

NIGHTSTOP

Preventing homelessness through community hosting

More than bednights:

An evaluation of the Nightstop Service

Appendices

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APPENDIX A - NIGHTSTOP HOST DISCUSSION GUIDE

Explanation of research:

- Purpose of research
- Confidentiality/anonymity
- Safeguarding
- Recording

1 Firstly, please tell me a little about yourself and how you became involved with Nightstop?

- Who do you live with? (Single, with partner/children)
- How did you first hear about Nightstop?
- What made you want to get involved?
- What did you expect to get out of the experience?
- What was the process of getting involved like?
 - › What happened?
 - › What could have been improved?

2 How do you tell Nightstop about your availability and have young people allocated to you?

- What works well about the process?
- What could be improved?

3 How many people have you hosted?

- For how long did they stay with you?
- What were they like?
- What was it like welcoming them into your home?
 - › What went well?
 - › What could have gone better?
 - › How open were the young people with you?
 - › What did you talk about?
 - › Was there anything you were anxious/worried about?

4 What do you think the young people who have stayed with you have got out of the experience?

- Just a place to stay or more than that?
- What difference do you think it might make to them in the long-term? How might their lives be different because of Nightstop?

5 What, if anything, have you got out of the experience?

- What's different for you now that you're involved with Nightstop?

6 For how long do you think you'll be a Nightstop host?

7 Is there anything else you think it would be useful for us to know?

Acknowledgements

We would like to thank all those who generously gave their time and insights to help create this research. In particular we would like to thank the young people, volunteers and staff from various Nightstop services who contributed to this research. We would also like to thank the Garfield Weston Foundation for their continued support for Nightstop UK.



APPENDIX B - NIGHTSTOP REFERRER DISCUSSION GUIDE

Explanation of research:

- Purpose of research
- Confidentiality/anonymity
- Safeguarding
- Recording

1 Firstly, please tell me a little about your service and how you are involved with Nightstop?

- How do you work with young people?
- In what circumstances might you make a referral to Nightstop?
- How frequently do you make a referral to Nightstop?

2 How does the referral process work?

- What works well about the process?
- What could be improved?
- Are your referrals usually accepted?
- If a referral isn't accepted, what's the most common reason for this?

3 When a young person you have referred is placed with a host, do you hear about how that placement has gone?

- If yes, what feedback have you received?
- If no, why not? Are you not in touch with the young people again?

4 What do you think the young people you refer to Nightstop get out of the experience?

- Just a place to stay or more than that?
- What difference do you think it might make to them in the long-term? How might their lives be different because of Nightstop?

5 If Nightstop wasn't working in your area, where would you refer young people?

- Are there any other services in the area you would refer to?
- How is Nightstop different to these services?
- If no other services, where would the young people stay?

6 Is there anything else you think it would be useful for us to know?

APPENDIX C- NIGHTSTOP SERVICE USER DISCUSSION GUIDE

Explanation of Research

- Share Consent Form (if not already completed)
- Purpose of research
- Confidentiality / Anonymity
- Safeguarding
- Recording

1 Can you tell me how you ended up using the Nightstop service?

- How many times have you used Nightstop? This refers to number of separate occasions. Each occasion may involve more than one night.
- On each occasion, for how many nights did you stay with a Nightstop host? This can be approximate/an average.
- How did your need for accommodation come about?
 - › Explore reasons as much as feels appropriate. If possible, explore where they were living beforehand, family circumstances, whether they were working/at college. If used Nightstop more than once, explore for all occasions.
- How did you initially find out about the service? Who referred you to Nightstop? Explore referral on each occasion.

2 What did you hope to get out of the Nightstop service when you were initially referred?

- Probe on:
 - › Was it just a bed to sleep in? Or other things too (e.g. company)?
 - › If used Nightstop more than once explore whether their expectations changed over time?

3 How did you find the experience of using Nightstop?

- What, if anything, did you like about using the Nightstop service?
- Is there anything about using Nightstop that you didn't like?
- Explore in as much detail as possible (incl. positive and negative) :
 - › The referral / acceptance process, particularly how it felt while they were waiting for confirmation that they had a host
 - › What it was like meeting the family/ies for the first time
 - › Whether they felt that the host family/ies was/were right for them
 - › Whether they felt that they spent the right number of nights with the host(s)
- Have any other people or organisations helped you with accommodation issues before?
 - › [If yes] How is Nightstop different to those other services?

