



**07887 492872**

## **Welcome to Sussex Nightstop!**

We would like your Nightstop stay to go as smoothly as possible and this guidance is designed to give you practical information to support you with that. This includes some requests of you in relation to Covid-19 to keep you and our hosts safe at this time. This guidance and what we ask of you may change as Covid-19 guidance changes – if it does we'll let you know.

It is a requirement for Sussex Nightstop staff to discuss and confirm your understanding of this guidance with you and to confirm your agreement with the scheme conditions before your stay.

Please contact the team at any time with any concerns or questions you have.

### **Volunteer Hosts**

Our hosts are all volunteers and committed to providing you with a comfortable, warm, clean, safe place to stay. They come from all backgrounds and ages and welcome everyone- all faiths, backgrounds, ages, BAME & LGBTQ+.

Before people stay with our hosts, we make sure their home is a comfortable and safe environment. All of our hosts are fully police checked, have a home visit from Nightstop staff, are met by a social worker and have completed our training programme. We know all of our hosts well and are in constant communication with them.

When you stay with a host you can expect:

- To be treated equally and with respect; Sussex Nightstop will challenge, as appropriate, any discrimination against race, gender, disability, sexual orientation, religion or belief system, from anyone taking part in the scheme, which includes guests, Nightstop staff, hosts and volunteers.
- To have a warm welcome, a safe place to stay and somewhere you can have a wash
- Use of a private bedroom
- An evening meal, breakfast in the morning & a packed lunch if needed
- Access to clothes washing facilities
- Space if you need it, or a listening ear if you wish to talk

### **What you can expect from us:**

Our Nightstop team will arrange your stay with the host and provide you with all the necessary information to make that stay go well, including support with transport arrangements to reach the host's home.

Nightstop provides short-term stays and we have to be confident that a realistic move-on plan is in place and that you are doing what you need to do for that to be successful. We will support you with this where possible and will liaise with your Housing Officer regularly.

We will be keeping in regular touch with you during your Nightstop stay. This includes daily check-ins which will happen by telephone. We encourage you to share with us any concerns you have.

You can also expect us to take your well-being and Covid-19 seriously and we will ensure that you have access to any of the necessary infection control items you need such as hand sanitiser, anti-bacterial wipes and face coverings in order to meet our Covid-19 conditions.

## What we expect from you:

The following are our scheme conditions. We need you to confirm your agreement with ALL of these conditions before a Nightstop stay can be set up:

- The host household address is confidential, please do not disclose this to anyone
- There are no visitors and no overnight guests, including family, allowed at the property
- Be considerate when using communal rooms
- Ask if you want to use/have anything
- Clear up after yourself
- There is no smoking in the property, but the host will tell you where you can smoke outside of the house
- There is no using controlled drugs, New Psychoactive Substances (NPS) or alcohol prior to going in to Nightstop, or while staying at the property
- You will not be able to stay in the house when the host is not there
- You will not be able to leave belongings at the property unless there is prior agreement for this made with your coordinator
- You must arrive at the property at the time stated, this must be before 9pm. Please do not turn up early or late, this may result in you not being able to stay
- Once you have arrived at your hosts you are not permitted to leave and come back again. If you need to leave the placement will be cancelled for that night
- Please do not ask for host contact details or share yours, or connect on social media with Nightstop volunteers & their families
- Any criminal activity may be reported to the police
- Please observe the actions asked of you in relation to Covid-19 (described below) at all times
- Please observe any conditions laid out where you have a Daystop arrangement in place

## Actions we require of you during the Covid-19 Pandemic:

The following must be carried out at all times:

**HANDS:** Wash your hands for 20 seconds immediately on arrival at host home and wash your hands regularly throughout your stay

**FACE:** Wear your face-covering when outside bedroom and in shared spaces where a 1m social-distance can't be clearly and confidently observed. Hosts are asked to do the same.

**If in doubt – wear a face covering!**

**SPACE:** Maintain a social distance of 2-metre-plus from others within the home at all times. Your host will do the same.

- Where possible, access host's home by foot, bicycle or Nightstop arranged transport
- If you must use public transport, please avoid travel at peak times, wear a face covering, avoid touching surfaces, avoid touching your face, and use alcohol based hand sanitiser upon leaving the bus/ train etc
- Have your face covering ready to put on before you enter the host household and/or let the host know if you don't have one
- Change and wash your clothes on arrival if you are working in a role delivering direct-care to others
- Utilise hand sanitiser made available in your guest room frequently
- Use and dispose of tissues immediately in bin provided in room
- Eat meals in your room unless host provides a space where you can socially distance and eat together, if you so wish. Avoid sharing of utensils when eating together
- Utilise separate bathroom where asked to do so and wipe down bathroom surfaces after EVERY use with the anti-bacterial wipes provided
- Place bed linen (sheets, duvet cover, pillowcases) in the bin liner provided before departure

### **What if I can't wear a mask?**

If you have a valid reason where you can't wear a mask please let us know.

In this instance we are asking you to:

- To maintain a 2m distance from hosts at all times
- Eat meals in your room and limit contact with others in household wherever possible

### **What if I'm more vulnerable to Covid-19?**

If you are more vulnerable to Covid-19 we will always try to place you with hosts who have the most consecutive nights available. We will also let the hosts and our on-call service know so that they can adjust how they manage your stay.

