



YMCA OPEN DOOR

Supported Lodgings for
homeless young people



Out of Hours Number Guidelines

When should I use the YMCA Out of Hours Number?

Guidelines for hosts

The out of hours number is there for hosts in emergencies only. It provides an extra level of support to hosts if:

- 1- There is an emergency situation or an incident has occurred
- 2- A host feels out of their depth and unable to deal with a situation
- 3- There is information that the YMCA needs to be aware of straight away (especially relating to safeguarding)

Examples of when to use the out of hours number:

1 – When there is an emergency situation or an incident:

- The young person has had a serious injury/been harmed or victim of a serious crime.
- The host/family or young person is at serious risk or information has been given to suggest the young person is at serious risk.
- The young person needs to be moved to another host very quickly because your health has suddenly deteriorated/family emergency or the house has undergone significant damage.
- If a young person has become aggressive or confrontational.
- If emergency services have needed to be contacted for young person.

In all of these instances you must phone the Out of Hours number.

2- When you feel out of your depth or unable to deal with a situation:

- You urgently need advice about dealing with a situation and if it does not wait until tomorrow i.e. either you/the young person/the placement will be at risk
- You are in serious distress or you feel like that you are losing control and need to speak to somebody urgently.

In these situations, you need to phone the YMCA on the Out of Hours number.

3- There is information that the YMCA needs to be aware of straight away (especially relating to safeguarding):

- There is a situation that has occurred where you feel that the young person is an usually higher amount of risk from others i.e. sexual exploitation, physical abuse etc.

In these situations, you need to phone the YMCA on the Out of Hours number.

Do I use the out of hours phone in the following situations:

- 1) The young person was meant to be back at 10pm and it is now 11pm?
No. I need to follow the duty of care procedure.
- 2) The young person was meant to be back at 10pm and it is now 11pm, I know that there is a safeguarding risk?
Yes. Phone the YMCA Out of Hours and then follow the duty of care procedure.
- 3) The young person has lost their key?
No. Please report this to their project worker in the morning or another member of staff in their absence.
- 4) The young person did not turn up for nightstop. They were meant to be here by 10pm and it is now 11pm.
No. Please follow the duty of care procedure.

Please remember - When staff are on out of hours duty they are sometimes with family or attending social events and are very rarely doing work related activities. Please use it sparingly, but in an emergency do not hesitate to use it! We will do our best to resolve any issues that require urgent action and everything that is within our capability.

4 Questions to ask if you are still unsure about phoning the YMCA out of hours number:

1 - Do the YMCA need to know about the problem straight away or can it wait until the morning?

2 - Am I able to deal with the situation on my own or do I urgently need some help?

3 - If I did phone, is there anything that the YMCA member of staff could do to help the situation, given that it is not working hours?

4 - Do I feel like that I am about to lose it and do something out of character?

If there is a situation where there is conflict, things to remember:

- Try and remain calm
- Try to defuse the situation and not allow it to escalate.
- If a young person appears to be emotionally charged, it is better to wait for the next day to discuss the situation when they are calm and also ask for the YMCA to help in dealing with the situation. It is ok to walk away.
- You might feel that you are right about a situation and that they are wrong. Although they might be in the wrong, we are trying to correct any behaviours for their own benefit and it is not about us proving we are right.

Thank you for following the guidelines. If you have any queries about this please phone or e-mail Jonathan to discuss this.

Jonathan.crust@ymcab.org.uk/07850515604

Maybe we ought to be more specific with the OOH stuff and say if the police, ambulance or fire brigade are involved, we need to be contacted due to the fact the host did not contact us about incident involving police over the weekend. I would have advised host to not go into an interview with police because they wanted an additional witness to the y/p understanding what was going on as although he is 18 he has mild learning difficulties. Y/P refused a solicitor as he would have been locked up in the cells to wait but now it will be harder for him when this goes to court as he has stated to them that he understands certain things. After my meeting today, it is clear that the y/p has limited understanding of the consequences of his actions and what this will mean.

Also, maybe to explain to potential hosts about accepting parcels from the mailmen in the training and about illegal items. As a host accepted a parcel containing police handcuffs which are illegal and this happened 4-5 weeks ago and did not inform project worker.