



The Shield Policies and Procedures

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Chapter 1: Foundation and Purpose

1.1 Mission Statement

The Shield is a national civilian initiative established to protect women and children from abuse, harassment, and predatory threats. It exists to serve communities by providing a visible, trained, and lawful presence in public spaces, filling critical gaps where traditional systems may fall short.

This organisation does not seek to replace the police or emergency services. Rather, it works alongside and in support of existing institutions by acting as a lawful deterrent, a safety net, and a bridge between community concerns and official action. The Shield operates with complete transparency and a zero-tolerance stance toward abuse, with every member held to high standards of conduct, discipline, and accountability.

1.2 Purpose

The Shield was formed in response to a clear and pressing need. Across the country, countless women and children face threats on the streets, in their communities, and sometimes in their own homes. Many of these cases go unaddressed, not through neglect, but because overstretched institutions often lack the manpower or agility to act preventatively.

The Shield exists because waiting is no longer an option. It was born out of lived experience and built with one purpose in mind: to ensure that no individual in distress is left unsupported, unheard, or unprotected. This manual represents the operational framework behind that mission. It is intended not only for Shield members, but for members of the public, local authorities, and emergency services who wish to understand exactly what The Shield is and how it functions.

1.3 Core Principles and Values

The Shield is built upon five core values that define every action, policy, and relationship within the organisation.

First and foremost is the protection of the innocent. The safety and well-being of women and children underpin every decision and deployment.

Secondly, all Shield operations are grounded in honour, respect, and community. Every member is expected to serve without ego, uphold professional standards, and treat others with dignity, regardless of background, gender, or belief.

Third, transparency and accountability are essential. All Shield operations, training, and incidents are subject to clear protocols, record keeping, and public oversight. Nothing is hidden.

Fourth, The Shield is governed by discipline and lawfulness. Every member is required to act strictly within the law, and the organisation actively rejects any form of vigilante behavior.

Finally, The Shield is non-political and non-religious. It welcomes individuals from all walks of life who share the desire to protect and serve their communities.

This manual provides a detailed and complete overview of how The Shield operates, what roles exist within it, and the procedures that ensure its safe, lawful, and effective service across the United Kingdom.

Chapter 2: Organisational Structure

2.1 National Leadership

The Shield was founded by Chris Hargreaves, a concerned citizen and deeply respected community figure who has dedicated the rest of his life to making The Shield strong. Through years of research and direct experience, Chris identified the failures in existing systems — where police response is too slow or absent, and where abuse continues unchallenged in plain sight.

Inspired by grassroots initiatives such as predator hunters and safeguarding activists, Chris designed The Shield to be a fast-response, community-activated network. Unlike other organisations, The Shield is not only reactive but also strategic — placing trained members visibly and lawfully in areas where abuse and exploitation often begin.

Chris oversees the entire organisation and chairs the Shield Advisory Board. He works closely with his joint partner in leadership, Paul, who built the operational backbone of The Shield. Paul was instrumental in launching the digital infrastructure, including the website and app, with the technical support of IT-360 Group Ltd, one of The Shield's foundational sponsors. Together, Chris and Paul plan, coordinate, and drive the day-to-day and longterm vision of the organisation.

2.2 National Admin Team

The National Admin Team supports the leadership by ensuring daily operations run smoothly across the country. Their duties include managing national email accounts, supporting county admin teams, processing website communications, and answering public and volunteer queries via social media and email.

They are also responsible for maintaining the Shield's secure member-only forums and social spaces on the website, ensuring that both volunteers and the public are supported, informed, and correctly connected to their regional teams.

2.3 The Shield Advisory Board

The Shield is supported by a specialist Advisory Board made up of experienced professionals from key sectors, including:

Law

Safeguarding

Surveillance

Intelligence

Public Relations

Business and Compliance

Operations and Training

These individuals are not just advisors in name — they are active participants in shaping the Shield’s policies, systems, training frameworks, and public image. The board exists to keep the organisation professional, legally sound, and rooted in both lived experience and specialist knowledge. All decisions that shape the national strategy of The Shield flow down from this table into every level of the organisation.

The Shield was created by the community, for the community — and it is our belief that the safest streets are shaped not by the opinion of one person, but by collective wisdom and accountable leadership.

Advisory Board Roles and Responsibilities

PR Advisor: Maintains the public image of The Shield, ensuring that all messaging is accurate, clear, and consistent with the organisation’s mission and values.

Business Advisor: Ensures The Shield operates in compliance with UK regulations, CIC standards, and that the mission grows sustainably.

Legal Advisor: Reviews and advises on all procedures, policies, and materials to ensure full legal compliance and minimise liability.

Surveillance Advisor: Oversees surveillance training, ensuring that all intelligence is gathered safely, lawfully, and effectively.

Intelligence Lead: Trains teams in handling intel correctly and lawfully and ensures information is processed to a standard that can be handed to authorities.

Safeguarding Officers: Ensure every member is vetted, trained, and operates within a culture of protection — safeguarding both the public and Shield members from risk.

2.4 Regional Structure

The Shield’s national network is organised by counties, with each county operating as its own localised branch of the organisation.

County Managers serve as regional directors. They oversee all volunteers and activities within their county. This includes managing the county’s admin and intel teams, approving schedules, issuing gear, running events, and maintaining compliance with Shield protocols.

Town and Area Leads report to their County Managers. They are responsible for coordinating street-level teams in towns and smaller areas. While they currently do not have their own office, admin, or intel staff, they serve as the vital link between the public-facing presence and the backend operations.

2.5 Leadership Recruitment and Oversight

Chris Hargreaves personally recruits all County Managers based on community reputation, leadership ability, and — above all — passion for the mission. While management experience is valued, character and commitment to the protection of others are considered essential.

Town Leads are usually appointed by their County Manager. All appointments are reviewed and can be removed if safeguarding issues, breaches of conduct, or role misalignment occur.

If a County Manager is unable to continue in their post, a replacement is either selected from within the county, or a neighbouring County Manager is asked to provide interim support until a permanent successor is found.

2.6 Communication and Reporting Flow

All volunteers report to their local Town Lead, where one is in place. Where there is no Town Lead, the County Manager becomes the direct point of contact.

If a concern arises about conduct, safety, or operations at a leadership level, the matter is referred to the Shield Advisory Board for investigation, resolution, and learning. The organisation values growth through feedback and actively improves based on internal assessments.

2.7 Internal Progression and National Roles

Volunteers are encouraged to bring their full range of life and professional experience to The Shield. Members who demonstrate leadership, reliability, and specialist skills are welcome to express interest in national roles, regardless of their current volunteer tier.

All promotion requests begin with a conversation with the County Manager and may lead to direct appointment or recommendation to the Advisory Board. The Shield recognises that community strength lies in varied experience and welcomes all members who are ready to serve at higher levels of responsibility.

Chapter 3: Defined Roles and Risk Protocols

3.1 Emergency Responder

Emergency Responders are trusted, trained individuals who remain on standby to respond to real-time attacks or high-risk emergencies involving women and children. They continue their everyday lives but make themselves available to act when an emergency alert is triggered through The Shield system.

They are not patrol officers — they are rapid protectors who offer immediate presence, comfort, and safety while staying fully within the law.

Role Requirements:

- Deep passion for protecting women and children in their area
- Grounded, calm, and compassionate in high-stress environments
- Must complete mandatory Shield training before deployment, including:
 - De-escalation techniques
 - First aid certification
 - Safeguarding awareness
- Capable of following training instructions and sticking to Shield discipline
- Able to remain composed and non-reactive in volatile or emotional situations
- Must pass all vetting, including enhanced DBS checks
- Must agree to and uphold The Shield Code of Conduct

Uniform and Identification:

- Shield uniform with membership ID clearly printed on the back
- Shield-issued ID card or badge
- Body camera or approved recording device
- Optional: basic trauma-response bag (first aid, thermal blanket, torch, etc.)

Deployment Protocol:

- Emergency Responders receive alerts via The Shield mobile app.
- A Shield alert is only triggered alongside a 999 call — never as a replacement. Emergency services are always notified first, and The Shield is only ever activated as a *support presence*.
- Responders are dispatched based on proximity and availability. Only those marked as “live on shift” will receive the call.

On arrival, the responder must:

- Assess the situation calmly

- Offer immediate safety and reassurance to the victim
- Remain present until emergency services arrive and take over

Emergency Responders must not:

- Engage with or confront any suspect
- Chase, follow, or question suspects
- Block exits or physically intervene in any way

Primary duty:

Support the vulnerable person until police or medical professionals are on scene. This includes:

- Staying with the person
- Offering calm communication
- Ensuring they get home safely or access emergency medical or psychological support

Clarification:

While Emergency Responders may hold multiple Shield roles, this position can also be held independently. It is ideal for individuals who want to offer frontline help during the most urgent moments — without needing to commit to daily patrols or ongoing duties.

Example Scenarios

Example Scenario 1: Street Harassment Attempt

A young woman is followed and verbally harassed by a man outside a train station late at night. She triggers the Shield emergency app and simultaneously dials 999. A nearby Emergency Responder receives the alert and arrives within minutes.

The responder keeps a calm distance, introduces himself as a Shield member, and stays with the woman, walking her safely to a busy, well-lit area. The suspect has already left the scene. When the police arrive, the responder gives a brief, factual summary of the situation and leaves the officers to take over.

Example Scenario 2: Child Approached in a Park

A parent witnesses a man trying to coax a child away in a quiet local park. They pull the child away, call 999, and activate the Shield alert. A responder who is two streets away arrives quickly.

The Emergency Responder does not confront the suspect, who is walking away, but focuses on ensuring the parent and child are safe and calm. He stands with them until the police arrive, while recording basic notes about the incident for the report. The family feels supported and reassured.

Example Scenario 3: Attempted Break-In While Home Alone

A teenage girl hears someone trying to open the back door of her home while her parents are out. She locks the doors, hides in a room, calls 999, and hits the Shield app alert.

The closest Emergency Responder is on shift and arrives before the police. He knocks, states his ID, and waits at the front door to act as a deterrent and provide assurance. He does not attempt to enter the home. The police arrive shortly after, take over, and thank the responder for his lawful presence and quick action.

3.2 Risk Assessment: Emergency Responder

Overview

Emergency Responders are among the most trusted members of The Shield. They serve as the first visible presence during emergency incidents involving women and children at risk in public spaces or at their homes. Because of the unpredictable nature of these situations, a thorough risk assessment is essential to protect both the responder and the public.

The following outlines the primary risks involved in the Emergency Responder role and the measures in place to manage and mitigate those risks.

1. Physical Harm from a Suspect

Emergency incidents may involve individuals who are aggressive, volatile, or actively committing harmful acts. Responders could be at risk of physical injury if a situation escalates.

To reduce this risk, all Emergency Responders are instructed never to physically engage, pursue, or confront any suspect. Their role is strictly to observe, report, and provide a calming presence for the victim. Emergency Services must always be called first, and responders act only as secondary support. Where possible, members are encouraged to attend scenes in pairs or remain in visible areas until support arrives.

2. Emotional Trauma and Psychological Stress

Responders may encounter high-stress scenarios, including incidents involving injured children or distressed individuals. These can have a lasting emotional impact, especially on those new to frontline support roles.

To manage this, all Shield Emergency Responders are trained in emotional regulation and trauma awareness. A peer support system is available for all members, and a post-incident debrief is encouraged after any serious event. Emotional wellbeing is treated as a critical part of responder safety.

3. Risk of Misidentification

Wearing a uniform and arriving on scene can carry risks of being misidentified by the public or police as a threat, vigilante, or unofficial responder — particularly during heightened tension.

To protect members, Shield Emergency Responders wear high-visibility uniforms with printed membership numbers and carry Shield-issued identification badges. They are also instructed to act calmly, speak clearly, and defer authority to emergency services upon their arrival.

4. Legal Liability

The legal boundary between support and intervention must be clearly maintained. There is a risk that a responder could unintentionally break the law if they act outside their training or Shield policy.

