

Exclusions

If you are barred from other Cyrenians Services you will be risk assessed by the Multiple Needs Team, and a decision will be made as to whether the team can work with you or not.

What you can expect from us:-

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

What we expect from you:-

As a client of the Cyrenians you would be expected to.....

- ◆ Treat support staff with respect.
- ◆ Agree to accept support.
- ◆ Be prepared to engage regularly.
- ◆ A willingness to work towards rehabilitation and independent living.
- ◆ Participate in the support planning and review process.

Equality & Diversity

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

Opening times

8am – 12.30pm 1.30pm – 4.00pm.

Monday to Friday.

Closed to the public on Wednesday

The afternoon sessions will be for activities and pre booked appointments

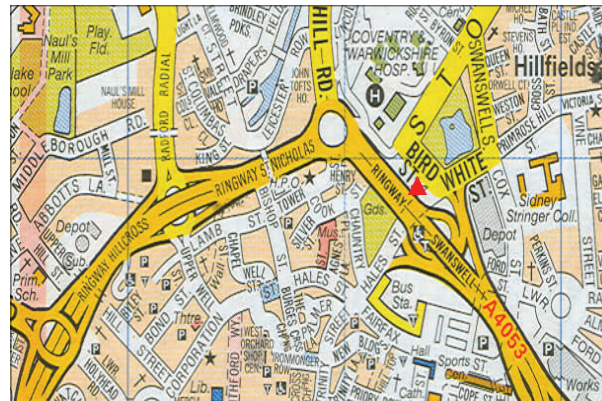
All enquiries are welcome made through our Multiple Needs Team at

Norton House
1 Bird Street
Coventry
CV1 5FX

Contact Number (024) 76 631484

Fax Number (024) 76 555 693

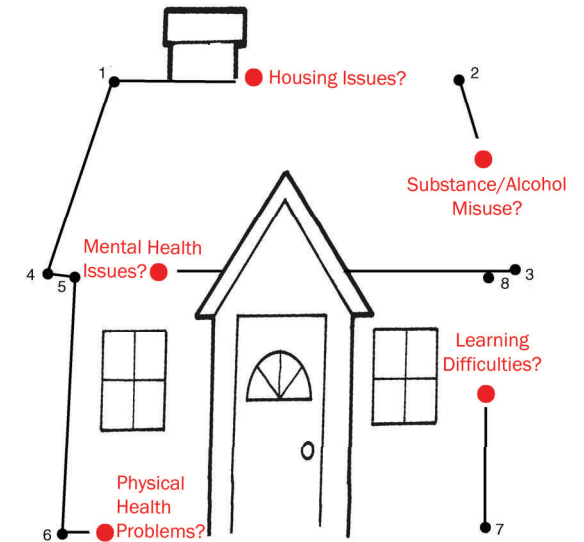
www.coventrycyrenians.co.uk



▲ Norton House



Multiple Needs Service



A translation or audio CD version of this leaflet is available on request

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

“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”.

About Us.....

Our service, commissioned by PCT/Social Care & Health, offers you the broadest possible support in dealing with all of your problems.

Our service aims to help you join up the dots to enable you to overcome those problems and issues that are causing you accommodation problems, through;

- Considering the full range of your individual needs
- Assessing housing issues and identifying housing options/solutions
- Negotiating on your behalf with services where you have been rejected or banned
- Helping you to address substance misuse issues
- Helping you to address offending behaviour
- Help accessing health services, education, training and employment opportunities
- Our own in house activities/courses to improve physical/mental wellbeing and development of life/social skills



Who Can Apply?

Our Multiple Needs service is for men and women who are single, aged 18 or over, no fixed abode, poor or inadequately housed or at risk of losing their accommodation, and have 2 or more of the following issues;

- Mental health
- Substance misuse
- Personality disorder
- Disability
- Offending behaviour
- Learning difficulties
- Physical health problems
- Challenging behaviour
- Vulnerability due to age



How To Apply?

This service welcomes referrals directly from you or from someone acting on your behalf. Referrals and general enquires about the service can be made directly to the Multiple Needs Team currently based at Norton House; through any statutory and voluntary agencies such as Coventry City Council's Homeless and Housing Department, CDT, Probation, The Police, Anchor Centre, Whitefriars or any RSL. Alternatively you can self refer by visiting in person or by calling the team to make an appointment.

All those wanting to access the service will be interviewed, where a full referral form and risk assessment will be completed. You will be notified as to whether or not you will be accepted onto the service and who your support worker will be. A letter of acceptance will also be given to you.

If you wish to appeal against a decision you may do so by telephone, email, letter or in person via our complaints procedure.

