

Further Customer Information for each service area is available on our website [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk) or on request from our housing offices.

We offer a wide range of leaflets which detail our policies, procedures and good practice. These are available on request.

## Need help in your own language?

French

Pour vous assister en votre propre langue

Portuguese

Assistencia na sura propria lingua

Somali

Luqadaadoo lugugu caawinaayo

Farsi

برای کمک به زبانتان

Arabic

لمساعدتكم في لغتكم

Kurdish

بۆیارمه تیدان به زمانی خۆت

☎ 024 7676 7000


Whitefriars Housing Group Limited  
9 Little Park Street, Coventry, CV1 2UR  
Web [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
Email [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk)  
*a charitable, industrial and provident society*

NW1079/05.08/r05.09



## Independent Living Team



 business for neighbourhoods



## Independent Living Team

Based at the Chace Centre, Whitefriars Housing Group's Independent Living Team works to support tenants and enable them to live as independently as possible within their own home.

The Independent Living Team includes:

- The Chace Centre supported accommodation
- Chace Residents Support Service
- Sheltered Housing
- Tenancy Support Service for New Tenants
- Floating Support for Older People

Our fully trained staff work on a multi agency basis and has extensive contacts and partnership arrangements including Primary Care Trust and Community Services.

We hold the Centre for Sheltered Housing Studies Code of Practice award for excellence in providing sheltered housing.

Our Support Services are funded through the governments Supporting People grant. With the exception of sheltered housing, where there may be a charge depending on individual circumstances, these services are available free to service users.



## Mission Statement

The Independent Living Team aims to support vulnerable people to enable them to maintain maximum independence and control of their lives.

We achieve this by:

- Carrying out an assessment of needs
- Agreeing a plan of support
- Liaising with other services and agencies
- Operating a flexible approach, to recognise the needs of service user's social, ethnic and religious beliefs

We are committed to:

- Consulting and involving service users on issues that affect them
- Acting in a professional and accountable manner
- Respecting the rights of individuals
- Promoting social links with the community



## Chace Centre Supported Accommodation

The Chace Centre is located in Willenhall and offers supported temporary accommodation for people over 18 years of age.

The Chace Centre aims to provide a range of quality facilities, services and opportunities for people of all ages.

Facilities include:

- Four accommodation blocks
- Individual fully furnished rooms
- Communal bathroom, shower room, toilets and kitchen
- Communal sitting room
- Inclusive meals served in the Friars Dining Room
- Laundry room
- Snooker room
- Library
- Private gardens



## Residents' Support Services at the Chace Centre

Residents can get help with:

- Setting up bank accounts or PO accounts
- Finding employment
- Finding education, training or voluntary work opportunities
- Social Fund applications
- Times of crisis (e.g. emergency clothes and toiletries)
- Organising social activities (e.g. games mornings and coffee mornings)
- Regular contact with all residents
- Arranging medical appointments



## Sheltered Housing

Sheltered Housing is designed with the needs of older people in mind, who require support to help maintain maximum independence and control of their lives. Sheltered Housing can provide a home for life enabling older people to live independently with security and peace of mind, which can be ideal for those who no longer feel happy living alone.



Features of sheltered housing include:

- Flats or studio flats in good decorative order
- One bedroom flats available for both singles and couples
- Fitted kitchen with cooker and fridge
- Care call alarm system
- Smoke detectors and fire alarm
- Communal laundry
- Communal lounge in which to enjoy a variety of social activities (if you want to)
- Hairdressing facilities (in most schemes)
- A guest room for family and friends (not available at all schemes)
- Gardens where tenants may sit and relax, or do a bit of gardening themselves
- Assisted bathing facilities
- Lift (in most schemes)
- Your privacy respected at all times

Services provided by scheme staff include:

- Help and advice on moving into sheltered accommodation
- Provide information and support to help residents to access additional services should the need arise
- Oversee the general maintenance and safety of the building
- Support residents in the organisation and promotion of leisure, recreational and educational activities

### What you have to pay

You would pay a weekly rent plus a service charge. There is also a charge for the support service.

### Housing Benefit

You may be entitled to this allowance and we can advise you about this on application.

We also have sheltered housing schemes that offer a higher level of care. This type of accommodation is called "housing with care" and is allocated by Coventry City Council Community Services.

For more information, please call  
☎ 024 7683 4024.



## New Tenant Support Service

We will provide short-term support to help new tenants settle into their home. The service will provide you with a Tenant Support Officer who will visit you and offer help and advice on matters relating to you and your tenancy.



**We can help you set up and run your home by:**

- Help arrange your gas, electric and water supplies and arranging any debts to be cleared
- Accessing grants and charities in order to get household items
- Help with form filling/benefits maximisation
- Advice on managing your money, rent, bills or debt
- Advice on Insurance and home security

**Get involved with your local community:**

- Help finding local shops and services
- Registering with a Doctor or Dentist
- Advice on looking for work or training
- Making the most of your leisure time
- Registering with schools or colleges

**Seek extra help:**

- Getting expert advice on things like debt management, mental health, drugs or alcohol
- Contacting Community Services or other organisations

**This service is open to all housing association tenants and residents of private properties**

## Floating Support for Older People

If you are struggling to remain independent this service may be able to help you.

As long as you are over 60 years of age and do not live in sheltered accommodation that is funded by the supporting people grant, we can help you sustain your tenancy and independence.

This is a free service open to not only tenants of Whitefriars Housing Group, but also private tenants and people who live in other housing association properties.

**To qualify for this service you must:**

- Be 60 years of age or over
- Not live in sheltered accommodation that is funded by the supporting people grant
- Need assistance in sustaining your tenancy

A Support Officer will visit you in your own home. They will help you with things like arranging to pay bills, claiming benefits, security and home safety, keeping to your tenancy agreement and encouraging a social life.

They will call in other agencies if necessary, to help you remain independent within your own home. For example, they may arrange for adaptations to your home or help you obtain a 24 hour emergency response alarm, should you feel you require one.



## Useful Information

### Whitefriars Housing Group

☎ 024 7676 7000

### Whitefriars Repairs Reporting

☎ 0845 850 6090

### Age Concern

☎ 024 7623 1999

### Shopmobility

☎ 024 7683 2020

### Coventry City Council

☎ 024 7683 3333

### Citizens Advice Bureau

☎ 0845 120 2920

### West Midlands Police

☎ 0845 113 5000

### University Hospital

Clifford Bridge Road, Walsgrave, Coventry

☎ 024 7660 2020

### Housing Benefit

☎ 024 7683 1800

### DWP (Cannock)

☎ 0845 608 8676

### Response Team (out of hours)

☎ 024 7625 7463

### Coventry Homefinder

☎ 0845 270 1274

### Sanctuary (Domestic Violence)

☎ 024 7658 4038



## How to contact the Chace Centre and the Support Services available

Please complete and return to the address below or hand it into your nearest Whitefriars' Office:

Name .....

Address .....

.....

Post Code .....

Telephone Number .....

Date of Birth .....

Signature .....

**What kind of information are you interested in?**  
(Please Tick)

Sheltered accommodation

Chace Supported Accommodation

New Tenant Floating Support Scheme

Older Persons Floating Support Scheme

Housing with Care

Return this form to:

**Whitefriars Housing Group**

**Independent Living Team**

**Chace Centre**

**Chace Avenue, Willenhall**

**Coventry, CV3 3AB**

☎ 024 7621 4355