Coventry Supported Accommodation Service
What is Coventry Supported Accommodation Service?

A residential service for single men and women in Coventry aged 16+ who are homeless or at risk of becoming homeless. The service also aims to work with people who have issues such as mental health, or drugs and alcohol and are willing to engage with the appropriate agencies in order to address these needs as part of the support planning process. The selection process identifies whether these needs can be met by the service.

What Support Do We Provide?

- Maintaining accommodation & accessing more permanent accommodation
- Claiming benefits
- Help with form filling
- Budgeting and money management
- Signposting to other agencies
- Development of life & social skills
- Addressing health needs
- Addressing support needs
- Accessing education, training, employment, volunteering
- Meet religious & cultural needs
- Accessing leisure activities
- Community involvement
“I had a perfectly happy childhood up until the age of 15 when my parents split up. That was a real shock. Within six months both my parents were living with new partners. Their partners’ children moved in and I was told to leave because there wasn’t enough room for me. I get really upset when people say ‘it’s their fault they’re homeless’.

When I moved in, I was so nervous and scared of living in a hostel. The staff helped me settle in and they gave me support with everything I needed. I feel so much more confident, like I can do anything!”

“Cyrenians have always believed in me. I would not be the person I am today if it wasn’t for them.”
Accommodation

Accommodation is mainly in shared houses across Coventry, each fully furnished to a high standard:

- Shared lounge with TV
- Modern shared kitchen with appliances, crockery & cooking utensils
- Shared bathroom with shower and/or separate shower room
- Free laundry, washing, drying & ironing facilities
- Fully furnished, secure bedrooms
- Regular services by maintenance & domestic workers
- Access to an emergency on-call service 24 hours / 7 days a week

A safe place to be yourself

Cook proper meals

A warm bed

Refresh & feel good
What Residents Can Expect From Us:

- A trained key worker
- A regularly reviewed support plan, developed with the client to meet their needs
- A flexible approach
- Support to achieve positive outcomes
- Respect and confidentiality
- Consultation about the services they receive
- Help to access a range of opportunities to help increase confidence and independence
- The opportunity to move on to en suite and self-contained accommodation

What We Expect From Residents:

- Treat the housing support staff, other residents and neighbours with respect
- Adhere to the terms of the licence agreement
- Agree to accept support and continue to receive support with a view to moving forward
- Participate in the support planning and review process
- Keep the accommodation clean and safe

Most of our accommodation is provided in small residential shared houses. We believe this provides an environment where people are more likely to succeed in moving on to acquiring and maintaining their own independent tenancy. (This view is supported by Ministerial Working Group research on tackling homelessness.)
We accept self referrals or referrals from any statutory or voluntary agency eg Coventry City Council’s Housing Options Team, Mental Health Services, Probation etc.

We are not a direct access accommodation service, so when a referral is made we aim to make a decision within 2 working days. If there are no vacancies the client is put on a waiting list and informed in writing within 3 working days.

When a space becomes available, applicants will be chosen based on the urgency of their housing and support needs.

How to Apply
Complete an enquiry form by calling us on 0800 0180 579 and talking to a member of staff. Forms are also available from our offices, for return to the address on the back cover.
Selection Criteria

Clients invited for interview complete a full referral and assessment form and a risk assessment. If further information is required, it will be sought before a decision is made.

The application is taken before a selection panel and clients are informed of the decision within 2 working days. If clients are not happy with the decision they can appeal through our Appeals Procedure to the Team Manager at our head office (address on back cover).

Unfortunately we are unable to accept applications from people who have no access to public funds. Each application will be considered on its own merits and any previous use of our services will be taken into account. Nobody will be automatically excluded as a result of previous experience.
“I can’t keep living on the streets any more”
Kevin is a 56 year old man who was referred to our services in December 2014. He was sleeping rough and needed longer-term supported accommodation. Kevin had lived in various hostels for many years of his life but was vulnerable and said “I can’t keep living on the streets any more”.

Kevin has faced a number of health issues and last year suffered a stroke that impaired the mobility of his left arm. Kevin also has depression which has been exacerbated by living on the streets.

Since moving to our accommodation, Kevin has met with his support worker on a regular basis and engages with support well. He enjoys the environment of living in a shared house and the company of others around him.

So far efforts have been centred on Kevin’s wish to explore voluntary work, in order to build up his self-confidence. He has been supported to attend the local church group once a week and helps serve meals with the lunch group. In addition to this, he has been very proactive in house meetings, and has helped set up a gardening group.
You Could Make a Difference

You could help the work of Cyrenians by making a donation. **Cyrenians are grateful for all gifts, whether large or small.**

How to Make a Donation

- **Online at** www.coventrycyrenians.co.uk
- **By cheque payable to** Coventry Cyrenians Ltd. Send to Coventry Cyrenians Ltd, Oakwood House, Cheylesmore, Coventry, CV1 2HL.

**Free Codicil**

In the event that you already have a will and would like to amend it to include a legacy to Coventry Cyrenians, we have joined forces with a legal firm, Keelys Solicitors in Lichfield, to offer a free codicil service. All you have to do is contact us with details of the proposed legacy and we will do the rest. Leaving a legacy will cost you nothing today, but will make a difference to lives in the future.

If you have any questions, please email fundraising@coventrycyrenians.org.
What Your Money Could Do

£5  Could pay for a day **saver bus ticket** for a client to get to a doctors appointment or job interview.

£10 Could pay for a **starter kit** of essentials such as toothbrush, toothpaste, soap, shampoo, flannel, towel, razor and shaving cream.

£15 Could pay for a **bedding kit**, pillow & case, quilt & cover and sheet.

£20 Could pay for a week of **basic groceries** (required when sanctioned).

£50 Could pay for a **resettlement pack** for a resident moving on to independent living.

£75 Could provide up to **five first aid kits** in our hostels.

£100 Could help provide essential **life skills training** – budgeting, cooking, personal hygiene, numeracy and literacy.

£200 Could help towards **furnishing our hostels** and maintenance repairs.
Coventry Cyrenians is committed to equality and diversity and is opposed to any form of discrimination.

All enquiries are welcome and should be made through our Housing Support Workers.

**Head Office Opening Times**

Mon - Thurs 9:00am - 5:00pm  
Fridays - Appointment only  
Closed at lunchtime 12:30 - 1:30pm

An on-call service is available to residents for emergencies outside these hours.

Oakwood House,  
Cheylesmore  
Coventry CV1 2HL

Coventry Cyrenians Ltd was established in 1973 following research in 1971 into the problems with homelessness in Coventry.

Registered Charity Number: 502421

We aim to provide a comprehensive range of high quality services to enable any person who is homeless, or person whose accommodation may be at risk, to improve their quality of life and to empower them to live as independently as possible”.

**ACTION TO END HOMELESSNESS**