**Woking Street Angels’ Safeguarding policy**

**This policy covers the measures that Woking Street Angels have in place to protect their volunteers (Street Angels) and members of the public when Street Angels are on duty.**

**Values**

Woking Street Angels’ core values include integrity, honesty and being non-judgmental and Woking Street Angels believe that people in need deserve the highest standards of service and professionalism. These values lie at the heart of all that volunteer Street Angels do and underpin all the activities and policies of our employees and trustees.

**Members of the Public**

Street Angels recognise that those they help in Woking may be at risk or vulnerable and the following steps are therefore taken to safeguard all members of the public that Street Angels may meet while on duty in the town:

1) Street Angels wear distinctive jackets or shirts with unique Woking Street Angels logos, providing assurance through making every Street Angel easily identifiable to members of the public.

2) Street Angels receive extensive training when they are recruited as well as ongoing refresher training and additional skills, where appropriate, to enable them to relate effectively with all those they meet. Their aim is to treat everyone with respect and courtesy and to care and protect the dignity and wellbeing of every individual.

3) Whatever information Street Angels may find out about an individual is kept private and never disclosed to anyone else. The only exception is where Street Angels believe an individual may be at risk and where it is agreed with them in advance that, in the interests of their own safety, Street Angels must pass their details on to a recognised and trusted agency; that is, the police, medical or social services.

4) Every Street Angel is subject to security checks through the Disclosure and Barring Service (DBS) at the time they first volunteer to ensure that there is no record of criminal behaviour that would make them unsuitable to work with or assist vulnerable people.

5) While on duty, Street Angels keep in close contact with CCTV and, as necessary, the police, town marshals, door staff at the venues in Woking, paramedics and other agencies. Street Angels seek assistance or surveillance from those agencies at any time when dealing with any member of the public where the need to safeguard and protect the wellbeing of a person is particularly sensitive.

6) Woking Street Angels’ aim is to protect vulnerable members of the public and those at risk from unwanted attention by others or other harm. The Street Angels will use the means available to them to summon help or provide it themselves as appropriate. Street Angels carry blankets, flip flops and other items to help protect the dignity and modesty of vulnerable individuals they come across and to provide for their safety, comfort and wellbeing at all times.

**Volunteers**

The health and wellbeing of Woking Street Angels is of paramount importance and the volunteers are safeguarded by the following:

1) Being trained in personal safety with the emphasis on ensuring they do not put themselves at risk of harm by getting involved in any violent incidents while on duty.

2) Street Angels always work together in pairs or threes so that they can support one another and provide adequate control and cover when dealing with members of the public in need of help. A group of three Street Angels is the minimum number required on any shift.

3) Radios are carried at all times as well as mobile phones to summon help and communicate with other teams on duty as well as with CCTV, the police, if needed, and other services.

4) Street Angels only work in areas where there is CCTV coverage.

5) Waterproof jackets with logos clearly identify the Street Angels on duty as well as protecting them from the weather. Fleeces or T-shirts for summer wear are also printed with logos.

6) Street Angels are regularly kept informed of any changes in the town centre and/or operational procedures.

7) Support mechanisms also allow Street Angels to feedback on any troubling situations they may encounter or experiences that concern them.

The Trustees and employees are safeguarded by policies that ensure collective decisions are made about all significant activities and changes, through trustees’ meetings etc.. All financial transactions requiring bank payments can only be authorised by two or more trustees. Articles of Association provide the framework for the organisation and work of the trustees.

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