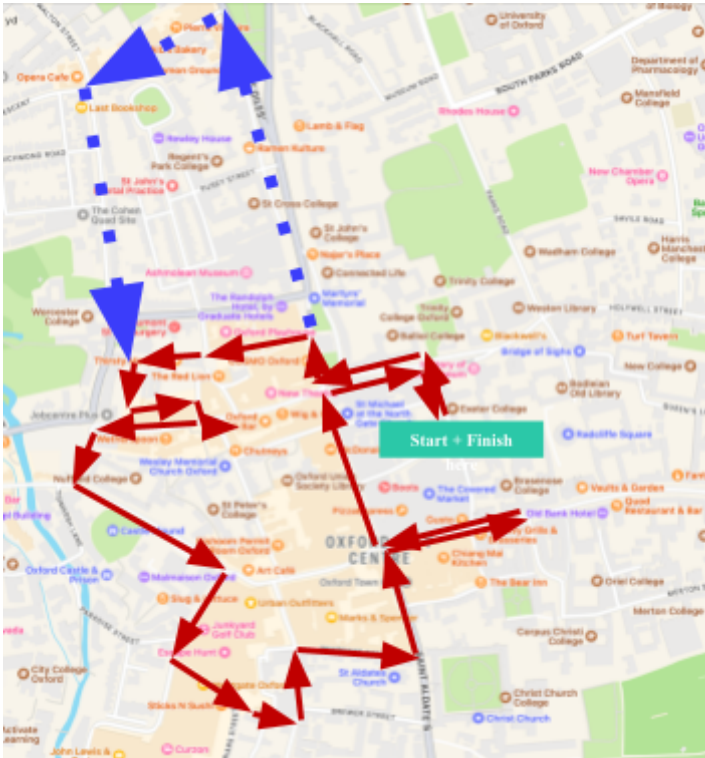


TSHA shift guide

Suggested route:



COMMON PLACES:

- Entrances to the covered market on the High St, other side of the high st
- Magdalen st outside Sainsbury's and Tesco
 - check the passage by Five Guys
- Puregym/behind westgate
- Queen St
- **Cornmarket**
- Outside the church next to St Peter's
- George St
- Little Clarendon St
- St Giles- outside of taylorian
- Broad St- only need to go as far down as the Weston Library
- Gloucester green (sometimes hard to tell if people are actually sleeping rough though as they may be standing outside flats/ food stores)
- Walking down St Aldates towards Christchurch, just past Tesco/ opposite police station
- ***please let us know if you see anywhere not included!***

Health and Safety

- There must always be at least 3 people on shift. (including one shift leader)
- ALWAYS wear high-vis jackets when on shift
- Whilst not all homeless people use drugs or alcohol, it is still important to be wary. If someone seems dangerously intoxicated, or if needles are visible, then they should be avoided. This is especially true in less visible areas, such as the covered market.
- Avoid asking about potentially sensitive topics, such as drugs or prison. If the person you are talking to initiates the conversation, try to politely move the conversation elsewhere.
- Message shift leader coordinator or any committee member with any problems that may arise whilst on shift or anything you feel it would be good for other volunteers to know :)

Starting a conversation

It's understandable to worry about how to approach someone on shift; you're often approaching a complete strangers. After saying hello and introducing yourselves, these are some good topics to start with when first approaching someone

- Ask closed questions eg "Have you been in Oxford long?" "It's cold, isn't it?" as you want to allow the person you are speaking to shut down conversation with short answers if they don't feel like chatting
- Ask them if they'd like a hot drink
- If they have a dog then you can definitely ask about them - most people love talking about dogs!
- Ask them if it has been busy in town today
- Stay away from sensitive topics e.g. drugs/alcohol/origin of homelessness

Sign-posting to professional services

- It is really important that we try to encourage people into professional services if they wish to do so.
- Try to offer a copy of the homeless guide to anyone who you haven't seen before
 - "I'm sure you're aware of a lot of this already, but in case you wanted to see all of the services available for housing, food etc, it is all outlined in this document"
- **There are two main day services available in Oxford:**
- ***The Porch**/139 Magdalen Rd, Cowley, OX4 1RL/Mon-Sat (8:15am-3.30pm)/01865 251798
 - 3 meals/day, washing facilities, internet, clothes bank, daytime sleeping facilities
- ***The Gatehouse**/St Giles Church, 10 Woodstock Rd, OX2 6HT/Mon-Fri (5-7pm), Sun (4-6pm)/01865 792999
 - Drop-in cafe with hot food, essential support services. Showers on Saturdays.
- Other services for housing, mental health, jobs etc are outlined in the homeless guide

Responding to potentially difficult scenarios

**If you are faced with any of the situations below whilst on a shift, and feel down/worried/distressed as a result, you can call [Oxford Nightline](#) on 01865 270 270 between 8pm and 8am (or contact a member of committee for a chat)

Someone asks you for money/ alcohol/ medication/ other items

- It is policy to NOT donate money, alcohol or any medication on shift. Try and explain this and say that you are there to offer food/drinks and company instead.

Someone is angry/ won't engage in conversation

- It is completely fine and understandable if people do not want to engage in conversation- offer what you have anyway and if they refuse you do not need to pester
- If someone gets angry at you (although this is very rare) try and stay calm, explain that you are trying to help but understand that they may not want your help, and leave the situation – your safety is the most important thing

Someone is injured

- Immediate help is needed: ring 999 in an emergency but if not an emergency, ring 111
- If someone needs non-emergency care, and is not already registered with a GP, they can register with the homeless Medical Centre @ Luther Street (see homeless guide)

Someone is having a mental health crisis/ suggests they are having suicidal thoughts

- You can call the Oxfordshire and Buckinghamshire Mental Health Helpline (open 24/7). For adults call 0800 783 0119; for children and young people call 0800 783 0121
- You can also direct people to call [Oxford Safe Haven](#) on 01865 903 037. Their phone line is open from 5pm Fri, Sat, Sun, Mon, and their venue is open the same days 6pm-10pm

You are worried about someone you saw but were not able to help directly

- Register a concern on StreetLink, this website allows you to describe your concern and the person's location. Someone from St Mungo's will be contacted to reach out to this person
- Ring OxSPOT on 07950 862 049. Their phone line is usually office hours so might not be open during your shift, but you can leave a message. Say that you are leaving a message

because you are worried about someone sleeping rough. Give details of where/when you saw them, why you are concerned, what they look like/their name

- When OxSPOT pick up the message they will send out an outreach team