

◆ BEDFORD STREET ANGELS

◆ PROTOCOL IN CASE OF VULNERABLE PERSONS

◆ A VULNERABLE PERSON (DRUNK, ISOLATED ETC.) WITH NO WAY OF GETTING HOME:

◆ **Comfort and calm.**

◆ **Walk** them to the nearest taxi. Do **NOT** offer to pay*(see below)

– *If you cannot find a taxi willing to help them move to step 3.*

◆ **Ask** the person's permission to look at their mobile contacts and try calling family and friends to come and collect the person.

– *If no-one is available then move to step 4.*

◆ **The Team Leader** may then make the decision at his/her discretion to arrange and pay for a taxi to take the person home, using the £10 provided in the see-through wallet in the rucksack. **Obtain a receipt** from the driver and place it and the change in the wallet. **Complete the card** provided in the wallet to explain why it was felt necessary to pay for a taxi.

– *If it is not possible to arrange transport by taxi because e.g. it would cost more than £10 or the taxi driver thinks the person may vomit in his cab, **and the Team Leader is still concerned about the vulnerability of the person**, move to step 5.*

◆ **Use the mobile:** to call 999 for an ambulance, **if appropriate**. Do not call an ambulance just because a person is drunk and cannot get home. **Remember** to use NiteNet to advise CCTV whenever you call an ambulance.

– **OR**

– **Use Nite/Net** to request the Police to take the person home or to take over responsibility for the person that you think is too vulnerable to be left alone.

– In either case **Wait with the person** until the emergency services take over.

– *In the rare event that the emergency services are not able/willing to help the vulnerable person, move to step 6.*

◆ **A minimum of 2 Street Angels** from the team(s) on patrol may remain with that person until there is a safe outcome. If appropriate the 'Taxi Fund' (see Step 4 above) may be used to purchase food for the person to aid his/her recovery.

◆ **It is the official policy of Bedford Street Angels not to give lifts or walk people home; this is to protect volunteers and BSA from the risk of false allegation.**

◆ **It is the official policy of Bedford Street Angels not to pay taxi fares except in the rare circumstances outlined above.**

◆ **It is the official policy of Bedford Street Angels to try to protect vulnerable females and to get them home safely; therefore we should do all we can to prevent a stranger, or someone with whom they do not appear to be comfortable, from getting into a taxi with them.**

◆ **Taxi Numbers:** 24-7 cars – 511247 A1 cars – 364444 AGS Taxis – 340900 Bedford Taxis – 490016

◆ **SOMEONE THAT IS WORRIED ABOUT DOMESTIC VIOLENCE:**

- ◆ **Comfort** and **calm**. (Blanket, coffee, “you can stay with us as long as you want to”)
- ◆ Ask gently for their **details** (Name, address, phone number, violent partner’s name) and if they are willing for you to pass it onto police.
- ◆ Ask if they have somewhere safe to stay. If they don’t, call the **24 hour national domestic violence helpline – 08082 000247** who will help with such provision. If they do, then offer to help them get there (see overleaf).
- ◆ Call the **non-emergency police** number – **101** and provide information.
- ◆ Offer the vulnerable person a **Samaritans business card** from the see-through wallet in the rucksack; encourage the person to think about contacting that agency- it is happy to talk, in complete confidence, day and night, with people that have abuse and relationship issues, as well as those identified as potential suicide risks.

◆ **DEPRESSED, SUICIDAL PERSON:**

- ◆ Use **Non-subjective** and **open questions** to calm them down; **listen, don’t advise**.
- ◆ **Assess** whether the person is **suicidal**; the likelihood increases if:
 - ◆ *Drugs/Excessive Alcohol has been consumed.*
 - ◆ *The person talks about ‘wanting to be reunited with someone’.*
 - ◆ *They talk of ‘ending things’.*
 - ◆ *They make reference to previous suicide/harm attempts.*
 - ◆ *They talk about details and specifics of how they plan to do it.*
- ◆ **If the person is suicidal or you are unsure contact the police immediately via NiteNet.**
- ◆ **If they are just depressed** then take time to listen to them and suggest further options e.g. give them a Samaritans business card from the see-through wallet in the rucksack. Encourage the person to think about contacting that agency- it is happy to talk, in complete confidence, day and night, with people that have abuse and relationship issues, as well as those identified as potential suicide risks.

◆ **CHILDREN’S SAFEGUARDING:**

- ◆ If you learn any information that indicates possible safety issues, such as:

Emotional abuse Sexual abuse Physical abuse Verbal abuse

of any persons under 18 years, ask gently for name, address and contact number of the person that informed you.
- ◆ **2.** You cannot, and should not, give any undertaking to keep that information confidential: the safety of the child(ren) is paramount.
- ◆ **3.** You have a legal duty to report it to your Team leader on the night
- ◆ **4.** He/she will report it to the BSA Safeguarding Coordinator the next day, who will decide whether it should be reported to Social Services and/or the Police.
- ◆ BS/TJM/03.03.11/12.08.11/01.09.11/17.10.11/26.09.12/21.11.13/20.01.14/07.01.16