

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

Are you homeless tonight?

Coventry City Council works with the **Salvation Army** to provide hostel accommodation for single people who are homeless on the night. The Salvation Army may be able to give you a place for tonight at the **Harnall Lane West Lifehouse**. You can self refer by calling **024 7771 4443** or by walking in at Harnall Lane West, CV1 4EZ. There is also a drop in for rough sleepers starting at 8am. The Salvation Army can also put you in touch with other services which will be able to help you.

If you are homeless tonight you can call **024 7683 4025** or visit the Council's Customer Service Centre, 3 Upper Precinct, CV1 1FS. Outside of office hours or at weekends and bank holidays, please call **024 7683 2222** for further advice and support.

If you are a victim of abuse or violence you can also contact **Coventry Domestic Violence and Advice Services** on **0800 035 5309** or **Coventry Haven** on **024 7644 4077**.

Shelter can help you find a hostel services through their emergency helpline on **0808 1644 660**. The helpline is open every day from 8am to 8pm on weekdays and 9am-5pm on weekends.

Homelessness Prevention Service



Struggling with Mental Health

How do I access mental health services?

Speak to your GP or support worker in the first instance or call **NHS 111**. They may be able to treat you or refer you to a specialist mental health service. **In an emergency, if your doctor's surgery is closed, contact Mental Health Matters on 0800 616 171. If someone's life is at risk call 999.**

Improving Access to Psychological Therapies (IAPT)

(IAPT) can support you if you are stressed, anxious, low in mood or depressed and this is affecting you doing everyday things. You can contact the service directly on **024 7667 1090**.

Other organisations that can help

Mental Health Matters is a free 24 hour phone line for Coventry residents. It provides an independent and confidential service to anyone who has a query about mental health related issues. They will offer emotional support as well. Call

0800 616 171.

Coventry and Warwickshire Mind provides a range of services across Coventry:

- **The Wellbeing Hub** is open seven days a week (1pm-5pm) to anyone who wants a safe, supportive space where they can get advice, a listening ear and support. Call **024 7622 4417** or walk-in at Wellington Gardens, Windsor Street, Spon End, Coventry, CV1 3BT
- **Housing Support Service**. Your GP or the Homelessness Prevention Service can refer you to this service.

For a full range of services call **024 7622 9988**

Samaritans provide confidential, caring emotional support, 24 hours a day for people who have feeling of distress or despair, including those which could lead to suicide. Call the national helpline on **116 123** or the Coventry helpline on **024 7667 8678**.

Change, Grow, Live (CGL) provides advice, support and treatment for adults affected by drug and alcohol misuse. Call **024 7601 0241** for more details. You can walk-in at 1 Lamb Street, Coventry, CV1 4AE.

Accessing the Homelessness Prevention Service

You should contact the Homelessness Prevention Service if you are threatened with homelessness within 56 days or are already homeless.

The service can:

- Provide housing advice and support
- 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
- Give guidance on accessing the Private Rented Sector and Coventry Homefinder
- Discuss and advise on other circumstances and issues relating to your housing situation

Please note that social housing will only be provided to those most in need.

You can access the Homelessness Prevention Service on **024 7683 4025** or by visiting the Customer Service Centre, 3 Upper Precinct, CV1 1FS. 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.