

## Criteria for selection

Enquires about the service can be made directly to the Rough Sleeper Team currently based at Norton House; via the Emergency Helpline or through any statutory and voluntary agencies such as Coventry City Council's Homeless and Housing Department.

All applicants will be interviewed, complete a full referral and risk assessment and will be notified immediately of the outcome in writing.

The client has the right to appeal the decision either by telephone, email, letter or in person via our complaints procedure.

### 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 client of the Cyrenians you would be expected to.....

- ◆ Treat support staff with respect.
- ◆ Agree to accept support, be prepared to engage regularly and willing 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

Mon-Fri 9.30 - 4.00

All enquiries are welcome and should be made through our Rough Sleeper Team at

Norton House Day Centre  
Bird Street  
Coventry  
CV1 5FX  
(024) 76 631484

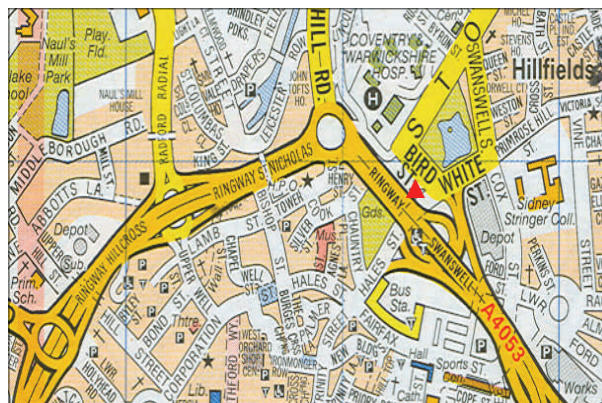
Or if you wish to report a report sleeper; our free phone service is available 24/7 all year round.

**0800 881 5999**

Or Email:

[roughsleeper@coventrycyrenians.org](mailto:roughsleeper@coventrycyrenians.org)

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



▲ Norton House



## Rough Sleepers Service Leaflet



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 Rough Sleeper support service is for men and women 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. This service has been commissioned by Coventry City Council through Supporting People

Clients can expect support in the following areas:-

- ◆ Accessing more permanent accommodation
- ◆ Claiming benefits
- ◆ Help with form filling
- ◆ Budgeting and money management
- ◆ Signposting to other agencies
- ◆ Development of social skills
- ◆ Addressing health needs
- ◆ Development of life & social skills
- ◆ Education, training, employment
- ◆ Religious and cultural needs
- ◆ Accessing leisure activities
- ◆ Community Involvement



## Who can apply?

The service is for all people aged 16 years and over who are sleeping rough on the streets of Coventry. To be accepted onto the scheme, applicants need to be prepared to accept support, must be prepared to engage on a regular basis and be willing to work towards rehabilitation and independent living.



## Exclusions

The following applications may not be considered for the service:

- ◆ Clients who are barred from Cyrenians Services will be risk assessed by the Rough Sleeper Team and a decision will be made on an individual basis as to whether the team can work with them.
- ◆ People who have no access to public funding.

## How to apply

Referrals and general enquires about the service can be made directly to the Rough Sleeper Team currently based at Norton House; via the Emergency Helpline or through any statutory and voluntary agencies such as Coventry City Council's Homeless and Housing Department.

All applicants wanting to access the service will be interviewed, where a full referral form and risk assessment will be completed. Applicants will be notified immediately as to whether or not they will be accepted onto the service and who their support worker will be. A letter of acceptance will be given to the client.

If the applicant wishes to appeal against a decision they may do so by telephone, email, and letter or in person via our complaints procedure.

