 properties)
Support Provider:	Gateway Support & Care
Provider address:	24 Brynderwen Road, Newport NP19 8LQ
Telephone:	01633 264292
Email:	Adrienne.murphy@gatewayltd.wales
Website:	www.gatewayltd.wales
Referral route:	newport.gateway@newport.gov.uk or via statutory agencies (e.g. CMHT)

Private landlord	
Scheme location:	Allt-yr-yn
Scheme type:	Supported housing
Capacity:	11 (in 2 properties)
Support Provider:	West Park & Bryngwyn Ltd
Provider address:	n/a
Telephone:	01633 661275
Email:	debralanepengelly@gmail.com
Website:	n/a
Referral route:	newport.gateway@newport.gov.uk or via statutory agencies (e.g. CMHT)

People with Mental Health Issues

Private landlord	
Scheme location:	Caerleon
Scheme type:	Supported housing
Capacity:	3
Support Provider:	Deborah McIntyre
Provider address:	n/a
Telephone:	01633 421493
Email:	debbie.70@talktalk.net
Website:	n/a
Referral route:	newport.gateway@newport.gov.uk or via statutory agencies (e.g. CMHT)

Private landlord	
Scheme location:	Rogerstone/Stow Hill
Scheme type:	Supported housing
Capacity:	10 (in 2 properties)
Support Provider:	Lynne Pressley
Provider address:	n/a
Telephone:	07939 113989
Email:	l.pressley@sky.com
Website:	n/a
Referral route:	newport.gateway@newport.gov.uk or via statutory agencies (e.g. CMHT)

People with Mental Health Issues

The Whitehouse	
Scheme location:	St Julians
Scheme type:	Supported housing
Capacity:	17 (in 3 properties)
Support Provider:	Sally White
Provider address:	n/a
Telephone:	07780 685360
Email:	siobhan.anderson@whitehousesupportedliving.com
Website:	n/a
Referral route:	newport.gateway@newport.gov.uk or via statutory agencies (e.g. CMHT)

Mental Health Support (Hospital to Home & CMHT)	
Scheme location:	St Cadoc's Hospital and support provided in own home
Scheme type:	Floating support
Capacity:	24
Support Provider:	Platform
Provider address:	2 nd Floor, Derwen House, 2 Court Road, Bridgend CF31 1BN
Telephone:	01656 647722
Email:	connect@platform.org
Website:	www.platform.org
Referral route:	newport.gateway@newport.gov.uk or via hospital ward staff, Home Treatment Team, Crisis Team or CMHT

People with Mental Health Issues

Mental Health Supported Living Schemes	
Scheme location:	Various fixed schemes in Newport
Scheme type:	Supported living
Capacity:	n/a
Support Provider:	ALP Supported Living, Gateway Support & 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
Referral route:	adultduty.assessment@newport.gov.uk or 01633 656656

People with Substance Misuse Issues

Ffynnon/GSSMS	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	76
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

Oakfield House	
Scheme location:	Stow Hill
Scheme type:	24 hour staffed supported housing
Capacity:	5
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

People with Criminal Offending History

Ffynnon	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	73
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

Ty Trosiad	
Scheme location:	Stow Hill
Scheme type:	24 hour staffed supported housing
Capacity:	10
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

People with physical and/or sensory disabilities

Physical Disability Project (part of Lighthouse Project)	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	12
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

Young People aged 16 to 24 with Support Needs

York House	
Scheme location:	Stow Hill
Scheme type:	24 hour staffed 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.org.uk
Referral route:	newport.gateway@newport.gov.uk

Dewsland Park Road	
Scheme location:	Stow Hill
Scheme type:	Supported housing
Capacity:	4
Support Provider:	Llamau Ltd
Provider address:	70 Stow Hill, Newport NP20 4DW
Telephone:	01633 244134
Email:	enquiries@llamau.org.uk
Website:	www.llamau.org.uk
Referral route:	newport.gateway@newport.gov.uk

Young People aged 16 to 24 with Support Needs



Young Person's Project	
Scheme location:	Stow Hill
Scheme type:	24 hour staffed 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.org.uk
Referral route:	newport.gateway@newport.gov.uk

Richmond House	
Scheme location:	Beechwood
Scheme type:	24 hour staffed 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.org.uk
Referral route:	newport.gateway@newport.gov.uk

Young People aged 16 to 24 with Support Needs



LIFT (Life in First Tenancy) inc. Care Leavers	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	88 LIFT + 15 Care Leavers
Support Provider:	Llamau Ltd
Provider address:	70 Stow Hill, Newport NP20 4DW
Telephone:	01633 244134
Email:	enquiries@llamau.org.uk
Website:	www.llamau.org.uk
Referral route:	newport.gateway@newport.gov.uk

Newport Mediation Plus Service	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	16
Support Provider:	Llamau Ltd
Provider address:	70 Stow Hill, Newport NP20 4DW
Telephone:	01633 244134
Email:	enquiries@llamau.org.uk
Website:	www.llamau.org.uk
Referral route:	Via Newport City Council's Housing Advice & Prevention Team (tel 01633 656656)

People aged 55+ with Support Needs

Lighthouse 55+	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	125
Support Provider:	Age Cymru Gwent
Provider address:	12 Baneswell Road, Newport NP20 4BP
Telephone:	01633 763330
Email:	lighthouse55@agecymrugwent.org
Website:	www.agecymrugwent.org
Referral route:	newport.gateway@newport.gov.uk

Care & Repair Specialist Support	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	33
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 261990
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	Direct to support provider, details above. Self-referrals accepted