4 How, if at all, do you think the Nightstop service has benefitted you?

- Probe on:
 - › Avoiding unsafe accommodation/homelessness
 - › Opportunity for ‘time out’
 - › Stepping stone to other accommodation options
 - › Opportunity to talk to family
- Is there anything that you feel you’ve learned from being part of Nightstop?

5 Did you experience any negative affects of using Nightstop? Was anything worse for you because of using the service?

6 What happened when you left Nightstop? If stayed on more than one occasion, explore what happened after all instances.

- Probe on:
 - › Where did you move to?
 - › How did you find this accommodation?
 - › What else has changed in your life since?

7 What do you think you would have done if Nightstop had not been available?

- Where do you think you would have spent the night if Nightstop hadn’t been there?
 - › After the interview: Code up as one of: Danger Zone, Storm Shelter, Minefield, Stepping Stone
- How would things be different for you now if Nightstop hadn’t been there?

8 Looking ahead to the future, do you think that having had support from Nightstop will make a difference to you in the long term?

Potentially use exercise: Imagine yourself five years from now. And then imagine yourself five years from now, in a world where Nightstop did not exist. How are those two versions of you different?

- Explore how they think Nightstop will have made a difference. What would be different about your life without Nightstop?
- Explore why they think Nightstop will have made a difference. What is it about the service you received from Nightstop that has made things different?

9 During the time you were using Nightstop, were you receiving support from anywhere else?

- Explore use of other statutory or charity services (e.g. related to accommodation, mental health, EET)
- Explore what their personal support networks were like at the time.

10 Is there anything else that we haven’t discussed that you think it would be helpful for us to know?

Thanks and close.

APPENDIX D – SURVEY QUESTIONNAIRES

Nightstop Managers survey

Thank you for taking the time to complete this questionnaire about your Nightstop. Your responses will be used to inform a full evaluation of the Nightstop Network’s work. This evaluation will help us demonstrate the value of the service and make improvements across the Network so we can help more of the young people who need us. The questionnaire should only take around 10 minutes of your time. We know you’re busy!

The survey is being conducted by an independent research organisation, Envoy Partnership. Envoy Partnership will share the data with Depaul. Envoy Partnership and Depaul will use your answers to help prepare a report which will reflect your views and the views of other stakeholders of the service. This may include direct quotes from these survey responses, although the quotes will not be attributed to you or your service.

1 Please indicate below whether or not you have understood how Envoy Partnership will use the data that you provide, and whether or not you give your consent for Envoy Partnership and Depaul to use your answers in preparing a report as outlined above.*

Yes, I have understood the information given above about how Envoy Partnership will use the data provided, and I give my permission for Envoy Partnership and Depaul to use my answers in preparing a report as outlined above.

No, I have not understood the information given about how Envoy Partnership will use the data provided, and / or I do not give my permission for Envoy Partnership and Depaul to use my answers in preparing a report as outlined above.

2 Firstly, which Nightstop are you from?*

- Aylesbury
- Bath
- Birmingham
- Black Country
- Bradford
- Bristol
- Cheshire
- Devon

- Dorset
- Edinburgh
- Flintshire and Denbighshire
- Glasgow
- Gloucestershire
- Grimsby
- Guernsey
- Herefordshire
- Hertfordshire
- High Peak
- Leeds
- London
- North West
- New Forest
- Norfolk
- Nottingham
- Nottinghamshire
- NSNE&C
- Oldham
- Preston
- Redditch
- SASH
- Somerset Coast
- South Yorkshire
- Sussex
- Wyre Forest
- Ynys Môn
- Other (please specify)

3 For how long has your Nightstop been in operation? By this we mean placing young people with hosts. (If your Nightstop has closed and reopened at any point, please ignore this. We want to know how long it's been since the service first opened.)*

- Less than 6 months
- More than 6 months, up to a year
- More than a year, up to 2 years
- More than 2 years, up to 5 years
- More than 5 years, up to 10 years
- More than 10 years
- Don't know

4 We know that every week is different, but on average, how many referrals would you say you get to your Nightstop each week?*

- 1 or 2
- 3 to 5
- 6 to 10
- 11 to 20
- More than 20
- Don't know

5 Does your Nightstop accept self-referrals from young people?*

- Yes
- No

6 We're interested in where your referrals come from. You don't need to be exact, but please estimate the proportion of your referrals that come from the following places by entering the relevant percentage next to each option. The total should come to 100%.

