



5 & 6 Beaufort Buildings, Spa Rd, Gloucester. GL1 1XB

Registered Charity Number: 1102988

Tel and Fax: (01452) 331330

**Information for Referral Agencies**

## **Referral Times**

**We accept referrals: Monday – Friday: 10.00am – 4.00pm**

**Referrals should be faxed to: 01452 331330**

## **Contents**

Introduction	Page 3
Who is the service for?	Page 4
How does Nightstop work in practice?	Page 5
What can young people expect from Nightstop	Page 6
How to make a referral	Pages 7 – 8
Requesting a review of a decision	Page 9
Information Sharing	Page 10
Complaints	Page 10
How to Contact us	Page 11
Referral Forms	Pages 11 onwards

## Introduction

Gloucestershire Nightstop is a registered charity which was established in 1996, whose aim is:

***To provide safe, overnight accommodation to young people aged 16 – 25 years in the homes of trained volunteer hosts throughout the county of Gloucestershire***

We offer a short term solution to youth homelessness and provide:

**A temporary safe environment for a young person**

**A breathing space to allow young people to consider their options and move towards more settled accommodation, this may include the option of returning to their family home.**

**Accommodation that is arranged daily via referrals from local agencies**

**An alternative short term solution for some young people when other options are not available or suitable**

As Gloucestershire Nightstop is affiliated to an umbrella organisation (Depaul UK) we are required to conform and maintain to their minimum standards of care. In addition Depaul UK also provides support, advice and training to local agencies.

All our volunteer hosts and drivers have undertaken a comprehensive training programme that includes core elements such as: Confidentiality, Equality and Diversity, Professional Boundaries, Child Protection. All our volunteers are required to complete a Criminal Records Bureau Disclosure and provide references prior to them commencing their training with us. They are also required to work within and observe Gloucestershire Nightstop's policies and procedures.

## Who is the Service for?

Gloucestershire Nightstop will accept referrals on behalf of young people who are:

- 16 – 25 years single
- Homeless or in housing need
- Require emergency accommodation
- Have low to medium support needs
- Not under the influence of drugs or alcohol at the time of referral

Gloucestershire Nightstop cannot accept:

- Young people who have drug and alcohol issues who are unable to abstain from use during their stay on Nightstop
- Young people who are at risk of suicide or have serious mental health issues which are deemed high risk by Nightstop staff
- Young people who have a committed serious, violent or sexual crimes or have a history of arson

**If you have any doubts about making a referral then please give us a ring to talk through any queries or issues that may be affecting a young person.**

The temporary nature of Nightstop means that we cannot provide a bail address for young people. Nightstop is only available as emergency accommodation. It is not to be used as temporary accommodation.

## How does Nightstop work in Practice?

Young people are referred to the service via partners in the statutory and voluntary sector and are all asked to complete a referral form. We are unable to accept referrals from young people directly.

The referral form provides an overview of the young person details and allows Nightstop staff to make an informed decision as to whether or not we feel that the young person is suitable for our service.

Once a Nightstop has been agreed, we will seek appropriate Nightstop hosts for that young person.

Hosts provide the accommodation in their own homes; young people have a room of their own and are provided with toiletries, an evening meal and breakfast in the morning. Our hosts will also offer a listening ear to young people if this is what they want.

Gloucestershire Nightstop staff and volunteers will normally take the young person to their host's home at the end of the day and will provide bus fare for the young person to return to their area of referral in the morning.

There is no maximum time limit that a young person can stay with a Nightstop scheme, however where possible we do not place a young person with the same hosts for more than 3 nights. After this time they are placed with different hosts for as many nights as is necessary, dependant upon our host's availability. In addition the young person must be actively seeking a longer term solution to their current housing problem.

Nightstop's are always arranged on a daily basis and young people must maintain contact with a referral agency in order to be referred back to Nightstop each day (except for weekends and bank holidays).

