

Safe Places

Step by Step Guide



Safe Places

A few simple tips to help you support someone who comes in when something has gone wrong.

- Remain calm.
- Listen carefully and give them time to repeat, if necessary, what they want to say.
- Ask what they would like you to do.
- Reassure: they may want to sit down; they may need a hot or cold drink; they may need just to talk for a while to calm down; they may just wish to sit quietly.
- If you are having difficulty understanding the person's needs ask if they have an Alert card or an orange wallet. This should provide key information including contact details.
- The person may want you to contact someone for them.
- The person may want to contact someone themselves.
- If there has been an accident or a theft contact the necessary emergency services.
- Do not take the person into a quiet room on their own.
- Make sure you record the incident in the Safe Places file once it has concluded.

Thank you.

Safe Places Feedback Form



Safe Places Resource Pack



Copyright © Widgit Software 2002 - 2014

What is a Safe Place?



A Safe Place is somewhere that provides initial support to anyone who feels lost and vulnerable when out and about in their community.

Key businesses and organisations who are part of the project will display a Safe Place sticker in their window(s).

A safe place scheme can choose to distribute to known vulnerable groups in the community In Case of Emergency cards, ICE, which people would show to the Safe Place, in order to assist them in getting the support they require.

When a person uses a safe place they will be:

- Listened to
- Reassured
- Supported
- Offered time and a safe place to wait

What to do if someone needs support



A Safe Place is somewhere which offers an initial point of contact for people in the community in need of support at a moment in time, not to offer ongoing support.

The person responding to an individual should:

- Remain calm
- Listen, talk and do not touch them unnecessarily
- Reassure, offer a drink
- They may want to sit down (in a public place)
- Ask them what they would like you to do
- Ask if they carry an ICE card
- Don't ask probing questions; don't tell them your life story
- Respect each individual and their different needs
- If you have a visit from someone who is in need of assistance and you have genuine concern for the welfare of the person, call the police. Where the risk is thought to be significant call 999.

This is a community based scheme; it is advisable not to go into a room alone with an individual. Be aware of your own personal safety at all times.

Wiltshire Safe Places



Example scenarios for Safe Places and possible solutions

- An elderly lady has her purse stolen when out shopping; she sees the safe places sign in the window of a shop and goes in. She is very shaken up and asks the staff to assist her to call the police. She doesn't have an ICE card but is able to tell the staff her daughter's phone number so they call her for the lady and reassure the lady her daughter is on her way. They ask the lady to take a seat somewhere quiet and give her a glass of water while she is waiting for the police and her daughter.
- A child misses his bus home after school and his mobile phone battery has died, he sees the safe places sign and goes into the supermarket. He asks a member of staff if he can borrow a phone to call his parents to come and collect him. The staff enabled him to do this and then he waited for his mother to arrive.
- A man with a learning disability and autism became lost when out in town with staff from the day service. He came across a building with the safe place sticker in the window and went in. He appeared very agitated and anxious and was rude to staff in the shop, they calmed him down and asked for his ICE card. He gave the card to staff and they called the day service number listed in the card for them to come and collect him. The member of staff also talked to him about trains which are his favourite thing and they got this information from the ICE card.
- A woman became ill one evening when walking to her car after having been to the cinema. She saw safe places sign in a restaurant window and went in, the restaurant staff reassured the woman but unfortunately her health deteriorated so they called an ambulance. The woman asked the staff to text her husband from her phone to let him know she was going to hospital. The staff waited with her in the restaurant in a quiet area until the ambulance arrived.

