



YMCA OPEN DOOR

Supported Lodgings for homeless young people



Duty of Care Procedure for NIGHTSTOP

If a young person does not come home when expected try to contact them via phone, text, friends etc. making a note each time.

If you have been unable to make contact within an hour of when you expected them then use the following flowchart...

NIGHTSTOP

Call the young person's Social Services out of hours number to inform them of the situation:

- Dudley – 01384 817670 / OOH 0300 5558574
- Sandwell – 0121 5693740 / OOH 0121 5692355
- Walsall – 01922 650555 / OOH 0300 5552836
- Wolverhampton – 01902 553001 / OOH 01902 552999

YOU DO NOT NEED TO INFORM THE POLICE UNLESS ASKED TO DO SO BY SOCIAL SERVICES

Please keep a log of name/date/time calls are made and the name of the person you spoke to, so we can add this to the young person's records

If the young person is over 18, unless they have specific vulnerabilities it is unlikely EDT will take action, but they can provide guidance.

If social services are aware and you have followed the duty of care, you can text our OOH number but do not need to call.

If it is an emergency, Easter Weekend, Christmas, Bank Holiday Weekend etc. please also call the Out of Hours number 07840 448 087 so that we are aware of the situation.

Inform the YMCA by leaving a text or voicemail on 07545428585 or e-mail opendoor@ymcabc.org.uk

A member of staff will get in touch with you the next working day.

If you are unsure of what action to take you are always welcome to call the YMCA Open Door Out of Hours number on 07840 448 087