People with Complex Needs

Complex Needs Hostel	
Scheme location:	Pillgwenlly
Scheme type:	24 hour staffed supported housing
Capacity:	25
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport, NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

In2Change	
Scheme location:	Stow Hill
Scheme type:	24 hour staffed supported housing
Capacity:	12
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

People with Complex Needs

GDAS (Gwent Drug & Alcohol Service) Outreach support	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	18
Support Provider:	Kaleidoscope Newport
Provider address:	Old School Building, Powell's Place, Newport NP20 1EL
Telephone:	01633 245895
Email:	info@gdas.wales
Website:	www.kaleidoscope68.org
Referral route:	Direct via provider

Generic Services

Clifton Place Hostel	
Scheme location:	Stow Hill, Newport
Scheme type:	24 hour staffed supported housing
Capacity:	29
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport, NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	Via Newport City Council's Housing Needs Unit (tel 01633 656656) and newport.gateway@newport.gov.uk

Migrant Service	
Scheme location:	Support provided in own home / Newport Mind offices
Scheme type:	Floating support / drop-in
Capacity:	51
Support Provider:	Newport Mind
Provider address:	100-101 Commercial Street, Newport NP20 1LU
Telephone:	01633 258741
Email:	enquiries@newportmind.org
Website:	www.newportmind.org
Referral route:	newport.gateway@newport.gov.uk for floating support service. None required for drop-in service

Generic Services

Financial Inclusion Support Service	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	32
Support Provider:	Newport City Council
Provider address:	Civic Centre, Newport NP20 4UR
Telephone:	01633 656656
Email:	newport.gateway@newport.gov.uk
Website:	www.newport.gov.uk
Referral route:	newport.gateway@newport.gov.uk

Newid	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	195
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

Generic Services

Pobl Lighthouse Floating Support	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	208
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

Riverview	
Scheme location:	Pillgwenlly
Scheme type:	24 hour staffed supported housing
Capacity:	10
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	Referrals from other support services only

Generic Services



Taff Lighthouse Floating Support	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	131
Support Provider:	Taff Housing Association
Provider address:	Stow Park Community Centre, Brynhyfryd Road, Newport NP20 4FX
Telephone:	01633 264769
Email:	lighthouse@taffhousing.co.uk
Website:	www.taffhousing.co.uk
Referral route:	newport.gateway@newport.gov.uk

Women's Service	
Scheme location:	Stow Hill
Scheme type:	24 hour staffed 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.org.uk
Referral route:	newport.gateway@newport.gov.uk

Generic Services



Hoarding Support	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating Support
Capacity:	10
Support Provider:	Holistic Hoarding
Provider address:	The Embassy, 389 Newport Road, Cardiff CF24 1TP
Telephone:	07478 723045
Email:	holistic.hoarding@gmail.com
Website:	www.holistic-hoarding.co.uk
Referral route:	newport.gateway@newport.gov.uk

TLP4	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	135
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

Generic Services



Pobl Properties Support	
Scheme location:	Various across Newport
Scheme type:	Floating support
Capacity:	58
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	0330 175 9726
Email:	info@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	newport.gateway@newport.gov.uk

Pobl Hub	
Scheme location:	Central Chambers, Stow Hill
Scheme type:	Drop-in/Advice
Capacity:	n/a
Support Provider:	Pobl
Provider address:	Exchange House, High Street, Newport NP20 1AA
Telephone:	01633 492274
Email:	newporthousingsupporthub@poblgroup.co.uk
Website:	www.poblgroup.co.uk
Referral route:	none required – drop-in service

Gypsies and Travellers with Support Needs



Gypsies and Travellers Support	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	9
Support Provider:	Gypsies and Travellers Wales
Provider address:	Trowbridge Community Centre, 91 Caernarvon Way, Cardiff CF3 1TN
Telephone:	02920 214411 Monday to Thursday 10am – 2pm
Email:	info@gtwales.org.uk
Website:	https://gtwales.org.uk/
Referral route:	gateway@torfaen.gov.uk

Services for People Sleeping Rough

Rough Sleeper Outreach	
Scheme location:	n/a – outreach support provided
Scheme type:	Floating and outreach support
Capacity:	75
Support Provider:	Salvation Army
Provider address:	1 Hill Street, Newport NP20 1LZ
Telephone:	01633 267870
Email:	newport@salvationarmy.org.uk
Website:	www.salvationarmy.org.uk/newport
Referral route:	newport.gateway@newport.gov.uk or via the Rough Sleeper Co-ordinator (tel. 01633 656656)

Early Morning Outreach	
Scheme location:	n/a – outreach support provided
Scheme type:	Floating and outreach support
Capacity:	20
Support Provider:	Salvation Army
Provider address:	1 Hill Street, Newport NP20 1LZ
Telephone:	01633 267870
Email:	newport@salvationarmy.org.uk
Website:	www.salvationarmy.org.uk/newport
Referral route:	newport.gateway@newport.gov.uk or via the Rough Sleeper Co-ordinator (tel. 01633 656656)

Crisis Services



Housing Advice & Prevention	
Scheme location:	n/a – support provided in own home
Scheme type:	Floating support
Capacity:	48
Support Provider:	Newport City Council
Provider address:	Civic Centre, Newport NP20 4UR
Telephone:	01633 656656
Email:	Rehousing.Services@newport.gov.uk
Website:	www.newport.gov.uk
Referral route:	via Newport City Council's Housing Advice & Prevention Team (tel. 01633 656656)