



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 emailed to the Duty Worker (call for address) or faxed to: 01452 331330

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## Introduction

Gloucestershire Nightstop is a registered charity which was established in 2003, 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 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 Disclosure and Barring Service background check 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
- Present no more than a low risk to themselves or others
- 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 (including the day time)
- 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 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 (other than in exceptional circumstances).

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 on Nightstop. We recognise that a swift move on is in everyone's interest and will do our best to help young people with this. We expect young people to play an active part in this and to access reasonable housing opportunities when they arise. Where appropriate we like young people to remain in contact with the referral agency for ongoing support.

## 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-judgmental, 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 (day and night) 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.

The young person will normally leave the Host's home the following morning at a time to fit in with the Host's routine.

Staff from Gloucestershire Nightstop will contact the young person and the Hosts to see how the arrangement went and to establish whether further accommodation is required.

Where further accommodation is required and there are no concerns over further provision this will be arranged by Gloucestershire Nightstop staff, the Hosts; the young person and their worker. Where further accommodation is required and there are concerns over further provision, discussion will be had between Gloucestershire Nightstop staff, the young person and their worker. If a decision is taken at this point not to provide the procedure detailed above will apply.

## **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 the General Data Protection Regulations (GDPR) and 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



Fax referrals on: (01452) 331330



E mail us: [admin@glosns.uk](mailto:admin@glosns.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 email them to you.

# Gloucestershire Nightstop Referral Form May 2018

Young person to be issued with privacy notice in all cases

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:	
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:		
3. Accommodation Prior to Referral:		
4. At the time of referral does the young person show any obvious signs of:		
Influence of Alcohol/Drugs:	<b>Yes / No</b>	Aggressive Behaviour: <b>Yes / No</b>
Details:		
5. Is the young person on bail, seeking a bail address or absconding from custody? <b>Yes / No</b>		
Details:		
6. Is there any reason to suggest that this young person should not be placed in a household with Children: <b>Yes / No</b>		
Details:		
7. Does the young person have any history of care? <b>Yes / No</b>		
Details:		
8. Is the young person accessing support or supervision from any agencies e.g. YSS, Social Care, Floating Support etc? <b>Yes / No</b>		
Details:		
9. Is the young person at school, on a course or in employment? <b>Yes / No</b>		
Details:		

10. <b>Safety Assessment:</b> (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 or Intolerances		
Domestic Abuse		
Other(state)		
If you have answered yes to any of the above, please provide further details:		
11. Is the young person using any prescribed medication? <b>Yes / No:</b>		
Details:		
12. Name of Doctor/Surgery that the young person is registered with:		
13. Does the young person have any special requirements e.g. language, religion, culture or area in Gloucestershire that they cannot be placed in?		
Details:		
14. Are there any foods the young person cannot or does not eat?		
Details:		
15. Is the young person confident in using public transport? <b>Yes / No</b> Bus fare will be provided.		
Details:		
16. Does the young person smoke? <b>Yes/No</b> (please circle).		

17. Equal Opportunities Monitoring (optional)							
Ethnicity							
White UK		White Irish		White Gypsy/Irish Traveller		Other White	
African		Caribbean		Any other Black/African/Caribbean Background			
Pakistani		Bangladeshi		Indian		Other Asian	
Chinese		Arab		Mixed Ethnic Background		Other Ethnic Group	
Religion							
Christian		Buddhist		Hindu		Jewish	
Muslim		Other		None		Prefer not to answer	
Sexuality							
Heterosexual		Bisexual		Gay		Lesbian	
Unsure		Prefer not to answer					
18. Emergency Contact: (will only be used in emergencies, refer to guidance for more information).							
Name:				Relationship to Young Person			
Contact Number				Address			
19. 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:		
20. Additional Information: (Use this space to tell us any further information that you feel is relevant to this referral)							
Details:							
21. Declaration:							
I declare that the information provided on this referral form is correct and true						<b>Yes/No</b>	
I have read the Gloucestershire Nightstop privacy policy and agree to my information (including special category data) being processed in accordance with that statement						<b>Yes/No</b>	
Signed: (Young person)					Date:		
Signed: (Referring Agency)					Date:		
<b>This form can be submitted by email (please ring 01452 331330 for the right address) or by faxing it to 01452 331330. In both cases please ring to confirm receipt after sending.</b>							

<b>Gloucestershire Nightstop</b> 5&6 Beaufort Buildings, Spa Rd, Gloucester. GL1 1XB Tel: 01452 331330	
<b>Authorisation for Request for Information</b>	
<b>Version: May 2018</b>	

I confirm that I have read and understood the Gloucestershire Nightstop privacy statement for service users. I hereby authorise Gloucestershire Nightstop to make enquiries about me including requests for personal data, special categories of personal data (including health) and data relating to criminal activities and convictions.

