
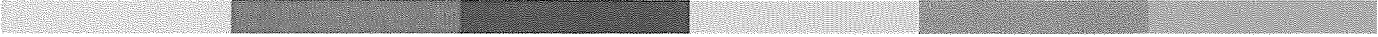



Adult Education
Service
Learner
Support
Handbook





Adult Education
Service
Learner
Support
Handbook



Are you looking for a house?

Coventry Homefinder



Our address is:
Housing Options
Customer Service Centre
Broadgate
Coventry, CV1 1FS

← → ↻ 🏠 📄 www.coventryhomefinder.com/Data/ASPPages/1/30.aspx

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Coventry HOMEFINDER
Letting you choose

Home | Property Search | Login/My Account | Recent Lets | Housing Options | Contact Us

Home
Welcome to Coventry Homefinder

You can use this website to:

- Login to your account to bid for a property
- Search for available properties
- Apply online
- View results of previous lettings

Please note: The bidding cycle starts on a Thursday and ends on the following Tuesday at midnight.
Properties are not advertised on Wednesday and you are not able to place a bid on a Wednesday.

New Coventry Homefinder Policy
The new Coventry Homefinder Policy has now been implemented (from 21st July)

Website: www.coventryhomefinder.com

Email: coventryhomefinder@coventry.gov.uk

Are you looking for a job?

The Job Shop



Address: 1 Bull Yard,
Coventry,
CV1 1LH

Email: jobshop@coventry.gov.uk

Phone: 024 7678 5740

Opening times:

Mon, Tues, Wed, Fri - 9.15am -
4.30pm

Thurs – 10.30am – 4.30pm

Job Centre Plus



Address: Cofa Court,
Coventry,
CV1 2HJ

Phone: 0800 169 0190

Are you sick?

These places can help:

City of Coventry Health Care



Address: Stoney Stanton Road,
Coventry, CV1 4FS
Phone: 0300 200 0060

- Walk-in centre – no appointment needed.
- You do not need to be registered with a doctor or have an address.
- Open 8am to 10pm, 365 days of the year.
- For:
 - minor cuts and wounds
 - coughs, colds and flu-like symptoms
 - muscle/joint injuries - strains and sprains
 - rashes, sunburn and head lice
 - stomach-ache, indigestion, constipation, vomiting and diarrhoea
 - women's health problems

Anchor Centre



Address: Simon House, Bird Street, Coventry, CV1 5FX

Phone: 024 7652 7040 9am-4pm Mon-Fri

Includes access for **homeless/vulnerably housed** people

Emotional Support

Coventry and Warwickshire Mind



Address: Wellington Gardens, Windsor Street, Coventry, CV1 3BT

Phone: 024 7655 2847 9.00am – 4.00pm

Mental Health Matters Helpline
Coventry and Warwickshire helpline

Phone: 0800 616171

24 hours a day, 7 days a week



Samaritans



Address: 57 Moor St, Coventry, CV5 6ER

Phone: 024 7667 8678 (Coventry) 0845 7909090

(National) 24 hours a day 7 days a week

Drop in **at the door** – 10am-9pm, 7 days a week.

Confidential. For people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Sahil Project

For Asian women

Address: 449 Foleshill Road, Coventry, CV6 5AQ

Phone: 024 7663 8754 9am-4.30pm



Victim Support

Phone: 024 7683 9950 or 0300 303 1977

For victims of **crime**, witnesses, their family, friends.



Addiction Support

Stop smoking Information

Phone: 024 7696 1590

Text: "Quit" to 07768 867987

Email: smokefree.coventry@covwarkpt.nhs.uk

Appointments: 0300 200 0011

Drug & Alcohol Misuse

Change Grow Live

Address: 1a Lamb Street, Coventry, CV1 1AE

Phone: 024 7601 0241

9am -5pm Mon-Fri

Emergency/Life Threatening situation

- Call **999** if someone is seriously ill or injured, and their life is at risk.



A 999 call should only be made in a real emergency.

Not life threatening but **urgent**:

Not life threatening but **urgent**:



**The NHS
non-emergency
number**

- **111** is the NHS non-emergency number.
- 24 hours a day, 365 days a year.
- Free from landlines and mobile phones.

Call **111** if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need other NHS urgent care.
- You don't know who to call or you don't have a GP to call.
- You need health information or reassurance about what to do next.

For Health and NHS Information visit website: www.nhs.uk

Home | About | Contact | Tools | Video | Choose and Book | Communities | IPS

NHS choices Your health, your choices

Enter a search term

Health A-Z | Live Well | Care and support | Health news | Services near you

Check your symptoms and get advice
Select your symptoms from the list below or start the
[General assessment](#)



Briefing for tutors re Homelessness

If the learner is homeless or about to become homeless, they should approach the City Council's Contact Centre on 024 7683 4025. The Council will only provide accommodation on a temporary or permanent basis to those it has a statutory duty to support. This is explained on the Council's Housing webpages, on <https://www.coventry.gov.uk/homelessness>.

Unfortunately, there are not enough homes for the Council to support everyone who approaches them for assistance.

If the Council does owe the customer a housing duty, they will either place them in temporary accommodation if required or refer them to the Salvation Army.

