



# Additional Support Services



**Grŵp Cynefin**

Mwy na thai • More than housing

## Additional Support Services

If you live in sheltered accommodation there is a Specialist Housing Officer/Scheme Manager there to assist you to live independently and is able to arrange additional support for you if required.

If you need to contact Grŵp Cynefin outside your Housing Officer/Scheme Manager's normal working hours, please contact the Customer Services team. If there is an emergency outside normal office hours, or there is no officer working at the time, you must contact Galw Gofal. If you want to find out more about this type of accommodation or think you might benefit from living in this type of accommodation, please contact your Housing Officer who will be happy to assist you. If you live in a sheltered housing scheme, the information in this handbook is relevant to you too.

## Tenancy Support Officers

Gorwel provides a specialised service to tenants with specific support needs within Denbighshire, Gwynedd and Ynys Môn. Contact your Housing Officer for further information.

## Homes for people with support needs

We aim to satisfy people's support needs as well as housing needs. In partnership with external agencies we provide supported housing to groups of people, which include:

- Adults with learning disabilities
- Vulnerable single young people
- Vulnerable young families
- People with mental health problems
- Homeless people
- People fleeing from domestic violence
- People with alcohol and drugs problems
- Veterans

We work in partnership with various experienced agencies which are specialised in providing support and care. If you live in a supported housing scheme, the information in this handbook is relevant to you too.

## Who are Gorwel?

Gorwel is a business unit within the Communities Department which specialises in providing support for people eligible for their services. This can include, but not exclusively Grŵp Cynefin tenants who might need help from time to time. They offer services for domestic abuse, young single homeless, general homelessness, mental health support and older person support. Please contact Gorwel on 0300 111 2122 or through your Housing Officer.

## Extra Care Housing

We have extra care schemes for older people: Extra Care Housing is described as living in a scheme where care is provided on site 24 hours a day. It is specialist older persons housing. For further information please contact us. If you live in an extra care housing scheme then the information in this handbook is relevant to you too.

## Disability

You may be having difficulties managing in your home and you feel that you need help or adaptations to your home. You should contact your Housing Officer and these are two ways in which we might help:

- Where it is possible to make alterations to your home so that you can cope, this would be done with the Local Authority Occupational Therapist and through a specific grant from the Welsh Government. Some minor adaptations can also be done by the Association.
- Assist you, if you so require, to consider different options including alternative housing.