To mitigate this, every Emergency Responder is trained in legal awareness — particularly around citizens' rights, privacy, and lawful support. Responders are forbidden from detaining or touching any suspect. Their responsibility is to assist victims, not engage offenders.

5. Exposure to Biohazards or Physical Injury

In emergencies involving injury, responders may be exposed to blood, sharp objects, or unsafe environments such as roadways, alleys, or public transport areas.

All Shield responders receive Basic First Aid training and are issued with protective gloves and essential PPE as part of their uniform. They are instructed to wait for emergency medical services before taking physical action unless a life-threatening injury requires basic intervention.

6. Communication Breakdowns

During a live response, failure to coordinate with police or other team members could result in delays or confusion, affecting the safety of both the victim and the responder.

To address this, all Emergency Responders are trained in regional communication protocols. This includes having access to a Shield contact system, using designated channels, and submitting real-time updates when safe to do so.

7. Working Alone

In many cases, a responder may be the only available person during a shift, which increases their vulnerability.

The Shield encourages all responders to work in pairs where possible. When solo attendance is necessary, responders are advised to remain in open, visible areas and to avoid entering enclosed or isolated spaces until backup or emergency services arrive.

This assessment is reviewed regularly and updated based on incident reports, changes in protocol, and evolving risk environments. Emergency Responders must complete all Shield-approved training and agree to this risk framework before active deployment.

3.3 Community Presence Team

Role Overview

The Community Presence Team is a vital front-line component of The Shield, tasked with patrolling local hotspots and high-risk areas during shift hours. Unlike Emergency Responders who respond only during active alerts, Community Presence Team members operate proactively — walking routes, maintaining a visible presence, and deterring potential threats through calm and professional conduct.

Core Mission:

The primary aim of the Community Presence Team is to provide visible deterrence and safety reassurance in areas known for vulnerability — particularly nightlife zones, parks, school routes, and recent crime hotspots. Their role is not to engage or intervene but to deter and observe, offering support only if necessary.

Uniform and Identification:

All members must wear a Shield-issued uniform with their membership number clearly displayed on the back. They are also required to carry their Shield ID card or badge and be equipped with a body camera or approved recording device, a mobile phone, and radio communications equipment.

Operational Duties:

- Patrol designated high-risk areas in pairs or larger teams
- Follow pre-agreed shift patterns, with flexibility based on intel updates
- Observe and monitor suspicious activity in accordance with training and legal guidelines
- Provide silent deterrence through calm, visible presence
- Step in only if someone is in immediate danger or distress
- Offer non-invasive support and ensure individuals get home or to safety

Reporting:

- Non-crime observations should be logged into the internal system
- Any incident where a crime or active danger is suspected must be reported directly to the police and the local manager
- Volunteers should not engage, pursue, or confront any suspect or individual

Authority and Boundaries:

- No physical contact unless in defence of life
- No confrontation, arguing, or commands directed at members of the public
- No following or surveilling individuals unless directed by authorised intel team
- No direct questioning or interfering with police or emergency operations
- Speaking with members of the public is discouraged unless necessary to ensure someone's safety

Command Structure:

- Reports to Town Lead (or County Manager if Town Lead is unavailable)
- All deployments must be approved and rostered
- Must operate in pairs at a minimum — working alone is strictly prohibited

Required Training:

- De-escalation and conflict avoidance
- Legal awareness and safeguarding
- Use of body cam and digital evidence
- Optional self-defence training (offered upon request)

Example Scenarios

Scenario 1:

Two men approach a girl on her way home from a nightclub, trying to force her into a car. The Community Presence Team intervenes by approaching calmly, asking the girl if she needs assistance while activating body cams. The team creates a visible presence to deter the threat, supports the girl in calling for help, and ensures she gets home safely.

Scenario 2:

A woman is found heavily intoxicated and alone on a street. The team notifies local venue staff or security, calls an ambulance if necessary, and waits with the woman until proper help arrives — recording the interaction for accountability and safety.

Scenario 3:

A group of adult males is seen lingering in a park near young children, appearing out of place. The team maintains a visible presence without filming, keeping a watchful eye. If the situation appears suspicious or escalates, the police are notified immediately. The team does not engage directly.

Training and Role Limits:

This role requires strict adherence to The Shield's non-confrontation policy. Engagement is only permitted when a person is under direct threat. Members are trained to use deescalation techniques, document incidents for accountability where legally permitted, and prioritise the safety of all involved. Self-defence is a last resort and only used when no other option exists.

Members must attend all relevant training courses including safeguarding, use of body cams, and The Shield's approved conduct and reporting methods. The expectation is a disciplined, compassionate, and grounded presence in the community — always professional, always lawful.

RISK ASSESSMENT: COMMUNITY PRESENCE TEAM

Hazard 1: Public Confrontation

Risk: Encountering aggressive individuals or being misinterpreted as confrontational

Control:

- All members trained in de-escalation
- Body cams to provide accountability
- No engagement unless a life is at risk

Hazard 2: Operating in Isolated Areas

Risk: Being targeted or harmed while patrolling

Control:

- Always operate in pairs or more
- Carry mobile phone and radio for emergency backup
- Follow mapped patrol zones and report start/end of shifts

Hazard 3: Misidentification by Public or Authorities

Risk: Confusion with police or vigilantes

Control:

- Clear uniform branding and visible ID
- No weapons, no confrontation
- Passive, professional conduct

Hazard 4: Mental Strain or Trauma

Risk: Exposure to disturbing events or vulnerable individuals

Control:

- Peer debrief after incidents
- Access to Shield's support and wellbeing network
- Optional mental health first aid course

Hazard 5: Legal Risk from Misconduct

Risk: Member accidentally breaks law or oversteps boundary

Control:

- Mandatory training in legal limits and safeguarding
- Incident logging for transparency
- Disciplinary process in place for breaches

Outcome:

With the above training, guidelines, and oversight, the Community Presence Team can operate safely, effectively, and lawfully — serving as a reliable deterrent and reassuring presence in local communities.

Chapter 4: Vanguard Unit

4.1 Vanguard Admin Team

Role Overview

The Vanguard Admin Team serves as the first point of contact in The Shield's structured intervention process targeting businesses, properties, and networks suspected of enabling abuse. Working online during designated hours, these trusted staff members receive, assess, and forward credible information from the public. Their role is to triage community concerns — determining whether an issue falls under The Shield's mission, requires escalation to Intel, or should be redirected to police or other agencies.

Vanguard Admins do not attend scenes. Their strength lies in good judgment, professional communication, and their ability to handle sensitive cases efficiently and discreetly.

Role Requirements:

- Strong communication skills, both written and verbal
- High discretion and integrity when handling sensitive reports
- Sound judgment to distinguish credible threats from false claims
- Must complete mandatory Shield training including:
 - Data protection and confidentiality
 - Escalation and triage protocol
 - Safeguarding and trauma-informed communication
- Must pass a full enhanced DBS check
- Must agree to and uphold The Shield Code of Conduct

Core Duties:

- Monitor and manage reports received via:
 - County email inboxes
 - Forwarded messages from national Shield admin team
 - Phone calls to the county office
- Communicate with the public to gather further context or information when needed
- Determine next steps:
 - Refer to police or external services (where necessary)
 - Escalate to Intel Team for verification
 - Disregard or close if outside Shield's remit
- Liaise with County Manager on high-priority cases
- Ensure appropriate handover to Intel Team with accuracy and clarity

Command and Reporting:

- Report to the County Manager or National Admin Lead
- Work in coordination with Intel Team and Vanguard Patrol Units
- Follow Shield-approved procedures set by the Advisory Board

Uniform and Equipment:

- Shield uniform with visible membership number
- Shield-issued ID badge
- Access to county email system
- Access to internal communication channels

Deployment Protocol:

- Vanguard Admins do not deploy or attend any field investigations
- Their responsibility is digital — reviewing and triaging community concerns

Upon receiving a concern, the Admin will:

- Review the message and verify basic details
- Respond to the sender for clarification if needed
- Forward credible intelligence to the Intel Team
- Notify County Manager of urgent or sensitive matters

Clarification:

The decisions made by Vanguard Admins directly shape the Shield's investigative and community response efforts. Poor triage or misjudgment can lead to wasted resources or reputational damage. This is a role for disciplined, alert, and trustworthy individuals with a deep respect for the seriousness of the mission.

Example Scenarios

Scenario 1:

A tip comes through the county email alleging that a vape shop is providing free products to teenage girls in exchange for photos. The Admin asks for more details and passes the full report to the Intel Team.

Scenario 2:

A call comes in about a local man acting strangely near a school. With no details suggesting abuse or exploitation, the Admin advises the caller to report directly to the police and notes the issue in case it resurfaces.

Scenario 3:

A forwarded email from national admin highlights multiple reports about a specific taxi firm. The Admin consolidates the information, confirms the pattern, and flags it as priority for Intel assessment.

4.2 Vanguard Intelligence Team

Role Overview

The Intelligence Team forms the investigative backbone of The Shield, conducting thorough, lawful assessments of concerns referred by the Admin Team. Their purpose is to verify information, gather openly available evidence, and prepare intelligence reports leading to Vanguard Patrol deployment or referral to authorities.

This team operates within strict legal and ethical frameworks, never engaging in covert surveillance or unauthorised intrusion—ensuring all actions comply with UK law.

Role Requirements

- Enhanced DBS check
- Completion of Shield training in:
 - Surveillance law (RIPA 2000, IPA 2016)
 - Data protection (GDPR)
 - Open-source and visual-only investigative techniques
 - Safeguarding and trauma-informed communication
- Agreement to uphold The Shield Code of Conduct

Core Duties

- Review and verify intelligence passed from the Admin Team
- Conduct lawful research using only:
 - Public-facing online sources
 - Observations from public spaces (no trespass)
- Never engage in:
 - Covert surveillance
 - Undercover monitoring
 - Trespass
 - Interception of private communications
- Liaise with County Manager on possible escalations
- Provide reports to Vanguard Patrol or police if necessary

Command and Oversight

- Reports to the County Manager
- Works with Admin and Vanguard Patrol teams
- Subject to oversight by Advisory Board and legal review

Uniform and Equipment

- Plain clothes or optional non-branded hoodie/polo
- Shield ID badge with visible number
- Body cam or smartphone for public use only
- Mobile phone, radio, and secure file access

Deployment Protocol

- No field operations or direct engagement
- Operates digitally and observationally
- Must refer to police if imminent harm is evident

Example Scenarios

- **House Grooming Suspicion:** Intel observes patterns of night visitors and reports findings to County Manager.
- **Taxi Firm Investigation:** Public data confirms minors taken to suspect addresses; intel forwarded to Vanguard.
- **Hotel Oversight:** Observes customer flows, identifies safeguarding failures, submits full report to authorities.

Intel Team Risk Assessment

Legal Boundaries

- Governed by RIPA 2000 and IPA 2016
- Strictly no covert surveillance, CHIS use, or private data interception

Key Risks & Mitigation

- **Overstepping Surveillance:** Controlled via training and policy enforcement
- **Legal Liability:** Intel reviewed by County Manager; evidence handed to police
- **Data Misuse:** GDPR compliance and secure deletion
- **Emotional Stress:** Peer debrief and safeguarding support
- **Misidentification:** Plain dress and calm conduct with visible ID

Operational Summary

The Shield's Intel Team works transparently within legal frameworks to support lawful intervention without breaching privacy or ethical boundaries.

4.3 Vanguard Patrol Team

Role Overview

The Vanguard Patrol Team is the on-the-ground action unit of The Shield, deployed after verified intelligence confirms a credible concern. Their purpose is to make a visible, lawful presence at businesses, homes, or public areas that are enabling or facilitating abuse — sending a message that the community is aware, watching, and ready to act within the law.

Vanguard Patrols do not replace police and are not vigilantes. They provide calm confrontation, act as deterrents, and make it clear that inappropriate or harmful behaviour will not be ignored.

