

## **STREET CONDUCT**

Staines Street Angels will patrol the town centre (High Street, Church Street, Riverside Gardens and occasionally the Lammas and Moormede Memorial Park. The police have asked us initially to provide patrols from 9.00 pm on Friday to 2.00 am on Saturday.

Patrols will work from a room in the Two Rivers management suite, made available to police by the owners.

Volunteers will attend a briefing (by the Team Leader) at the start of each shift.

Patrols will consist of at least three volunteers with a fourth volunteer in the patrol base. One of the volunteers will be nominated as the shift leader and will be responsible for liaising with the police, deploying the patrols, ensuring records are kept and conducting the shift debrief and reporting shift activity to the Volunteer Coordinator.

Street Angels will wear uniform while patrolling to identify them to the public and on CCTV. Each patrol team will carry a radio.

Project staff and volunteers must not drink any alcohol during their shift so that it is not possible to smell alcohol on their breath. As a guideline they should therefore not drink on the day of their shift. Volunteers must dispose of any alcohol that is handed to them and record details.

A protocol for dealing with illegal substances has been agreed with Surrey Police. Under the terms of that protocol drugs handed to us should not be destroyed but must be handed to the police. Volunteers are not permitted to use any illegal substances.

Street Angels will be briefed on the content of the risk assessments that we have prepared to ensure that they understand the risk controls appropriate to their work.

At the end of each shift volunteers must attend a debriefing led by the team leader and provide details of any significant incidents during the shift.

All incidents and Street Angel contacts must be recorded in an incident records log in order to protect Street Angel volunteers and ensure that any future enquiries can be fully answered.

Team Leaders will be responsible for ensuring that Street Angels can get home safely. Volunteers (particularly women) should not walk home or to their car alone. Taxis and car shares should be arranged for those who need them. These arrangements should be agreed at the beginning of the night at the briefing.