



Street Pastors

Patrols

streetpastors.org.uk



STREET PASTORS

Patrols

DETAILED CONTENTS

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CHAPTER ONE: Operational Guidelines

The guide is not a rigid set of rules. It is up to the Team Leaders to adapt it to their own shift. However, it is expected that all team members will have been briefed before patrolling. Timings *should* be agreed locally, and will depend on where you are on patrol before you return to base.

A. Pre-Shift

1. Refreshments: Make sure to have sufficient tea, coffee, biscuits etc.
2. Prayer: Prayer Pastors *should* lead in prayer to start the shift.
3. The Team Leader *should* check that the necessary paperwork is in place to record the patrol's events. The Prayer Team *should* keep notes as they are phoned in from the street during the night. Ensure that each team member has a copy of the Street Pastors Patrols Risk Assessment.

B. Keeping Records

1. The Team Leader/Prayer Pastors **must** oversee the recording of all information relevant to the day's activities that are reported back by the Street Pastors.
2. This *should* include:
 - a. *Issues where team members or clients are threatened, injured or in danger;*
 - b. *Notification of disclosures relating to Children and Vulnerable Adults (this should be done on a separate form in line with the Children and Vulnerable Adults Policy);*
 - c. *Incidents of a criminal or grossly antisocial nature;*
 - d. *Breakages, malfunctions, loss or theft of equipment;*
 - e. *Any other issues which may be detrimental to the Street Pastors work;*
 - f. *All potential weapons i.e. glass bottles and glasses that are collected.*
3. **REMEMBER: This information is used for project evaluation only.** All entries **must** be dated and signed. All information recorded **must** be accurate and factual; if an opinion has been recorded it **must** be clearly marked as an opinion.

C. Confidentiality

1. Do not offer confidentiality.
2. Some people may ask for your confidentiality before they are willing to discuss an issue with you. While this is understandable, it can cause a number of problems:
 - a. *You may find yourself out of your depth with an issue;*
 - b. *You will not have the benefit of sharing the load with the team;*
 - c. *You may find yourself privy to information concerning a crime, and you risk breaking the law by nondisclosure;*
3. You *should* communicate the following to any people before engaging them in any serious discussion:
 - a. *Information you are told may be shared with the Street Pastor team and/or the Street teaching or management teams, where there are issues of particular concern;*
 - b. *Where information endangers people or property, it will be disclosed to the relevant authorities.*

4. **REMEMBER:** Team Leaders **must** check the record sheets at the end of each shift to ensure they are complete. Team Leader should then pass the record sheets, all equipment and refreshment baskets to the Coordinator [insert when].

D. Communications

1. The Street Pastor Patrol may have up to three different ways of communication; the NiteNet radio link (where relevant); two-way radios; and mobile phones.
2. *NiteNet Radio link:* the radio link is for communicating with the nightclubs, C.C.T.V., and the Police. The Street Pastors team may therefore be advised of potential problems or other issues as and when they arise. The Team Leader will remain in possession of the NiteNite radio at all times.
3. The Street Pastor Patrol may also communicate with two-way radios or mobile phones.
4. *Street Pastor Mobile Phones:* Street Pastor Patrol *should* also have a dedicated mobile phone with them. The Team Leader *should* remain in possession of any mobile phone. This can be used for any patrol related calls such as communicating with the Prayer Pastors, calling taxis, or contacting parents, friends and relatives.
5. Street Pastors *should* remember:
 - a. *Mobile phones should not be handed to or used by any person;*
 - b. *Mobile phones should not be used for any personal calls;*
 - c. *Street Pastor contact details should not be given out except in an emergency.*
6. Team members *should* use their own personal mobile phones with discretion, in case they are distracted from the patrol. Family members or friends *should* be discouraged from making contact whilst a team member is on shift, unless it is an emergency.