Role Requirements

- Enhanced DBS check
- Completion of Vanguard Patrol training in:
 - Legal boundaries and citizen rights
 - De-escalation techniques
 - Safeguarding and first aid
 - Use of body cams and lawful recording
- Calm presence and professional conduct
- Full agreement to Shield Code of Conduct

Core Duties:

- Attend assigned locations in teams to create visible presence
- Speak politely but directly to staff, business owners, or individuals involved
- Offer warnings or reminders of community standards and safeguarding responsibilities
- Provide comfort or signposting to any vulnerable person present
- Never escalate unnecessarily; focus is on calm deterrence
- Record the entire engagement using body cams (for internal use and police only)
- Submit a full report to the County Manager post-engagement
- Cooperate fully with any police requests or investigations

Command & Oversight:

- Vanguard Patrols operate only with greenlight from County Manager (or Town Manager if delegated)
- Do not act independently or freelance

- Work alongside Intel and Admin but are not tied to emergency response or street patrols
- Reports and footage must be submitted within 24 hours of engagement

Uniform & Equipment:

- High-visibility Shield uniform (orange, with ID number clearly visible)
- Shield-issued ID card
- Body cam (mandatory)
- Radio and mobile phone
- Optional: trauma support items (thermal blanket, water, basic aid kit)

Engagement Protocol:

- Physical contact is **only** permitted if a child or vulnerable person is in **immediate danger**
- You **may** enter a business or public premises during opening hours to calmly explain why you're there
- You **must not** chase, follow, or restrain anyone unless a crime is actively taking place and police are on the way
- You are not to publish or release footage — all media is for Shield internal records and police only
- You are not to confront suspects without approval and backup

Deployment Process:

1. Admin team receives a report
2. Intel team investigates and verifies it
3. County Manager gives greenlight
4. Vanguard Patrol is briefed and deployed
5. Patrol conducts lawful presence or engagement
6. Full report and footage is submitted

Example Scenarios:

Scenario 1: Vape Shop Exploitation

Intel confirms a vape shop has been giving free items to underage girls in exchange for inappropriate contact. The Vanguard Patrol enters during business hours, calmly speaks to the owner, advises them they are being watched, and reminds them of legal risks. The entire conversation is recorded. A report is filed and sent to the police.

Scenario 2: Taxi Firm Transporting Minors

After repeated reports, Intel confirms that a taxi firm is picking up minors and taking them to suspect properties. Vanguard visits the firm, explains community concerns, and warns them that further patterns will be logged and reported to authorities.

Scenario 3: Hotel Failing to Check Underage Guests

A hotel is reportedly letting men bring girls to rooms without ID checks. The Vanguard Patrol enters the public-facing area, speaks calmly with the receptionist or manager, and makes it clear the issue is known and being documented.

What Vanguard Patrols Can Legally Do:

- Be present in public or open business areas
- Record interactions using visible body cams
- Speak calmly and lawfully to raise awareness or issue warnings
- Call police if a child or woman is in active danger
- Step in **only** to stop a crime in progress if no other option exists
 - Cannot enter private residences or restricted areas without permission
 - Cannot detain, restrain, or pursue suspects
 - Cannot threaten, shame, or confront anyone aggressively
 - Cannot release footage to the public under any circumstances

Final Note:

The Vanguard Patrol represents **the strength and calm authority of the people**. You are not there to fight — you are there to protect. When The Shield walks in, it must feel like the community has arrived.

Chapter 5: Education Team

5.1 Education Team

Role Overview:

The Shield Education Team is a specialist outreach branch that places trained volunteers within schools and youth environments to act as **preventative educators, trusted adults, and safeguarding allies**. These team members are not just there to deliver lessons—they serve as visible, familiar points of contact for children who may be vulnerable, confused, or in need of support.

Each Education Team member is embedded within local schools on a **weekly basis** (typically one day per week) in partnership with education leaders and safeguarding coordinators. Where possible, lessons and assemblies are offered **free of charge** to schools, providing valuable sessions on personal safety, grooming awareness, digital risk, consent, peer pressure, and how to ask for help.

The broader aim is to ensure that **every school-age child has a trusted person** they can approach — reducing the likelihood of them being groomed into silence or manipulated into thinking abuse is normal behaviour.

Why This Matters:

A significant insight from The Shield’s founding mission is the role that **peer grooming** plays in normalising abuse. Many children are groomed by others their age, often unknowingly, and fall into dangerous dynamics believing “everyone does it” or that they are simply fitting in. Predators exploit this.

Our Education Team disrupts that chain — providing clear, empowering information and a safe adult to turn to. The aim is **not to scare**, but to **educate, protect, and open lines of trust**.

Role Requirements:

- Enhanced DBS check (mandatory)
- Background in education, youth work, or child safeguarding (preferred)
- Completion of Shield Education Team training, including:
 - Safeguarding legislation and policy
 - Child-friendly communication techniques
 - Trauma-informed practices
 - Understanding grooming patterns and normalisation tactics
 - Professional boundaries in school environments

Core Duties:

- Attend assigned schools once per week (as arranged with local education boards)
- Build rapport with staff and students as a visible, safe adult figure
- Deliver talks, workshops, or assemblies where appropriate
- Maintain a drop-in or availability slot for children to ask questions or raise concerns
- Identify and signpost potential safeguarding disclosures appropriately to the school DSL
- Submit weekly reflection reports to the County Education Coordinator
- Work alongside school staff without undermining existing support systems
- Stay neutral, inclusive, and supportive of the full school community

Command & Oversight:

- Reports to the County Education Coordinator (or County Manager if role not filled)
- Works in partnership with local school safeguarding officers and leadership
- Shield safeguarding team will review all disclosures or concerns raised
- Subject to audit by Shield Advisory Board and external safeguarding advisers

Uniform & Identification:

- Smart, child-appropriate Shield Education attire (non-military, non-threatening)
- ID badge visible at all times
- Business cards or info sheets for students or staff if needed

Deployment Protocol:

1. County Education Coordinator arranges school placement in agreement with the headteacher and the safeguarding team
2. The Education Volunteer is introduced to the staff and given a point of contact
3. Weekly school visits are carried out with a focus on building trust and consistency
4. Education content is delivered with prior agreement from the school (no surprises)
5. All concerns raised by students are passed to the Designated Safeguarding Lead (DSL) immediately — not handled alone

Example Impact Areas:

- **Digital Safety Sessions:** Educating Year 6–10 students about online grooming, sextortion, and healthy boundaries online.
- **Consent and Peer Pressure:** Helping teenagers understand the difference between consent and coercion, and how to speak up.
- **Drop-in Conversations:** A 13-year-old girl quietly tells the Shield rep that a friend is being pressured to “meet a boyfriend” she’s never met. Disclosure made to DSL. Early intervention initiated.

- **Primary Awareness Talks:** Child-friendly sessions on “trusted adults,” “safe vs unsafe secrets,” and “what to do if something doesn’t feel right.”

Boundaries & Legal Notes:

- Shield Education Team **can:**
 - Be present regularly in schools
 - Deliver content agreed with the school
 - Build rapport with students over time
 - Pass on safeguarding concerns to the school’s DSL
 - Shield Education Team **cannot:**
 - Investigate, confront, or act on disclosures directly
 - Deliver unsanctioned talks or materials
 - Operate alone with children (must follow school’s safeguarding policy)
 - Take any safeguarding action without school agreement

Final Note:

The Education Team is the **heartbeat of our preventative mission**. While patrols protect the streets, education protects the future. When children know what to look out for, and who they can talk to, predators lose their power.

Chapter 6: Code of Conduct

6.1 Behaviour Standards

As members of The Shield, we are granted the trust of the public, the respect of the communities we serve, and the visibility to influence how society protects its most vulnerable. With this privilege comes a duty to hold ourselves to the highest standards — in public, in uniform, online, and among each other.

We operate from one principle:

Love for women, children, and community. Not hate for predators.

This is not about revenge. This is not about vigilante justice. It's about being what others failed to be — consistent, calm, trusted, and grounded. Our strength is in our restraint. We do not match the darkness; we outshine it.

The Shield can only survive if it remains lawful, trusted, and morally grounded.

The greatest threat to our mission is losing the very service we offer — by giving anyone a reason to question our integrity, legality, or behaviour.

Core Behaviour Expectations for All Members:

- Always act with respect and calm authority, even under pressure
- Never insult, threaten, shame, or provoke any individual — even suspected predators
- Never raise your voice, make accusations, or act aggressively
- Do not approach any situation if you are emotionally overwhelmed — call for backup
- Absolutely no drugs, alcohol, or weapons while representing The Shield
- Do not wear Shield uniform or ID while under the influence or in inappropriate settings
- Uphold professional standards on social media — no public naming, shaming, or vigilantism
- Treat all team members and the public equally, regardless of gender, race, background, or beliefs
- No political alignment or public commentary under The Shield banner — we serve all

Representing The Shield Means:

- You are always lawful
- You are always calm
- You are always a protector, never an aggressor

This applies whether you are in full uniform on a patrol, replying to a public message online, attending a school in your Education role, or working in the background as Intel or Admin.

We Do Not:

- Publicly post footage, names, or accusations — all evidence goes to the police
- Chase, restrain, or detain suspects unless a life is in immediate danger
- Allow personal bias, emotion, or trauma to dictate our behaviour in the field
- Use Shield platforms or forums to spread hate, anger, conspiracy, or misinformation
- Misrepresent ourselves as police, social workers, or government officials

We Do:

- Lead with discipline, compassion, and self-control
- Protect children from grooming and harm — in homes, streets, businesses, and online
- Offer visible reassurance to the public
- Assist until police arrive, then stand down professionally
- Learn, evolve, and listen — because we are a community first

Our Greatest Fear Must Be This:

That the service we've built — the fast-response support, the school presence, the watchful eye — is taken away from the women and children who rely on it.

One bad incident, one rogue member, one moment of aggression could destroy years of work.

We cannot afford that.

If you act with hate, you are not acting for The Shield.

If you use this badge to intimidate, you are not one of us.

If you cannot stay calm under pressure, do not step into that role.

This isn't about heroics. It's about consistency.

It's about presence, not power.

It's about being there — legally, lawfully, and with love — when no one else is.

6.2 Confidentiality

At The Shield, every message matters. Every report, tip-off, or concern we receive could be the start of saving a life, preventing abuse, or protecting someone vulnerable. But that trust is fragile — and confidentiality is what protects it.

This isn't just about paperwork. It's about respect.

It's about honour.

And it's about ensuring that The Shield remains trusted by schools, families, survivors, and communities for years to come.

Why Confidentiality Matters:

- Survivors of abuse are often scared to speak up. If they feel their stories will be passed around, laughed at, or shared without care — they will stay silent.
- Children in danger might speak to a Shield member because they feel safe. If their concerns end up on social media or in gossip chats, the damage can be irreversible.
- Businesses, councils, and schools trust us to handle things with care. If we break that trust, we lose those partnerships — and with them, our ability to help on the ground.

Confidentiality is what separates The Shield from online vigilante pages or rumour-based forums. We are not here to expose — we are here to support, to intervene where needed, and to pass evidence lawfully and professionally.

Non-Disclosure Agreements (NDAs)

All active members of The Shield will be asked to sign a **non-disclosure agreement**. This is not about silencing you — it's about protecting:

- The people who come to us for help
- The locations and people under investigation
- Our own teams from legal risk or reputational damage

You can still speak your truth. But you cannot share private Shield matters, names, reports, or locations unless required by your role and authorised to do so.

If someone breaches an NDA, they may not only lose their place in The Shield — they may also face legal action.

Examples of What Must Stay Confidential:

- The identity of any victim, survivor, or child mentioned in a report
- The personal details or location of a suspected predator
- Any Shield operation or deployment before or during action
- Any internal team conflict, meeting notes, or disciplinary issues
- Private details from WhatsApp groups, county forums, or staff chats

What You Can Share:

- Public Shield posts and official updates
- Your own journey of growth, safely and respectfully
- General discussions about the mission and why you joined
- Awareness of the issues we tackle — without giving private case details

We're Not Asking for Blind Obedience — We're Asking for Wisdom

You are not being silenced.

You are being trusted.

This code of confidentiality isn't about control — it's about protecting **something sacred**.

We don't just want you to follow it. We want you to understand it.

To feel it. To believe in it.

Because you're not a follower — you're part of a movement.