	Enter %
Local authorities	
Other charities/housing associations	
Schools/colleges	
Employers	
Parents or other family members	
Self referral	
Other	
Don't know	

7 What proportion of the young people your Nightstop supports attempt to self-refer before a formal referral is received?

Enter %	
---------	--

8 Approximately how many young people did your Nightstop service provide with somewhere safe to stay in November 2017?*

--

9 How many active hosts does your Nightstop have? By 'active' we mean hosts who have been available in the last 3 months.*

--

10 We're interested in the type of people who host for your Nightstop. Again using percentages, please estimate the proportion of your hosts who are:

	Enter %
Single people living alone	
Couples or multiple adults living together	
Families with children living at home	

11 In your opinion, how diverse is the team of hosts that supports your Nightstop?*

- Very - they're from very different walks of life
- Fairly - they have similarities, but there is a good variety nonetheless
- Not very - most of our hosts are from similar backgrounds
- Not at all - there is definitely a typical host in terms of demographic and lifestyle
- Don't know

12 Do you have enough hosts available to allow for you to match young people and hosts based on their age, interests etc.??*

- Always
- Sometimes
- Rarely
- Never
- Don't know

13 What is the maximum length of time (in days) a young person can stay with one host at your Nightstop? Please note that if you offer a supported lodgings service, we are talking about placements under Nightstop only.*

14 We know every situation is different, but for how long do you tend to place a young person with a host? Please note that if you offer a supported lodgings service, we are talking about placements under Nightstop only.*

- Usually just for one night
- Usually for 2 or 3 nights
- Usually for 4 or 5 nights
- Usually for about a week
- Usually for a couple of weeks
- Usually for longer than two weeks
- It's impossible to say - it varies too much

15 As well as providing young people with a bed for the night with a host, which of the following services do you offer?*

- Signposting to specialist support organisations (e.g. employment services, counselling)
- Advice and information
- Practical support (e.g. help to complete forms or open a bank account)
- Formal training sessions (e.g. budgeting, tenancy skills)
- Alternative emergency accommodation (e.g. if no references are available so a young person can't be placed with a host)
- Mediation or family support
- Somewhere for young people to spend time during the day (e.g. between placements)
- Somewhere for young people to store their belongings during the day
- Somewhere for young people to store their belongings over night (whilst they stay with a host)
- A chaperone service to help young people find their way to hosts' houses
- None of these

16 To your knowledge, are there any other services providing emergency accommodation in your area? If so, please describe them below.

17 In your own words, please describe what you think makes your service successful.

18 How could your service be improved? We're particularly interested in any additional support you think Nightstop UK could provide to help you with this.

Finally, for analysis purposes only we have a few questions about the financial side of things.

19) What was your annual budget for Nightstop in 2017?

£

19 What proportion of Nightstop's funding came from the following sources?

	Enter %
Statutory (public sector funding)	
Community (through local donations or events)	
Corporate (from local or national business)	
Trusts and Foundations (e.g. Lottery)	
Unrestricted funds from elsewhere in the organisation your Nightstop is part of	
Other sources	

Thank You!

That's all the questions we need to ask you. Thank you so much for your help with our evaluation. If you have any questions or would like to expand on any of the responses you've given, please contact Sarah McCoy on 07966 927148.

Nightstop Hosts survey

Thank you for taking the time to complete this questionnaire about your experience of being a Nightstop host. By completing this questionnaire you're contributing to a full evaluation of Nightstop's work. This will help us improve the service and better support the young people we work with.

The survey is being conducted by an independent research organisation, Envoy Partnership. The survey is anonymous. Envoy Partnership will share the survey data with Depaul, and Envoy Partnership and Depaul will use your answers to help prepare a report which will reflect your views and the views of other stakeholders of the service. This may include direct quotes from these survey responses, although the quotes will not be attributed to you as this survey is anonymous.

