

# Appendix 1 – Actions

Actions you can take when managing vulnerability-related risks

First published 18 November 2021

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The combination of clues, communication and curiosity will result in action.

Responders should be aware of what actions they can take, what support is available (including support from other organisations), and their responsibility to clearly explain the next steps to individuals without jargon or assumed prior knowledge of the criminal justice system.

Examples of relevant action might include:

- police response – for example, deploying someone, police protection, arrest, charge, pursuing evidence-led prosecutions, interview, protective security measures
- providing information and signposting – for example, information on domestic abuse, religious crime, out-of-hours numbers, places of refuge, residency orders, counselling services for refugees, homeless charities, action fraud, victim support, crime prevention
- collection of case information and intelligence
- contacting or referring to partner organisations – for example, ambulance services, health services, local GPs, social services, mental health triage nurses, local authority children or adult services, probation, youth services, housing services, victim support, charities, national helplines
- using legislative powers – for example, injunctions and orders, breaches of conditions
- providing shelter and safeguarding – for example, police station, safety plan, action plan, relocating victim
- provision of alarms and surveillance – for example, personal attack alarms, house alarms, CCTV, police community support officer welfare checks, mobile phones

This list is not exhaustive. See the [Public Protection Tactical Menu of Options \(PPTMO\) on CollegeLearn](#) for more information (you will need to log in).

The research highlighted that victims reported more positive experiences when the actions taken by police responders were reassuring, empathetic and supportive, and when responders focused on their needs.

# Tags

Risk Vulnerable people Evidence-based policing