And movements that stay focused, legal, and trusted last longer...

And go further.

6.3 Suspension and Dismissal

At The Shield, our reputation is everything. We stand for trust, safety, and action — but **never at the cost of legality, respect, or discipline**.

We understand that no one is perfect. People make mistakes, emotions run high, and this work can be heavy. That's why we don't operate on fear or threats — we operate on fairness and accountability.

Suspension and dismissal are never used lightly. They exist **not to punish**, but to **protect the integrity of the mission**, and most importantly, to ensure the continued safety of the women, children, and communities we serve.

When Suspension May Be Used:

Suspension is a **temporary step**. It allows the leadership team to investigate serious concerns without placing anyone at risk. You may be suspended from duties while a situation is investigated, such as:

- Alleged breach of the Code of Conduct
- Complaint from a member of the public, school, or team
- Behaviour in the field that risks Shield reputation or legal standing

- Concerns raised about your social media or public commentary
- Personal issues affecting your ability to remain grounded or safe in your role

Suspension is not a judgment. It is a pause. It's a time to reflect, allow space for resolution, and — if appropriate — return stronger.

When Dismissal May Be Necessary:

Dismissal is a **permanent removal** from Shield operations. This step is only taken when someone:

- Seriously breaches confidentiality or a signed non-disclosure agreement
- Acts outside of the law while wearing Shield uniform or ID
- Physically confronts, restrains, or harms a member of the public unnecessarily
- Harasses, abuses, or disrespects another member or the public
- Engages in hate speech, political extremism, or conspiracy rhetoric under the Shield name
- Repeatedly breaks Shield protocols despite warnings and guidance

Dismissal is never personal — it is protective. Our duty is first and foremost to the public. If someone becomes a risk to that, we will act decisively.

How These Decisions Are Made:

- All suspension and dismissal decisions are made by the **County Manager, National Admin, or Advisory Board**, depending on the nature of the case
- The member will be informed of the reason and allowed to respond
- In serious cases, the Shield Safeguarding Officer or Legal Advisor will be involved
- A full record of the issue, communication, and outcome will be kept for accountability

Opportunity for Review:

We believe in second chances — where appropriate.

If you are suspended or dismissed but feel a mistake has been made, you can request a review. Bring your concerns respectfully to your County Manager or submit them to the National Admin Team for advisory review. Your voice will be heard.

We Are Building Something Bigger Than Ourselves

The Shield is more than a movement — it is a responsibility.

Every member who wears the badge must understand:

One wrong act can cost the public's trust in all of us.

This isn't about being harsh. It's about protecting what we've built.

For the women who need us.

For the children who feel safer.

For the survivors who found hope again.

If you fall — we'll support you.

If you act with hate — we'll let you go.

If you learn, grow, and stay true — we'll walk with you all the way.

Chapter 7: Safeguarding Policy

7.1 Policy Statement

Human Evolution Group CIC: SAFEGUARDING POLICY

Policy Title: Safeguarding Children, Young People and Vulnerable Adults

Policy Owner: Designated Safeguarding Lead (DSL)

Approved By: Shield Advisory Board

Applies To: All staff, volunteers, officers, and representatives of The Shield

Review Date: 31/07/2025

The Shield is committed to ensuring the safety and wellbeing of all children, young people, and vulnerable adults we may come into contact with through our operations. We recognise that safeguarding is a fundamental duty and that all staff and volunteers have a shared responsibility to promote a safe environment.

This policy outlines how The Shield prevents harm, responds to disclosures or concerns, and ensures all personnel operate legally, ethically, and responsibly in their roles.

7.2 Purpose of this Policy

- To protect children, young people, and vulnerable adults from harm
- To provide clear procedures for responding to safeguarding concerns
- To ensure all Shield staff and volunteers understand their responsibilities
- To promote a culture of accountability, transparency, and child-centered practice

7.3. Legal Framework

This policy is based on and adheres to the following legislation and guidance: see APPENDIX A Below.

- The Children Act 1989 & 2004
- The Care Act 2014
- Working Together to Safeguard Children (2018)
- Keeping Children Safe in Education (2023)
- Sexual Offences Act 2003
- Human Rights Act 1998
- Data Protection Act 2018 / GDPR
- Prevent Duty Guidance (Counter-Terrorism and Security Act 2015)

7.4 Scope of the Policy

This policy applies to:

- All Shield members, including emergency responders, vanguard, patrol, admin, education teams, and county leadership
- All work carried out on behalf of The Shield, whether online, in public spaces, schools, community venues, or private premises
- Any person (child, young person, or adult at risk) who may engage with The Shield, directly or indirectly

Definitions

- **Child:** Anyone under the age of 18
- **Young Person:** Teenagers aged 16–17 may be referred to distinctly where relevant
- **Adult at Risk:** Someone aged 18+ who may need community care services due to disability, mental health, age, illness, or who is unable to protect themselves from harm or exploitation
- **Abuse:** A form of maltreatment of a person, including physical, emotional, sexual, neglect, financial, or institutional abuse
- **DSL (Designated Safeguarding Lead):** The trained person in charge of receiving and managing safeguarding concerns

7.5 Roles and Responsibilities

The Shield Advisory Board

- Ensures organisational compliance with safeguarding law
- Appoints a trained DSL and supports safeguarding reviews

Designated Safeguarding Lead (DSL)

- Oversees all safeguarding concerns and referrals
- Maintains training records and case files
- Liaises with police, local authorities, and safeguarding partners

County Safeguarding Officers

- Act as first contact points for concerns within regions
- Escalate concerns to the DSL and external agencies as appropriate

All Staff and Volunteers

- Must complete enhanced DBS checks before deployment
- Must complete Shield safeguarding training
- Must report concerns immediately to the appropriate officer
- Must not promise confidentiality or attempt to investigate themselves

7.6 Contact with Children and Vulnerable Adults

The Shield operates with the following strict rules:

- No staff member or volunteer is permitted to work alone with children
- No one may physically touch, restrain, or guide a child unless in an emergency to prevent harm
- No Shield member may engage in personal conversations, relationships, or unsupervised communication with a child or vulnerable adult they meet through Shield work
- **The only exception is the Shield Education Team**, which operates under formal agreements with schools and must comply with that institution's safeguarding procedures, including being supervised on-site at all times

7.7 Responding to Safeguarding Concerns

If someone shares a safeguarding concern or discloses abuse:

- Stay calm and listen
- Do not ask leading questions
- Do not promise confidentiality
- Reassure them: "You've done the right thing telling me"
- Record the facts clearly and immediately
- Report the concern to your County Safeguarding Officer or DSL

If a child or vulnerable adult is in immediate danger: call 999.

7.8. Reporting Structure

- **Local concerns:** County Safeguarding Officer → DSL
- **Urgent concerns:** DSL or 999
- **School-related matters:** Report directly to the school's Designated Safeguarding Lead

All records of concerns will be securely stored, access restricted, and shared only with appropriate authorities.

7.9 Confidentiality and Data Handling

All personal information relating to safeguarding is considered confidential. It will only be shared:

- On a need-to-know basis
- With consent, where appropriate
- Or when legally required to prevent harm

Shield volunteers and staff must never discuss or share safeguarding concerns in public forums, personal group chats, or social media.

All personnel must sign a **non-disclosure agreement (NDA)** as part of onboarding.

7.10 Training and Vetting

- All Shield personnel must complete safeguarding awareness training before undertaking any public-facing role
- All must hold a valid **enhanced DBS check**, renewed every 3 years
- County Managers are responsible for ensuring records are kept and updated
- The DSL will offer additional training as needed for specialist roles (e.g., Education, Intel, Vanguard)

7.11 Breaches of Policy

Breach of this policy may result in:

- Immediate suspension or dismissal from The Shield
- Referral to statutory agencies or law enforcement
- Notification to the DBS barred list for serious or intentional violations

7.12 Policy Review

This policy will be reviewed annually, or earlier if:

- New safeguarding legislation or guidance is introduced
- A significant incident occurs
- Recommended by the Advisory Board or DSL

7.3 Legal Framework Appendix

APPENDIX A: OVERVIEW

This appendix outlines the key UK laws and national guidance that The Shield follows to remain legal, accountable, and protective of the public.

These summaries are written in plain English to ensure that **every staff member and volunteer** can understand their legal responsibilities — no legal background needed.

1. Children Act 1989 & 2004

What it does:

These laws say that every child has the right to be protected and that organisations like The Shield must take action if a child is at risk of harm.

What Shield members must do:

- Always put the child's safety first
- Report any concern immediately to the safeguarding officer
- Never ignore signs of harm or neglect

2. The Care Act 2014

What it does:

Protects adults who are vulnerable due to age, disability, mental health, or risk of abuse.

What Shield members must do:

- Treat vulnerable adults with dignity
- Report any signs of abuse or neglect
- Never pressure or shame anyone into sharing personal information

3. Working Together to Safeguard Children (2018)

What it does:

Sets the official rules for how organisations must work together to protect children. It defines what abuse is, what to do if you suspect it, and how referrals should happen.

What Shield members must do:

- Know how to spot different types of abuse
- Understand your role is to report — not investigate
- Work alongside schools, police, and social services as needed

4. Keeping Children Safe in Education (2023)

What it does:

Tells schools and education-related services (like our Education Team) how to create safe environments for children and staff.

What Shield Education Team must do:

- Follow the school's safeguarding rules

- Always be visible and accountable
- Pass on concerns to the school's DSL (Designated Safeguarding Lead) immediately

5. Sexual Offences Act 2003

What it does:

Defines sexual crimes, including child exploitation, grooming, and abuse of power. It also covers offences like flashing, coercion, and “sexting” with minors.

What Shield members must do:

- Know that grooming can start with small manipulations
- Take all reports of inappropriate behaviour seriously
- Never share or store any explicit material (even for evidence) — pass it directly to the police

6. Human Rights Act 1998

What it does:

Protects people's right to safety, dignity, and freedom from harm.

What Shield members must do:

- Treat everyone with respect and fairness
- Protect people's right to be safe and heard
- Do not discriminate or judge anyone based on background, beliefs, or mistakes

7. Data Protection Act 2018 / GDPR

What it does:

Protects people's personal information. This includes names, addresses, case notes, or anything related to safeguarding.

What Shield members must do:

- Never share personal data in public or unofficial chats
- Use only approved Shield systems for logging and reporting
- Never hold onto someone's data unless authorised by your team lead

8. Prevent Duty (Counter-Terrorism and Security Act 2015)

What it does:

Requires certain professionals (including school visitors and outreach teams) to spot signs of radicalisation in children or vulnerable adults.

What Shield members must do:

- Watch for extreme views being shared or promoted to children
- Pass concerns to the school's DSL or safeguarding officer
- Do not challenge the person directly — let trained professionals step in

Final Reminder for All Shield Members:

You are not expected to memorise these laws — but you are expected to follow your training, stay within Shield protocols, and know how to raise concerns the right way.

Your job is not to investigate, confront, or decide guilt.

Your job is to notice, report, and protect.

This is how we stay legal, professional, and strong — and how we ensure this service is never taken away from the women and children who rely on it.

Chapter 8: Data Protection Policy

Protecting Your Information — Protecting the Mission

1. Our Commitment to Privacy

The Shield is committed to protecting all personal and sensitive data handled through its systems, both for public safety and organisational integrity. We operate in full compliance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, with clear procedures for collecting, storing, and using information.

We understand that trust is essential in the work we do. Whether you are a volunteer, a concerned parent, a whistleblower, or a county manager — your information is handled with the highest possible care.

2. What Data We Collect

We collect only the essential information needed to run our service and ensure safeguarding compliance.

For members and volunteers, this may include:

- Full name and contact details
- DBS status and certificate reference
- CVs and basic training records
- Membership number and operational role

For public tip-offs or reports, this may include:

- Name (if given), phone or email (optional)
- Location or details of an incident or concern
- Written messages sent via our secure forms or official emails

3. How Long We Store Data

- Volunteer application data is stored **for 30 days** or until the person is onboarded and assigned to a county manager.
- Public tip-offs are reviewed, assessed, and **securely deleted** unless passed to the police.
- We do **not retain unnecessary personal data** and delete or anonymise wherever possible.