## What can Young People expect from Nightstop?

Young People using Nightstop can expect:

- Concise **information about Nightstop**, equal opportunities, confidentiality and how to make complaints and comments.
- Clear information regarding the **arrangements for the night's stay**
- **Safety** and freedom from all forms of violence, abuse or harassment in a non-judgemental, non-threatening warm, and welcoming environment.
- Their own **private bedroom**.
- Access to **washing facilities** with toiletries, washing materials and suitable night clothes where needed.
- The opportunity to be **alone** if desired; or to **talk** and be listened to.
- Not to be left alone in a hosting household.
- Clear information as to **household routines**, timetable, facilities and boundaries with no expectation to undertake chores.
- Appropriate guidance as to **emergency and evacuation procedures** with reference to their particular needs.
- **Drinks and meals** as appropriate to their needs.
- Reasonable access to a **telephone** where possible.
- **Transport or fares** next day to a local destination identified by the Referral Agency, with clear instructions and timings.

## How to Make a Referral

Young Person presents to an agency as homeless or threatened with homelessness.



Agency staff member explains the Nightstop scheme to the young person and ensures that they meet the criteria and that Nightstop is an acceptable option for the young person. A leaflet is available to explain Nightstop to the young person.

Nightstop cannot accept young people who have (ring us if you have any queries or doubts)

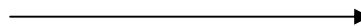
- Drug and alcohol issues and who are unable to abstain from use during their stay on Nightstop and are under the influence at the time of referral
- Serious mental health issues or at risk of suicide and are deemed high risk by Nightstop staff
- Committed serious, violent or sexual crimes or have a history of arson



Agency staff complete the Nightstop referral form with the young person: this also includes a risk assessment and information sharing form (enclosed within this guide).

Agency staff read through the Nightstop rules with the young person, who is then required to sign the form in agreement.

These forms are then faxed to Nightstop on (01452) 331330



Nightstop staff contact suitable hosts to ascertain availability. Information regarding a young person will be shared on a need to know basis.

Referral accepted?

Yes

No

Travel arrangements agreed with the young person, usually Nightstop staff will accompany the young person to the host's home.

Reason for rejection of the referral provided to the referral agency. This can be confirmed in writing if required.

Agency staff can request a review of Nightstop's decision to not accept a young person.  
  
This does not preclude a young person from being referred again to Nightstop in the future, if the original circumstances/decision have changed.

If a young person requires a subsequent Nightstop placement, they will be required to return to the referral agency which will need to contact Nightstop to refer them again.  
Provided there have been no problems whilst on Nightstop or any new information received that would alter the original decision then the referring agency need only inform us that the young person requires Nightstop.

If a young person has had a break of more than 2 nights from Nightstop and want to be considered again for Nightstop they will be required to approach a referral agency to complete a new form.

Once a young person has been on Nightstop for more than 3 nights, the referral agency will be asked to complete an update form to provide us with information as to progress of alternative housing options being found for the young person.

## Requesting a Review of a Decision

Referral agencies (with consent of the young person) are able to request reviews where Gloucestershire Nightstop has either: decided not to provide a service as a result of a risk assessment or to withdraw a service where previously it has been offered.

Gloucestershire Nightstop will accept this request from a referral agency and, where this is not possible, from the young person directly. Gloucestershire Nightstop will accept this request within 5 working days from when the original decision was made and the agency informed.

Gloucestershire Nightstop staff members will inform referral agencies of this right to review.

### **Procedure:**

1. Referral agency informs Nightstop staff member in writing of their request.
2. Nightstop staff (who were not involved in the original decision) or a member of the Board of Directors will review all the information and make a decision as to whether or not the original decision still stands.
3. Following review of this decision, the referral agency will be informed in writing within 5 working days from receipt of the original request.
4. The decision following this review will be final.

**This does not preclude the young person from being referred again to Nightstop in the future, if the original circumstances have changed.**

## **Information Sharing**

Gloucestershire Nightstop provides a confidential service to all its users, hosts and young people within the boundaries of our Confidentiality Policy (copies available, on request).

All young people will be asked to sign a consent form at the point of referral. This allows Gloucestershire Nightstop to further discuss their referral with other agencies and also disclose information to hosts as applicable.

