

Supporting Young People who are at risk of sleeping rough or becoming homeless in Bristol



Host Information Pack

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DEPAUL NIGHTSTOP UK ACCREDITED

Thank you for your interest in Bristol Nightstop, a project to support Young People aged 18-25 who are at risk of sleeping rough or becoming homeless in Bristol. If this project appeals to you or you would like any further information, including an application form to begin the process of becoming a Host, please contact:

The Bristol Nightstop Team

c/o YMCA
The Station,
Silver Street,
Bristol BS12PY

or call Matt on 07824446657

or email matt@caringatchristmas.org.uk

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Depaul Nightstop UK

On 1st February 2013 Bristol Nightstop became a project accredited by Depaul Nightstop UK. Depaul Nightstop UK is a national service which works together with local communities to prevent youth homelessness. The Depaul Trust is the largest youth homelessness charity in the UK providing over 100,000 bed nights a year.

Depaul Nightstop UK, a service of Depaul Trust, enables the development of new services and offers training, support and advice to established projects that work in the same or similar ways to Bristol Nightstop.

The first Nightstop scheme was set up by volunteers in York in 1987 and is still going strong today with approximately 45 Nightstop type projects across the county, helping thousands of young people facing homelessness crisis.

Or more information go to: www.depaulnightstopuk.org/

Bristol Nightstop

Young People become homeless for a variety of reasons and we want to be able to offer them a safe, supportive place to stay on the day they become homeless. While a young person is placed with a Host, staff will support them in finding appropriate housing solutions.

A Host is a special person who is able to offer a safe, supportive environment in their home on a temporary basis for 1 to 3 nights (this may be extended in some cases with agreement of the Host), providing the young person with sole use of a bedroom, wash facilities, an evening meal and breakfast. We will consult with you and take your needs into account when placing a young person in your home. We will ask for your availability every two weeks on the nights you are able to host. We will deliver a training package which will induct you into volunteering with us and supporting a young person. 24 hrs support will be available while a young person is with you.

Sometimes all a young person needs is the time and space to find solutions and start to rebuild relationships to enable a return home. There are also times when a return to the family home is not an option and other support and housing services may be needed. The reality is that together we are trying to prevent is a young person finding themselves in a vulnerable situation or sleeping rough on the streets.

Hosts are volunteers and are able to receive payment for the expenses incurred, which can be up to £12 per night.

**Becoming a host is more than just offering a room,
it's making a difference!**

Placing a Young Person

1. A person is eligible for Bristol Nightstop if they are 18 to 24 years old and find themselves or are at risk of becoming homeless. Our project will work with 16 and 17 year olds as well, offering key worker support and advice, but initially we will only offer emergency Host accommodation to 18 to 25 year olds.
2. Staff will look to see whether the young person is appropriate to be hosted. We do this by: -
 - Carrying out an assessment of risks and individual needs to see if the young person is suitable to stay with one of our hosts.
 - Seeking two references along with collaborating with other agencies to ensure the safety of the young person, volunteers and our staff.
 - Considering carefully who we place. The young person **will not** be placed if he/she is under the influence of drugs or alcohol, is showing signs of aggression, is absconding from care, has committed serious sexual or violent crimes, or at the time of referral is presenting with acute mental health issues.
3. If the young person is accepted staff will contact an available Host to arrange accommodation for the young person for the night, taking into account any needs the host should have.
4. A staff member will take the young person to the Host's home. Arrival time will be agreed with the Host.
5. The Host will provide one hot meal, a warm bed, the opportunity for a bath or shower and breakfast in the morning. **A young person is only allowed in the house when the Host is present and is not allowed a house key.** During this time a Bristol Nightstop staff member will be on-call throughout the night.
6. A staff member will contact the Host and young person the following morning or at an agreed time, to discuss how the evening went and to make arrangements for the day.
7. The young person will return either to Bristol Nightstop or another organisation where he/she will be supported in finding temporary or permanent accommodation.

Host Provider Role Description and Specification

HOST SPECIFICATION

To provide safe overnight accommodation, for 18-24 year olds, in line with the Standards of Practice on pages 8 & 9 of this pack.

Commitment: Whilst we are flexible and appreciate that people's circumstances change we ask that volunteer Hosts initially commit to hosting until June 2013. Hosts can say how many nights per week/month they wish to offer their availability, some volunteers are happy to offer one or two nights a week, while others offer more or less, volunteers are never put under any pressure. Volunteer Hosts will always be able to say 'no' to hosting a young person.

DUTIES

- To provide a young person, aged between 18-24 years old, a safe overnight accommodation in a room of their own, along with an evening meal or breakfast the next morning, access to wash facilities and a friendly welcome.
- To help a young person feel relaxed and comfortable in the household.
- To make a young person aware of essential routines and "House Rules".
- To act upon any relevant information and to inform Bristol Nightstop staff where appropriate.
- To attend an initial review and to receive ongoing support meetings every 3 months, appropriate training and an annual review.

PERSON SPECIFICATION AND SKILLS REQUIRED

- Warm and approachable
- A passion for helping young people
- An understanding of the issues faced by young people who are faced with homelessness (obtained through Bristol Nightstop training)
- An understanding of the issues faced by young people in accessing suitable housing (obtained through Bristol Nightstop training)

- Excellent communication skills including listening skills and an ability to make discussion topics understandable to the young person
- The ability to set and maintain appropriate boundaries and house rules
- The ability to treat information within the scheme and concerning the young people using the service in adherence with our Confidentiality Policy
- Ability to treat all young people with sensitivity and respect, whatever their backgrounds, opinions, cultural and ethical beliefs in adherence with our Equality Policy.
- Adherence to our Child Protection and Safeguarding Vulnerable Adults policies and procedures

TRAINING

You will receive training during your home visits, or at training venues in Bristol. The training will cover:

- Child Protection and Protection of Vulnerable Adults Policies and Procedures
- Confidentiality Policy and Procedure
- Professional Boundaries
- Young People who are in housing need
- Bristol Nightstop policies and working practices

Benefits to the Host: Hosts receive training on a range of topics relating to their role. Support is offered by the Project staff. All out-of-pocket expenses of up to £12 per night are reimbursed, and paid directly in to your bank account. There will be social events to recognise the important contribution that Hosts make and an opportunity to meet with other providers to share their experiences.