4. Who Can Access Your Data

- Only verified **County Managers** and the **National Admin Team** have limited access to our CRM systems.

- **Intel staff, emergency responders, or vanguard teams** do **not** have access to personal information unless authorised on a need-to-know basis by leadership.
- All systems are protected by unique user logins and access-level controls.

5. Who We Share Data With

We do not share data with anyone outside of The Shield.

The only exception is if a report involves criminal activity — in which case **data is passed directly to the police**, not to outside individuals, media, or other organisations.

6. How We Keep Data Secure

- All Shield systems — including the member dashboard, private forums, team chats, and reporting tools — are secured with **password protection and encrypted connections**.
- Our technology and data handling systems are managed by **IT-360 Group Ltd**, under the supervision of Shield co-founder **Paul**, ensuring professional-grade compliance at all times.
- No Shield data is ever stored on personal devices, emails, or phones outside of our secure platform.

7. Confidentiality and Anonymity

- Members of the public may submit tip-offs or incident reports anonymously.
- Information shared with The Shield is **never discussed in public forums, WhatsApp, or personal chats**.
- Shield staff and volunteers all sign a **non-disclosure agreement (NDA)** during onboarding and are trained in professional confidentiality standards.

8. Your Rights

All individuals who engage with The Shield have the following rights under UK GDPR:

- **The right to access** your personal data held by us
- **The right to request deletion** (“the right to be forgotten”)
- **The right to correct** inaccurate or outdated information
- **The right to restrict how your data is used** or shared

Requests to view or delete your data can be made by emailing:

info@wearetheshield.com

We aim to respond to all requests within **14 days**.

9. Use of Shield Tech Only

All official communications, case reports, and team coordination must be carried out on Shield-approved systems only.

Personal phones, private emails, or social media DMs must never be used to process or store Shield data.

This ensures full compliance and keeps everyone safe.

10. Final Note

We don't just protect communities — we protect the trust they place in us. Data protection is not just a legal duty. It is a core part of why this organisation is respected and growing.

If you are unsure about how to handle or share information, stop and ask. Speak to your County Manager or National Admin Team.

This is how we protect the mission — and keep The Shield strong.

Chapter 9: Equal Opportunities Policy

Everyone Has a Place — Except Those Who Harm

1. Our Stance

The Shield welcomes members from **all backgrounds, beliefs, ethnicities, genders, sexualities, and walks of life**. We believe a strong, safe community is one built on diversity, unity, and a shared commitment to protecting others — especially women and children.

We are not political.

We are not divided.

We are one community with one mission.

The only people not welcome in The Shield are **those who abuse, exploit, or endanger others** — especially **child abusers and abusers of women**. This is non-negotiable.

2. What Equal Opportunities Means to Us

We treat every member with respect and fairness, regardless of:

- Age, gender, or gender identity
- Race or ethnicity
- Religion or belief
- Sexual orientation
- Disability or neurodiversity
- Social background or education
- Employment status, past mistakes, or life story

Everyone has value when they choose to step up and protect others.

3. How We Promote Inclusion

- All volunteers undergo the same application, training, and DBS process
- All operational roles are assigned based on capability and training — not appearance or labels
- County Managers are expected to uphold these standards across their teams
- Internal chat rooms, team discussions, and forums are moderated to prevent discrimination or bullying

4. Respect in Practice

Shield members are expected to:

- Treat each other with dignity
- Challenge prejudice or hate with calm clarity
- Support anyone in the team who faces mistreatment or exclusion
- Speak up if they witness unfairness, especially in the name of our mission

5. If Issues Arise

Any incident involving discrimination, harassment, or exclusion within The Shield will be taken seriously.

- Reports can be made to County Managers or the National Admin Team
- Serious concerns may be escalated to the Shield Advisory Board
- If a member is found to have breached the spirit of this policy, they may be removed from service

6. Final Word

This organisation is for the people — and it reflects the people.

The Shield exists because the system has failed many. That includes victims of abuse, but also people who have felt judged, unheard, or unwanted.

We don't just protect the community.

We are the community.

Chapter 10: Operational Scenarios and Protocols

10.1 Types of Situations We Respond To

Focused Protection for Women, Children, and the Vulnerable

The Shield is a purpose-driven community response network. We do not respond to every incident — we focus on **safeguarding women, children, and vulnerable members of the public** in real-time situations where they are at risk.

Our job is not to take over emergency services or act as law enforcement.

Our mission is to **support victims, deter predators, and be a visible force for safety** in areas the system often misses.

Below are the core types of situations we respond to:

1. Emergency Situations Involving Women and Children

- Women or girls being followed, harassed, or intimidated in public
- Attempted abduction or forceful behaviour toward women or children
- Suspected predators loitering near schools, parks, or night-time venues
- Break-ins at homes where vulnerable women or children are present
- Visible distress, fear, or physical danger in public spaces

In these cases, **Emergency Responders** will attend if activated through our app system and **only after a 999 call is made**.

The Shield's role is to comfort, support, and stay until police arrive — **not to engage with suspects**.

2. Organised Exploitation or Grooming Patterns (Vanguard-Level)

When intelligence shows **repeat behaviour or locations enabling abuse**, we intervene through legal and visible presence:

- Taxi companies known to transport minors to predatory addresses
- Shops providing underage goods (e.g. vapes, alcohol) in exchange for favours
- Hotels ignoring signs of sexual exploitation
- Private homes involved in grooming vulnerable youth

These are handled by the **Vanguard Intel and Patrol teams**, using body cameras, visible uniforms, and calm presence.

All findings are submitted to the police. The Shield never acts secretly or without evidence.

3. Community Safety Patrols (Presence-Based Only)

In agreed counties, Shield **Community Presence Teams** may patrol known hotspots (nightclubs, parks, etc.) during shifts — purely for visibility and deterrence. They may:

- Escort vulnerable women to safety
- Offer reassurance in areas known for predatory behaviour
- Monitor and report unsafe conditions

They do **not respond to protests, political events, or general fights**.

4. Special Circumstances

In rare cases, The Shield may assist in:

- Local **missing child searches**, under coordination with police
- Public **vigils or safety awareness events**, where agreed by leadership

We are not the fourth emergency service.

We are your community, showing up when others won't.

10.2 Situations We Do Not Respond To

Staying Focused — Staying Legal

To protect the long-term mission, reputation, and legality of The Shield, there are types of incidents and requests we do **not** respond to. These include:

1. Domestic Abuse Inside the Home

Domestic violence incidents are **always referred directly to the police** or qualified support agencies.

We are not trained, equipped, or authorised to intervene in domestic settings, and doing so risks escalating danger.

2. Relationship Disputes, Custody Conflicts, or He-Said/She-Said Allegations

We do **not** respond to:

- Disputes between ex-partners
- Accusations without verified threat or pattern
- Requests to “check on” someone based on personal conflict

We are here to **protect the vulnerable**, not take sides.

3. Mental Health Crises or Suicide Risks

These are medical emergencies and must be directed to:

- 999
- Local crisis teams
- NHS or CAMHS resources

Shield staff are **not authorised or trained** to respond to mental health incidents. We support protection, not intervention in care.

4. Requests to “Out” or Confront Suspected Abusers Without Evidence

We do not act on rumours, gossip, or vague suspicions.

We also **never confront suspected abusers directly** without police involvement.

5. Vigilante Actions or Predator Hunter-Style Stings

The Shield **does not run stings, bait predators, or organise confrontations.**

We respect and appreciate the hard work of other organisations who do operate in this space.

However, our legal model is based on community presence, lawful visibility, and strategic intelligence — not confrontation.

6. Entering Homes or Private Properties Without Consent

Shield teams **never enter private premises** unless:

- Invited by the occupant
- A life is clearly in danger and police are on their way

Trespassing breaches UK law, even with good intentions.

Our mission must remain **legal and respected** — or we risk losing it entirely.

7. Acting as Judge and Jury

We don’t punish people.

We don’t spread names.

We **protect victims** and report to the proper authorities.

We’re here to get women and children home safe — not to decide guilt.

10.3 On-Scene Protocols

How to Act When You Arrive

Once a Shield member is deployed to an active situation — whether it's through the emergency alert system, Vanguard call-out, or community patrol — there are strict on-scene protocols that must be followed.

These are designed to keep the **victim safe**, the **member protected**, and the **organisation fully compliant with the law**.

1. First Actions on Arrival

- **Identify yourself clearly** as a Shield member, showing your ID badge and remaining calm at all times
- Approach the **vulnerable person** first (not the suspect, not the crowd)
- **Speak slowly, calmly, and with compassion** — your goal is to offer presence and safety, not pressure

2. Your Primary Goal

Your job is **not to gather evidence**, question people, or act as a mediator.

Your only goal is to **get the vulnerable person home safely** or ensure they receive emergency care or assistance.

Examples:

- Offer to walk with them to safety
- Stay nearby until police or ambulance arrive
- Comfort the individual using calm conversation and body language
- Keep the area around the victim calm and low-tension

3. What You Must Never Do

- Do **not** chase or confront a suspect
- Do **not** detain anyone
- Do **not** engage in heated arguments or interfere with police or ambulance staff
- Do **not** give or ask for personal contact information (e.g. phone numbers, social media)
- Do **not** take sides in personal or relationship disputes
- Do **not** share victim information outside official Shield reporting channels

4. If Police Are Already on Scene

- If the situation is already being handled and is under control, **withdraw quietly**
- If the victim is still vulnerable, **remain nearby but out of the way** until the situation is fully in police hands
- Do **not** interfere with officers — Shield members must never argue with, distract, or insert themselves into official response efforts

5. When There Appears to Be No Immediate Threat

If a member arrives on scene and no suspect or danger is visible:

- **Do not assume the threat has passed**
- Call the **County Office** to log the situation
- The office can contact the person who triggered the alert to confirm status
- Use **due diligence** — danger may be out of sight, or the victim may have been moved. Stay present until you receive confirmation or feel confident it's safe to leave.

6. Communicating with Victims – Basic Shield Script

We never push or pressure anyone to talk. Shield responders are trained to **listen, not interrogate**.

Use short, reassuring phrases like:

- “You’re safe now. I’m with The Shield. I’m just here to help.”
- “Would you like me to stay with you until the police or ambulance arrives?”
- “I’m not here to question anything — just to make sure you get home safe.”
- “You’re not alone. You’ve done the right thing.”
- “If anything hurts or you feel unsafe again, tell me and I’ll call support straight away.”

If the person wants to share more, listen calmly. Don’t promise confidentiality — if a crime has occurred, police may need to be informed.

7. After the Scene Is Clear

Once the victim is safe, and the situation is either resolved or taken over by emergency services:

- **Leave the scene respectfully and without lingering**
- Submit a brief factual report to your **County Office** via the official form or system
- **Do not** post about the incident on social media or in chats
- **Do not** retain any personal footage, notes, or identifiers outside Shield protocol

Every scene is different — but our standards must stay the same.

Stay calm. Stay lawful. Stay focused on the people we serve.

Chapter 11: Tools and Communication

Tools and Communication

To operate safely, legally, and efficiently, all Shield members must use approved tools and communication systems. These tools are issued to ensure lawful conduct, real-time coordination, and accountability during all active deployments.

This section outlines the current tools in use, upcoming technologies, and the expectations around communication within The Shield.

1. Body Cameras

Mandatory for:

- Emergency Responders (when responding to active calls)
- Vanguard Patrol Units
- Community Presence Teams

Body Cam Use Must Follow These Rules:

- Always worn visibly — never hidden
- Used only during official Shield activity
- Footage is Shield property and must **never** be shared publicly
- Footage must be submitted to County Manager or Vanguard Office for secure storage
- If requested, only police or legal teams will be provided access

More on legal use of body cameras is covered in Chapter 12.

2. Shield Website Backend (CRM + Chatrooms)

The Shield website contains secure:

- County-level chatrooms (for team coordination)
- Member directories and contact systems
- Intel and Admin CRM areas for report logging and verification
- Internal forums for announcements, updates, and scheduling

All systems are GDPR-compliant and password-protected.

