

# Bedford Street Angel Patrol Volunteer

## Role Description

The role is being prepared to give support to those who are vulnerable in the night-time economy. A Bedford Street Angel Patrol Volunteer may be required to undertake a range of tasks, dependent on the situation.

Volunteers work in mixed-gender teams of three and in some situations one person may be better suited to the task in hand than another.

The patrol team has a patrol base where the team assembles before the patrol, has a mid-session rest break and debriefs afterwards.

### Preparation

- ❖ Commit to a patrol 'slot' on the BSA website well in advance as possible and 'stick to it' if at all possible- a late cancellation causes disruption and may mean that a patrol has to be cancelled, which destroys the whole purpose of Bedford Street Angels.
- ❖ If cancellation during the week preceding the patrol is unavoidable, please contact the Duty Co-ordinator for the month, as shown on the sign-up page on the BSA website. On the sign-up page there is a button on the left-hand side that says "I need to cancel"; 'hover' your mouse over the box "Contact Numbers" and the click on the link that appears- it will take you to another page showing those numbers. Please do **not** leave a voice-mail message but **do** speak to a human being; try another Co-ordinator(s), or, if all else fails, leave a message on the Team Base mobile.
- ❖ Assemble at the patrol base by 10.00pm.
- ❖ Wear a BSA jacket and a BSA ID badge.
- ❖ Make sure you have a pair of disposable gloves from a BSA rucksack and some BSA business cards in your pocket or in your photo I.D. wallet.
- ❖ Make your Team Leader aware of any possible limitations to your being able to function effectively whilst on patrol e.g. difficulty in bending or lifting.
- ❖ Record an emergency contact number for the evening/night on the form to be carried in the rucksack.
- ❖ Participate in top-up training, team briefing and prayer prior to the street patrol.
- ❖ Take instruction from the Team Leader in how the evening will work and who will partner whom.

### Street Patrol

- ❖ Be part of the street team working in cooperation with police, door staff, taxi marshals, paramedics and other agencies, but independent of them so as to be able to be impartial.
- ❖ Listen to those who want to talk, offering support to those that are distressed or upset. Seek to help those who are isolated or separated from friends. Provide wet-wipes and/or water for those who may have been sick, and flip-flops to those whose shoes have failed them in some way.

- ❖ Offer assistance to those who may have suffered violence or been affected by it.
- ❖ Only volunteers that have undergone a recognised course in first aid and hold a current certificate should administer it to others (as required by our insurance company).
- ❖ Seek to listen and speak to those who may have been refused entry into venues in order to calm potentially aggressive situations.
- ❖ Support those who have become vulnerable to find taxis or to wait until lifts arrive.
- ❖ It is the official policy of Bedford Street Angels not to pay for taxi fares, give lifts or walk people home (to protect volunteers and BSA from risk of false allegation). However the Team Leader may contact the Police for help/advice, or be able to make arrangements with taxi drivers for transport in an emergency.
- ❖ Pick up bottles and glass and dispose of safely.

### **Throughout the patrol**

- ❖ On the streets, volunteers need to act with professionalism, treating everyone we meet with respect in a non-judgmental and unconditional manner. Respect, confidentiality and impartiality should be maintained at all times.
- ❖ Do not damage the goodwill of all the night-time economy towards Bedford Street Angels with any unwise 'gossip' about particular pubs, clubs, etc.
  - ❖ Volunteers must deal with vulnerable persons, especially young females, in an appropriate manner. Specifically, physical contact must not be made in any way that could be interpreted as inappropriate or that could lead to allegations by anyone of sexual assault or harassment.
- ❖ Bedford Street Angels is a Christian initiative by the churches of the area. Prayer is an important part of our preparation and activity. We are not a means to recruit new members to our churches or to proselytize. Volunteers will be able to share their faith and what motivates them, in response to questions or as part of a natural conversation with contacts. It is principally through our actions that our values are communicated.
- ❖ We recognize that volunteers can sometimes encounter difficult situations. Volunteers should never endanger themselves or others through their actions. We do not expect patrol volunteers to intervene in violent situations. However, when making a decision, volunteers should listen to other members of the team and take instruction from the Team Leader for each night.

### **After Patrol**

- ❖ Be prepared to participate in a short debrief after the street patrol, including praying for significant contacts and recording conversations/incidents.
- ❖ Report any possible safety issues regarding any persons under 18 years to your Team Leader (see Protocol in case of Vulnerable Persons).
- ❖ Return any borrowed BSA jackets and ID badges to the cupboard at Team Base.
- ❖ Help clear up patrol base ensuring the appropriate spaces are neat and tidy for Sunday morning.

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