- 1 Please indicate below whether or not you have understood how Envoy Partnership will use the data that you provide, and whether or not you give your consent for Envoy Partnership and Depaul to use your answers in preparing a report as outlined above.***
- Yes, I have understood the information given above about how Envoy Partnership will use the data provided, and I give my permission for Envoy Partnership and Depaul to use my answers in preparing a report as outlined above.
- No, I have not understood the information given about how Envoy Partnership will use the data provided, and / or I do not give my permission for Envoy Partnership and Depaul to use my answers in preparing a report as outlined above.
- 2 Firstly, which Nightstop do you host for?***
- Aylesbury
 Bath
 Birmingham
 Black Country
 Bradford
 Bristol
 Cheshire
 Devon
 Dorset
 Edinburgh
 Flintshire and Denbighshire
- Glasgow
 Gloucestershire
 Grimsby
 Guernsey
 Herefordshire
 Hertfordshire
 High Peak
 Leeds
 London
 North West
 New Forest
 Norfolk
 Nottingham
 Nottinghamshire
 NSNE&C
 Oldham
 Preston
 Redditch
 SASH
 Somerset Coast
 South Yorkshire
 Sussex
 Wyre Forest
 Ynys Môn
 I'm not sure

- 3 For how long have you been a Nightstop host? (If you've had a break in hosting, please tell us the total time you've spent as a host.)***
- Less than 3 months
 More than 3 months, up to 6 months
 More than 6 months, up to a year
 More than a year, up to 2 years
 More than 2 years, up to 5 years
 More than 5 years
- 4 How long did it take to become a host? Please think about the amount of time that passed between your first contact with Nightstop and when you hosted a young person for the first time.***
- Less than a month
 More than a month, up to 2 months
 More than 2 months, up to 3 months
 More than 3 months
 I haven't hosted a young person yet
 I can't remember
- 5 Which of the following reasons for becoming a Nightstop host apply to you? Please select as many options as you like.***
- I wanted to feel useful
 I spend quite a lot of time alone and thought it would be nice to have someone to talk to
 I (used to) work in the homelessness sector or with young people and my experience motivated me to get involved
 I felt guilty that I had a spare room sitting empty
 I've had personal experience of homelessness and wanted to help people in a similar situation
 I wanted (my children) to learn more about young people and the challenges they face
 Other - please specify:
 Don't know
- 6 Thinking back to when you became a Nightstop host, how straightforward did you find the process?***
- Very straightforward
 Fairly straightforward
 Fairly complicated
 Very complicated
 I can't remember
- 7 What did you find complicated about the process of becoming a Nightstop host?**
- 8 It might vary, but on average how often are you available to host a young person for the night?***
- Whenever I'm needed
 2 or 3 nights a week
 Once a week
 Once a month
 Less frequently than this
 It varies too much to say
- 9 Since you first became a Nightstop host, how many different young people have stayed with you? Your best guess will do!***
- I haven't hosted a young person yet
 Fewer than 5
 More than 5, up to 10
 More than 10, up to 20
 More than 20, up to 30
 More than 30
 Don't know

10 We know every situation is different, but for how many nights does each young person tend to stay with you?*

- They usually stay just one night
 They usually stay 2 or 3 nights
 They usually stay 4 or 5 nights
 They usually stay about a week
 They usually stay a couple of weeks
 They usually stay for longer than this
 It's impossible to say - it varies too much

11 What difference has being a Nightstop host made to you? Please select all that apply.*

- I feel more useful to my community than I did before
 I feel more positively towards young people than I did before
 I know more about the challenges young people face than I did before
 I'm more open-minded than I was before
 I'm less lonely/isolated than I was before
 None of these

12 In your own words, please tell us about the difference being a Nightstop host has made to you. Be sure to mention any negative change you've experienced as well as positive.**13 How do you think Nightstop could be improved for young people? (We'll ask you about how it could be improved for hosts in the next question.)****14 How could Nightstop be improved for hosts?****15 Would you recommend being a Nightstop host to other people?***

- Yes, I already have
 Yes, I haven't yet but I would
 No

16 Why wouldn't you recommend being a Nightstop host?**17 How would you describe your gender?**

- Male
 Female
 Other
 I'd prefer not to say

18 Which age group do you fall into?

- Under 25
 26 - 35
 36 - 45
 46 - 55
 56 - 65
 Over 65
 I'd prefer not to say

19 19) The majority of the time, do you host:

- On your own
 With a partner / at least one other adult
 As a family with children living at home
 Don't know

Thank You!

That's all the questions we need to ask you. Thank you so much for your feedback and for doing such a wonderful job as a Nightstop host.

