

# HOMELESSNESS SERVICES DIRECTORY



A wide and comprehensive range of services are available in Newport for those who are homeless, rough sleeping, or in temporary accommodation. Below are the opening hours for partner agencies, and a directory of services including humanitarian aid, support and advice, and health and wellbeing.

Agency	Address and Contact Details	Opening Times
Salvation Army	1 Hill St, Kingsway Centre, Newport NP20 1LZ <a href="tel:01633267870">01633 267870</a>	General: Mon-Fri 9:45-1:45 Rough Sleepers: Mon-Fri 1:45-2:30
The Wallich	School Ln, Newport NP20 1LE <a href="tel:01633251577">01633 251577</a>	Mon-Fri 7am-9am (Outreach) Mon-Fri 9am-5pm (Drop in)
Eden Gate	25 Hill St, Newport NP20 1LZ <a href="tel:01633243235">01633 243235</a>	Sat-Sun 7am-9am (Outreach) Sat-Sun 9am-1pm (Drop in) Tues-Thurs 10am-1pm (Drop in)
The Olive Branch	111 Lower Dock St, Newport NP20 2AF <a href="tel:07395133033">07395 133033</a>	Mon, Weds, Fri 11am-2pm
Feed Newport	192 Commercial Rd, Newport NP20 2PP <a href="tel:01633549796">01633 549796</a>	Mon-Fri 10am-2pm (Food bank, drop in) Sat-Sun 11am-2pm (Soup Kitchen)
Cyfannol Women's Aid	56 Stow Hill, Newport NP20 1JG <a href="tel:01633840258">01633 840258</a>	Mon-Fri 9am-4:30pm
The NCC Housing Support Grant Team commissions housing-related support services in Newport.	All access to these services is via the Newport Gateway: email <a href="mailto:newport.gateway@newport.gov.uk">newport.gateway@newport.gov.uk</a> , phone <a href="tel:01633235201">01633 235201</a> , or drop in to one of the Gateway Access points to make an application	Gateway access points: -The Wallich -Eden Gate -The Olive Branch -Cyfannol Women's Aid
Newport Food Bank	Christchurch Centre, BT Compound, Malpas Road, Newport, NP20 5PP 01633 822211  Citizens Advice, 8 Corn St, Newport NP20 1DJ	Thurs 2pm-4pm- CURRENTLY CLOSED DUE TO COVID-19  Tues, Weds and Fri- 12pm-2pm- CURRENTLY CLOSED DUE TO COVID-19

## Humanitarian Aid

*A variety of agencies operate within Newport to offer a comprehensive range of services for those who are homeless, rough sleeping or in temporary accommodation.*

Food and drink provision	<p>Breakfast run outreach for those rough sleeping</p> <ul style="list-style-type: none"> <li>-The Wallich (Mon-Fri 7am-9am)</li> <li>-Eden Gate (Sat-Sun 7am-9am)</li> </ul> <p>Hot food drop-in and takeaway</p> <ul style="list-style-type: none"> <li>-Eden Gate (Tues-Thurs 10am-1pm)</li> <li>-The Olive Branch (Mon, Weds, Fri 11am-2pm)</li> <li>-Feed Newport (Sat-Sun 10am-2pm)</li> </ul>
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	<p>Food Bank -Feed Newport (Mon-Fri 10am-2pm) -Newport Food Bank (currently closed due to Covid-19)</p> <p>Humanitarian services also operate within Newport to offer food parcels during the evening</p>
Shower facilities	-Eden Gate (Mon-Fri after 1pm)
Clothing and Toiletries	<p>-The Wallich -The Olive Branch -Salvation Army (closed during lockdown, but can be accessed via The Wallich)</p> <p>Other humanitarian services also take orders for individual clothes packs</p>
Laundry	-Eden Gate (Mon-Fri)
Tent supply and sleeping bags	<p>-The Wallich -Eden Gate -Olive Branch</p>
<p><b>Support, Advice and Access</b></p> <p><i>It is recognised that many clients may need assistance in making online applications through government and council websites. The following agencies offer assistance and advice for clients to access essential services.</i></p>	
Homelessness Application	<p>-The Wallich -Eden Gate</p> <p>The Housing Support Grant Team offer housing-related support services, via the Newport Gateway.</p>
Benefits and Universal Credit Advice	<p>Support to Access -The Wallich -Eden Gate</p> <p>Go direct: -Universal Credit (0800 328 5644) -Citizens Advice Bureau <a href="https://www.citizensadvice.org.uk/benefits/">https://www.citizensadvice.org.uk/benefits/</a></p>
Support Applications	<p>-The Wallich -Eden Gate</p>
Setting up a bank account	<p>-The Wallich -Eden Gate</p>
Mobile Phone access	-The Wallich
'Care of' Address	<p>-The Wallich -Eden Gate</p>

<p align="center"><b>Health, Wellbeing and Recovery</b></p> <p align="center"><i>Many clients in Newport experience various physical and mental health difficulties which can make sustaining a tenancy challenging. There are a range of specialist support services operating across Gwent, in addition to NHS provided care, ensuring that any health need is not a barrier to access.</i></p>	
<p>Drug and Alcohol support and recovery, Rapid prescribing and Assertive Outreach- Gwent Drug and Alcohol Service (GDAS) and Gwent Specialist Substance Misuse Service (GSSMS) are the key providers in Newport.</p>	<p>The following services refer in to GDAS/GSSMS:</p> <ul style="list-style-type: none"> <li>-The Wallich</li> <li>-Eden Gate</li> <li>-Pobl</li> <li>-Feed Newport</li> </ul> <p>The Rough Sleeper Co-ordinator and GDAS agree referrals for rapid prescribing services.</p>
<p>Sexual Health services</p>	<p>The Sexual Exploitation Advocacy Support Service (SEASS) operates within Newport via drop in, outreach and a helpline.</p> <p>Access via the Housing Support Grant Team and direct to Cyfannol Womens Aid.</p>
<p>General Practitioner (GP)</p>	<ul style="list-style-type: none"> <li>-The Wallich</li> <li>-Eden Gate</li> <li>-The Olive Branch</li> </ul> <p>Clients can be referred to the GP service, as well as receive support to attend appointments.</p>
<p>Podiatrist (chiropracist) clinic</p>	<p>The following agencies run a clinic periodically:</p> <ul style="list-style-type: none"> <li>-The Wallich</li> <li>-Eden Gate</li> </ul>
<p>Dentist referral</p>	<ul style="list-style-type: none"> <li>-The Wallich</li> </ul>
<p>Blood Borne Virus clinic</p>	<p>The following agencies run a clinic periodically:</p> <ul style="list-style-type: none"> <li>-The Wallich</li> <li>-The Olive Branch</li> </ul>
<p>Mental Health Support referrals</p>	<p>The majority of services operating within Newport offer referrals to clients who need access to mental health services:</p> <ul style="list-style-type: none"> <li>-The Wallich</li> <li>-Eden Gate</li> <li>-Feed Newport</li> </ul>
<p>Counselling</p>	<ul style="list-style-type: none"> <li>-The Wallich</li> <li>-Feed Newport</li> <li>-SEASS/Horizon</li> </ul>
<p>Psychology Intervention Services</p>	<p>A 6 week counselling course is available from the Community Psychiatric Nurse as part of Aneurin Bevan University Health Board's Primary Mental Health Services.</p> <p>Referral forms can be obtained from the Rough Sleeper Coordinator</p>