



## Homelessness Factsheet 2 Help and Support

This factsheet provides details of on organisations that you can contact for help if you are homeless or you think that you are going to become homeless.

This factsheet is designed to be read in combination with Factsheet 1 “Homelessness and the Law” that sets out what homelessness is and what is expected from the Council to meet its obligations under Homelessness law.

### Housing Options Team:

To get help to prevent homelessness you need to contact Monmouthshire County Council’s Housing Options Team. You will be asked some questions by a Housing Options Officer and they may invite you to meet with them to assess your housing and support needs.

If you are asked to complete an assessment you will need to provide certain information and documentation see Factsheet 1 for further details on what information / documentation you will be required to produce.

The Housing Options officer will work with you to help you remain in your home. If this is not possible they will assist you to find new accommodation.

The Housing Options Team can be contacted on 01633 644644;

Emergency out of hours number: 01633 644 644

### Compass:

Compass is specialist service for young people run by our Youth Enterprise Team. It consists of two Homelessness Prevention Officers, one officer covering North and one



officer covering South and Central of the county. They are able to provide support, guidance and direction around the following issues

- Homelessness Prevention;
- Homing Transition;
- Pre- Tenancy Support;
- Independent Living Skills;
- Managing Finance;
- Mentoring;
- Employment Support

If you feel you need help in any of these issues. Please contact the Youth Homelessness Officers

North and Central Monmouthshire on 07975 236142;  
South and Central Monmouthshire on 07980 949010

### The Gateway Service and Floating Support:

Gateway service provides a point of access to a number of floating support providers that will help you with any housing and homelessness related issues.so that you are able to live independently.

The type of support you will be offered will depend on the nature of the issues you are experiencing.

Floating Support will, amongst other things, help you with

- Budgeting,
- education and training,
- debt advice and
- health issue

The Gateway can be contacted on 01633 74730; email [email housingsupportservice2@monmouthshire.gov.uk](mailto:housingsupportservice2@monmouthshire.gov.uk)

### Homesearch:

Monmouthshire Homesearch is a partnership between the



Council and five Housing Associations that operate in Monmouthshire. All affordable social rented accommodation is advertised and allocated via this scheme, including some private rented properties through Capsel, Melin Homes and Seren Living at affordable prices.

For further information on how the Homesearch scheme works is available through the scheme user guide and includes frequency asked questions. This can be found on the following link:

<https://www.monmouthshirehomesearch.co.uk/choice/Content.aspx?wkid=9>

Contact the Lettings Team:

Telephone: 0345 900 2956

If calling from a mobile ring: 01495 767199.

### Llamau - Family Mediation Service:

This is run by our partner agency LLamau. It is a confidential and impartial service for young people (aged 10-24) and their families where conflict is causing distress. It is a service that provides “mediation”.

The term "mediation" broadly refers to any instance where there is dispute and / or disagreement and in which a third party is involved to help others reach agreement.

Mediation Services is

- A free and confidential service.
- Impartial, non-judgemental and independent of all other organisations.
- Voluntary - parties involved choose to take part and are free to stop the process at any time.

Llamau can be contacted by phone or email

Telephone: 02920 239 585 / 07966 891 083

Email: [Monmouthshiremediation@llamau.org.uk](mailto:Monmouthshiremediation@llamau.org.uk)





## Domestic Abuse Services:

Domestic abuse isn't just physical violence – domestic abuse includes emotional, physical, sexual, financial or psychological abuse. It includes a range of actions against a person including name-calling, isolating from family and friends, emotional mind games and threatening behaviour.

If the above applies to you and you are experiencing/witnessing violent, threatening or controlling behaviour in your home you can contact the Housing Options Team or contact the following organizations direct:

- Cyfannol Women's Aid
- MODAS – accessed through our Gateway Service

Cyfannol Women's Aid can be contacted by phone:

- 01873 859011 / 1495 742052,
- or email <http://cyfannol.org.uk/>

For men there is a national helpline called Men's Advice Line that offers non-judgmental emotional support, practical advice and information. They can be contacted through the following methods;

- Freephone - 0808 8010327
- Website - <https://mensadviceline.org.uk/>
- Email - [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

## Mental Health Service:

Mind Monmouthshire is your locally trusted independent Mental Health Charity that can offer support and respect to anyone living with a mental health problem in Monmouthshire. They can offer support, Information and assistance by

- Telephone support: 01633 810 718 / 01873 858 275 (office hours only).



- Face to face appointments: they offer appointments in Abergavenny, Chepstow, Caldicot and Monmouth. Call the above number to book an appointment.
- Email: support: [julie@growingspace.org.uk](mailto:julie@growingspace.org.uk) or [AA@mindmonmouthshire.org.uk](mailto:AA@mindmonmouthshire.org.uk)

The Samaritans - Crisis Intervention.

The Samaritans is available round the clock, every single day of the year, providing a safe place for anyone who is struggling to cope.

Call 116 123 or email <http://www.samaritans.org> to find details of the nearest branch or email [jo@samaritans.org](mailto:jo@samaritans.org)

## Financial Budgeting & Debt:

If you are struggling from one week to the next with your day-to-day living costs there are a number of agencies who are able to offer advice on financial budgeting and debt advice.

You can access local services through our Housing Options or Gateway teams. On a national level there are the following websites:

[www.turn2us.org.uk/benefits\\_search.aspx](http://www.turn2us.org.uk/benefits_search.aspx)  
<https://www.citizensadvice.org.uk/wales/debt-and-money/>  
<https://www.moneyadviceservice.org.uk/en/tools/money-manager>.

## Armed Service Personnel:

If you are an ex-member of the armed services there are a number of organisations that can offer help and support. Some main national organisations are highlighted below:

The Royal British Legion - provides lifelong support for members of the Royal Navy, British Army and Royal Air



Force, veterans and their families. Contact their helpline on 0808 802 8080 from 8am to 8pm, 7 days a week

SSAFA - Offer a free and confidential helpline and email service providing support for serving and ex-service personnel and reserves from the Armed Forces and their families. Contact freephone 0800 731 4880; Email [welfare@ssafa.org.uk](mailto:welfare@ssafa.org.uk)

Combat Stress is the UK's leading veterans' mental health charity, treating a range of mental health conditions including PTSD, depression and anxiety. Contact free 24-hour Helpline 0800 138 1619.

Help4Heroes - supports those who are wounded and their families to inspire and enable them to achieve their full potential. Available Monday to Friday, between 9am and 5pm. Contact Welfare Support on 01980 844 280; Or Hidden Wounds on 0808 2020 144; Email [hidden.wounds@helpforheroes.org.uk](mailto:hidden.wounds@helpforheroes.org.uk)

Each Local Health Board (LHB) has appointed an experienced clinician as a Veteran Therapist (VT) with an interest or experience of military (mental) health problems. The VT will accept referrals from health care staff, GPs, veteran charities and self-referrals from ex-service personnel. Contact by phone 0800 132 737, or Rethink - 0800 138 1619.

## Advice, Assistance & Information Services:

Dewis Cymru - is a place for information about well-being in Wales. If you would like information about local organisations and support services that can help, you can visit the Dewis Cymru website at [www.dewis.wales](http://www.dewis.wales).