E. Contact

1. Some people may be fearful of contact for a number of reasons:
 - a. *A criminal history may make them wary of any Police involvement;*
 - b. *Some drug-induced states may make them paranoid;*
 - c. *Some people may be fearful that parents or guardians may find out about any taunting, bad behaviour, drinking or use of illegal drugs.*
2. It is important when working with people that they know they can trust the Street Pastor team. As a general guide, it helps if you:
 - a. *Deal with them on a one-to-one basis if it is safe to do so provided the Team is near;*
 - b. *Deal with them on first name terms;*
 - c. *Chat with them and try to establish a rapport;*
 - d. *Sit them down if possible;*
 - e. *Let them know they have your full attention - don't look at your watch!*
3. There may be times when you have two or more people requiring help at the same time. You *should* work as a team, allowing the team leader to guide the situation, but aim to give priority to persons you perceive to have the greatest needs. Someone who is drunk and depressed may be a high priority, but is probably not as high as someone who has just cut his or her wrists. Work as a Team allowing the Team Leader to guide.
4. Normally a person *should* be given as much time as is necessary. It is important that you end contact when an issue is resolved to your satisfaction or at the instruction of your Team leader.

F. Counseling and Advice

1. You **must** remember that Street Pastors movement is not designed to offer professional counselling; your calling is to listen, care and help. Where there is a clear need for professional counselling, you *should* refer a person to an appropriate agency. For less urgent referrals, there is information on various help lines and agencies on the Referrals List. Team members *should* familiarise themselves with this information.
2. Advice *should* generally be avoided during discussions with a client, even though you may be asked for it directly. However there are situations where giving advice is appropriate, such as:
 - a. *Using agencies you know which are able to deal with a specific issue;*
 - b. *Involving police or solicitors where there is a clear need for legal intervention.*
3. It is important that one-to-one contact is male-to-male and female-to-female, keeping the other Street Pastors at hand as witnesses.
4. Most people seeking counselling simply want someone to talk to. Talking to you will begin to unravel problems for themselves. You can help by:
 - a. *Showing them they have your full attention;*
 - b. *Asking them to slow down if they get over excited;*
 - c. *Handing them tissues if needed;*
 - d. *Guiding them back to the issue if they digress or become repetitive;*
 - e. *Repeating back to them the gist of what they have told you;*
 - f. *Presenting their options as you see them.*
5. *NB: Always involve a colleague if you feel out of your depth.*
6. A hand on the *shoulder* is generally acceptable with someone who is emotionally distraught. At times a hug may be appropriate.
7. Physical contact *should* generally be avoided with members of the opposite sex as a vulnerable person may misinterpret an innocent gesture.
8. **It is not acceptable** to push any moral or religious beliefs on a client: it may be taking advantage of their vulnerable state, and could damage them personally. It could also bring the Street Pastors movement into disrepute.
9. It is acceptable to give an account of your beliefs **if asked**.

G. Dealing with Alcohol and Drugs Excess

1. Street Pastors will often deal with persons who are under the influence of alcohol, drugs (prescribed or illegal) or a combination of both. This will bring a measure of unpredictability to the contact. You need to evaluate the risks involved.
2. The effects of alcohol can vary from person to person, but can include:
 - a. *Boisterous or chaotic behaviour;*
 - b. *Extreme 'highs' and 'lows';*
 - c. *Aggression and/ or violence ;*
 - d. *Dehydration;*
 - e. *Drowsiness/falling asleep;*
 - f. *Volatile, often dangerous behaviour;*
 - g. *In worst cases - alcohol poisoning.*
3. The effects of drugs can also vary from person to person, and as well as many of the effects listed for alcohol, drug users may experience:
 - a. *Hallucinations;*

- b. *Paranoia (they may feel you are plotting against them);*
 - c. *Delusions (they may tell you incredible stories that they believe to be true);*
 - d. *Desperate cravings for a fix;*
 - e. *In worst cases heart or other organ failure.*
4. If they are drunk or stoned, Street Pastors should:
- a. *Try to find out how much drink/drugs they have taken;*
 - b. *Give them water to drink but do not allow them to gulp it;*
 - c. *Involve qualified First Aiders at the earliest opportunity;*
 - d. *If unsure, refer to a 24 hour drug advisory contact from the emergency list;*
 - e. *Give them information on approved agencies they can follow up when straight.*
5. Refer to the Street Pastors Standard Operational Procedure (SOP) agreed with your local Police, if you have one.

