

# North Wales

## Conwy Homes for Veterans

**Wales Homes for Veterans is a supported housing programme for ex-Service personnel who are homeless and have a range of support needs.**

### Mission

To provide supported accommodation for Veterans with low to high support needs in a responsive and safe environment enabling them to make life changes and develop so that they are able to move on to successful independent living.

### Location

The project consists of houses in Conwy and Llandudno Junction, providing accommodation for 19 Veterans. Homes are located within walking distance of local amenities and with easy access to the nearest town centre which has leisure/ recreation opportunities and training available through local adult learning centres or colleges.

### Staff

Homes are staffed 115 hours per week by 4 staff members with staff on site between 9am and 5pm. Between 5pm and 9am there is a duty on call system. Alabaré has been an Investor in People since 2001.

### Aims

- To enable residents to have the skills and confidence to move on to sustainable independent accommodation.
- To enable residents to build constructive and positive relationships within the wider community.
- To encourage an awareness of personal responsibility around budgeting, safety and security.
- To enable residents to enjoy, identify and pursue their aspirations through training, education, employment and hobbies thus increasing their confidence and self worth.
- To increase awareness around physical and mental wellbeing and enable service users to access appropriate health and mental welfare services.

### Eligibility and referrals

Referrals are accepted from local support agencies, other charities, The Royal British Legion, local prisons, and we also accept self referrals. All residents must have served in the British Armed Forces. They must be homeless or be in insecure accommodation; have support needs; be willing to engage with the support on offer; and not pose a risk that cannot be managed by the service.

### Personal Support Plans

All residents are allocated a key worker and together

agree a support plan based on a thorough assessment of their individual needs. Staff work with residents and appropriate agencies: including counselling services, drug & alcohol agencies and support groups, CAB and NHS services. Resettlement support is also provided with Outreach Support available where individual need exists.

### Length of stay

Average stay is 6 to 8 months; max stay is 1 year.

### Facilities

Houses have single bedrooms. Shared facilities include a residents' lounge with TV, digital box and DVDs, dining room and kitchen.

### Training

Budgeting skills, healthy eating, shopping skills, life skills for independent living and confidence building.

### Policies

- Licence agreement to be signed on acceptance.
- No alcohol or drugs allowed in the house.
- No smoking is allowed in the house. There is a smoking area in the rear garden.
- No pets are allowed.
- 24 hour residents access as all residents have their own key.
- Visitors are permitted until 10pm.
- Complaints/Harassment/Appeal procedure for residents is in place.

### Funding and external reviews

The project is supported by funding from The Armed Forces Covenant Labor Fund, and many generous individuals. Residents pay a licence fee (often covered by housing benefit though all residents need to pay a service charge).

### Equal opportunities and confidentiality

Alabaré believes in equal opportunities and will not discriminate against service users on any basis. All information about services users is regarded as confidential and safeguarded.

### For further information

Please contact Care & Support Manager Anne Williams on 07824 390247 or email [a.williams@alabare.co.uk](mailto:a.williams@alabare.co.uk)

The information in this document is intended as guidance only and is subject to change without prior notification. Please call 01722 322882 for current project details or if you would like this information in another format or language. Last updated January 2016.

ENABLING A FULFILLING LIFE

Alabaré Christian Care & Support  
Riverside House, 2 Watt Road, Salisbury SP2 7UD Tel. 01722 322882  
[enquiries@alabare.co.uk](mailto:enquiries@alabare.co.uk) [www.alabare.co.uk](http://www.alabare.co.uk)

Registered Charity No. 1006504

