

You can access the Homelessness Prevention Service on **024 7683 4025** or by visiting the Customer Service Centre, 3 Upper Precinct, CV1 1FS. Outside of office hours or at weekends or bank holidays please call **024 7683 2222** for further advice and support.
Visit www.coventry.gov.uk/homeless

Priority need for accommodation

Due to new homelessness legislation, you do not need to have a certain level of need (priority need) or have links to a council area (local connection) to access the Homelessness Prevention Service. Priority Need will only affect whether you are entitled to interim accommodation if you become homeless (the relief duty) or owed the main housing duty.

This means that we may provide you with short-term accommodation if you **meet a certain level of need**. We will look at your situation and any people who are dependent on you to make a decision.

For further details on what gives you a priority need or a local connection, call **Shelter** on **0808 800 4444**.

Homelessness Prevention Service



Sleeping Rough Help Available



Coventry City Council

www.coventry.gov.uk

I'm sleeping rough, where can I get help?

Coventry City Council works with the **Salvation Army** to provide hostel accommodation for single people who are homeless on the night. The Salvation Army can also put you in touch with other services which will be able to help you.

You can self-refer by calling **024 7771 4443** or by dropping into the Harnall Lifehouse at Harnall Lane West, CV1 4EZ.

Shelter can help you find hostel services through their emergency helpline **0808 1644 660**. Their helpline is open everyday - 8am to 8pm on weekdays and 9am-5pm on weekend.

If you are a victim of abuse or violence and are sleeping rough, you should get in contact with **Coventry Domestic Violence and Advice Services** on **0800 035 5309** or **Coventry Haven** on **024 7644 4077**. You can also contact the **Women's Aid National Helpline (24 hours a day, 7 days a week)** on **0808 2000 247**.

Accommodation and practical support

The Salvation Army has a drop-in day centre providing food, clothing, advice, training and education. It is open all day for rough sleepers at Harnall Lifehouse at Harnall Lane West, CV1 4EZ

The Coventry Winter Night Shelter runs between December and March each year and provides rough sleepers with support, a hot meal and a safe and warm bed for the night. Call Bernardo on **074 5069 3897**

Coventry Cyrenians has a range of services to help single homeless people, including supported accommodation. Call **0800 018 0579** or **024 7622 8099** for information.

Emmaus Coventry & Warwickshire provides accommodation and support. You can contact **024 7665 1094** or **079 3429 7604** for more information.

The Coventry Jesus Centre runs a drop-in service Tuesday to Thursday, 9am-12pm and Sunday 9am-10.30am. You can get breakfast as well as access to showers, laundry and clothing. Workers at the drop in can provide advice and support. They are located at 7 Lamb Street, CV14AE

Health advice

The **Anchor Medical Centre** provides services to homeless and vulnerably housed adults in Coventry. Call **024 7652 7040** or drop-in at Bird Street, CV1 5FX.

Change, Grow, Live Coventry provides advice, support and treatment for adults affected by drug or alcohol misuse. Call **024 7601 0241** or drop-in at 1 Lamb Street, CV1 4AE.

Accessing the Homelessness Prevention Service

Eligibility under UK immigration law is required to access the full Homelessness Prevention Service. If you are not eligible, we can only provide general advice and signposting.

If you are eligible, the service can:

- Provide housing advice and support
- Give guidance on accessing the Private Rented Sector and Coventry Homefinder
- Provide advice on benefits and finance
- Refer you to specialised advisory and support services
- Work with you to create a personal housing plan with steps towards securing a permanent home
- Organise mediation with a landlord to prevent eviction
- Provide interim accommodation if you meet criteria
- Discuss and advise on other circumstances and issues relating to your housing situation