

BEDFORD STREET ANGELS
PROTOCOL IN CASE OF VULNERABLE PERSONS

◆ **A Vulnerable person (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)

Taxi drivers (not their offices) have the discretion to transport passengers that promise to pay on arrival or even next day. **It is their decision to make and must be respected.** *In the case of a taxi refusing to take someone make a note of the company name and include it in the log sheet.*

– 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; (then use radio/NiteNet to advise CCTV of your action)

OR

Use radio/NiteNet 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.

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

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

◆ **Someone that is worried about domestic violence:**

1. **Comfort** and **calm**. (Blanket, coffee, “you can stay with us as long as you want to”)
2. 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.
3. Ask if they have somewhere safe to stay. If they don’t, call the **24 hour domestic violence helpline – 08082 000247** who will help with such provision. If they do, then offer to help them get there (see overleaf).
4. Call the **non-emergency police** number – **101** and provide information.

◆ **Depressed/suicidal person:**

1. Use **Non-subjective** and **open questions** to calm them down; **listen, don’t advise**.
2. **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.*
3. **If the person is suicidal or you are unsure contact the police immediately via NiteNet.**
4. If they are just depressed then take time to listen to them and offer/suggest further options e.g. Samaritans (refer to resources book at Team Base).