

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 2 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 residents 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 they receive

What we expect from residents:

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

- ◆ Treat the project support staff, other residents and neighbours with respect
- ◆ Adhere to the terms of the licence agreement
- ◆ 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.

Equality and Diversity

Coventry 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



▲ Oakwood House



Women's Residential Services



A translation or 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 Women's residential service is an accommodation based housing and support service to single homeless women. This service is commissioned by Coventry City Council Supporting People. As part of a person's stay with us they 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 life & social skills
- ◆ Addressing health needs
- ◆ Accessing education, training, employment
- ◆ Have your religious and cultural needs met
- ◆ Accessing leisure activities
- ◆ Community involvement



Our Accommodation

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;

- ◆ 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

Who can apply?

The service is for vulnerable women 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 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 who have no access to public funding

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.