No Shield business should be conducted through personal phones, WhatsApp, or social media chats.

3. Radios (Coming Soon)

All on-the-ground teams will be issued **secure radio communication units**, suitable for use during:

- Emergency callouts

- Vanguard patrols
- Shift-based night patrols (Community Presence)
- Event deployment

Radio etiquette and protocols will be included in team training sessions when rolled out.

4. Mobile Devices (Approved Use)

While radios are preferred, **Shield-issued phones** or personal devices may be used when:

- Logging into Shield systems
- Receiving emergency alerts
- Reporting back to County Office

Important:

- Personal phones must not be used to store footage or victim information
- No calls, texts, or recordings may be made outside Shield protocols

5. Contact Flow

All contact should follow this structure:

- **Emergency calls** go through 999 first — then to Shield via app or admin email
- **Tip-offs** from the public go to the **National Admin Team** via website or social media
- **Internal alerts** are passed to Intel, then Vanguard or Emergency Response teams as needed
- All reports, photos, or video must be uploaded to the Shield CRM or handed directly to command team

6. Future Equipment

This manual represents **Version 1** of Shield Operations.

More operational equipment is planned and currently in development, including:

- Portable panic alarms
- Enhanced protective gear
- GPS dispatch systems
- Emergency medical pouches
- Encrypted mobile dispatch terminals

As new tools become available, full training and usage instructions will be provided through the Shield Training Team and Command Board.

Chapter 12: Body Cam Usage

Body Cam Usage

Body-worn cameras are a key tool used by The Shield to enhance safety, ensure accountability, and protect both the public and our volunteers. When used correctly, body cams prevent escalation, support lawful behaviour, and uphold public trust in everything we do.

This policy outlines how Shield members must operate body cameras — and what will not be tolerated.

1. Who Must Wear a Body Cam

Body cams are **mandatory** for:

- Emergency Responders
- Vanguard Patrol Units
- Community Presence Patrols

Other teams may also be issued body cams based on command decision.

2. When to Record

You must activate your body cam:

- On arrival at any **live or reported incident**
- During any **community patrol** or **Vanguard visit**
- If a **member of the public engages**, becomes distressed, or raises concern
- If police, ambulance, or emergency teams are on their way or present

Cameras must always be:

- Worn **visibly**
- Used **overtly**, not hidden

3. Legal Use of Body Cams (UK Law)

- You may record video and audio in **public spaces**
- You **cannot record inside private homes** unless:
 - The occupant has allowed entry, **or**
 - You are lawfully entering to prevent harm, and recording began **before entering**
- **You must not** record in schools, bathrooms, or medical settings unless authorised and justified for safeguarding
- Filming children requires a clear **safeguarding reason**

The Shield provides full legal training on responsible body cam use. Any misuse may result in immediate removal from duty.

4. Uploading & Access to Footage

Footage must **never** be shared publicly or posted online.

It may only be submitted:

- At the request of police
- By order of a County Manager
- For internal training, if **permission is granted** by those recorded

All footage is stored securely and handled in line with GDPR and Shield evidence protocols.

5. Purpose of Footage

- To protect vulnerable individuals
- To support police investigations
- To review incidents internally
- To train other Shield staff (if consent is given)

6. Misuse or Tampering

Turning off your camera to protect a friend or colleague involved in misconduct is strictly forbidden.

This action:

- Destroys Shield's legal credibility
- Undermines every volunteer's integrity
- Risks the entire mission being shut down

If a member disables or withholds footage to protect wrongdoing, it will be treated as **gross misconduct** and referred to police where appropriate. This includes:

- Switching off the camera at key moments
- Deleting or hiding files
- Refusing to submit footage when asked

7. Disciplinary Action

Failure to comply with Shield body cam policy may result in:

- Removal from all Shield roles
- Referral to law enforcement
- Banning from re-application or rejoining Shield in future

We exist to protect the vulnerable — not each other's egos.

We do not hide what happens in the field. We do not protect wrongdoing. We serve with honour, record with integrity, and always put the safety of others first.

Chapter 13: Evidence Management

13.1 Handover Protocol

To maintain the integrity of The Shield, protect the public, and ensure continued legal operation, all evidence, reports, and recordings gathered during Shield activity must be **handled with absolute professionalism** and in full alignment with UK legal standards.

We do not keep evidence once a case is closed.

We are not investigators. We are a rapid-response, safeguarding-first community unit. Our job is to observe, support, record, and hand over.

1. Immediate Handover to Police

All incidents that involve a suspected crime, safeguarding concern, or unlawful activity must result in a **formal handover to the police**. This includes:

- Video or body cam footage
- Written statements or observation reports
- Screenshots, online tip-offs, or intel summaries
- Victim support records (with consent where appropriate)

Once a handover is complete and confirmed, **Shield personnel must immediately close the case file** within our system. There is no retention of data beyond the required legal window (see Section 5: Data Protection).

2. How to Submit Evidence

All evidence must be:

- Neatly labelled with date, time, location, and team members involved
- Accompanied by a short written report that includes:
 - Observations
 - The nature of the concern
 - Any actions taken
 - Details of the handover (police badge ID or reference number if provided)

Handover should always be made to:

- On-scene police officers, or
- Direct upload via police evidence portals, or
- In-person delivery to local police station (where advised)

3. Retention of Evidence (Temporary Only)

Evidence may only be retained in the following situations:

- **Awaiting police collection** after an official handover has been agreed
- **Requested by police** to be held until further instruction
- **Training use** (only anonymised footage, and only with consent from those involved)
- **Legal review** in case of complaint or investigation into Shield conduct

No footage or evidence may be stored indefinitely.

Shield operates under the same expectations of data protection and disposal as professional safeguarding or legal bodies.

4. Chain of Custody

To maintain the credibility of any handover, a clear chain of custody must be documented:

- Who recorded or gathered the evidence
- Where it was stored
- Who it was given to and when

This protects both The Shield and any victim involved. Any gap in that process risks damaging an investigation — or could be used to undermine our mission.

5. Case Closure

Once evidence has been officially handed to police:

- The Shield case file is marked as “**closed**”
- No further follow-up is conducted unless requested by the authorities
- The member involved must **not revisit, discuss, or share** the incident unless formally required

We are not here to re-investigate, relive, or speculate.

We move on — focused, disciplined, and legally sound.

6. Why This Matters

Keeping evidence, sharing footage, or trying to run our own parallel investigations:

- **Jeopardises criminal cases**
- **Risks retraumatising victims**
- **Exposes Shield members to legal consequences**
- **Undermines our entire organisation**

Our credibility is built on **professional handover**, not emotional reaction.

The Shield stands not in place of the law — but beside it.

We assist until authority takes over. That is how we survive. That is how we stay bulletproof.

13.2 Preserving Evidence

Until an official handover to police or lawful authority is completed, all evidence collected by Shield volunteers must be protected with the **highest level of care and security**.

This section outlines how to preserve evidence lawfully, securely, and with full respect for data protection, victim welfare, and legal integrity.

1. Evidence Storage System

All Shield teams use a **centralised, encrypted evidence storage portal**, maintained by the National Admin Team and IT-360 Group Ltd. This system includes:

- Encrypted cloud-based storage for video, reports, and supporting files
- Access logs and upload history for full auditability
- Police-ready formatting of files (standard video types, timestamped reports)

Each County Team has secure login access for:

- Uploading footage from body cams or phones
- Submitting written incident summaries
- Receiving confirmation of upload and review status

All evidence is time-stamped, linked to a case ID, and stored securely until formally closed.

2. Who Can Access Evidence

Access is **strictly limited** to:

- County Managers (local storage)
- National Admin Team (overview level)
- Shield Legal Advisor (in case of dispute or liability issue)
- Police (upon request or formal handover)

Shield volunteers cannot view, download, or share their own footage or reports once submitted. This prevents tampering, leaks, or emotional involvement clouding the process.

3. Volunteer Responsibilities Before Upload

Any Shield volunteer who records or receives evidence must:

- Upload it to the secure portal **within 4 hours** of the incident (where possible)
- Ensure files are named appropriately (date, location, nature of incident)

- Submit a written summary alongside the footage

If unable to upload immediately, the volunteer must notify the County Office and hand the device directly to a senior officer for secure transfer.

4. Reporting Lost or Corrupted Evidence

If any footage or documents are:

- Lost
- Damaged
- Deleted
- Accidentally shared or leaked

...this must be reported **immediately** to both:

- The County Manager
- The Shield Advisory Board (Legal or Safeguarding Liaison)

An internal review will be conducted and, if necessary, police informed.

This is non-negotiable. Evidence integrity protects both Shield members and the people we serve.

5. Use of Evidence for Training

Footage or cases may be used for internal training **only** if:

- Permission has been granted by the individuals involved, or
- The content is fully anonymised and approved by the Advisory Board

All training versions are stored separately and must never be used for public demonstration or social media.

6. Duration of Retention

Evidence is only retained:

- **Until it is handed over to police**, or
- **For a maximum of 30 days**, unless law enforcement requests it be held longer

After formal handover or expiration, all evidence is:

- Removed from local access
- Deleted from Shield systems in line with GDPR
- Marked as “case closed” in internal logs

No evidence may be retained “just in case” or for personal review.

7. Why This Matters

Poor handling of evidence can:

- Compromise police investigations
- Breach the privacy and dignity of victims
- Invite lawsuits, shutdowns, or public backlash
- Undermine the hard work of every single volunteer

This is why **evidence handling is a legal procedure**, not a personal task.

Our job is to gather, upload, and let the law take it from there.

If it's not secure, it's not usable. If it's not lawful, it's not Shield.

Chapter 14: Events and Community Engagement

14.1 Public Events and Operations

At The Shield, we believe that **community connection is the foundation of public safety**. Our mission doesn't stop at patrols or emergency responses — it extends to bringing people together, rebuilding trust, and fostering a sense of local pride through **regular, accessible public events**.

Whether it's a street meet-up, a pub garden gathering, or a weekend of family activities at ShieldFest, our events create unity, visibility, and strength.

But with this comes responsibility.

1. Choosing the Right Venue

Events held in public spaces (such as town centres or parks) can raise concerns with local councils and police — especially when they attract large crowds or include uniformed volunteers.

To stay community-led and low impact:

- **Always opt for private venues** where possible:
- Pubs with large gardens
- Hired community halls
- Private fields or land owned by Shield members or supporters
- Outdoor spaces with booked permission

For **larger events** like ShieldFest, professional venues with toilets, parking, and safe camping areas are preferred. These events should be organised months in advance with full safety planning.

2. Respect for Police and Councils

We respect that local services are under pressure. Our goal is **not to create more paperwork or draw unnecessary attention** to gatherings that are positive in nature.

We ask all members to:

- Remain polite and cooperative if approached by police or council officers
- Understand that we are not a protest group — we are a lawful, registered CIC promoting public safety and unity
- Always notify the Event Management Team in advance to ensure appropriate paperwork, risk assessments, and notices are in place

That said — **police and council teams are welcome at any Shield event**. They are part of the community too, and we are proud to show them the good work being done.

3. Event Management Team

A dedicated **Shield Events Management Team** is in place to:

- Assist County Managers or Town Leads with organising and promoting events
- Provide risk assessment templates
- Offer insurance and safety checklists
- Handle communications with venues, emergency services, or council when needed
- Ensure events are in line with Shield branding, messaging, and public safety standards

You are not alone — every event will have structured support and national oversight where appropriate.

4. The Purpose of Events

Shield events are not just social — they are strategic.

They provide:

- **Visibility** to potential volunteers
- **Safety** through presence
- **Connection** between isolated individuals and communities
- **Trust** between Shield members and the public

They also offer a **non-confrontational platform** for local people to ask questions, raise concerns, and get to know the people behind the uniforms.

5. Safety First

All events must:

- Be attended by at least one trained First Aider
- Be risk-assessed and logged through Shield's Events Team
- Avoid locations or activities that could be perceived as hostile or intimidating
- Never promote violence, vigilantism, or political views

We are here for **community, not conflict**.

