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Bomb Warnings/Threats to life by telephone

Process and guidance for volunteers who receive these calls via telephone.

Last updated: **16th May 2019**

More details

Stay calm and listen carefully

If practical, keep the caller talking and alert a colleague to dial 999

Inform the caller if possible, that we are required by law to report such information to the Police

Note as precisely as possible what is said and the time and duration of the call – remember It is important that you use the caller's own words

If possible, repeat the message back to the caller and confirm the location of the threat

If your colleague has not been able to report the threat then once the call has ended, immediately report it to the Police by ringing the emergency services (112 or 999)

If the threat is a voicemail/recorded message, write down as much

detail as possible, do not delete the recording

Enter the call in the e log

Complete and sign the Bomb Warning/Threat to Life report form and attach a copy of any notes made during the call to the report (find form below)

The Branch Director/Chair or delegate must send a copy of the report and notes to the Caller Support team at Samaritans Central Office as soon as possible:

Preferred choice - Scanned documents by email:

caller.support@samaritans.org

Or

Recorded delivery by post: The Upper Mill, Kingston Road, Ewell, KT17 2AF

NOTE

Original copies of notes and reports should be kept securely in the Branch should the Police require them as evidence

Contact the Caller Support team



Central Office



02083948300



caller.support@samaritans.org

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