



Nightstop North East & Cumbria Referral Form Guidance Notes

Nightstop North East & Cumbria provides emergency accommodation for people who are in immediate housing crisis. The project works with homeless and vulnerable people over the age of 16 and provides overnight accommodation in the homes of volunteer 'hosts' who will provide a clean and safe environment along with an evening meal, breakfast and a 'listening ear' if required. Nightstop provides accommodation on a 'night by night' basis. After the initial referral we will determine how many nights the person will need accommodation by having contact with them and/or their key worker on a daily basis to address continuing need for the service.

Please see Depaul website www.depaulcharity.org or The 'Nightstop North East & Cumbria' information leaflet for more details of what the service provides.

Referral Process:

1. Contact Nightstop North East & Cumbria **on the appropriate regional telephone number shown overleaf** to discuss whether your referral is appropriate for the project. The Nightstop team is available from 9am - 4pm, Monday to Friday. Unfortunately we are unable to take any referrals outside these hours at present.
2. If appropriate we will ask you to complete a referral form for that person. If we think the person will not be suitable for our project we will offer advice and guidance on alternative accommodation options. In the event that Nightstop North East & Cumbria have no vacancies with hosts at the time you telephone the project, we will advise you immediately.
3. Where we receive a completed referral form we will commence a risk assessment, using the contacts provided in section 3 of the referral form. **PLEASE NOTE – The risk assessment can take a few hours to complete and is dependent on having people to speak to about the referred person, and being able to gather enough information to make a thorough decision about each individual. It is advised to refer as early in the day as possible.** Once the risk assessment is completed we will inform you of whether we are able to offer Nightstop accommodation.
4. If the person is to be accommodated by Nightstop we will talk to you about the next stage in the process i.e. to arrange for them to access the host accommodation.
5. If we are unable to offer the person accommodation, we will explain fully the reasons for our decision and again, offer advice and guidance regarding alternative accommodation options.
6. **The person or their key worker needs to contact Nightstop on a daily basis to discuss whether further accommodation is needed for that evening.** We will give priority to placing those people who were accommodated the night before. However, if we do not hear from the person or their worker **before 12 noon**, they will no longer have priority over any new referrals to the service. The service user is expected to engage with support offered by Nightstop and other agencies to address their longer term housing situation as Nightstop is an emergency accommodation project only.

Nightstop North East & Cumbria Regional Contacts:

Cumbria – All areas (accessible for people aged 16 – 25 years old only), based at:

Nightstop North East and Cumbria – 28 Lowther street, Carlisle CA3 8DH Tel: 07958 447 477 email: sharon.jackson@depaulcharity.org.uk OR 237-241 Dalton road, Barrow in Furness LA14 1PQ 07399 580459 jade.docherty@depaulcharity.org.uk

Tyne & Wear and County Durham (Newcastle, North Tyneside, Northumberland, Gateshead, Sunderland, County Durham, South Tyneside) based at:

Depaul Regional Office, Youth Resource Centre, Oxford Street, Whitley Bay, NE26 1AD

Tel: 0191 253 6164 / 0191 253 6161 Email: nightstopne@depaulcharity.org.uk Fax: 0191 253 6160

Teesside and Darlington (Redcar and Cleveland, Middlesbrough, Stockton on Tees, Darlington and Hartlepool) based at:

The John Paul Centre, 49 Grange Road, Middlesbrough, TS1 5AU

Tel: 07850 515 204 / 01642 249 782 Email nightstopne@depaulcharity.org.uk Fax 0191 253 6160

If you are unhappy about any aspect of a Depaul project, and/or if you've got any suggestions to make it better, we want to know so that we can sort out problems and make the service better for you and for other people in the future. Please feel free to contact a member of staff to discuss things further or to ask for a copy of our complaints leaflet.

We take good care of your details and they are always safe with us. You can find out more by accessing our privacy policy at uk.depaulcharity.org/privacy-policy-statement.

The information in this form helps determine whether the young person is suitable for Nightstop. At the start of each section, we explain why we collect that information, and who we share it with. Please ensure you share that with the client.

We ask the referrer to have explained the nature of the Nightstop service to the person that you are referring and to explain to them what will be expected of them during their stay with the host.

SECTION 1 – THE REFERRAL

This is information for the referral partner to complete. This information is for the local Nightstop team only.

Date of Referral		1 st time that your client is homeless?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Referral Agency		Referrer's Name	
Contact Number		In what capacity do you know the applicant	

SECTION 2 - GENERAL DETAILS

This is information that tells us a little bit more about your client. It is shared with staff and volunteers, if he/she is successfully placed

Applicant's name. Include 'also known as' and previous names		Age		DOB	
Contact Number and Email		NINO			
Last Address and contact details eg name/number		Type of accommodation eg family home/supported living			
Dates at last address and reasons for leaving		Permission to contact?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
Where did the applicant sleep last night		Has the applicant slept rough? details			
Main area of connection		Homelessness application made? Authority/date			
Benefits / income details		Next payment date			

Employment, Education, Training details			
Next of kin/emergency contact details		Relationship to applicant	Permission to contact? <input type="checkbox"/> YES <input type="checkbox"/> NO

SECTION 3 - WHO YOU ARE

This information is to help us understand trends and demographics. It will only be shared with the Nightstop North East and Nightstop UK team. It may be used for research, or to improve Nightstop, but it will always be anonymised. It will not affect your client's assessment for Nightstop.

