



## ADULT HOUSING SUPPORT SERVICES

### Who are Cyrenians?

We have been working for over 30 years in Coventry with those who are homeless or are threatened with homelessness.

We manage our own residential accommodation in 19 different locations around the City and more recently in Nuneaton and Stratford Upon Avon.

28 bed spaces specifically for young people, 49 for single men and single women.

## Norton House Multiple Needs Service

Our multiple needs service is for anyone aged 18 or over who have no accommodation are poorly/inadequately housed or who are at risk of losing their accommodation. Anyone accessing the service must have two or more of the following support issues; mental ill health, learning disabilities, drug or alcohol misuse, or addictive behaviour.

Clients who are accepted will engage in a structured support planning process.

### Opening Times

**Monday to Friday (Closed on Wednesdays)  
8am — 4pm**

## Mens & Womens Residential Services



Our **men's residential** service is an accommodation based housing and support service to 25 single homeless men.

Our **women's residential** service is an accommodation based housing and support service to 16 single homeless women.



Our **low level residential** service is an accommodation based service for 18 single homeless men and women in Coventry with low support needs. We also have 2 self-contained houses where we can support a single person with children.

All our residential services are commissioned by Coventry City Council Supporting People.

As part of a person's stay with us they can expect support with:-

- ◆ Accessing more permanent accommodation
- ◆ Maintaining a tenancy
- ◆ Claiming benefits
- ◆ Help with form filling
- ◆ Budgeting and money management
- ◆ Signposting to other agencies
- ◆ Development of life & social skills
- ◆ Addressing health needs
- ◆ Accessing education, training, employment
- ◆ Have your religious and cultural needs met
- ◆ Accessing leisure activities
- ◆ Community involvement

Accommodation for **homeless men** is provided in 5 shared houses across various parts of Coventry.

Accommodation for 16 **women** is provided in 5 shared houses across various parts of Coventry. Each house is fully furnished to a high standard and has;

Accommodation for 18 **low level support needs**, is provided in 6 shared houses and 2 self-contained houses, across various parts of Coventry.

**Each house is fully furnished to a high standard and has:-**

- ◆ A shared lounge with colour TV.
- ◆ A modern shared kitchen with all appliances, crockery and cooking utensils.
- ◆ A shared bathroom with shower & or separate shower room.
- ◆ Free laundry/washing/drying/ironing facilities.
- ◆ Fully furnished, secure bedrooms.
- ◆ All houses are regularly serviced by a full time maintenance and domestic worker.
- ◆ All houses have 24 hour/7 days a week access to an emergency on call service.

### How to apply

We accept self referrals or referrals from any statutory or voluntary agency e.g. Coventry City Council's Housing Advice Team, Mental Health Services, Probation etc.

Complete an enquiry form by calling us on 0800 0180 579 and talking to a member of staff. Alternatively you can pick up a form from one of our offices and return it to the address on the back of this leaflet.

We are not a direct access accommodation service so when an enquiry is made you will be placed on to a waiting list and your enquiry acknowledged in writing within 3 working days. Applicants will be chosen when a space becomes available based on the urgency of their housing and support needs as determined by our priority scoring system. Further details of the priority scoring system are available on request.

### Who can apply?

The service is for vulnerable men who are homeless or at risk of becoming homeless who are aged between 18 and over. Our properties are provided for those with low to medium levels of support needs. For example those who have issues with drugs, alcohol dependency or mental health would be expected to engage with appropriate agencies to address their problem as part of a support planning process.

### Exclusions

The following applications will not be considered for accommodation:

- ◆ Applicants who are former residents of Coventry Cyrenians with arrears. Consideration will only be given if the arrears are cleared in full prior to the application or a repayment plan is in place and honoured for a minimum period of 6 months.
- ◆ Former resident of Cyrenians who have displayed violent or threatening behaviour, will not be automatically excluded however they will have to go through a comprehensive risk assessment process before a decision can be made.
- ◆ People who have no access to public funding.

# Adult Floating Support Service



Our **Floating Support Service** is for 20 men and women who need support to manage their own accommodation.

## Our Mental Health Floating Support

offers a service to 30 men and women with housing issues and mental health needs.