Information will only be shared with hosts on a need to know basis, for example allergic reactions, mental health issues, dietary requirements and disabilities. This will ensure the health, safety and well being of both hosts and young person and enable a successful Nightstop placement.

## **Out of Hours Support**

Nightstop staff will provide on call (out of office hours) support to all Nightstop hosts and to young people who are using our service. This number will be given to young people at the onset of providing a service.

## **Complaints**

We are keen to ensure both positive and negative views of our service and ensure that young people are made aware of their right to complain. If you have any concerns or comments about our service provision or would like a copy of our complaints policy then please contact us.

## How to Contact us

If you have any questions about our service or wish to discuss a referral then please either:



Phone us on: (01452) 331330 / 07779413036 / 07765080706



Fax referrals on: (01452) 331330



E mail us: [admin@gloucestershirenightstop.org.uk](mailto:admin@gloucestershirenightstop.org.uk)



Write to us at: 5 & 6 Beaufort Buildings, Spa Rd, Gloucester.  
GL1 1XB

## Referral Forms

Please feel free to photocopy or if you prefer we can e mail them to you.

Gloucestershire Nightstop Agency Referral Form Revised March 2010

please retain last page for updating after 3 nights on the scheme

Name of Young Person:		Date:
Age:	Date of Birth:	Gender: Male / Female (circle)
Contact Number for Young Person:	Previous Area lived in:	
Has Homelessness been confirmed	Local Connection	
N.I.NO:	Time of Referral:	
Referral Agency and Contact Number:	Worker Name:	

1. Has the Young person been on Nightstop before? Yes / No (please circle). If known please give an approximate date:

2. Reason for Homelessness: (Please tick all that apply, we may ask for more information about this)

Eviction		Tenancy Breakdown		Pregnancy	
Family Breakdown		Harassment		Leaving Custody/Prison	
Leaving Care		Racism		Leaving Hospital	
Fleeing Violence		Sexuality		Other(state)	
Relationship Breakdown		Waiting for Accommodation			

3. Accommodation Prior to Referral: (Please indicate below)

Bed and Breakfast		Hostel		Sleeping Rough	
Private Rented		Staying with Friends		In Care	
Living with Family		Probation/Bail Hostel		Housing Association	
Hospital		Supported Accommodation		Other(state)	

4. At the time of referral does the young person show any obvious signs of:

Influence of Alcohol/Drugs: **Yes / No**                      Aggressive Behaviour: **Yes / No**

If yes please provide details:

---



---

5. Is the young person seeking a bail address or absconding from custody? **Yes / No**

6. Is there any reason to suggest that this young person should not be placed in a household with Children: **Yes / No**

7. Does the young person have any history of care? **Yes / No**

If yes please provide details:

---

8. **Safety Assessment:** (Please give us as much information about the young person as possible). If you do not know the answer please indicate Don't Know.

<b>Safety Factor</b>	<b>Currently Evident Yes / No / Don't Know</b>	<b>History of Yes/ No / Don't Know</b>
Arson		
Convictions/Cautions		
Theft		
Violent Behaviour/Harm to Others		
Sexual Assault (self or to others)		
Suicide Attempts		
Self Harm and Self Neglect		
Drug/Solvent or Alcohol Issues		
Mental Health Issues		
Learning Disability		
Physical Disability/Health issues		
Allergies		
Domestic Abuse		
Other(state)		

If you have answered yes to any of the above, please provide further details:

---



---



---



---



---



---

9. Is the young person using any prescribed medication? **Yes / No Details:**

---



---

10. Name of Doctor/Surgery that young person registered with:

---



---

11. Does the young person have any other requirements i.e. language, religion, diet, culture or area in Gloucestershire that they cannot be placed in?