6. Event Types We Encourage

- Coffee mornings and Shield brunches
- Family days in pub gardens
- Fitness meetups and walks

- Awareness stalls in permitted areas
- ShieldFest and large annual gatherings
- Night-watch volunteer celebration events
- Community clean-ups and school outreach fundraisers

Final Note

Events should become a regular part of Shield life — not just a bonus.

They build loyalty. They build morale. They show the public we're not hiding in shadows we're walking beside them.

With structure, respect, and visibility... we make The Shield something families are proud to stand beside.

14.2 Event Risk Assessments

Every public or private event held under The Shield's name must be risk assessed in advance. Whether it's a small coffee meet-up or a major ShieldFest weekend, **a structured plan is not optional — it's essential.**

This ensures:

- The public and our members are safe
- We remain fully compliant with UK law
- Our image remains professional and community-focused
- We build public trust with transparency and preparation

1. Who Must Complete a Risk Assessment?

- County Managers or designated Town Leads are responsible for ensuring a risk assessment is completed
- For large events, this will be overseen by the **Events Management Team**
- A copy must be submitted to the national team or stored in your county file

2. What Must Be Included?

Every Shield event risk assessment should include:

- **Location details:** address, landowner or venue contact, access points
- **Expected attendance:** rough numbers, including staff
- **Purpose:** what the event is for (community gathering, fundraiser, etc.)
- **Activities involved:** food, entertainment, talks, child-friendly zones
- **Potential risks,** such as:
 - Crowd control
 - Alcohol consumption

- First aid needs
- Weather risks (for outdoor events)
- Public access or gate-crashing
- Anti-Shield protesters or online threats
- Fire hazards (BBQs, cooking stations, etc.)
- **Safety measures in place:**
 - First aiders onsite
 - Fire extinguishers if relevant
 - Clear signage or marshals
 - Safeguarding contact point
 - Contact details for emergency services or nearest hospital

3. When Must It Be Done?

- For small events: minimum **1 week in advance**
- For large gatherings or anything on public land: **4–6 weeks in advance**
- (to allow time for local authority notice if needed)

4. Who Should Receive the Completed Form?

- Your County Office
- The National Events Team
- The venue owner (if they request it)
- The local police liaison (if attendance exceeds 50 or includes any public-risk element)

5. First Aid and Incident Reporting

- At least one Shield member **must be first-aid trained** and listed as the contact
- Any incident, even minor, must be logged via an event debrief form within **24 hours**
- Serious injuries or safeguarding breaches must be reported to:
 - County Manager
 - Safeguarding Officer
 - Advisory Board (if appropriate)

6. Event Insurance

- For any large event (ShieldFest scale or similar), public liability insurance is required
- The Events Management Team will assist with this
- We strongly advise Shield organisers not to proceed with public events without insurance cover when dealing with children, fire, high numbers, or food/alcohol

Final Message

The Shield is built on community — but it must **move like a professional outfit**.

Every well-organised event is a win. Every safe, incident-free gathering builds trust.

We're not just showing up — we're leading by example.

Chapter 15: Training and Induction

15.1 Induction Process

The Shield is not just a group — it's a structured community protection force. Every member must meet clear expectations before taking part in any frontline or support activity.

Our goal is to ensure that every person representing The Shield is trained, trusted, and legally protected — for the good of the community, the organisation, and themselves.

Upon joining The Shield, each new service member must complete the following:

- **Application and Vetting**
 - Online registration via the official Shield website
 - Identity verification
 - Enhanced DBS check through the Shield's verified provider
 - Signing of Non-Disclosure Agreement (NDA)
 - Submission of basic details: name, location, contact info, CV (optional)
- **Initial Briefing**
 - Welcome call or digital induction
 - Overview of The Shield's mission, legal structure, and operational code
 - Assignment to county or town structure for deployment
- **Role Matching**
 - Members are not placed into frontline roles unless trained and approved
 - Initial role matching considers skills, location, interests, and availability
 - County Managers oversee this process with National Admin support

15.2 Mandatory Training Before Deployment

All active service members must complete Shield-approved training before engaging in public-facing roles. This includes:

- **Safeguarding Awareness**
 - Understanding abuse dynamics and vulnerable group protection
 - Child protection, adult safeguarding, and when to escalate concerns
 - Delivered via approved online modules or in-person sessions
- **De-escalation Techniques**
 - Staying calm under pressure
 - Defusing hostile or emotional scenarios
 - Recognising triggers and maintaining non-aggressive presence

- **Legal Awareness**
- What members can and cannot do under UK law
- Public recording rights, privacy, trespass, and use of body cameras
- Understanding the boundary between community support and criminal interference
- **First Aid (Basic)**
- Mandatory for all frontline members (Community Presence, Emergency Responders, Vanguard Patrol)
- Covers unconsciousness, bleeds, recovery position, emergency response protocol
- Certification logged in CRM and updated every 3 years
- **Code of Conduct Agreement**
- Outlines behaviour, dress, communication, and loyalty to The Shield's mission
- Must be read and signed before deployment

15.3 Advanced or Role-Specific Training

Certain specialist roles require additional training, including:

- **Intel Team:**
- Surveillance law, open-source investigation, report writing
- **Vanguard Patrol:**
- Lawful engagement, evidence handling, body camera use
- **Admin and CRM Roles:**
- GDPR, professional communication, platform use
- **Education Team:**
- School safeguarding policy, professional boundaries, referral protocols

15.4 Training Delivery and Tracking

- All training is delivered either:
- In person (preferred for county-based teams)
- Online via The Shield's secure training platform
- Through trusted third-party providers (e.g. First Aid organisations)
- **Training is logged and tracked** via the Shield CRM system
- Members are responsible for keeping their certifications up to date
- County Managers and National Admins will conduct periodic reviews

15.5 Probation and Deployment

- New members serve a **minimum 30-day probationary period**

- They may observe or attend events but will not act unsupervised
- County Managers assess readiness and sign off on active status
- Feedback is collected, and misconduct or red flags may result in removal

15.6 Ongoing Development

- Refresher training and update briefings will be scheduled regularly
- Members are expected to engage in continuous learning
- Promotion into national or specialist roles requires full completion of all core and advanced training modules

Chapter 16: Disciplinary Process

16.1 Grounds for Review

Maintaining the integrity of The Shield is vital to ensuring its continued operation, public trust, and legal compliance. As a community-first organisation, we understand that mistakes happen — but **reputation, safety, and conduct** are non-negotiable.

Every member is expected to act in line with Shield training, policy, and values. Where standards are breached, a fair and structured disciplinary process will take place.

A disciplinary review may be triggered if any of the following occur:

- Breach of the **Code of Conduct**
- Failure to follow legal or **safeguarding procedures**
- Misuse of Shield systems, uniforms, or identification
- Acting outside of assigned role or **without authorisation**
- Any action likely to **damage public trust** or The Shield's reputation
- Physical or verbal confrontation, unless lawfully defending life
- Non-cooperation with police or refusal to hand over footage or reports
- Sharing confidential data, images, or recordings without permission
- Turning off body cam in active duties (without justifiable reason)
- Failing to disclose conflict of interest or criminal investigation
- Breach of **Non-Disclosure Agreement**
- Unapproved contact with vulnerable persons, especially minors
- Disrespecting team hierarchy, bullying, or repeated unprofessionalism

Shield is a **non-political, non-violent, and non-judgmental movement**. Any expression of hate, unlawful views, or vigilante behaviour will result in immediate review and likely dismissal.

16.2 Investigation Process

When a concern is raised:

1. Initial Report Logged

- Any team member or member of the public may raise concerns
- All concerns must be logged with the County Manager or National Admin Team
- Safeguarding concerns are fast-tracked and escalated immediately
- **Investigation Begins**
- The relevant County Manager or appointed neutral Shield lead conducts the investigation

- Evidence may include body cam footage, reports, witness statements, or digital messages
- The member is given an opportunity to respond fully
- **Safeguarding Involvement**
- If the issue relates to a safeguarding breach, the **Safeguarding Officer and Advisory Board** will take control of the investigation
- Police may be contacted without notice if laws may have been broken
- **Temporary Suspension (if needed)**
- In high-risk cases, the member may be suspended from duties during the investigation
- Suspension is not a punishment, but a precaution

16.3 Outcomes and Resolutions

Once the investigation is complete, one of the following outcomes will be issued:

1. No Action Taken

- Allegation found to be unsubstantiated or minor
- Member is cleared and fully reinstated

2. Warning or Additional Training

- For lower-level issues or honest mistakes
- Member is asked to complete retraining, attend mediation, or receive formal written warning

3. Role Adjustment or Restrictions

- Member may be removed from specific duties (e.g. frontline work)
- May continue in a support or non-public role if appropriate

4. Removal from Shield

- For serious or repeated violations
- Member is permanently removed, ID and access revoked, and flagged on internal records
- If criminal activity is suspected, police will be notified

5. Blacklisting (if applicable)

- Where public safety is at risk, individuals may be barred from rejoining under any alias
- The decision is made at national level and cannot be overturned locally

All outcomes are documented and handled with professionalism and discretion. The Shield values second chances when appropriate — but also **prioritises the safety of women, children, and community trust above all else.**

Chapter 17: Transparency and Accountability

17.1 Full Visibility of Structure and Purpose

The Shield was founded on one simple promise: that no woman or child would be left unprotected due to red tape, delay, or silence.

But with that mission comes great responsibility — to the public, to our members, and to the law. We do not hide what we do. In fact, we go above and beyond to make sure everything is **visible, accountable, and built to protect the service itself from being removed.**

Every part of The Shield’s operations — from local teams to national leadership — is published in the Shield Operations Manual and visible to all who ask. We are not a secret society, a vigilante group, or an agenda-driven platform. We are a **legal, structured, and community-driven force for good.**

Key aspects that are publicly accessible:

- Our organisational structure and leadership
- Volunteer roles and responsibilities
- Code of conduct and training policies
- Legal restrictions and lawful practices
- Safeguarding policies
- Disciplinary processes
- Public complaints and feedback mechanisms

This ensures anyone — from the police to a member of the public — can understand how we work, why we exist, and what rules we follow.

17.2 Public Right to Accountability

We believe **trust is earned.** That’s why The Shield holds itself accountable in the following ways:

- Every complaint is logged, reviewed, and answered appropriately
- Every reportable incident involving the public or volunteers is documented, reviewed, and shared with police if required
- No reports, footage, or data are kept beyond legal need or operational necessity
- Volunteers may be dismissed if their actions damage trust, safety, or compliance

Shield leadership is answerable to:

- The **Shield Advisory Board**

- The **UK legal system**
- The **communities we serve**

We accept scrutiny, feedback, and professional challenge — and welcome third-party observation at any time.

17.3 Transparency with Police and Authorities

The Shield operates **with**, not against, law enforcement. While we do not answer to any political group or agency, we cooperate fully with:

- Local police in matters involving abuse, grooming, and vulnerable persons
- Social services and child protection when necessary
- Schools and community centres where our presence is invited

When required:

- We hand over footage, written reports, and logs to the police
- We immediately withdraw from a scene once police take control
- We respond to police requests for background, logs, or coordination

We also make it clear: Shield responders and Vanguard teams **do not act as police**, and are trained to step back the moment the professionals arrive.

17.4 Zero Room for Hidden Agendas

The Shield has no political stance, no religious bias, and no financial gain motive. Every policy, action, and deployment is designed to meet one outcome:

Getting women and children home safe.

We remain focused on solutions, not enemies. While we recognise the evil we're up against, we **operate from love for the vulnerable — not hate for the predators**. That is what keeps us calm, legal, and effective.

17.5 Internal Oversight and Member Review

- All County and Town managers are held to internal review by the national team and Advisory Board
- Every team member can raise concerns anonymously
- Members are encouraged to speak up if something feels wrong — and are protected if they do

Chapter 18: Health, Safety and Wellness

18.1 On-Duty Care

The Shield recognises that the wellbeing of its volunteers is essential for delivering a safe, lawful, and effective community response. Our commitment to **Health, Safety, and Wellness** ensures that every Shield member is looked after — physically, emotionally, and legally — while serving the public.

