

## BEDFORD STREET ANGELS

### PROTOCOL IN CASE OF VULNERABLE PERSONS (drunk, isolated etc., with no way of getting home)

1. **Comfort and calm.**
2. **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.*
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.*
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.*
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. The police have statutory responsibility for, and authority to, protect persons that are in danger: Street Angels are volunteers without that statutory responsibility or authority, so you should not be afraid to call upon the police for assistance, when the need arises.

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.*

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.
7. **It is the official policy of Bedford Street Angels not to walk people home;** this is to protect volunteers and BSA from the risk of false allegation, and to ensure that the many other people in the town centre are still being assisted. However, if the Team Leader decides that, considering all the circumstances, and provided that the person lives in, or near, the town centre, it is the best solution for the safety of the vulnerable person, then all the team should walk with him/her, taking care that he/she gets safely into the correct house/flat. CCTV should be informed immediately and asked to observe the team as far as possible.
8. **It is the official policy of Bedford Street Angels not to give people lifts to anywhere;** this is to protect volunteers and BSA from the risk of false allegation. Furthermore, volunteers' vehicles will probably not be insured for this type of activity, unless they have cover for business use.
9. **It is the official policy of Bedford Street Angels not to pay taxi fares except** in the rare circumstances outlined above.
10. **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

## 11. 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.
- If the vulnerable person wanders off, or you have to leave him/her, notify CCTV and ask to monitor them.

## 12. 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.
- If the vulnerable person wanders off, or you have to leave him/her, notify CCTV and ask to monitor them.

## 13. 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.

- You cannot, and should not, give any undertaking to keep that information confidential: the safety of the child(ren) is paramount.
- You have a legal duty to report it to your Team Leader on the night
- 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.