H. Dealing with Injuries

1. Any injuries *should* be treated by a Paramedic, or in their absence a qualified First Aider.
2. Do not attempt to lift or move a person if you are not comfortable with doing so, and always ask for assistance from another team member. If a person cannot be moved safely, speak to the Team Leader who will contact the ambulance service.
3. In any situation where a person has incurred serious injury you *should* inform the Team Leader who will contact the Police immediately.

I. Dealing with Violence and Aggression

1. Street Pastors deal with many people under the influence of drink and/or drugs, and it is inevitable that there will be some aggressive and violent behaviour. Whilst it is the job of the Police to offer protection to the team, there may at times be situations where you, as the first point of contact, need to act. The following guidelines *should* help to minimise danger to you, other team members and any person.
2. Building relationships of trust with people will minimise confrontations. Try to get to know the people you meet week by week; many of them will be the same faces. It is much easier to calm someone you know, than someone you don't.
3. Though Street Pastors *should* be aware that these signs could mean something else, there are some signs that will show you that a client may become violent:
 - a. *Argumentative or provocative speech;*
 - b. *Prolonged eye contact, often with dilated pupils;*
 - c. *Clenching of the fists or jaw;*
 - d. *Inability to sit or stand still.*
4. How you react to someone who may become violent is very important. Some guidelines are:
 - a. *Make eye contact but don't stare;*
 - b. *Try not to show fear (they are probably not angry at you personally);*
 - c. *Don't look as if you are braced to defend yourself (this will add to their unease);*
 - d. *Try to avoid sudden jerky movements.*
 - e. *Give potentially violent people a 'ladder' to climb down.*
5. It takes most people a long time to reach boiling point and by this point, they often need help to cool down again. If possible, try to:
 - a. *Persuade them to sit down;*

- b. *Empathise with why they are angry (if it is reasonable);*
 - c. *Identify legal ways they can deal with how they were wronged;*
 - d. *Persuade them to sleep on it before acting in a way they will regret.*
6. Follow the guidelines below if a person erupts violently:
 - a. *Alert the Street Pastor Team;*
 - b. *If the team is otherwise occupied or if they require help, contact the police;*
 - c. *Usher out any other clients or team members in the vicinity.*
 7. In the event that you need to defend yourself in an emergency, you *should* aim to constrain the assailant with the minimum force necessary without injuring him or her.
 8. **REMEMBER: At no point should any of the team put themselves at unnecessary risk.** *Contact the police if necessary.*

J. Child Protection and Safeguarding

1. See your Street Pastors Policy for Safeguarding Children and Vulnerable Adults.
2. The Child and Vulnerable Adult Protection Officer is [] or the Team Leader on shift.

K. Assistance Getting Home

1. There will be cases when people need to get home but are unable to do so. We can sometimes offer assistance though each case **must** be evaluated by the Team Leader.
2. To avoid becoming a free taxi service, ensure that:
 - a. *The person has no other possible means of transport;*
 - b. *He/she has no money or access to money (i.e. family or friends etc);*
 - c. *He/she is not a repetitive user of this service (check back with base for records).*
3. The nature of help we can give is dependant primarily on the age of the client.
4. If a client is under 18 and unable to get home, the procedure is to:
 - a. *Contact parents or guardians (in some cases this may be the Social Services - see Emergency contact number on page 10 below) and ask them to come and collect the client if possible;*
 - b. *If no-one can collect, you should give the person an estimate and ask them to complete and a sign a pledge to reimburse the Street Pastors for the full fare;*
 - c. *Contact the duty taxi firm through the Team Leader.*
5. Consideration *should* always be given to the welfare and security of the young person. If there are any doubts of the security of the location or suitability of the person(s) the young person is with, then the Emergency Duty Social Worker *should* be informed for advice and a decision.
6. If you meet an adult who is unable to get home and attempts at arranging transport are unsuccessful the procedure is:
 - a. *Ask the client to complete/sign a pledge to reimburse the Street Pastors charity for the full taxi fare;*
 - b. *Contact the duty taxi firm through the Team Leader.*
7. **REMEMBER: taxi services requests should go to the Team Leader and be used as a last resort.**

L. Breaks

1. Refreshment breaks will be taken every two hours during the night shift back at the base.

M. Street Pastor Observers

1. Official visits to the Street Pastors charity need to go through the Coordinator for clearance and in order to brief the Team Leader. The Observers guidelines **must** be followed.

