



# No Second Night Out

## York Protocol

### **Statement of Purpose**

Agencies working within York's Resettlement Strategy are committed to the delivery of excellent quality services to the most vulnerable and marginalised members of our community, including rough sleepers.

For the purpose of this protocol the title 'service provider' will be used to describe all Peasholme Charity projects, the Salvation Army Early Intervention & Prevention Team, CYC resettlement services, Arc Light, CYC Housing Options team and Youth Homeless workers.

### **Strategic Relevance**

The principles supporting this protocol are outlined within the Government Strategy Vision to End Rough Sleeping: No Second Night Out Nationwide.

These are:

1. New rough sleepers should be identified and helped off the streets immediately so that they do not fall into a dangerous rough sleeping lifestyle.
2. Members of the public should be able to play an active role by reporting and referring people sleeping rough.
3. Rough sleepers would be helped to access a place of safety where their needs can be quickly assessed and they can receive advice on their options.
4. They should be able to access emergency accommodation and other services, such as healthcare, if needed.
5. If people have come from another area or country and find themselves sleeping rough, the aim should be to reconnect them back to their local community unless there is a good reason why they cannot return. There, they will be able to access housing and recovery services and have support from family and friends.

*Effective Action to End Homelessness: Adopting the No second Night Out standard, developing a service offer for those new to the streets.  
Homeless Link, 2011*

## **Customer Definition**

York's homeless service providers recognise the vulnerabilities of people who are faced with rough sleeping; both new rough sleepers and longer term entrenched rough sleepers.

For the purpose of this protocol, service providers will use the following definitions to distinguish customers accessing our services.

1. **Threat of Rough Sleeping** describes customers who may be living in inadequate accommodation or sofa surfing. This can include customers who are being supported to stay with family or friends while working towards something more appropriate.
2. **New Rough Sleeper** describes a customer who may never have slept rough before or someone who is not known to services.
3. **Entrenched Homeless** describes a customer who may be living a rough sleeping lifestyle, or who has a history of long term hostel living and repeated periods of rough sleeping.

The Resettlement Strategy group acknowledges the need to proactively engage vulnerable people who fall into these groups, while recognising the responses and strategies needed to engage longer term entrenched homeless customers may need to be more intensive in order to sustain a positive outcome.

## **Single Service Offer**

Customers referred to service providers as part of this initiative will be provided with a single service offer. A single service offer is the clear message given to the customer about the accommodation and support they are being offered based on an assessment of their circumstances and support needs.

This offer will be made following the completion of an initial assessment, and could include access to resettlement services, access to hostel accommodation while private rented sector accommodation is sought, or reconnection. The offer of a temporary accommodation placement outside York may be made as a last resort; this offer will be time specific and include the return to accommodation in York.

This single service offer will be communicated to other agencies / parties involved in the support of a customer.

When a customer refuses their 'single service offer' this will be recorded alongside the reasons for their refusal.

## **Community Involvement**

Service Providers will use existing provisions for community involvement to highlight this protocol to members of the public and relevant agencies, businesses and institutions, e.g. FE providers, voluntary and statutory support services, and churches and faith groups involved in supporting vulnerable people .

Each agency will include a reference to their commitment to 'No Second Night Out' on their webpage, including a link to a specific webpage which will contain contact details for agencies and specific instructions on how to refer rough sleepers for support.

The Salvation Army EI&P team will use an email request for information to gather intelligence from the police, businesses and other relevant people. The wording of this email will include reference to the initiative and all partners. This email will be circulated on a weekly basis.

Records of all community contact will be maintained by agencies and this information will be used to gather intelligence and support the development of street walk routes.

## **Sharing of Information & Confidentiality**

Service providers will manage personal information of rough sleepers within the boundaries within the Housing Options and Homelessness Information Sharing Agreement 2011.

Any risk information will be shared within the boundaries of the Risk Information Sharing Agreement.

## **Review & Monitoring**

The Resettlement Strategy group will be responsible for monitoring and reviewing of all information resulting from this initiative.

An annual report will be produced and circulated detailing outcomes, diversity & equalities information, and case studies.

## **Our Service – what we will do for customers?**

The Salvation Army EI&P team will continue to act as an initial contact for rough sleepers except when contact has been made with the Youth Homeless Scheme (when this service will be lead agency). They will take the role as lead agency and will complete the initial assessment. This assessment will be recognised by all service providers.

Once a customer has been identified, they will be advised of the 'No Second Night Out' initiative including the provision of the single service offer.

An initial assessment will take place within 12 hrs of first contact, including an initial risk assessment. This assessment will include current circumstances, family support, substance misuse, mental health and offending history. Where possible a PNC check will be completed. Any service specific risk assessments will be undertaken at the point of accommodation, and will be completed by the service provider.

This initial assessment will also provide details of agencies and individuals supporting this customer, and will facilitate obtaining consent to share the single service offer.

The assessment will take place at a venue that is accessible to all, and may include venues away from traditional service provision. This will prevent any customers new to rough sleeping becoming engaged with street activity.

If the customer is 'sofa surfing' or in other vulnerable, uncertain or insecure accommodation - an assessment of the security of living arrangement will be made. If possible the customer should continue with their living arrangement until a longer term solution can be secured. In these situations, a customer's single service offer may include a SAP referral using normal referral pathways.

If it is identified that the customer is sleeping outside then emergency accommodation will be obtained for them. This accommodation will be secured by the end of the working day.

When emergency accommodation is being sought, the Salvation Army EI&P will secure access to a bed by providing information from the initial assessment to the service provider. Service providers will commit to the provision of this emergency bed within 1 hour.

It is important that all beds in the city are utilised before any use of crash pads or emergency temporary accommodation.

The assessing member of staff will accompany the customer to the service provider to facilitate an introductory meeting (where appropriate\*). This will ensure the customer is able to find the accommodation, is introduced to a person at the receiving service and all information is clearly passed on. Copies of signed initial assessments/ relevant details+ - including consent to share information, will be passed to service providers at this point.

The Salvation Army EI&P team/Youth Homeless Scheme will remain lead agency while the customer is using emergency accommodation. The lead agency status will be passed to the service provider when & if the rough sleeper is accommodated at the service as part of their single service offer.

If a rough sleeper is temporarily placed in accommodation away from York, the Salvation Army EI&P team/Youth Homeless Scheme will make daily contact with all parties, including the customer and will ensure they are returned to York within the agreed timescale. This will be no longer than two weeks. Any subsequent assessments, including risk assessments will be undertaken over the phone in order to prevent unnecessary travelling for the customer.

\* This may not be possible in every case; e.g. out of area placements, when staffing a 'duty' desk etc.

+ Youth Homeless Service will use appropriate/require form of information for specific circumstances

**This protocol has been signed up to and agreed by the following organisations:**

<p><b>Peasholme Charity</b> Signed by: Date:</p>	<p><b>CYC Housing Options and Homeless Services</b> Signed by: Date:</p>
<p><b>Arc Light</b> Signed by: Date:</p>	<p><b>Salvation Army, York</b> Signed by: Date:</p>
<p><b>Foundation</b> Signed by: Date:</p>	