What is their sexuality?			
What is their religion?		What is their nationality?	
What is their ethnicity?		Interpreter Required?	<input type="checkbox"/> YES <input type="checkbox"/> NO

SECTION 4 – BACKGROUND

This is so we know a bit more about your background. This helps us understand a bit more about why you need Nightstop, and help us assess whether you're suitable for it, or whether a different type of accommodation might be best. It also helps us find you somewhere long term too. We share this with volunteers if you are successfully placed, and with the Nightstop team.

Please answer the following questions:	YES	NO
Does the applicant have any problems with engagement?		
Does the applicant have any substance misuse issues (alcohol or drugs)?		
Does the applicant have any physical or learning difficulty/disability?		
Does the applicant have any health (physical or mental) issues?		
Has the applicant ever self-harmed or threatened/attempted suicide?		
Has the applicant ever been the victim of abuse?		
Has the applicant been involved in/convicted of any crime/antisocial behaviour?		
Does the applicant have a YOT/Probation worker?		
Does the applicant have any ongoing Police involvement or bail conditions?		
Is the applicant at risk from other people, to themselves or others?		
Does the applicant pose a risk to property?		
Has the applicant ever harmed other people or animals?		
Has the applicant ever been reported to the Police as missing or failed to return home on time?		

IF THE ANSWER TO ANY OF THE ABOVE QUESTIONS ARE 'YES', PLEASE PROVIDE MORE DETAILS BELOW. PLEASE NOTE ANY SENSITIVITIES TO BE CONSIDERED WHEN DISCUSSING ISSUES WITH CLIENTS. YOU CAN USE THIS BOX TO PROVIDE US WITH ADDITIONAL INFORMATION ABOUT THE QUALITY OF ANY CONTACTS

Please continue on another sheet if necessary

SECTION 5 – REFERENCES

Please provide details of any other organisations working with the person or people who they are in regular contact with that can provide a verbal reference. E. g. Social Services, Probation, Youth Projects, Tutors/Mentors, Connexions, Youth Offending Team, Leaving Care Team, Drug/Alcohol support teams, Asylum/Refugee support projects etc. If they are not working with any agencies please give details of people who they are in regular contact with that can provide a verbal reference, **Without this information Nightstop will be unable to assess the person's suitability for accommodation.**

Name of Agency/Person	Contact details	Details of Involvement/Relationship to applicant
1.-		
2.-		
3.-		
4.-		
5.-		

SECTION 6 – Declarations and Consents

Nightstop North East & Cumbria Consent and Sharing information Form Consent to Sharing and Storage of Personal Data Safeguarding Children and Vulnerable Adults



Purpose of collecting information

We need to collect information from you so that we can understand what support you may need. We will treat all information as confidential, we will not share it with any other organisation unless required by law or you give us permission to do so, where it is relevant to your support and accommodation. The information you provide will help us to assess whether you are suitable for Nightstop. Also, it will ensure it is safe for you and our volunteers and monitor trends about who uses Nightstop. This is to help us improve the service, and know more about who we help.

Sharing personal information- the law

The law states that we must share confidential information about you if:

At any time we believe that you or any other person has been harmed or abused or is at risk of being harmed or abused.

Storing information.

We take good care of your details and they are always safe with us. We store all this information on our secure server and database, and only Nightstop staff at Nightstop North East and Nightstop UK have access to your personal information. If you are not suitable for Nightstop we remove your data after 12 months.

Contacting other agencies

We will need to contact other agencies to assess your support needs and to provide suitable accommodation so we may contact:

Youth Offending Service/Probation/Police, Housing Options Teams, Benefits Agencies, Connexions, Social Services, Any other services that you are currently/have been involved with, Family/friends

We will always contact the police but if you do not want us to contact any of the other agencies you are involved with, please let us know. We will tell you which agencies we would like to speak to before we do so.

Would you be happy for Nightstop to contact you in the future YES NO

Referred person - signed consent

I am happy for Depaul to keep written and electronic information about me.

I understand that this information may be shared in order to safeguard anyone at risk.

I am happy for Depaul to contact other agencies, including the police, where it is necessary for the purposes of my support.

I agree that the information provided in this referral form is accurate:

Signed:

Print Name:

Date:



This padlock symbol from the Information Commissioner's Office is to make you aware that your information is being collected and processed in line with the Data Protection Act 1998.

Depaul Registered Address, Depaul, Sherborne House, 34 Decima Street, London, SE1 4QQ , www.depaulcharity.org,
Registered Charity Number: 802384, Registered with the Homes and Communities Agency Number: C2683,
Company Number: 2440093 (Registered in England and Wales)