Working Safely in the Field

All Shield roles, from Emergency Responders to Vanguard teams, involve exposure to real-world risks — whether physical, emotional, or legal. To protect our members:

- All field operatives must complete **mandatory training**, including:
 - First aid
 - De-escalation and conflict resolution
 - Safeguarding
 - Legal limits of Shield roles
 - Body cameras must be worn and operational when on duty
 - Volunteers must work in **pairs or teams**, never alone
 - Emergency protocols are in place for:
 - Aggressive confrontations
 - Medical emergencies
 - Contact with vulnerable individuals
 - Every public action is recorded and reviewed where necessary
 - Volunteers must **inform their manager** of any incident, injury, or unusual activity during duty
 - **Hydration, rest, and transport** must be considered for long operations or patrols
 - Alcohol or drugs are strictly prohibited while on duty

Safety First Culture

Volunteers are empowered to **refuse or withdraw** from any situation that feels unsafe, unclear, or breaches Shield protocols — without fear of criticism or consequence.

18.2 Mental Health and Emotional Resilience

Shield members are often exposed to emotionally charged situations, including reports or scenes of abuse, neglect, and exploitation. The Shield places high importance on **emotional wellness and peer support**.

- Safeguarding Officers are trained to recognise signs of burnout and secondary trauma
- Debriefing is encouraged after high-impact or stressful duties
- All members have access to:
- A dedicated **Shield Safeguarding & Wellness Officer**
- Private 1-to-1 check-ins or referrals
- Peer support networks within their region
- Regular reminders will be given to check in with self-care, particularly after intense patrols or reports

Emotional Risk is Not Weakness

We recognise that being affected emotionally is normal. Volunteers are never expected to “tough it out” alone — we care for our own.

18.3 Insurance and Coverage

Shield is committed to operating within legal frameworks and providing cover where applicable:

- Public liability insurance is in place to cover community operations, including public events and patrols
- Shield is working toward tailored **volunteer protection policies**, including:
- Personal accident insurance
- Legal protection (for lawful duties carried out within policy)
- Volunteers must act **within Shield training and legal boundaries** for insurance to remain valid
- Any unauthorised, unlawful, or reckless action voids coverage

Reporting and Record Keeping

- All incidents, injuries, or accidents must be reported to the County Manager and documented
- A Health and Safety Lead (or designated officer) must review all serious incidents
- Reports will be used to improve training, gear, and safety protocol

Chapter 19: Legal Standing and Compliance

19.1 Public Assurance Statement

The Shield was created to operate **lawfully, transparently, and in service of the public**. Every role, action, and protocol has been built with legal advisors to ensure we do not cross boundaries — and that our presence cannot be mistaken for vigilante activity or impersonation of law enforcement.

We believe communities have the right to organise, protect each other, and support the vulnerable — **as long as it is done legally and responsibly**.

To all members of the public, government, local authorities, and emergency services:

The Shield operates with **full legal compliance** and **zero tolerance for unlawful conduct**.

- We are **not a replacement for police**
- We are **not a protest group**
- We do **not detain, pursue, or confront suspects** unless someone's life is in immediate danger
- We do **not impersonate officers** or take law enforcement into our own hands

The Shield is a registered **Community Interest Company (CIC) Human Evolution Group CIC**. We exist to fill the gap left when systems fall short, particularly in helping **women, children, and vulnerable community members** feel safe, seen, and supported.

Every one of our volunteers:

- Is DBS-checked and trained in de-escalation, safeguarding, and the law
- Works under strict internal policies approved by legal professionals
- Wears official Shield ID and uniform to ensure visibility and accountability
- Submits all evidence directly to the police, and never releases material publicly
- Understands that **the moment police arrive, Shield teams step back**

Our procedures — including surveillance, evidence gathering, and emergency response — have been reviewed by trained advisors in law and safeguarding. Where our presence is not appropriate, **we step away**. Where we see danger, **we support without interfering**.

We are here to protect the vulnerable — **not to punish offenders**.

Our priority is community care, legal conduct, and doing everything possible to make sure The Shield **cannot be taken away from those who need it most**.

19.2 Legal Definitions of Shield Activity

To remain fully lawful and respected as a community initiative, The Shield defines and limits its activities carefully. Below are the legal boundaries of what we **are** and **are not** allowed to do — and why this matters for maintaining public trust and continued operation.

What The Shield *Can* Do (Under UK Law):

1. Be Present in Public Spaces

- Any UK citizen has the right to stand or walk in public spaces, including outside schools, shops, parks, or town centres.
- Shield members use this right to create a lawful, visible presence — as a deterrent and reassurance.

2. Record Video in Public

- It is legal to film in public areas without permission, as long as:
- You are not harassing or targeting someone repeatedly
- You are not trespassing on private land
- You are not obstructing emergency services or committing a public nuisance
- Shield body cams are used only for evidence, submitted to police and never released to the public.

3. Provide Support to Vulnerable People

- We have a lawful right to:
- Escort people to safety
- Offer emotional reassurance
- Call emergency services
- Stay with a victim until help arrives
- Signpost victims to appropriate services
- This is considered community assistance, not interference.

4. Pass Evidence or Concerns to Authorities

- Shield reports are formatted to police standards
- Any concerning patterns, environments, or behaviour are lawfully passed on with full cooperation

5. Conduct Lawful Observations (Intel Team)

- Looking and listening from a public space is legal.
- Open-source research (OSINT), such as online checks or public record reviews, is permitted.

- Intel officers are trained not to cross into private surveillance or impersonation of authority.

What The Shield *Cannot* Do (and Never Will):

1. Arrest, Chase, or Detain Anyone

- Only police and authorised officers have these powers under UK law.
- Shield members must never block, grab, or restrain anyone — unless life is in immediate danger.

2. Conduct Covert Surveillance

- Under the **Regulation of Investigatory Powers Act 2000 (RIPA)**, covert recording or following of people for investigation is illegal without state approval.
- Shield teams do not follow suspects or install surveillance devices.

3. Impersonate Police or Emergency Services

- Shield members are clearly marked as a **community group**, not police.
- No blue lights, sirens, or legal terminology may be used.
- Uniforms are high-vis but do not resemble police or military attire.

4. Trespass on Private Property

- Shield members must never enter homes, gardens, or businesses without invitation or clear legal access.
- Entry to businesses is lawful only if it's open to the public.

5. Publicly Name or Shame Suspects

- Even if we suspect wrongdoing, it is **never our job to make accusations online or in public**.
- Only the police can investigate, charge, or arrest someone.
- All reports and footage stay private unless required by court.

6. Give Legal Advice

- Shield volunteers may support and reassure the public but must not offer legal interpretations or interfere in legal proceedings.
- All serious matters are referred to police or legal professionals.

Why This Matters

If any Shield member breaks these boundaries:

- **We risk legal shutdown**
- **We endanger the safety of others**

- **We damage the trust we've built with police, councils, and communities**

The Shield is here for the long haul. That means **playing the long game** — staying legal, staying professional, and always remembering:

“We're not here because we hate predators. We're here because we love the people they hurt.”

19.3 Data Protection and GDPR Compliance

The Shield, as part of **Human Evolution Group CIC**, is fully compliant with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. All personal information collected, processed, or stored by The Shield is handled with strict security and confidentiality in line with current UK law.

Our Commitment to Privacy

The Shield only collects and uses personal data where absolutely necessary — to vet volunteers, communicate with members, and keep the public safe. We do **not** use this data for marketing, profiling, or sharing with third parties.

What Data We Collect and Why

We only collect the following data, with consent:

- Name
- Email address
- Contact number
- Address (if required for DBS verification)
- CV and voluntary role application details
- DBS certificate number and status
- Training and certification records
- Role-based incident reports or communication

This is necessary to:

- Verify and onboard volunteers safely
- Ensure all Shield members are vetted, trained, and assigned roles appropriately
- Maintain lawful records in case of safeguarding or legal concerns
- Coordinate activity within local and national Shield teams

Who Has Access

- **County Managers** and the **National Admin Team** have limited access to this data for the purposes of oversight, team coordination, and role allocation.

- All data is kept **securely within The Shield's internal CRM system**, with encrypted access only.
- Shield staff are **bound by confidentiality** and **non-disclosure agreements**.

No Shield volunteer can access another member's data unless they are a designated admin with a specific reason related to operations or safeguarding.

Data Storage and Retention

- Personal data is stored securely for **no more than 30 days**, unless:
 - A police handover is in progress
 - A safeguarding matter remains active
 - After 30 days, if no further action is needed, data is securely deleted
- All data is stored on GDPR-compliant servers, with password protection and audit logs

Your Rights

Every person who shares data with The Shield has full rights under GDPR, including:

- **Right to access:** You can request a copy of any data we hold about you
- **Right to correction:** You can request that incorrect data be fixed
- **Right to deletion:** You can request your data be erased ("right to be forgotten")
- **Right to restrict or object** to how we use your data
- **Right to lodge a complaint** with the Information Commissioner's Office (ICO)

To exercise any of these rights, email: [**info@wearetheshield.com**](mailto:info@wearetheshield.com)

Additional Safeguards

- No data is shared with third parties unless required by police in an active case
- Anonymous tip-offs are allowed — your name will never be shared unless required by law
- Only Shield's official technology platforms are used for data collection and storage
- Regular internal GDPR audits are carried out by Paul and the IT-360 Group
- All Shield staff undergo **data protection training**

Why This Matters

We serve a vulnerable population. Our strength as a community-led movement lies in our **trust** and **credibility**.

By safeguarding your data with the highest standards of professionalism, we protect:

- Our volunteers
- The public

- The reputation and future of The Shield itself

19.4 Policy Statement for Police, Councils and Government Agencies

Who We Are

The Shield is a national, community-led safety initiative operating under Human Evolution Group CIC, a registered Community Interest Company in the United Kingdom.

Founded in response to widespread public concern about rising violence against women and children, The Shield exists to **complement—not replace—existing emergency services and safeguarding structures**. Our mission is to support local communities through lawful presence, fast-response volunteers, education, and collaborative deterrence.

We do not work in opposition to the police or council services. We work **alongside** them — supporting overstretched systems, offering visibility in known risk zones, and delivering structured evidence when required.

Our Legal and Operational Framework

- All Shield activity is governed by UK law, including:
 - Public Order Act 1986
 - Regulation of Investigatory Powers Act 2000 (RIPA)
 - Data Protection Act 2018
 - Safeguarding Vulnerable Groups Act 2006
 - Equality Act 2010
- All members are:
 - Fully DBS checked through our national vetting system
 - Bound by Non-Disclosure Agreements
 - Required to complete training in safeguarding, first aid, de-escalation, lawful conduct, and data protection
- All activity is recorded (via body cam or documented report) and reviewed by local managers
- All relevant incidents or intelligence are escalated to the police through proper reporting channels

What We Do

- Respond to real-time emergency alerts (after a 999 call) via trained, visible volunteers
- Patrol high-risk public areas (with prior local coordination)
- Educate young people in schools about grooming and unsafe behaviours (with school approval only)

- Lawfully observe and report patterns of suspected abuse to authorities
- Engage with communities to rebuild local responsibility and protection

What We Do Not Do

- We do not arrest, detain, chase, or confront suspects unless a life is clearly at risk
- We do not carry weapons or impersonate emergency services
- We do not protest, disrupt, or involve ourselves in political or civil unrest
- We do not publicly name or shame individuals or businesses
- We do not trespass or engage in covert surveillance

Working With You

The Shield is not a substitute for police or government intervention. It is a **community response mechanism** designed to:

- De-escalate risk before it escalates to crime
- Offer public reassurance and visible presence
- Channel community intelligence into structured, police-ready reports
- Bridge the gap when response times are stretched, especially in rural or underserved areas

We actively welcome police presence at our public events and community meetups, and we provide access to all footage and documentation relevant to any official investigation.

We believe that **by working together**, agencies and communities can more effectively safeguard women, children, and vulnerable people.

Contact

For enquiries, verification, or cooperation:

Chris Hargreaves

Founder & National Director

info@wearetheshield.com

Chapter 20: Appendices