

Keep Safe Places

Guidance Booklet



Helping people feel safe
when they are out and about in
Rutland

What are Keep Safe Places?

A **Keep Safe Place** is somewhere a person can go to when they feel unsafe, vulnerable or upset. Rutland has venues across the county (a list can be found on the RCC website). The idea of the schemes is that staff at Keep Safe Places:

- are able to offer reassurance
- offer the person a place to calm down
- offer support with making a call or to make a call on their behalf, to either a relative or relevant service
- make an emergency call on the person's behalf to the Police or for an Ambulance.

The **Keep Safe Places** scheme is a nationally recognised scheme which helps people to deal with incidents that take place while they are out and about in the community. The scheme is aimed at helping people feel confident and safe when out, knowing that assistance is available if required.

People can sometimes become targets for bullying and harassment and can feel intimidated and frightened when they leave their home. In some cases this can prevent them from going out. Knowing there is a **Keep Safe Place** to go to provides reassurance.

Emergencies

What is an emergency?

If you feel there is an immediate threat to:

- you or other members of staff
- the person
- a member of the public.

Or if there is an immediate risk of harm:

- if the person is injured
- if the person is being targeted in a way that may be described as a Hate Crime
- if the person is being harassed
- if the person is showing signs of being severely distressed or confused.

What should you do?

1. Keep calm and ensure you are safe yourself.
2. Call the Police on the **'999'** or **'101'** numbers.
3. Wait for support.

The Police have been given your number and you will show up on the Police Call Handling computers as a Keep Safe Place.

Keep Safe Cards

We offer people the chance to have a free **Keep Safe Card** to show to staff at a **Keep Safe Place**. The card has space for information relating to medication, any difficulties a person may have and how they prefer to communicate, along with emergency contact numbers.

Rutland Community Wellbeing Service

Citizens Advice Rutland, The Bridge (East Midlands) and Longhurst Group all with excellent and long track records of delivering advice and support services have combined to deliver the Rutland Community Wellbeing Service. The Rutland Community Wellbeing Service helps Rutland citizens to improve their personal health and wellbeing and the overall welfare of the community. Rutland Community Wellbeing Service will deliver an effective first response to all, through an interactive website, single telephone number and drop-in services.

Contact details 01572 725805
<http://www.rutlandwellbeing.org.uk>



How to be a

The person will come and ask for help.

Ask if the person
'Keep Sa
This will give you the

Make sure they are kept in a safe area in the shop/library/venue etc.

Ask the person wha

If you feel there is no immediate threat to:
you/other members of staff/or the person.

They may need a me
Offer them a seat a
of w

If there is:

- immediate risk of harm
- the person is injured
- the person is being targeted because they are different, (this could be described as a Hate Incident).

The Police should be called on the '999' in an emergency or '101' numbers for other incidents.

It is important to:

- keep calm and ke
- colleagues safe
- wait for support
- make sure the per

good citizen

Person is carrying a 'Life Card' with their personal information.

What help they require.

Time to calm down. Perhaps a glass of water.

Keep yourself and

Person in a safe area.

Would they like you to:

- Call the Police or somebody on their behalf (a carer/family member etc)?
- Give them time to gather their thoughts and take a few minutes to calm down?

Please Remember

- If someone comes in more than three times over a short period or if they start to come in on a regular basis, please make your local Keep Safe Places co-ordinator aware.
- Make sure you don't leave your till unattended.
- The safety of your customers/clients comes first.
- If the person appears to have calmed down but is reluctant to leave, ask them why. If they are still concerned for their safety, suggest that they contact the Police.

Please talk to me so I can understand you.

We are all different – so please ask me how you can help me.

Please keep calm and be patient with me.

When I get anxious when I am in town, I like to ring my mum - but sometimes I need help to do this.

Sometimes I just need a quiet space to listen to my music so that I can think straight again.

Frequently Asked Questions & Top Tips

Questions

What if someone comes in regularly?

If people keep attending your Keep Safe Place or have a regular pattern please share this information with your local co-ordinator.

What if someone comes in and refuses to leave?

If the person has calmed down but won't leave, it is ok to ask them why. If they still seem worried or upset, offer to call someone to come and meet them or contact the Police.

Top Tips

- Do what you would normally do if someone came in upset, distressed or worried.
- Call your local co-ordinator if you have any issues or problems.
- If you think the situation requires an immediate response call the Police or necessary emergency services.

Feedback procedure

Rutland County Council is committed to providing excellent services and to delivering those services right first time for our customers. Rutland County Council recognises the value of customer feedback and strives to learn from and use the information to drive forward improvements to services. We accept compliments, comments and complaints in all formats including:

- A 'Let us Know' form, which is accessible on our website.
- By email to Letusknow@rutland.gov.uk or any department.
- By telephone on 01572 722577 or any department.
- In writing or in person at: Customer Services
- By twitter [@rutlandcouncil](https://twitter.com/rutlandcouncil)

Local Contact

If you require further information about the **Keep Safe Places** scheme please contact:

communitysafety@rutland.gov.uk