Nightstop service users survey

Please complete this survey to get a £3 Costa Coffee evoucher. Once the survey is complete, you will be automatically redirected to your Costa Coffee evoucher. Your answers will also help us improve the Nightstop service for young people who need our help.

If you would also like us to email your Costa Coffee evoucher, then please enter your email address here. We recommend that you do this as otherwise you will have to 'save' the evoucher to your internet browser favourites to avoid losing it.

Please do not forward this survey to anyone else! If you do, they might spend your voucher before you get the chance.

1 The legal bit:

The survey is being conducted by an independent research organisation, Envoy Partnership. This survey does not ask for your name, and your answers will be treated anonymously. Envoy Partnership will share the anonymous survey data with Depaul, and Envoy Partnership and Depaul will use your answers to help prepare a report which will reflect your views and the views of other stakeholders of the service. This may include direct quotes from these survey responses, although the quotes will not be attributed to you.*

Please tick the box to confirm that you have understood how Envoy Partnership will use the data that you provide, and that you give your consent for Envoy Partnership and Depaul to use your answers in preparing a report as outlined above.

2 If you would like to receive your evoucher by email, please enter your email address:

Your email address:

3 For how many nights have you used Nightstop in total?*

- I haven't used Nightstop
 1 night
 2-3 nights
 4-5 nights

- 6-10 nights
 11-15 nights
 More than 15 nights

4 How many different Nightstop hosts have you stayed with in total?*

- 1 host
 2-3 hosts
 4-5 hosts
 More than 5 hosts

5 When did you last stay with a Nightstop host?*

- Less than a week ago
 More than a week ago, but in the past month
 More than a month ago, but in the past 3 months
 More than 3 months ago, but in the past 6 months
 More than 6 months ago, but in the past year
 More than a year ago, but in the past 2-3 years
 More than 3 years ago

[Coding] Participant defined as "Current Nightstop User" if used Nightstop within past month, and "Former Nightstop User" if did not use Nightstop within past month.

6 On the nights you've stayed with a Nightstop host, where do you think you would be likely to stay if Nightstop hadn't been available? From the list below, please select the places you would have been most likely to stay. You can choose a maximum of three.*

- With my parents/in the family home
- With a close friend
- With a stranger or someone I don't know well
- On the streets or in a park
- On public transport or in a public building (e.g. a station)
- Somewhere else - please tell us where:

- I don't know

7 [Current Nightstop Users only] Please think about all the time you've spent staying with Nightstop hosts. In general, what effect do you think staying with Nightstop hosts has had on the following?

8 [Current Nightstop Users only] What difference has Nightstop had on:

- Your ability to take care of yourself (e.g. shower, wear clean clothes)*
- Nightstop has made this much better
 - Nightstop has made this slightly better
 - Nightstop hasn't made any difference
 - Nightstop has made this slightly worse
 - Nightstop has made this much worse
 - Don't know

9 [Current Nightstop Users only] What difference has Nightstop had on:

- Your personal safety*
- Nightstop has made this much better
 - Nightstop has made this slightly better

- Nightstop hasn't made any difference
- Nightstop has made this slightly worse
- Nightstop has made this much worse
- Don't know

10 [Current Nightstop Users only] What difference has Nightstop had on:

- Your ability to sleep*
- Nightstop has made this much better
 - Nightstop has made this slightly better
 - Nightstop hasn't made any difference
 - Nightstop has made this slightly worse
 - Nightstop has made this much worse
 - Don't know

11 [Current Nightstop Users only] What difference has Nightstop had on:

- Your ability to eat healthily*
- Nightstop has made this much better
 - Nightstop has made this slightly better
 - Nightstop hasn't made any difference
 - Nightstop has made this slightly worse
 - Nightstop has made this much worse
 - Don't know

12 [Current Nightstop Users only] What difference has Nightstop had on:

- Your ability to keep warm and dry*
- Nightstop has made this much better
 - Nightstop has made this slightly better
 - Nightstop hasn't made any difference
 - Nightstop has made this slightly worse
 - Nightstop has made this much worse
 - Don't know

13 [Former Nightstop Users only] Please think about all the time you spent staying with Nightstop hosts. In general, what effect do you think staying with Nightstop hosts had on the following?

