

Windsor Street Angels

Guidelines

**To be read and adhered to by all
Windsor Street Angels and Observers**

Reviewed and Updated November 2019

Windsor Street Angels Guidelines

Windsor Street Angels is a community based project aimed at supporting the vulnerable and responding to local issues. By interacting with people on the streets of Windsor during the night time and early morning, Street Angels are there to support, listen and talk to those who become vulnerable and who are in need of assistance.

Street Angels is about empowering the local community to be effective in working with both the public and our partners to help those in need while stemming violence, crime and anti-social behaviour on our streets.

Prior to becoming a Street Angel you will receive training on various aspects of the role including First Aid and Conflict Management. The training is compulsory and aims to provide each volunteer with adequate skills that will enable you to fulfil the role of a Street Angel. You will also be required to undertake a DBS (Disclosure Barring Check) prior volunteering.

Whilst in training for Windsor Street Angels we offer all new volunteers the opportunity to join the team as an observer on one or more shifts.

Role Description

- Street Angels operates under the umbrella charity of Windsor Christian Action in conjunction with Thames Valley Police. A team of at least three volunteers will patrol the streets of the town and two volunteers will be present within the Night Time Safety Hub every Friday and Saturday evening.
- The Windsor Baptist Church is the home of Windsor Street Angels and acts as our base and training venue. From 10pm to 3am on a Friday and Saturday night it also becomes a Night Time Safety Hub for anyone that may need support, a place of sanctuary or to speak to one of the other organisations present.

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- Each shift begins at 9.30 pm and starts with a team briefing following by a stock check to make sure the team have all they need for the night ahead.
- Every shift is led by a team leader who is both a key holder and an experienced member of the Street Angels family.
- As a Street Angel you will be provided with a royal blue weatherproof jacket and t-shirt. These are your items to take home for use whilst you are an active Street Angel. They will need to be returned should you leave the Street Angels and should remain in a well cared for state. Should a volunteer notice any damage to their uniform or kit they should notify the coordinator as soon as possible.
- Street Angel coats, t-shirts, hoodies and vests must only be worn whilst on shift – you should wear an alternative item over your Street Angel uniform whilst travelling to and from the Baptist Church.
- The team will carry kit bags which contain flip flops, lollies, first aid, a defibrillator, soup and flasks of hot water and are provided with a town link radio, connecting the team with CCTV operators and police.
- At around 10 pm the team will begin their patrols of Windsor town centre looking out for anyone who requires assistance. This might be a rough sleeper in need of soup or coffee or a sleeping bag or alternatively a young man or woman who requires help to get home safely. On occasion you may come across individuals who are distressed and are in need of a sympathetic ear, whereas at other times you may encounter people who require medical assistance.
- From 10pm the Hub opens, the hub always has two Street Angels and a Police Officer or Police Community Support Officer present. There may also be other organisations or charities present within the hub such as Mental Health Nurses, Medical support, Resilience or Dash. The hub is a central place anyone within the community can come for support. This may be a rough

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sleeper wishing to warm up and have a sleep, someone requiring police support or someone simply wishing to use the toilet, charge the phone or have a chat with the Angels.

Within the hub is a wheelchair, a defibrillator, phone charger and first aid kit, all of which the Windsor Street Angels present within the hub are trained and able to use.

The hub closes at 3am when the police leave and all visitors to the hub must have left by this point. Guidelines for conduct within the Hub are displayed and the police officers will support the Street Angels to ensure these are adhered to and the Hub remains a place of safety and calm.

- It is expected that the shift will come to an end around 4.00 am when the night club attendees have left the area.
- All incidents witnessed, or involving volunteers will be recorded in the Occurrence Book which is kept in the church.

Rules & Procedures

It is imperative to the ongoing safety and professionalism of Windsor Street Angels that all volunteers understand and agree to abide by the following rules.

