

No Second Night Out Brighton

Frequently Asked Questions (Nov 2022)

1. Who are St Mungo's?

St Mungo's is a leading homelessness charity with national influence. We work in partnership with local authorities, health partners and communities, to end homelessness and rebuild lives. We have services in London, Brighton, Bournemouth, Reading, Oxford, Bath and Bristol. We have more than 50 years' experience in supporting people to recover from homelessness.

We are one of the largest providers of street Outreach services in the country. We supported more than 31,600 people who were homeless, or at risk of homelessness last year, through 207 services. We support over 3,200 people every night, and almost double that number during the pandemic.

We were key in delivering "Everyone In", the Government-led pandemic response. We ran 30 hotels across our areas of operation, supporting more than 4,000 people to isolate in safety.

We believe rough sleeping can be ended in this country, and that policies and interventions can be put in place to end homelessness for good.

You can find out more about us via our website – mungos.org

2. What is the No Second Night Out Service (NSNO) in Brighton?

No Second Night Out (NSNO) is an innovative scheme which aims to limit the amount of time anyone has to spend sleeping on the streets. St Mungo's was at the forefront of developing the approach and has more than 10 years' experience running NSNO services.

When the local Outreach team find someone who is sleeping rough they contact the NSNO team who will explore with the person their options and help them find a suitable housing offer within Brighton & Hove, or help them find accommodation in other areas where they may have links.

While longer term arrangements are being made we provide short term accommodation and food for our clients. Our NSNO service in Brighton can accommodate up to 45 people at one time. The average stay for residents is estimated to be less than 45 days.

Our service is staffed 24 hours a day. During the day there is a team of specially trained staff and over night we have a security team on site.

The address of the service is:

Hyman Fine House
20 Burlington St
Brighton
BN2 1AU

When under previous management, the address run by Jewish Care as a residential care home.

3. How can I contact St Mungo's NSNO Brighton Team?

The team can be contacted by email at nsnobrighton@mungos.org

Alternatively if you would like to speak to one of our team please contact us on the 24 hour duty number on 07763 869551.

Hari Chhokar, Service Manager for St Mungo's NSNO Brighton can be contacted directly at Hari.chhokar@mungos.org

4. Why St Mungo has been chosen to deliver this service

St Mungo's are experts in the field of tackling homelessness and have more than a decade of experience delivering this NSNO services and more than 50 years working in the homelessness sector.

St Mungo's was chosen to work in partnership with Brighton & Hove City Council to deliver the NSNO service for people who are experiencing street homelessness in the area. St Mungo's has been commissioned to until March 2023.

The NSNO service forms a key part of the Council's commitment to tackle rough sleeping and homelessness in the region. You can find more detail about the council's Homelessness Reduction Strategy on its website – <https://www.brighton-hove.gov.uk/housing/homelessness-and-living-street>

5. Do you have rules around alcohol consumption, substance use, and noise at the NSNO service?

Yes, we do. We take this issue very seriously and manage it in accordance with St Mungo's policy. Residents of NSNO accommodation are required to sign up to a licence agreement which includes a detailed set of 'House Rules'. These set out the restrictions in place around alcohol and substance use/distribution.

Drug use is strictly prohibited on site and suspected or known occurrences are dealt with in accordance with our policy, with police intervention where necessary. Support is offered to all residents with substance use needs; such as referrals to drug and alcohol support agencies, substance use reduction, abstinence and harm minimisation.

At NSNO Brighton, St Mungo's staff conduct routine daily patrols, with staff wearing St Mungo's branded vests. The purpose of these patrols is to provide reassurance, a high visibility presence and an additional point of contact for members of the community.

During patrols staff also work to proactively identify and address anti-social behaviour, disperse and groups of clients or visitors who may be congregating in the vicinity of the service, to report any suspicious behaviour, and to tackle noise and litter issues.

We at St Mungo's strive to be good neighbours and our relationships with the local community is very important to us. We have a zero-tolerance approach to anti-social behaviour. We work closely with our local safer Neighbourhood Policing Team, PCSOs and Brighton's Community Safety Team and meet regularly to address any historic or ongoing issues.

Community engagement and positive impact is a priority for us, and therefore as part of the plan our Management Team meets regularly with these stakeholders. If other members of the community are interested in joining these meetings we would encourage them to get in touch with the NSNO Team for further details.

Anyone who witnesses any form of anti-social behaviour or criminality should report it to the police. You can also let us know via the email or phone number detailed previously if you think one of our clients may have been involved.

6. What other homelessness provisions are there in and around Brighton and Hove and how does NSNO differ or fit into these provisions?

St Mungo's is one of several organisations which operates in the Brighton & Hove region to provide homelessness support services.

St Mungo's is currently commissioned to run the following services in Brighton & Hove:

- No Second Night Out (NSNO) Brighton
- Brighton Gloucester Street; self-contained accommodation for clients with low-medium support needs, with longer term support to prepare for independent living.
- Brighton Housing First; providing personalised wrap-around support by providing the security of a home first, followed by additional intensive support.

7. What measures are in place to ensure the safety of local neighbours and integration of the service and its users within the community?

St Mungo's is committed to ensuring that the local community feel safe and secure living and working alongside the NSNO service and have put in place numerous measures to ensure this, including staff patrols and CCTV as part of the Locality Management Procedure.

A detailed exploration of the measures that St Mungo's has implemented can be found in the Management Plan, which includes the detailed Community Responsibility Protocol. Copies of this detailed document are available, please ask a member of the team.

8. How can I make a complaint?

St Mungo's has a robust complaints procedure and we will respond to all enquiries within an agreed timeframe.

You can contact info@mungos.org if you wish to make a suggestion or let us know about something we've done well.

If you want to contact our central complaint team you can email complaints@mungos.org
You can also call us on 020 3856 6068.

If you do not want to make a formal complaint, or would like to speak to a member St Mungo's NSNO Brighton team first, you can email nsnobrighton@mungos.org or call the 24 hour duty number on 07763 869551.

9. What are the next steps for NSNO Brighton & Hove?

As part of our commitment to being good neighbours and positive presence in the community we will hold regular community engagement events.

This is important to us as it provides an opportunity for neighbours and businesses to meet the NSNO Brighton Team in person, find out about any updates, provide us with feedback and ask any questions about the service.

The next Community Engagement Event will take place on Thursday 24 November 2022 between 5-7pm, and will be open as a drop-in event.

To contact the team in between events we ask people to use the 24/7 phone line or email the Manager of the service.