I give my full and unreserved permission to all individuals, organisations or agencies ticked below to forward to Gloucestershire Nightstop any information including special category data and data relating to criminal activities and convictions that may be requested by them.

I understand that Gloucestershire Nightstop will not ordinarily divulge any of my data or information to any third party other than in keeping with the processes detailed within the Gloucestershire Nightstop Service users Privacy Notice and Gloucestershire Nightstop Safeguarding procedures.

I understand that I can withdraw this consent at any time through contact with staff at Gloucestershire Nightstop.

Name	
Signature	
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 (including in the daytime).**
- 2. No illegal goods, substances or weapons are to be taken into Host's homes.**
- 3. You are not allowed to have your friends visit you at the Host's homes. The location of each house you stay at must not be given out to anyone to keep these homes 'safe' houses for other young people.**
- 4. You may not return to a Host's home at anytime after a Nightstop unless this has been arranged by a Gloucestershire Nightstop member of staff.**
- 5. You must follow each individual Host's house rules, for example, on smoking and times to be in at night.**
- 6. You must do your best to be a good house guest and treat the Hosts and their homes with respect.**
- 7. You agree to work with the staff at Gloucestershire Nightstop toward moving on into settled accommodation.**

These Seven 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 there may be consequences should I break any of these rules.

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

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

<b>Gloucestershire Nightstop</b>		
<b>Service Users' Privacy Notice</b>		
May 2018	Version 2	

### **Who are we Gloucestershire Nightstop?**

Gloucestershire Nightstop is a charity that provides accommodation and support to young people aged 16 – 25 across the County of Gloucestershire.

At Gloucestershire Nightstop we take the privacy of the people we work with very seriously.

### **Collection of personal data**

When you are working with us we will process a range of personal information about you which includes name, contact details, age and emergency contact details. We also process special categories of information about you which includes but is not limited to health, ethnicity, offending and equalities information. This will be used only for the purposes of providing and developing our services and is not shared with third parties unless you have agreed to this or if we believe you or someone else is in danger.

### **Where do we get your information from?**

We collect your information through our referral forms, our assessments with you and conversations we may have with other people about you. Our lawful reasons for processing your information are 'legitimate interests' and 'consent'.

### **What we do with your information?**

We will use your information for the following purposes:

To enable us to assess whether you are suitable for our service

To enable us to make you appropriate offers of services and to safely manage those services

To enable us to offer you 24 hour support while you use our Nightstop services

To enable us to work with you toward move on accommodation and accessing other services

To enable us to effectively safeguard you and everyone associated with delivery of our services

We may use your personal data without your knowledge or consent where we are permitted or required by law or regulatory requirements to do so.

### **Sharing your information**

Some of the information we hold about you will be shared with our volunteers when we offer and make a Nightstop placement or other services. Volunteers will only be given the information they need to keep both you and themselves safe. We will also share your information with third party agencies in order to help you with housing and associated issues. You will normally have consented to this. When we share personal information with these parties we require that they only use or disclose personal

information in a manner consistent with the use and disclosure provisions of this Privacy Policy.

### **Monitoring**

As part of our internal processes we will also monitor electronic communications sent to and received from service users.

### **Keeping your personal information safe and secure**

While we hold your information we will make sure that it is safe and cannot be accessed by third parties.

### **Updating your personal information**

To enable us to provide you with the right service and to help us comply with data protection legislation, we ask that you keep us up to date with any changes in your personal data.

### **Your rights and how to access your personal information**

Under GDPR you have a number of rights over the way we manage your information.

Right to be informed: we will not collect your information without you knowing, you have the right to be informed of what data we are processing, what for, how we obtained it and to whom it is released

Right to access: subject to certain conditions, we will give you access to the information we hold on you

Right to rectification: we will correct information about you that is wrong

Right to erasure: we will erase information we hold about you (except in some circumstances)

Right to restrict processing: we will stop using your information your request (in some circumstances)

Right to portability (where appropriate)

### **How long we will keep your data?**

There are some legal and regulatory requirements that which tell us how long we should keep hold of personal data. Beyond this we will keep your personal information no longer than is necessary to ensure that we are able to provide you with appropriate services and support. After you have left our services some of your information will be retained for up to two years.

### **Further information**

If you have any questions about this or want to contact us you can speak with the Data Controller Ciaran Murphy at our office via:

Telephone: 01452 331330

Email: [manager@glosns.uk](mailto:manager@glosns.uk)