HOST APPLICATION PROCESS

To begin the process of becoming a Host please contact us and we will send you an application form. To become a Host you will be required to provide us with:

- A completed application form
- The names and contact details of two referees (per host) who have known you for more than one year and are not relatives. If there are two hosts in your household, you may use the same referee as long as they are able to comment on you individually.
- A completed Declaration of criminal background
- A completed Criminal Records Bureau Enhanced Application Disclosure form for all members of your household 16 years or over. **You will receive the application forms during your first Home Visit.**
- A Reference from your doctor may be required if this is the case you will receive the form during your Home Visits.

INFORMAL MEETING

If you are unsure if hosting is for you, why not give us a call? We can arrange for a member of staff to visit you for an informal meeting. This is a chance for you to ask any questions you might have about the project before deciding whether to commit yourself further.

SELECTION

The process of selection and training can feel quite lengthy but it is essential for the welfare of everyone involved. The process involves Home visit/s which will look to see if the criteria for a young person to stay can be met and to complete the induction programme:

- Informal Meeting - Application Form completed and references sent off
- Meeting 1 – We will meet with you to discuss Hosting and your CRB will be completed and sent off
- Home visit - We will undertake a standard risk assessment of your home
- Home Visit/meeting 2 – Induction meeting and initial training session
- Approval to be a Bristol Nightstop Host - on completion of home visits, meetings and the return of enhanced CRB and references
- Final Home Visit

DECISION

Bristol Nightstop will assess whether all requirements have been completed satisfactorily, which includes receiving a completed application, verifying references, completing Home Visits, induction, training and satisfactory enhanced CRB's.

If everything has been completed, staff will make their final Home Visit before you host a young person for the first time to sign the volunteer compact and provide you with a welcome information pack.

You will then be an approved Host and ready for placement of young people within your home, working within the Standards of Practice on pages 8 & 9.

PLACEMENT OF YOUNG PERSON

It is the host who decides what time a young person can arrive to your house. As a guideline we say arrival between 5pm and 8pm and departure between 7am and 10am however times need to reflect your availability and daytime commitments. Hosts are always given full information about a young person before they decide if they are able to host them.

ON-GOING SUPPORT

We will follow up with you the morning after hosting to discuss the next step.

24 hour support is available for all volunteers with a member of staff via phone.

CONTACT DETAILS:

On Call 24 hours – You will be given a 24 hour emergency contact number when a young person stays with you for the first time.

Standards of Practice

A Young person has the right to expect the following:

Arrival and Welcome

- The Host and members of Hosts family will expect the Young Person's arrival.
- The Host's home will show visible signs of life, e.g. lights on.
- The Host will know the Young Person's name.
- The Host and family will be welcoming.
- The Young Person will be offered a drink on his/her arrival.
- The Host and family will make every effort to be open, honest, sensitive, and non-judgemental.
- The Host will be willing to share information about why he/she is a Host for the scheme.
- If the Young Person has been brought to the Host by a support worker, they will introduce the Young Person to the host.

Boundaries

- The Young Person will be shown around the parts of the house to which they will have access and be introduced to other members of the Host's family.
- The Young Person should be made aware of any pets within the home (particularly dogs).
- The Young Person should be given clear information concerning 'House Rules' and any expectations of the Host and family.
- The Host will be interested in the young person, but will not pry into their personal details or history.
- Appropriate behaviour by all members of the household should be shown towards the Young Person.
- The Young Person should not be obliged to do chores, or placed in a position where this becomes an expectation. Should the Young Person volunteer to assist with chores, this offer may be accepted.
- The Host and family will not seek to influence the Young Person with their own views/beliefs/value systems.
- The Young Person should not be presented with overt opportunities to steal. They should not be given a house key, security codes, or any other item that would give the Young

Person unneeded access to the house or belongings there within. The host should think about a 'safe' place to store important documents and items while hosting.

- The room in which the Young Person sleeps should be treated as his/her private room and should not be intruded upon by the Host or other family members.

Information

- The Young Person should be given a clear explanation of the household's timetable. If no regular timetable exists, a timetable should be agreed between Host and Young Person for waking/breakfast etc.
- The Young Person should be given clear information about where to go the following day and how to get there.
- The Host should give a clear explanation of how to leave this house in an emergency. A light in the corridor leading to the exit should be left on at night.
- The bathroom/toilet facilities should be shown to Young Person.
- Minimal necessary information relating to burglar alarms should be given to the Young Person on how to avoid setting off the alarm at night.
- Smoke alarms should be present and the Young Person should be made aware of the alarms by a test.

Support Needs of the Young Person

- His/Her own bedroom.
- Privacy: a chance to be alone and for personal details to remain private, if desired.
- Meals: an evening meal and breakfast
- An opportunity to wash or bathe
- The chance to talk, or to be listened to.
- The chance to relax.
- The house should be warm and secure.
- The choice to go out, having a reasonable curfew is acceptable.
- To be safe: All Young Persons have the right to be free from all forms of violence, abuse, or harassment. All Young Persons have the right to expect that they will not be left alone in the house for the duration of their stay.