As well as seeking support as outlined above, learners should be encouraged to sign up to Coventry Homefinder if they are seeking to live in social housing in the city. Homefinder works on a priority banding basis, with all those not in a priority banding placed in band 3. Details on how to register with Coventry Homefinder can be found on:

<https://www.coventryhomefinder.com/Data/ASPPages/1/30.aspx>



Citizens Advice Bureau

Website: www.citizensadvice.org.uk

Bureau details

Get advice online now from www.adviceguide.org.uk for practical, reliable, up-to-date CAB information on a wide range of topics. The information covers England, Northern Ireland, Scotland and Wales and is continuously reviewed by our team of advisers.

Please note some bureaus can only give advice to people living or working in a certain area. Please check with the bureau that they are able to help you.

Coventry Citizens Advice Bureau



Address: Kirby House, Little Park Street, Coventry, CV1 2JZ

Phone: 024 7622 3284

Website: coventrycab.org.uk

Notes: The bureau has a daily drop-in Monday to Friday from 9.30am. Reception and the information area is open from 9.30am until 4.00pm each weekday.

Advice times/sessions:

Mon: 9.30-1.00pm Drop in session
Tue: 9.30-1.00pm Drop in session
Wed: 9.30-1.00pm Drop in session
Thu: 9.30-1.00pm Drop in session
Fri: 9.30-1.00pm Drop in session

Further Information

Access details

- Wheelchair accessible - yes
- Wheelchair toilet access
- Induction loop
- Accessible signage
- Internet advice access

Specialist services

- Debt Relief Order
- Money Advice
- Tribunal/advocacy
- Welfare Benefits

- Chinese
- Farsi
- French
- German
- Greek
- Gujarati
- Hausa

- Hindi
- Ibo
- Indonesian
- Kashmiri
- Kirundi
- Lamso
- Latvian

- Lingala
- Ndebele
- Polish
- Punjabi
- Russian
- Rwandese
- Serbo-Croat

- Swahili
- Twi
- Urdu
- Yoruba
- Zulu

Coventry Peace House



Address: 311 Stoney Stanton Road, Coventry, CV6 5DS

Phone: 024 7666 4616

Email: info@covpeacehouse.org.uk

Night Shelter 9.30pm-8.00am

For asylum seekers, refugees and migrant workers

Navigation Centre



Address: 55-57 Bell Green Road, Coventry, CV6 7GQ

Phone: 024 7626 6280 or 0800 328 9084

Email: info@valleyhouseassociation.org

For young parents only.

Are you a refugee or asylum seeker and need help?

Coventry Refugee Centre



Address: 15 Bishop Street,
Coventry, CV1 1HU

Phone: 024 7622 7254

Email: info@covrefugee.org

Do you need legal or immigration advice?

Coventry Law Centre



Address: Oakwood House, St Patricks Road Entrance,
Coventry, CV1 2HL

Phone: 024 7622 3053

Email: enquiries@covlaw.org.uk

Website: www.covlaw.org.uk



Domestic Violence Helpline

For anyone in the city who may be a victim of domestic abuse and violence, coronavirus can bring frightening and lonely times.

Domestic abuse does not always result in violence but it's still against the law and help is available for you.

It may not be obvious that behaviour is abusive. Domestic abuse can also occur between parents and children, siblings, or other family members (it's not just about those in intimate relationship).


If you have been subjected to abuse, feel at risk, or have a friend or family member, who is being subjected to (or at risk of) abuse the **Safe to Talk helpline** is available Monday to Friday 8.30am-5.30pm and Saturday and Sunday 10.00am-1.00pm. For support call 0800 111 4998.

On this site: <https://www.safetotalk.org.uk/> you will find information about different types of abuse including, domestic, sexual, honour-based abuse, forced marriage and female genital mutilation (FGM). There are links to services that can provide help, whatever your age, gender, sexual orientation, immigration status or any other factors that you may be concerned about. There is also an online chat function.

The **Coventry Rape and Sexual Assault Centre (CRASAC)** works with women, men and children from five years old who have been raped or abused an any time in their lives. They aim to address the trauma and injustice of sexual violence and abuse through the provision of specialist services and to promote the needs and voices of victims and survivors through training and awareness-raising.

Due to the ongoing situation of COVID-19 and potential health implications, CRASAC has adapted the way they work. They continue to offer telephone and/or online support options and have now resumed face-to-face support to some clients.

Contact details: to make a referral, contact their helpline on 024 7627 7777 and leave a message on the answerphone or email helpline@crasac.org.uk



Are you homeless?

These places can help:

Coventry Cyrenians Ltd



Address: Oakwood House, Coventry,
CV1 2HL

Phone: 024 7622 8099

Shelter

Shelter

Phone: 0808 800 4444

(8am-8pm Monday to Friday and 8am5pm at weekends)

Chat online @ <https://england.shelter.org.uk/>

Coventry Foyer



Address: Coventry Foyer, Lower Holyhead
Road, Coventry, CV1 3AX

Phone: 024 7625 1001

Salvation Army



Address: Harnall Life House, Harnall Lane West,
Coventry, CV1 4EZ

Phone: 024 7771 4443

Email: Sharon.lardner@salvationarmy.org.uk

Worried about your boiler this winter?



Concerned about the cold affecting the health of your family?

You may be eligible to access full funding for a boiler replacement or insulation through Coventry City Council's 'Keeping Coventry Warm' scheme. **Call** one of our friendly advisors to see if we can help.



Contact us free on: 0800 988 2881

Monday to Friday, 9am-5pm

or send us an email at:



advice@actonenergy.org.uk

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