**Please give details:**

---



---



---

12. Is the young person accessing support or under the supervision of any other agencies i.e. YOS, Social Services, Floating Support etc. **Yes / No**

**If yes, please provide details:**

---



---

13. Is the young person able to/confident in using public transport? **Yes / No**  
 Bus fare will be provided.

14. Smoker / Non Smoker (please circle).

**15. Equal Opportunities Monitoring**

Ethnicity							
Asian British		Bangladeshi		Black African		Black Caribbean	
Black Other		Chinese/Other Asian		Indian		Mixed Racial Origin	
Pakistani		White British		White European			
Other:				Prefer not to answer			
Religion							
C of E		Catholic		Sikh		Muslim	
Rastafarian		Jewish		Buddhist		Hindu	
Other:				None		Prefer not to answer	
Sexuality							
Heterosexual		Bisexual		Gay		Lesbian	
Unsure				Prefer not to answer			

**16. Emergency Contact:** (will only be used in emergency situations, refer to guidance for more information).

Name:

Relationship to Young Person:

Contact Number:

Address:

**17. Reference Details:** (please supply the name of an individual preferably from an organisation who can provide a reference for the young person, see guidance for more details).

Name:

Agency:

Tel:

**18. Additional Information:** (Use this space to tell us any further information that you feel is relevant to this referral)

**19. Declaration:**

I declare that the information provided on this referral form is correct and true. I give my permission for information that may be relevant to my placement on Nightstop to be shared with Nightstop hosts. (We will only disclose information if we feel it is necessary to your stay on Nightstop. Nightstop hosts are required by our rules to keep this information confidential.)

Signed: (young person)

Date:

Signed: (Referring Agency)

Date:

**Please fax this form to Gloucestershire Nightstop on 01452 331330 and ring to confirm receipt.**

# GLOUCESTERSHIRE NIGHTSTOP

5 & 6 Beaufort Buildings, Spa Rd, Gloucester. GL1 1XB  
Tel/Fax: 01452 331330

## Authorisation for Request for Information

I hereby authorize Gloucestershire Nightstop to make enquiries about me. This authority includes any medical circumstances or any information known to any department of the local authority or housing association, irrespective of the source of such information.

I give full and unreserved permission to any individual, organization or agency to forward to Gloucestershire Nightstop any information that may be requested by them.

I understand that Gloucestershire Nightstop will not ordinarily divulge any information so obtained to any third party (except Depaul UK) without my express permission. I agree to Gloucestershire Nightstop releasing some of my information for the purposes of monitoring only. I do not agree for my information to be passed on to the following agencies/authorities/individuals:

---

---

---

---

Name:  (in capitals)

Signed:

Date:

## **NIGHTSTOP RULES**

We want you to enjoy your stay on Nightstop. This is an opportunity for you to relax in a friendly, safe environment. There are, however, some rules we will ask you to keep to ensure your own safety and that of the family you are staying with. If any of these rules are broken it could result in you losing that Nightstop place and prevent you from having any further Nightstops.

- 1. No drugs or alcohol are to be taken or consumed whilst on Nightstop.**
  
- 2. No illegal goods, substances or weapons are to be taken into hosts' homes.**
  
- 3. You are not allowed to have your friends visit you at the host's home. The location of each house you stay at must not be given out to anyone to keep these homes 'safe' houses.**
  
- 4. You may not return to a host's home at anytime after a Nightstop unless you have been placed there officially by a Nightstop worker.**
  
- 5. You must not turn up at a host's house requesting accommodation for the night unless you are referred by a Nightstop worker.**
  
- 6. You must follow each individual host's house rules, for example, on smoking and times to be in at night.**

These Six rules will help to make your stay on Nightstop a pleasant one.

I have read and understood the rules for staying on Nightstop and will not break them. I also understand the consequences should I break any of these rules.

Signed .....Name ..... Date .....

Witnessed by ..... Name .....Date.....

**Gloucestershire Nightstop Client Progress Sheet, please retain this form to complete after 3 nights on the scheme and fax through**

**Client :** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Worker:** \_\_\_\_\_

**Contact Details:** \_\_\_\_\_

**Applications to housing/ homeless unit/Children and Families made:**

---

---

---

---

**Likely outcomes:**

---

---

---

---

**Details of work around young person's income:**

---

---

---

---

**Work outstanding with young person:**

---

---

---

**Potential problems accessing housing:**

---

---

---

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_