
Sleepsafe 2018-19: Frequently asked questions

Access and Support

Who can access Sleepsafe?

Any verified Rough Sleeper, or someone who is at imminent risk of rough sleeping, can access Sleepsafe; but our focus is on those who want to get off, or not go onto, the street.

3 Key elements must be completed to access Sleepsafe: 1) self-referral form 2) risk assessment & 3) action plan.

There is no direct access

They must complete a referral form stating why they want to come into the service and engage. Then they must make an appointment with a BCARS staff member for a risk assessment to be completed. Finally, they must work with the BCARS team and other agencies to create a plan of action on how they will move on to more secure accommodation.

Note that if an applicant is homeless, eligible and in priority need (defined as pregnant, with dependent children, those made homeless by fire or flood, aged 16-17, a care leaver aged 18-19, or who is especially vulnerable because of age, illness, disability or some other special reason) then the local authority has a duty to provide temporary accommodation for them.

Does everyone accessing Sleepsafe need a Local Connection to Bournemouth?

No; *a person centred approach is used (i.e. what is the best thing for this person at this time); Sleepsafe will work with the B&PRST (St Mungo's) & others to help those without a local connection to Bournemouth link / reconnect with a previous home if that is appropriate – it may be that in the interim, it is appropriate for them to temporarily access Sleepsafe if they are the most vulnerable people on our waiting list but their stay will be based on their engagement and reviews of their agreed action plan.*

Can someone access Sleepsafe if they have been excluded from another provider?

Possibly: *For those already excluded from the Pathway within Bournemouth, a bed will only be allocated after a risk assessment which raises concerns around vulnerability and safety of others. In such a case, the Sleepsafe team may speak to other relevant agencies, and then take a decision based on all aspects of the risk assessment.*

How long can those who attend Sleepsafe stay there?

It depends: *A second (and subsequent) night at Sleepsafe is provided on the basis of engagement with the Sleepsafe team plus any other agency aiming to support the guest and agreeing to a support plan not to return to the streets; if after the first review (normally within a max of 3 days), there is no sign of any intention to follow through with their plan, then access to Sleepsafe will be withdrawn. The average stay in Sleepsafe over the past 2 years has been 3 weeks.*

What support will the guests have to get off the street more permanently?

Every guest at Sleepsafe will continue, if appropriate, to engage with accommodation support.

In addition, on Monday, Wednesday and Friday between 11 and 1pm, appointments will be held at the BCARS “Half-time” venue (Westover Road next to YMCA) to go through the progress of the action plan that each guest agreed when they came into Sleepsafe. (we call these “Guest Reviews”). The most basic level of support is to enable them to make better decisions through reducing the sleep deficit and making them feel more human (shower etc.). The person-centred approach is then aimed at empowering each guest to believe that they have a future.

We use a “Half-time” model with them offering a chance to assess the first part of their life and then look at what could be different in their remaining years – the specific help will vary from individual to individual but may include work / activity / volunteering / health-related support alongside help to find housing / a room, or getting benefits & ID etc.

How will you know if Sleepsafe is achieving its objective?

Personal stories & 3 sets of measures will be used:

- *The most obvious is the hard measure of material life change: the number who get into more secure accommodation, the number who find work or volunteering, the number who start dealing with addictions etc.*
- *In addition, written and spoken feedback is key; we will seek this from as many guests as possible to understand the difference that Sleepsafe has made to their physical and mental well-being*
- *Finally, every guest will be asked to complete an initial self-assessment similar to a star outcome to judge their state of mind as they arrive in Sleepsafe; this will cover 6 “dimensions” of life: Safety, Health, Housing, Food, Motivation & Support. They will be asked to update this at subsequent REVIEW meetings to see the change over time (which will be recorded on a confidential contact management system).*

Practicalities

Where will Sleepsafe take place?