Our aim is to enable them to live as independently as possible.

Both of these services have been commissioned by Coventry City Council Supporting People.

Clients can expect support in the following areas:-

- ◆ Maintaining a tenancy or accessing more suitable accommodation.
- ◆ Claiming benefits
- ◆ Help with form filling
- ◆ Budgeting and money management
- ◆ Signposting to other agencies
- ◆ Development of life & social skills
- ◆ Addressing health needs
- ◆ Accessing education, training, employment
- ◆ Religious and cultural needs
- ◆ Accessing leisure activities
- ◆ Community Involvement

**Appointments are required for this service.**

## Who can apply?

The service is for vulnerable men and women aged 18 and over who are in their own tenancy but are not coping or are at risk of becoming homeless and need support. Our **Floating Support Service** can be provided to clients living in Housing Association property and owner occupiers. Clients can be established in their own independent accommodation or moving on from our residential hostels. Our **Mental Health Service** can also be provided to people living with family, friends or in temporary accommodation, such as supported accommodation or bed and breakfast.

## Exclusions

The following applications will not be considered for the service:-

- ◆ Former clients of Coventry Cyrenians who have displayed violent or threatening behaviour, will not be automatically excluded however they will have to go through a comprehensive risk assessment process before a decision can be made.
  - ◆ People in any form of temporary accommodation.
  - ◆ People who have children residing with them.
  - ◆ People who have no access to public funding.
- For Floating Support Service Only .....**
- ◆ People in any form of temporary accommodation
  - ◆ People who have no access to public funding

## Equality & Diversity

Cyrenians is committed to equality and diversity and is opposed to any form of discrimination.

Opening times

Mon-Fri 9-5, with an on call service for residents if there is an emergency outside those hours.

All enquiries are welcome and should be made through our Single Homeless Team at



Oakwood House  
Cheylesmore  
Coventry



CV1 2HL  
02476228099 or



free phone 0800 0180579

[www.coventrycyrenians.co.uk](http://www.coventrycyrenians.co.uk)

# Stratford Upon Avon Accommodation for Single Homeless Adults known as 'SASHA'



SASHA is an accommodation based housing and support service for 8 single homeless men and women (over 18) in Stratford upon Avon, with a maximum stay of two years. Our aim is to move people on between six to twelve months. This service has been commissioned by Warwickshire County Council in partnership with Stratford District Council through Supporting People.

The accommodation is provided in three shared houses in Clopton Road in Stratford upon Avon and are fully furnished.

Anyone wishing to be considered for the service must complete an enquiry form, which can be obtained from either our office on 01789290956, or Stratford District Council or various other agencies in the area.

# Rough Sleepers Service



Our Rough Sleeper support service is for men and women over 16 who are rough sleeping and need help with securing their own accommodation. Where appropriate we will encourage clients to engage with other professionals including drugs, alcohol, mental health, offending, domestic violence services etc.

Referrals and general enquires about the service can be made directly to the Rough Sleeper Team currently based at Norton House, bird street, via the Emergency Helpline or through any statutory and voluntary agencies such as Coventry City Council. Rough Sleepers accessing the service will have access to refreshments, laundry & shower facilities. Council's Homeless and Housing Department.

## Criteria for selection

Those enquirers who are invited for interview will complete a full referral and assessment form as well as a risk assessment. If further information is required to support the application it will be sought before the decision is made.

The application will be taken before a selection panel and you will be informed of the decision within 3 working days. If you are not happy with the decision you can appeal through our Appeals procedure to the Team Leader based at our head office. The address is on the back of this leaflet.

## What clients can expect from us:-

- ◆ You will be allocated a trained key worker.
- ◆ A support plan will be developed with you to meet your needs which will be regularly reviewed.
- ◆ A flexible approach.
- ◆ Support to achieve positive outcomes.
- ◆ Respect and confidentiality.
- ◆ Consultation about the services you receive.

## What we expect from clients:-

As a resident of Cyrenians you would be expected to.....

- ◆ Treat support staff with respect.
- ◆ Agree to accept support, continue to receive support with a view to moving forward.
- ◆ Participate in the support planning and review process.
- ◆ Keep your accommodation clean and safe