

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

Whitefriars is proud to be part of



Whitefriars Housing Offices

9 Little Park St
City Centre
Coventry

☎ 024
7676 7111

29-31 Riley Square
Bell Green
Coventry

☎ 024
7670 8400

192 Torrington
Avenue
Coventry

☎ 024
7649 6700

St James Lane
Willenhall
Coventry

☎ 024
7651 6700

Need help in your own language?

Arabic

هل تحتاج إلى مساعدة بلغتك

French

Vous avez besoin d'aide
dans votre propre langue

Kurdish

ئاد بنوسیب نه بارههتر نه رهانی خوب هههه.

Farsi

یا به زبان خودتان به کمک نیاز دارید؟

Polish

Wymagają Państwo
pomocy w swoim języku?

Urdu

اپنی زبان میں مدد کی ضرورت ہے۔

☎ 024 7676 7000

Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 024 7676 7000

Repairs Line (24hrs) 0300 7906 555



www.whitefriarshousing.co.uk
www.wmhousing.co.uk

Independent Living Team

L'équipe Vie Indépendante
فريق العيش المستقل
گروپی ژبانی سهر به خو
گروه زندگی مستقل
Zespół ds. niezależnego życia
آزاد زندگی گزارنے سے متعلقہ ٹیم




whitefriars
HOUSING

“creating places where people are **proud** to live and work”

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 users' social, ethnic and religious benefits.

We achieve this by:

- 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



Independent Living Team

Based at the Chace Centre in Willenhall, Whitefriars Housing'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
- 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.

Our Support Services are funded through the government's 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.



Chace Centre Supported Accommodation

The Chace Centre is located in Willenhall and offers supported temporary accommodation for men 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 and Pool room
 - Library
 - Private gardens



Residents' Support Services at the Chace Centre

Residents can get help with:

- Setting up bank accounts or Post Office 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
- Help with moving on into independent accommodation
- Motivation



Supported Accommodation

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 they need them
- 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**

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 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 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

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