



Customers in Crisis

Taxi Compliance Officer Information Sheet 11

You may have a concern about a passenger who expresses suicidal thoughts, or asks you to take them to the Clifton Suspension Bridge or other location in concerning circumstances. Talking to a passenger you think may be suicidal is not easy but it may be the only and last chance that person has and you may save a life. Here is some guidance to help you to help them.

Suicide – preventable and avoidable death

SEE	SAY	SIGNPOST
<p>Recognise why a person may be at risk of suicide and identify some of the signs.</p>	<p>Talk to someone if you're concerned and ask directly if they're thinking about suicide.</p>	<p>Help them to stay safe for now and direct them to helpful resources.</p>
<ul style="list-style-type: none">• Are they upset?• No bag or coat?• Asking to go to a known suicide spot?	<ul style="list-style-type: none">• Are you ok?• You won't shock me....• Helps talking to a stranger• Are you thinking about suicide?• Have you already hurt yourself?	<ul style="list-style-type: none">• Can I call someone?• Can I help find you some support?• I'm taking you to a safe place..

What can I do ?

It will depend on the circumstances and what the passenger says and does.

IMMEDIATE RISK TO LIFE : If there is an immediate risk to their life you should stop your journey if safe to do so and call 999. Be clear on your exact location and if an ambulance is also required.

RISK TO LIFE AT THE END OF THE JOURNEY : If you are en-route to a destination and need to contact the police you can call 999, or contact your Operator to call the police for you.

“ACTING STRANGE / JUST WORRIED FOR THEM” : Call 101 to let us know. If I am on duty, stop your vehicle and text me with the destination, time you expect to arrive and quick note about what the issue is. If I do not reply within a couple of minutes call 101.

I'm a Controller and a driver has called in to say he is worried about a customer feeling suicidal.

The Controller taking the call should arrange for an immediate call to 999 with details of the vehicle used, destination, estimated time of arrival and the details of the customer making the booking.

I'm an Operator, and have a regular customer I am worried about.

Send me the details of the customer and why you're worried. I may be able to find a support worker for the customer who can advise you on the best thing to do when the person books a vehicle with you.

You should encourage the passenger to contact The Samaritans



In Bristol ? You or they can contact the Mental Health Crisis Team on 0300 555 0334

In Somerset ? The contact is : Somerset Mindline on 01823 276892

Drivers may also have suicidal thoughts. You can get immediate support 24/7 from the Support and Connect Helpline on 0800 012 6549.

first-hand.org.uk/ is a support site for anyone affected by witnessing a suicide, when they did not know the person who has died.

November 2021 v6

This is one of a series of information sheets produced for the benefit of Driver, Vehicle and Operator licence holders by Police Constable 4645 Patrick QUINTON, Taxi Compliance Officer, The Bridewell Police Station, Bristol, BS1 2AA

taxis@avonandsomerset.police.uk

To join the "Taxi Cop" WhatsApp group, and get information about PC Quinton's work, news updates and licensing/law updates, send a message to 07469 400832. Your details will not be visible to any other members of the group and your privacy is protected.

This service is supported and funded by :



Disclaimer : This is general guidance on the law which may change. This is not legal advice, and you should seek professional legal advice about your individual case or matter.