***At a number of different churches across the town:** 17 different churches are covering the 22 weeks of Sleepsafe this year. Started 29/10/18 and concludes on 31/03/18. This year we are offering the guests a week’s stay at each church (apart from one 6-week period where there are 3 venues) so the guests don’t have to keep lugging their bags from place to place. We have lockers at the Churches for the guests to leave their rucksacks and belongings, which gives them greater freedom during the day.*

A copy of the list of church venues is available on request.

When is Sleepsafe open?

*Doors open at **7.30pm** for an evening meal, all leave by **8.30 am*** (after breakfast)*

(*Unless other morning activities are offered, or partner agencies wish to engage with the guests on a Friday morning for example)

How have the risks to the project been mitigated?

Each venue has undertaken a full risk assessment to check that the guests, workers and volunteers are as safe as possible. Where necessary DBS checks and references are taken up for staff & volunteers. As noted above, a risk assessment is carried out on all guests.

Will those who attend get any food?

Yes: *But note Sleepsafe is about providing a safe place to sleep, to give individuals more capacity for engaging with their action plan – it is not about giving out food. However, each venue will provide a basic meal in the evening and provide a breakfast before they start their day. They also will be provided with a packed lunch.*

Who is “in charge” each night?

A trained paid worker, supported by volunteers including night time volunteers who will cover each night of the project. There is a trained staff member on site at all times and no less than 2 people on at any one time. This worker will finalise the risk assessment on each guest, ensure each guest has signed and understood the licence agreement, and have responsibility for health and safety while they are on duty (08.30 pm-8.30 am).

Where have the volunteers come from? Have they all had a DBS?

The volunteers have all completed an application form and 2 references have been taken to check their suitability. Some are associated with a particular church venue; others have simply heard about the project and want to offer their skills.

Each venue has a volunteer Sleepsafe Champion who has had a DBS check; homeless people are not automatically classed as “vulnerable adults” and therefore other volunteers do not need to be DBS checked as a matter of course; the volunteers are not engaging in advice or guidance, they are simply there for practical help such as tidying up, cleaning etc. All staff and volunteers are trained & supported throughout Sleepsafe.

What rules are set for each venue?

These are set out in detail in the Licence Agreement signed by every guest; it includes:

- *No alcohol & no drugs (except prescription drugs) to be consumed in / around the premises.*
- *No violent, threatening, racist or other antisocial behaviour or language.*
- *No offensive weapons*
- *No smoking inside the building*
- *No entry after 10.00pm*

Is there a women-only facility?

Each venue will provide a segregated sleeping area for any female guests. Couples will not be allowed to sleep together.

Are pets allowed in?

No not as a rule. Sleepsafe reserves the right to refuse entry to pets on the grounds of health and safety risks

What is the referral process?

See below

Sleepsafe – Referral process

Self referral	Agency Referral
Rough sleeper wants a bed in Sleepsafe	Agency wants to refer a Rough Sleeper to Sleepsafe
Rough sleeper picks up self-referral form from “Half-time” or B&PRST (St Mungo’s) drop-ins	Agency completes an agency referral form
Rough sleeper completes form including summary of help wanted	Agency helps rough sleeper to complete a self-referral form in addition
Rough sleeper takes completed form(s) to “Half-time” venue or phones to make an appointment	Agency completes a risk assessment for their client
Rough sleeper meets BCARS worker by appointment to do risk assessment and action plan – BCARS worker calls B&PRST to confirm if verified rough sleeper if required.	Agency sends all forms to Sleepsafe team by email or by hand.
Action plan is agreed (and subject to review during stay at Sleepsafe)	Worker contacts agency to make appointment to meet client and agency worker to agree Action plan
Referral form and risk assessment passed to Sleepsafe night-shift team	
Rough sleeper told to arrive at 7.30pm at venue	
Rough sleeper signs licence agreement	
Sleepsafe team enter details of guest into secure contact mgmt. system	
Guest now in “safe” place with a plan of action	