- A wide range of tasks will need to be undertaken as part of your involvement with Street Angels. Within the church and Hub any individual who is brought back or enters it for respite care is to be greeted and treated with importance and respect. Hot or cold drinks can be offered as appropriate as can the toilet facilities and a seat or sofa.
- We need to work as a team and not leave jobs to one or two, including washing up, cleaning of surfaces, emptying bins, sweeping and placing back the kits bags and uniform at the end of the shift. There is an end of shift

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checklist to help with this and everyone is responsible for ensuring it is completed.

- While on patrol all volunteers are expected to act with professionalism and to treat everyone they meet with respect. Some of the regular tasks of the angels will be to talk to people, assisting those who have become vulnerable, offering basic first aid assistance and picking up bottles and glass and placing them in a bin. With current technology volunteers should be aware of the likelihood of being filmed and try to preserve the privacy of the people they are helping.
- While on patrol or in the Hub volunteers may witness or hear items that are personal or solely relevant to the Street Angels with regards previous incidents or vulnerable individuals within our community. It's imperative that these remain confidential within the shift and that no personal or identifiable details are shared or discussed externally. All interactions are included within the Occurrences book and the Coordinator made aware.
- Street Angels is about teamwork and as such it is expected that each volunteer is a team player and shows respect to one another. Each team member is to be listened to and advice taken.
- It is important to recognise different people have different boundaries. Street Angels should never endanger themselves or others through their actions. If anyone feels uncomfortable during a shift they should make their team leader or another Angel aware so that this can be addressed.
- Street Angels is a non-conflict role and therefore should you encounter an individual or a group who are aggressive you must withdraw to a place of safety. It is expected that you will notify CCTV and police of such a situation via the town link radio.

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- Should you suffer an injury during your time on patrol you must notify your team leader who in turn will inform the co-ordinator (PCSO David Bullock). All injuries are to be documented in the Occurrence Book.
- During a shift should any member of the team, whether that be a Street Angel or Observer witness or be involved in a distressing or upsetting situation the team leader is to be informed who will then notify the co-ordinator.
- No alcoholic drinks are to be consumed by volunteers whilst on duty as a Street Angel and no volunteer must be under the influence of alcohol whilst on duty.
- Street Angels volunteers will not smoke whilst on patrol or otherwise on duty in public, this includes vaping.
- Protective gloves are to be worn when dealing with any incident where there is blood or other bodily fluids present or likely to be present. When disposing of gloves always double wrap them. (Further advice on this will be provided in the First Aid training)
- If you call the emergency services when they arrive, although they will naturally take over, we will offer assistance as directed.
- Volunteers will only provide personal details to someone in authority such as the police or ambulance staff.
- Street Angels will not offer lifts home to any individual who they encounter on the streets during their shift.
- Should you encounter someone who is threatening to commit suicide or is demonstrating serious mental illness and or is engaging in or threatening violence to themselves or others you are required to contact the police immediately either via the town link radio or by calling 999.

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- If you discover or are handed what you believe to be drugs then the police or cameras must be contacted immediately via a phonecall.
- Should any volunteer feel that they require counselling as a result of an incident which they have been involved in while volunteering for Street Angels this will be organised by the coordinator.
- The minimum team size for patrolling Street Angels is three, however in extreme circumstances and with full agreement of the team and the coordinator the Angels may operate as a two as long as they have their own radio and first aid kit and are happy to do so. Where there is a team of two this must be two fully trained Angels and not an Observer.
- During training periods, whilst awaiting DBS and when returning after a period of absence you may choose, or be asked, to be an Observer. As an Observer you must always wear the Observer jacket or vest and always be accompanied by another trained volunteer when in the hub and two trained volunteers when on patrol. The purpose of being an observer is to experience the shift and by always being with another trained volunteer this enables you to learn from their experience. An Observer becomes a full Angel following a period of observing, training and a complete DBS – for some this may involve more than one shift as an Observer to ensure they have experienced all elements of being a Street Angel.
- All volunteers are to respect the church and its contents. At the end of a Friday/Saturday shift the church foyer and hall needs to be cleaned in preparation for opening the following day.
- Respect must always be shown to each member of the team. Should any volunteer or observer feel aggrieved by any decision made by a member of the team then it is advised that this should be discussed out of the public domain and back at the church, either with the Team Leader or directly with the co-ordinator.