Safe Places Feedback Form



- An older man walks into a café appearing very confused and disorientated saying he has lost his wife. A member of staff asks him if he has a mobile phone or ICE card or identification that he is happy to show them and if he can tell them his wife's name and what she looks like. He does have a mobile phone on him that has an ICE number in it. The member of staff calls the number but no one answers, as the café is part of shop watch they contact the CCTV and give a description of his wife and alert the police to say that this man is confused and does not appear to know where he is. They enable the man to wait in the café until they receive a call / visit from the PCSO to assist.
- A teenager enters a shop; they appear anxious and not interested in purchasing anything. Staff speak with the teenager who says they have just witnessed a fight between two people. Seeing the fight caused them to fear for their own safety and upset them. The shopkeeper was unsure what to do so refers to the safeguarding flowchart in the resource pack as the teenager is in distress. The shopkeeper identifies that it is likely a crime has been committed (assault) and the teenager is a witness; following the advice of the safeguarding flowchart the shopkeeper contacts the emergency services (police).

Safeguarding Flowchart for Safe Places



Person in distress

- Are they in immediate danger?
- In need of medical attention?
- Has there been a crime committed?

Yes

Contact (as appropriate)

Emergency Services:

Ambulance / Police 999

Police 24 hrs (non emergency) 101

Wiltshire Council Adult Social Care:
0300 456 0111

8.30am – 5.20pm (Mon-Thurs)
8.30am – 4.20pm (Fri)

Wiltshire Council Safeguarding Team (Children) 01380 826200

Wiltshire Council General Enquiries
0300 456 0100

Wiltshire Council Emergency Duty Service: 0845 607 0888

The Emergency Duty Service (EDS) is able to deal with crisis situations from all client groups at night (5pm to 9am), weekends and bank holidays

No

Ask what the problem is and respond appropriately.

You may need to ask if they

- have a contact number for carer / family member to come and collect them
- have an ICE card with information on that will assist you
- need help to call someone they know on their mobile phone
- need to sit quietly for a few moments

If you feel at any time that you are not able to assist the person or they become distressed and discloses abuse or injury you should refer to the emergency numbers above.

ICE Card



SAFE PLACES

I.C.E

In Case of Emergency Card

My name is:

In Case of Emergency



Please contact:



Telephone:

This is what I want you to know about me:

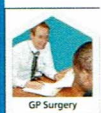


I communicate by:



I take this medicine:

Important Numbers



My Doctor:



Ring **999** if you need the police, the fire service or ambulance quickly.

Keeping Safe Card

I need help



I don't feel well



I am lost



I am scared / upset
and don't know what
to do



I have a problem
with transport



Someone has hurt
me / shouted at me /
sworn at me



Someone has stolen
or taken my things

Safe Places are supported by:



Emergency Services

- Emergency Services – Police, Fire, Ambulance 999
- Police (non emergency) 101
- Emergency Social Care (Out of Hours)
– Wiltshire Council 0845 607 0888

Medical Services

- NHS Direct 0845 46 47

Councils

- Wiltshire Council 0845 456 0100

Generic Services/Advice

- Citizens Advice Wiltshire 0844 375 2775
- Samaritans 01793 537373
- Social Care Helpdesk – Wiltshire Council 0300 4560 111
- Victim Support Line (Local) 01380 738878
- Wiltshire Blind Association 01380 723682
- Wiltshire Council Hearing and Vision Team 01380 725201
- Wiltshire & Swindon Users' Network 01380 871800

Older People Services

- Age UK Wiltshire 01380 727767

Transport

- Connect2Wiltshire 08456 525255
- National Rail Enquires 08457 48 49 50
- TravelLine (public transport) 0871 200 22 33
- Wiltshire Council – public transport 01225 718080

Young People Services

- Childline 0800 11 11
- MOTIV8 (Alcohol Awareness for Young People) 01225 793616 or
01722 341644

In House Awareness Record

[illegible]

Safe Places Feedback Form



Please complete for each contact you have with anyone who uses this service.

If you cannot see an exact option please tick the nearest to the situation.

Age group of user:

- ☐ Under 18 (Child or teenager)
- ☐ Over 18 (Adult)
- ☐ Elderly (Over 60)

Type of Contact:

- ☐ Medical Emergency (Called 999)
- ☐ Non-emergency response (Called carer/parent)
- ☐ No call needed, happy to leave alone after a short time.

Additional Information/Comments (Optional):

Thank you for your kind assistance and support.

To have this feedback form collected please contact:

_____ on _____