N. Code of Conduct

1. All team members **must** behave with integrity and professionalism, acting in line with the Street Pastors ethos and not in ways which could bring the Street Pastors movement into disrepute.
2. *Team/Client relationships* – relationships **must not** cross professional boundaries during shifts.
3. *Non-discrimination* – all team members **must** treat clients equally, without discrimination on grounds of race, gender, religion or sexual orientation etc.
4. *Dress Code* – All team members **must** wear the complete Street Pastors uniform, including cap.
5. *Alcohol* – **no** drinking of alcohol or smoking is permitted whilst on shift.
6. *Valuables* – it is *recommended* that team members do not wear valuable jewellery or bring large amounts of cash, bank or credit cards, or any other valuables with them whilst on patrol.
7. *Language – care and sensitivity should be used* at all times regarding conversations on the project. No information regarding a client's possession of prohibited substances *should* be passed to any other member of the public. Use discretion in your language. Do not swear or make inappropriate comments, especially of a sexual nature. This also applies when using the phones or the radio. Please remember that inappropriate comments or behaviour (including comments or behaviour of a sexual nature) may be offensive to other team members or to the clients and could bring the Street Pastors movement into disrepute. Discretion *should* also be used regarding anecdotes from a member of the teams' profession or personal experience, as some of these may be inappropriate.
8. *Animals* – **no** pets or other animals are allowed.

O. Complaints Procedure

1. Street Pastors will give sympathetic attention and assistance to any volunteer having problems which affect their work performance or compliance with the Street Pastors ethos, Code of Conduct and policies and procedures. In such situations volunteers *should* discuss the matter with their coordinator or team leader as soon as possible.
2. The Complaints Procedure will be followed in cases where improvement is sought in work performance or conduct. The purpose of this procedure is to encourage improvement in work performance/conduct and to
3. Ensure that no disciplinary action will be taken against a worker until any complaint against them with regard to conduct or performance has been fully investigated.

P. Health and Safety

1. Refer to the Street Pastors Health and Safety Policy.
2. We seek to provide and maintain safe and healthy working conditions, equipment and systems of work for all our workers/volunteers and to provide such information, training and supervision, as they need for this purpose. We also accept responsibility for the health and safety of other people who may be affected by our activities. It is the responsibility of every employee or volunteer to work in such a way that does not endanger the health and safety either of themselves or anyone else.

CHAPTER TWO: Senior Street Pastor Guidelines

1. Thank you to all Senior Street Pastors for leading Street Pastors teams!

A. Leading Patrols

1. This document is simply intended as an aide memoire to help Senior Street Pastors to be effective and consistent in their leadership of Street Pastors' teams.
2. Your goal, as respected leaders, is to grow and develop each and every member of your team, to build their confidence and ensure their safety.
3. Your primary role is to serve the team, and to lead by example.

B. Before the Evening

1. Send out an e-mail on Mondays/Tuesdays to remind your team that they are patrolling that week, and remember that some will respond quicker to texts or phone calls;
2. If any team member cannot make it, please ask *them* to find a 'swap', if possible;
3. Make sure you have access to the key for the Street Pastor base;
4. Prepare a short word of encouragement/devotion from a Bible passage, or ask another team member to prepare one;
5. Think about your teams and who else might have the ability to lead. But do remember that not everyone is necessarily confident or capable of leading a team;
6. Consider mixing up your teams each month so that all street pastors get a chance to work with, and get to know, all other members of the team;
7. The minimum number ordinarily in a team is four Street Pastor volunteers, who may split into two pairs which remain in eye sight or reasonable distance of each other. For example, if 5 street pastors turn up to patrol, your team **must** only have 1 pair and a group of 3. If 9 street pastors turn up to patrol, you may have 3 groups of 3 or 3 pairs and a group of 3.
8. Ensure refreshments (tea, coffee, biscuits, etc.) are made available for the breaks.

