



Information and Accessible Resources for Safe Places Managers and Staff





Thank you for agreeing to be a Safe Place

The Safer Places scheme is part of a wider “Respect me” campaign which aims to improve the experience of people who may feel vulnerable in the community. Despite several recent well publicised cases, some people are still victims of bullying, hate crime and harassment when they go out. Often, this leaves them feeling very vulnerable and afraid. By providing them with a Safe Place to go to, where help and trusted carers can be called, you are helping to improve things for them.

The scheme was initially set up to benefit people with a learning disability but it was recognised that it can be useful for a wider group of people eg those with a physical disability, mental health condition, sensory impairment, or an older person who may have memory loss.

The Safe Place cards are available to anyone who feels it will enable them to go out and about with more confidence in their community.

All that is asked of you is that you make a phone call to one of the numbers on the card the person will show you. If the person is visibly distressed, you might also offer them a place to sit, away from the busiest part of the shop

BUT

- Do not take the person away from the shop
- Do remain in a place where other colleagues can see you and the person
- Do not question the person on what may have happened
- **In an emergency, always call 999 first**

Some people will be able to communicate easily with you. Others may need help, especially in stressful situations and/or if they have a learning disability.



Acceptable Terminology

Please think carefully about how you refer to a person's disability. Avoid implying that something is wrong or different.



- Disabled
- Non-Disabled
- Has a learning disability
- Has cerebral palsy
- Wheelchair User



- Handicapped
- Normal
- Retarded
- Spastic
- Wheelchair bound
- Cripple

Hints and Tips for Good Communication

Ask a general question to gauge how a person communicates e.g.

'Hello, can I help?' or 'Are you ok?'

If they use short sentences or singular words try to avoid using complex language and extended sentences. Body language and gestures might also help the person understand what you are saying.

If they don't automatically show you their 'Safe Place' card ask them to show you verbally or using the pictures. Ask them if they would like help to make a call.

If there are visible signs that the person has been a victim of a crime or if they tell you they have, please call the police (emergency 999 or non-emergency 101 depending on the severity). Also call the number on the card which is likely to be their family/carer or support worker.

If the person appears lost or confused, or they tell you they are, just call the number on the card.

If a person is struggling to communicate verbally then you can use the Communication Card on the next page.



Communication Card

 <p>Safer Places Card Can you help me?</p> <p>Name: <input type="text"/></p> <p>My Contacts Name: <input type="text"/> Number: <input type="text"/></p>	
	 <p>HOME</p>
	



Useful Links and Resources – Milton Keynes

If you are unable to contact a person's family/ carer/ support worker, please call:

Adult Social Care Access Team / Safeguarding Adults

Monday to Friday from 9am to 5:15pm
01908 253772

In an emergency, out of these hours
01908 605650

Learning Disability Team

Telephone 01908 253001
ascat@milton-keynes.gov.uk

For information on protecting people from abuse:

National Domestic Violence Helpline

Telephone 0808 2000 247 (24hr)

Men's Advice Line: Male victims of domestic or sexual abuse

Telephone 0808 801 0327

Broken Rainbow UK: Broken Rainbow is a registered charity providing support for victims and survivors of LGBT domestic abuse

(Freephone) 0800 999 5428 or 0300 999 5428

MKAct: works with families to help them move on from fear and abuse. They have safe emergency accommodation in Milton Keynes for women and their children escaping domestic violence

Monday to Friday from 9am to 5pm
Telephone 0844 375 4307

MK Equality Council Hate Crime contact:

MK residents - 01908 606828 or visit www.report-it.org.uk

Non-Emergency Helpline

101



Keeping a Record, Comments and Suggestions

Please use this table to keep a record if a member of staff makes a call for someone. This will help us to evaluate the project.

Please don't record any personal details, just the date and your own comments on the usefulness of the scheme. Once completed, hand this form back to you PSCO.

Safe Place Location:.....
 Safe Place contact number:.....

Date scheme used	What happened / General comments