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- Occasionally when a high profile incident occurs this may feature on social media or within the press. Due to the confidential and trusted role of the Street Angels within the community it is imperative that no activity is discussed on social media even if this is to confirm or corroborate. If an item on social media or press is concerning or misrepresentative then the Coordinator or a team leader should be made aware.
- **Street Angels is fun!** Volunteers are encouraged to enjoy themselves and recognise what an important contribution they are making to Windsor Town Centre. We have a great team spirit and are well regarded within the community. We encourage personal development and will look to help our volunteers achieve this.

What do we expect to achieve?

- A safer community
- Street crime reduced
- Reduction of anti-social behaviour
- Improved church/community links
- Improved co-ordination and communication between different agencies

Basic Awareness of the Safeguarding of Vulnerable Adults

A vulnerable adult is any person aged 18 years or over who you deem, based on their behaviour or words, to be vulnerable. There are many reasons why someone may be seen as vulnerable, including age, mental illness, living conditions and lifestyle. The person may be old, frail or ill. They may be without accommodation and sleeping rough or may suffer with addiction issues. Alternatively they may be vulnerable due to their inability to recognise the risks posed to them by their own behaviour.

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Should you encounter someone who you believe to be vulnerable and at risk of harm or possibly exploitation you must notify the police either via the town link radio or by calling 101 (non emergency number).

Further advice on supporting the vulnerable and safeguarding individuals will be provided in the Street Angels training program.

Code of Conduct when working with children

Due to the time of day when Street Angels operates it is understood that you will predominantly be assisting adults, however the situation may arise when you encounter children (an individual under 18). As such the below code of conduct sets out acceptable standards of behaviour expected of all volunteers involved in Windsor Street Angels.

Should either the patrolling or hub team encounter a child or children who are not in the company of a responsible adult who is known to the child/children, then the team must notify police immediately. This can be done either via a phone call to CCTV or by calling 101.

YOU SHOULD:

- Always put the care, welfare and safety needs of the child first.
- Respect a child's right to be involved in making choices and decisions which directly affect them.
- Listen attentively.
- Respect a child's culture such as their faith and religious beliefs.
- Respect a child's right to privacy and personal space.
- Respond sensitively to children who seem anxious.

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- Be aware of the vulnerability of some groups of children to being isolated such as those children with disabilities and learning difficulties or children from minority ethnic groups.
- Ensure that another member of the team is present with you at all times.
- If a child tells you that they are being bullied, harassed or harmed in any way you must notify the police immediately either via the town link radio or by 101.
- Never dismiss what a child tells you as 'lies' or exaggeration.
- Should you call for police assistance you must remain with the child at all times until the police arrive to assist you.

YOU SHOULD NEVER:

- Ignore an allegation or suspicion of abuse or a child's vulnerability and should always report your concerns to the police.
- React with shock or disbelief when a child talks about abuse.
- Discuss personal issues about a child or their family with other people except with your team and the Street Angels co-ordinator.
- Be drawn into any derogatory remarks or gestures in front of children.
- Engage in sexually provocative games, including horseplay.
- Make sexually suggestive comments to a child.
- Form inappropriate emotional or physical relationships with children.
- Harass or intimidate a child.
- Offer to transport a child home.

Basic Awareness of Child Protection

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In relation to child protection it should never be assumed that someone else is dealing with the situation, even if the child and/or family are involved with professional agencies. Sadly these assumptions have led to tragic cases of child abuse where the adults involved, even from the professional agencies, have assumed that someone else must be dealing with the problem.

Child abuse can take different forms including Physical Abuse, Sexual Abuse, Neglect, Emotional Abuse and Internet Abuse.

Should you encounter a child or children who you believe is suffering abuse of any kind you must notify police immediately.