C. On the Evening

1. Encourage team members to arrive thirty minutes before you go out on patrol;
2. Try and arrive fifteen minutes before these team members arrive, in order to have the supplies out before they arrive, and turn on the water heater for tea and coffee etc. If others arrive early, encourage them to help you to set up;
3. Welcome the team members and make sure new members are introduced to everyone. **Remember**, new street pastors may feel very apprehensive for the first few evenings;
4. Gather everyone together to share a word of encouragement, and pray. Encourage others to pray and share anything they may have on their hearts;
5. Share some of the testimonies from previous weeks, or any that have been e-mailed to you during the week;
6. Share any notices or special instructions for the evening;
7. Nominate your leaders, and allocate volunteers, to the different teams. Always try to have a good mix in each team of ladies and men, ages, background etc;

8. Ensure that each team member has the CCTV telephone number, the Duty mobile number, your telephone number and their team leader's telephone number in their mobiles;
9. Ensure each team member has a notebook, information on local services providers and any other information/supplies you habitually hand out on the streets;
10. Clearly agree the route with each team leader, and the time of their tea break(s).

D. On Patrol

1. At the start of the evening you *should* contact CCTV/your Police contact and let them know you are ready to patrol and the number of teams that will be out on patrol;
2. Ensure that all volunteers are wearing their full Street Pastors' uniform, including the cap/beanie hat;
3. The first part of the evening is often relatively quiet. Use this time to meet and greet the door staff, police, those out in the town, etc. Encourage other team members to do the same;
4. If you have four in your team – spread out in pairs. Please ensure that you know where your team members are, and that you can see them at all times. Team members **must** at least stay in pairs. In the event of having a team of five you can move between pairs.
5. You can, and *should*, intervene if a conversation/contact is not progressing, or is holding up the rest of the team.
6. You need to be a point of reference for the whole team for decisions that may not be clear-cut. You will need to be able to exercise judgment and to justify your decisions later, if the need arises.
7. You need to demonstrate leadership, by ensuring:
 - a. That the street pastors all work effectively as a team;
 - b. That the personnel are deployed wisely, as each situation demands;
 - c. That the team maintains a positive vision and morale;
 - d. That the team behaves well on patrol.
8. Be aware that you are accountable to your Street Pastor Charity Trustees for your words and actions. However, you *should* can expect to receive support from your Trustees for the decisions that you make on the night;
9. Always be aware of what is going on around you, keeping a look out for:
 - a. Groups of people outside pubs, clubs or venues which may lead to potential situations;
 - b. People shouting, glass breaking, or people crying;
 - c. People hanging around outside venues who don't seem to be waiting for friends.

E. Handling difficult situations

1. Ensure that you are familiar with, and follow, the terms of your Street Pastor's charity's 'Standard Operating Procedure Agreement with your local Police;
2. Ensure that you are familiar with the Street Pastors' Patrols Operational Guidelines, which includes an aide memoire for dealing with a range of difficult situations;
3. In the event that a Street Pastor witnesses an assault or minor crime, wherever possible try to make it clear to the Police that there is a process in place to determine whether a witness statement from the Street Pastor is necessary. A request **must** go through the Coordinator/Charity

Trustees and Street Pastors *should* not be approached directly to be witnesses outside of that process unless absolutely necessary;

4. In the event of a serious offence, you need to be prepared to be a witness. If you, or your team, are asked to be a witness, contact the Coordinator and/or the designated Charity Trustee at the earliest opportunity before giving a witness statement;
5. Always jot down a few notes of any incidents you are involved with, i.e. the time, place, people involved, and what you saw, etc.;
6. If you are ever contacted by the media, you **must not** give a statement – this **must** be done through your Coordinator/Charity Trustee;
7. You **must** regularly communicate to the team members the process the procedure they **must** follow when facing difficult situations.