In this instance we are asking you to:

- Wear a face-covering AT ALL TIMES whenever you are outside of your room (hosts will be asked to do the same)
- Eat meals in your room and limit contact with others in household wherever possible

### **What if I fall unwell whilst staying with hosts?**

- If you think you may have Covid-19 symptoms, please inform your host immediately
- Your host will ring NHS111 for guidance
- Please then remain in your room with windows open
- Your host will leave food and drink outside your bedroom for you
- Our on-call team will be there to provide you with reassurance and support as needed.
- The following morning (or that day in the case of 'Daystop') Nightstop will contact the 'Care Hub' and the agency that referred you and advise them that you have suspected Covid-19 and will make necessary arrangements for you to leave Nightstop and access accommodation where you are able to self-isolate
- We ask that you please place bed linen in the bin liner provided before departure
- It is a requirement that we report all suspected Covid-19 cases to Public Health England. One of our Nightstop team (staff or on-call) will ask you about when symptoms started and contact you've had with others in order to do this

### **Covid-19 Screening:**

We will ask you Covid-19 screening questions before and during ALL stays you have with Nightstop hosts to ensure that nothing has changed which would mean the risk of Covid-19 has increased. We ask you to tell us about any:

- Covid-19 symptoms you have or others in your support bubble
- change to your health in some other regard
- contact with another person with Covid-19
- contact from the Test and Trace service and instruction to isolate
- change in employment that may affect your ability to meet the conditions of Nightstop with regards Covid-19
- change in your social circumstances which effects your ability to maintain social-distancing and comply with other government Covid-19 guidance

On the basis of screening the following will apply:

- If you are displaying any symptoms of Covid-19, have been tested positive for Covid-19 and are self-isolating for 10 days or until such time as advised by your GP or Public Health England, or you are awaiting the result of a test, you cannot be placed with Nightstop
- If you are unable to comply with the additional requirements of staying with a host during Covid-19 outlined here, including the ability to socially-distance and comply with government guidance, you cannot be placed with Nightstop and/or your placement will be ended
- Should you test positive for Covid-19 or fall ill with Covid-19 whilst staying with Nightstop we will re-refer you to the housing agency that referred you for further support. We will notify Public Health England on your behalf
- If you have been contacted by NHS Test and Trace you will not be suitable for placement with Nightstop for 14 days from when you last had contact with the person who had a positive Covid-19 test. We will refer you back to your referral agency for alternative accommodation

We are asking our hosts the same Covid-19 screening questions and asking them to carry out Covid-19 actions to reduce the risk of Covid-19. We will only use host households who we are confident meet the requirements of our hosting role during Covid-19.

### **What happens if I don't follow the scheme conditions?**

All of our scheme conditions, including the Covid-19 actions, are designed to keep you and our volunteers safe and are what you are agreeing to when you accept a Nightstop placement. If it is found that you are not following the scheme conditions it is likely that we will need to end your Nightstop placement and in this instance we will refer you back to your referral agency.

### **What happens if a host doesn't do these things?**

We expect our hosts to comply with the conditions of their volunteering role at all times and this includes compliance with our Covid-19 measures. If you have any concerns with regards to your hosts please tell us immediately.

### **What happens in Daystop?**

Daystop is where you stay at a host's house during the day. This means that you will be more able to socially-distance during the day which helps to manage the risk of Covid-19. Daystop may happen at the same household you are staying with overnight or with a different host. In addition to our standard Nightstop conditions a Daystop agreement will be set up outlining things you can do during Daystop (typically 9.00-5.00pm) that fall in line with government guidance.

In ALL circumstances:

- you will not be a key-holder and should not accept a key
  - you will not be in the host home without the host present and shouldn't agree to this with the host
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## CONTACTING SUSSEX NIGHTSTOP:

**Sussex Nightstop Team:** Our staff team are available Monday to Friday, 9.00-5.00pm. Our adult coordinator is called Helen Brassil. Helen can be contacted on:



**07887 492872**

**On-call:** after 5pm and at weekends our Sussex Nightstop Team number is answered by a volunteer member of our On-call team. They are there to help you with any problems you have with your Nightstop stay that has been set up by your Coordinator. They can't 'set up' a new Nightstop stay for you.

Please ring On-call if:

- you no longer need to stay with our hosts
- you are running late or have got lost
- need any other help regarding your stay including feeling anxious about staying



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**DO NOT TEXT on-call.** They will not receive your message.

**Our website:**

[www.sussexnightstop.org.uk](http://www.sussexnightstop.org.uk)

## Confidentiality

The information you give to Nightstop will remain confidential within the organisation and will not be passed to anyone without your permission. We will not pass on information to hosts unless we feel there is a need to do so for your safety or for the safety of the hosts.

The exception to this is if you tell us something that indicates that yourself, or someone else, is at risk of harm. In this situation we will have to pass the information onto the relevant agencies to ensure the safety of yourself, or the other person. In all circumstances we will try and let you know what we intend to do so that you can be involved in the process.

## Comments and Complaints:

We welcome all feedback on the service and are here to listen.

If you feel you would like to make a complaint or a comment about any aspect of the Nightstop service, the staff or volunteers, please talk to one of the team. If you prefer you can ask someone from another organisation to support you to do this (your youth worker or social worker).

We will ask for your feedback about the service once you have somewhere settled to live, this can help us to improve the service as well as helping us to show what we are doing well.

**Other Useful Contact Numbers:**

**Brighton & Hove Council Housing Options Team** - 01273 294 400 or email [housing.advice@brighton-hove.gov.uk](mailto:housing.advice@brighton-hove.gov.uk)

<http://www.brighton-hove.gov.uk/content/housing/general-housing/homelessness>

**Brighton & Hove Council** – Main switchboard 01273 290 000

**NHS Direct** – 111 (free 24-hour number) for none emergency health issues, service provides information on health conditions and information on local health services

**NHS 119 number** - <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/>

**Samaritans** – 0845 7909 090 for support with emotional wellbeing

**MIND Charity** – Mental Health Charity in Brighton **0300 123 3393** or email [info@mind.org.uk](mailto:info@mind.org.uk)