14 [Former Nightstop Users only] What difference did Nightstop have on:

- Your ability to take care of yourself (e.g. shower, wear clean clothes)*
- Nightstop made this much better
 - Nightstop made this slightly better
 - Nightstop didn't make any difference
 - Nightstop made this slightly worse
 - Nightstop made this much worse
 - Don't know

15 [Former Nightstop Users only] What difference did Nightstop have on:

- Your personal safety*
- Nightstop made this much better
 - Nightstop made this slightly better
 - Nightstop didn't make any difference
 - Nightstop made this slightly worse
 - Nightstop made this much worse
 - Don't know

16 [Former Nightstop Users only] What difference did Nightstop have on:

- Your ability to sleep*
- Nightstop made this much better
 - Nightstop made this slightly better
 - Nightstop didn't make any difference
 - Nightstop made this slightly worse
 - Nightstop made this much worse
 - Don't know

17 [Former Nightstop Users only] What difference did Nightstop have on:

- Your ability to eat healthily*
- Nightstop made this much better
 - Nightstop made this slightly better
 - Nightstop didn't make any difference

- Nightstop made this slightly worse
- Nightstop made this much worse
- Don't know

18 [Former Nightstop Users only] What difference did Nightstop have on;

- Your ability to keep warm and dry*
- Nightstop made this much better
 - Nightstop made this slightly better
 - Nightstop didn't make any difference
 - Nightstop made this slightly worse
 - Nightstop made this much worse
 - Don't know

19 If you'd like to tell us more about this, please write your comments here:

20 [Current Nightstop Users only] Please think about the difference Nightstop has made to you. Please select all the statements below that you agree with. If you don't agree with any of the statements, select the last option - 'None of these'.

- The support of Nightstop means that:*
- I feel I have greater choice and control over my future
 - I feel I am treated with more dignity
 - I feel more positive about myself
 - I have more time and space to think and plan for the future
 - I feel more positive about the future and what it holds for me
 - I feel more motivated to do well in the future
 - None of these

21 [Former Nightstop Users only] The following statements are about the difference that Nightstop has made to you. Please indicate how much you agree or disagree with each one.

22 [Former Nightstop Users only] How much do you agree or disagree with the following?

Nightstop has given me more control over my future*

- Agree strongly
- Agree slightly
- Neither agree nor disagree
- Disagree slightly
- Disagree strongly
- Don't know

23 [Former Nightstop Users only] How much do you agree or disagree with the following:

I feel more respected and valued because of Nightstop*

- Agree strongly
- Agree slightly
- Neither agree nor disagree
- Disagree slightly
- Disagree strongly
- Don't know

24 [Former Nightstop Users only] 24) How much do you agree or disagree with the following:

I feel better about myself because of Nightstop*

- Agree strongly
- Agree slightly
- Neither agree nor disagree
- Disagree slightly
- Disagree strongly
- Don't know

25 [Former Nightstop Users only] How much do you agree or disagree with the following:

Nightstop has given me more time and space to think about my future*

- Agree strongly
- Agree slightly
- Neither agree nor disagree
- Disagree slightly
- Disagree strongly
- Don't know

26 [Former Nightstop Users only] How much do you agree or disagree with the following:

I feel more positive about the future because of Nightstop*

- Agree strongly
- Agree slightly
- Neither agree nor disagree
- Disagree slightly
- Disagree strongly
- Don't know

27 [Former Nightstop Users only] How much do you agree or disagree with the following:

I feel motivated to make positive changes because of Nightstop*

- Agree strongly
- Agree slightly
- Neither agree nor disagree
- Disagree slightly
- Disagree strongly
- Don't know

28 [Former Nightstop Users only] How much do you agree or disagree with the following:

I feel more confident because of Nightstop*

- Agree strongly
- Agree slightly
- Neither agree nor disagree
- Disagree slightly
- Disagree strongly
- Don't know

29 If you're feeling different to how you felt before you used Nightstop, please think about who this change was down to.

How much was down to Nightstop?*

- All of it
- Most of it
- About half of it
- A small part of it
- None of it
- Don't know / NA

30 What other people or organisations do you think also helped you?

31 If you have any final comments about your experience of Nightstop, please write them here.

Thank You!

Thank you for taking our survey.

You will be redirected to your Costa Coffee voucher in 5 seconds.

If you gave your email address at the beginning of the survey, you will also be sent this voucher. If not, then you will need to 'save' this link to your favourites.

If you are not automatically redirected to your Costa Coffee voucher, please use this link: [survey link]

Thank you

Envoy Partnership and the Nightstop Network Team



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