



## Internal Youth Service Referrals

Clients who are already accessing 121 mentoring or school forums can be encouraged to also access our group offer. Below is a brief outline of our internal processes for each different group:

A) Clients who only access forums and do NOT have a membership form. YPs have not provided consent or any contact info etc and therefore can NOT be referred to any groups.

If they are 13+ you can offer them full membership and then once the membership is in place, follow the processes outlined below in section D.

Please note, YPs aged 13+ can self-refer BUT its best to support the process as otherwise they will receive full 'newbie' process even though they are already accessing a Free2B service. If in doubt, liaise with Georgina.

B) 121 clients - with a full free2B membership aged under 13 – signed by school safeguarding lead.

YPs do NOT have parent consent and therefore can NOT be referred to any groups.

C) 121 clients - with a full free2B membership aged under 13 – signed by parent.

Refer parent to Georgina to discuss and agree Gapsters (wellbeing and Trans wellbeing are aged 13+ and not applicable)

D) 121 clients - with a full free2B signed membership aged 13+

Gap

- Double check the YP's membership form has an up-to-date family emergency contact. School info is NOT suitable.
- Discuss with YP if they are interested in club.
- Share promo video so they get a sense of what Gap is all about:  
<https://youtu.be/S5taX8HsqqU>
- Explain clearly that our address is SAFEGUARDED and cannot be shared.

- Explain clearly that the group is for LGBTQ+ YPs only (if they want to refer a friend).
- Explain that they will be asked to read and sign ground rules when they join and share in advance if useful (see below).
- Provide venue address.
- Agree their start date.
- Add 'Newbie' to the Teamup calendar header on the start date and add their name in the description together with your name so we know who has referred them.
- If possible, arrange to meet the YP at Gap if you are on the rota.

### Wednesday Wellbeing

- Double check the YP's membership form has an up-to-date family emergency contact. School info is NOT suitable.
- Discuss with YP if they are interested in group.
- Share mini session example video so they get a sense of what Wellbeing is all about: [https://youtu.be/p5XfdwP\\_f-4](https://youtu.be/p5XfdwP_f-4)
- Explain clearly that the Zoom link is SAFEGUARDED and cannot be shared.
- Explain clearly that the group is for LGBTQ+ YPs only (if they want to refer a friend).
- Agree their start date.
- Message the team via WhatsApp team chat to advise of their start date.
- Double check you have accurate contact details.
- Add their name and contact number or email to the Wellbeing invite list and include your name in the notes column so we know who has referred. <https://free2balliance.sharepoint.com/:w:/s/Free2B34/ERRHeq8q1jF0mCxTy1CmwI0Bp6zujDcqUKeeDI-t-O-CYw?e=Bf43EW>  
Or contact Lucie or Georgina to help with this.
- If possible, attend their first session – if you are not on the rota, you may like to join just the beginning few minutes to welcome them and so they have a face they recognise.

Lucie to update wellbeing/trans wellbeing Lamplight list for 20+ checks

### Trans Wellbeing

- Double check the YP's membership form has an up-to-date family emergency contact. School info is NOT suitable.
- Discuss with YP if they are interested in club.
- Explain clearly that our address is SAFEGUARDED and cannot be shared.

- Explain clearly that the group is for LGBTQ+ YPs only (if they want to refer a friend).
- Gap ground rules apply - explain that they will be asked to read and sign ground rules when they join and share in advance if useful (see below).
- Provide venue address.
- Ask YP if they would like to be added to Trans Wellbeing WhatsApp to get future dates & trans specific info?
  - Add to WhatsApp if appropriate / or ask colleagues if you don't have access.
- Message the team via WhatsApp team chat to advise they will be attending next Trans wellbeing.
- Add 'Newbie' to the Teamup calendar header on the relevant Trans Wellbeing entry and add their name in the description together with your name so we know who has referred them.
- If possible, arrange to meet the YP at Trans Wellbeing if you are on the rota.

Lucie to update wellbeing/trans wellbeing Lamplight list for 20+ checks

## The GAP Ground Rules

To ensure that you are able to have fun and enjoy being at The GAP we ask that everyone follows the ground rules and reads the 'important information' section.

### You have the right to:

- Be heard
- Be included
- Be respected
- Be in a safe space
- Attend The GAP activities & events
- Voice your opinion appropriately
- Have fun!
- Be a part of 'The Gap family'

### You have the responsibility to:

- Listen to others
- Respect other young people, staff and Gap equipment
- Help others in need
- Be nice to each other
- Accept people's differences
- Ensure group food is shared fairly across all attendees
- Look after new members that you have invited to Gap on their first session
- Use the correct pronouns for members - if unsure ASK!
- Dress appropriately - we want everyone to feel comfortable to express their identity, but please keep outfits PG (child friendly) with private parts covered

### The following behaviours are NOT acceptable:

- Deliberately excluding people
- Violence / fighting or aggression towards others
- Offensive behaviour or language including swearing or lewd / rude comments
- Bullying others including shaming
- Drugs or alcohol use
- Inappropriate touching - nothing sexual, keep things PG (child friendly) and remember with any physical contact such as a hug between friends, consent is key!
- Remember that NO means NO!
- Accessing the Gap cupboard (this is for staff access only)

### Important information

- To keep the Gap a safe space - please DO NOT share the address.
- Please ask staff in advance if you would like to invite a friend so our membership process can be completed.
- Please do not leave the main / outside door open and where possible try not to let unknown people in (if someone follows you in please let staff know).
- As the venue is in a residential area, we have been asked to keep 'comings & goings' to a minimum, therefore if you choose to leave Gap during a session, unfortunately you won't be able to come back in later that evening. Please do let staff know if you're leaving early.

*If you are worried about a friend or you are struggling yourself, remember the staff team are here to help. It is important to share concerns so the team can get the right support in place. You could also talk a Rainbow Power rep and they will pass on the concern to staff.*

The above ground rules must be followed, if not this may lead to you being asked to leave the group.

Updated with Gap members February 2023