F. New Street Pastors

1. Please ensure that new street pastors are made to feel welcome;
2. Kit them out with 'loan' uniform until such time as they have their own uniform;
3. Always ensure that they are paired with an experienced member of your team (preferably a team leader) for the first evening;
4. Ask them how they are feeling. Assure them that it is normal to feel apprehensive for the first few evenings;
5. Introduce new street pastors to the door staff, the Police and those around the town;
6. Show them around the various venues and hot spots. Let them know where they are, because they need to know the area, as they may in the future need to call the Police or an ambulance;
7. Invite them to give out lollipops and flip-flops, if relevant and appropriate;
8. Observe them and communicate to them any relevant and helpful advice;
9. At the end of their first evening, ask them how they found the patrol, what they are feeling, and whether they have any thoughts, worries or concerns;
10. Always remember to encourage new street pastors as much as possible;
11. Complete a New Street Pastor's Volunteers Assessment at times agreed with your Coordinator;
12. The Coordinator *should* have a chat with each new Street Pastor after their first few patrols;
13. **REMEMBER: If you have any concerns about any street pastor, whether new or existing, please discuss this with the Coordinator as soon as possible.**

G. Prayer Teams

1. Welcome the prayer team, and ask them to pray for you as soon as you and the team go out;
2. In the event that non-church partners or observers are present, please ensure everyone is sensitive on what we share and how we pray, eg. short prayers and no Christian-ese;
3. Ask Prayer Pastors to pray for people you have met in the past;
4. Write their details and names in the Prayer Book;
5. Make a note of the prayer teams' mobile numbers, so you can call or text the prayer team whilst on patrol, together with any requests;
6. Bring back names and prayer requests at the break;
7. Some prayer pastors may leave during the break; ensure that they are walked back to their cars;
8. Always thank prayer pastors for praying.

H. Breaks

1. Breaks are important. If you have several teams patrolling, try to stagger the breaks to ensure a Street Pastors' presence on the streets at all times;
2. Please ensure that the team remains inclusive and look out for any team members who may be struggling or excluded;
3. It is helpful for the team(s) to continually seek to keep the base tidy during their break times;
4. Try to keep breaks to a maximum of thirty minutes.

I. Observers

1. From time-to-time, you will have partners, charity trustees, pastors, members of the public, the media, folks considering joining street pastors, who would like to patrol with your team.
2. Do remember that an observer does not qualify as a street pastor and **must** adhere to the following:
 - a. They **must** sign the Observer's Agreement in advance of the evening - the form can be emailed in advance to potential Observers;
 - b. They **must** wear the Observer's jacket;
 - c. They **must** understand that anything they hear and see is confidential;
 - d. In the event of an incident, ask them to stand back and observe. They **must not** intervene in volatile situations. Please brief them accordingly;
 - e. If a member of the Media is out with you, you should have the Co-ordinator and/or a member of the Management Committee supporting you on that evening. Please review and observe relevant sections of the Media Guidelines in the Coordinators' and Management Committees' Pack.

J. End of the evening

1. Debrief – communicate positives, and, if necessary, any constructive observations, such as:
 - a. *What did we do well?*
 - b. *What could we have done better?*
2. Complete the Patrol Report Form. This can be delegated but you **must** sign this form;
3. Close the evening with a prayer of thanks for God's protection and the opportunities you have had;
4. If you have had an eventful evening, or someone has had an upsetting experience, check that they are okay, assure them and pray for them. It may be that they need to be followed up the next day. If there is particular cause for concern, ask the Coordinator to contact them;
5. Ensure all supplies are packed away neatly, and the base is left tidy. Please notify the Coordinator if you are running short on any supplies.
6. Always ensure that each team member gets back to their car safely and that their car starts. Ensure everyone leaves together.
7. All follow-up requests for help **must** be emailed to the Coordinator at the earliest opportunity and definitely within 48 hours.

This document has been prepared with the kind help of Basingstoke Street Pastors