



## Safe Places Resource Pack



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# 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 In Case of Emergency cards, ICE to known vulnerable groups in the community. These can be used to the Safe Place, to help them get the support they need.

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 enable him to do this and then he waits for his mother to arrive.
- A man with a learning disability and autism becomes 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 call the day service number listed in the card for them to come and collect him.
- A woman becomes ill one evening when walking to her car after having been to the cinema. She saw a Safe Places sign in a restaurant window and went in. The restaurant staff reassure the woman but unfortunately her health deteriorated so they called an ambulance. The woman asks the staff to text her husband from her phone to let him know she was going to hospital. The staff wait with her in the restaurant in a quiet area until the ambulance arrives.
- 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

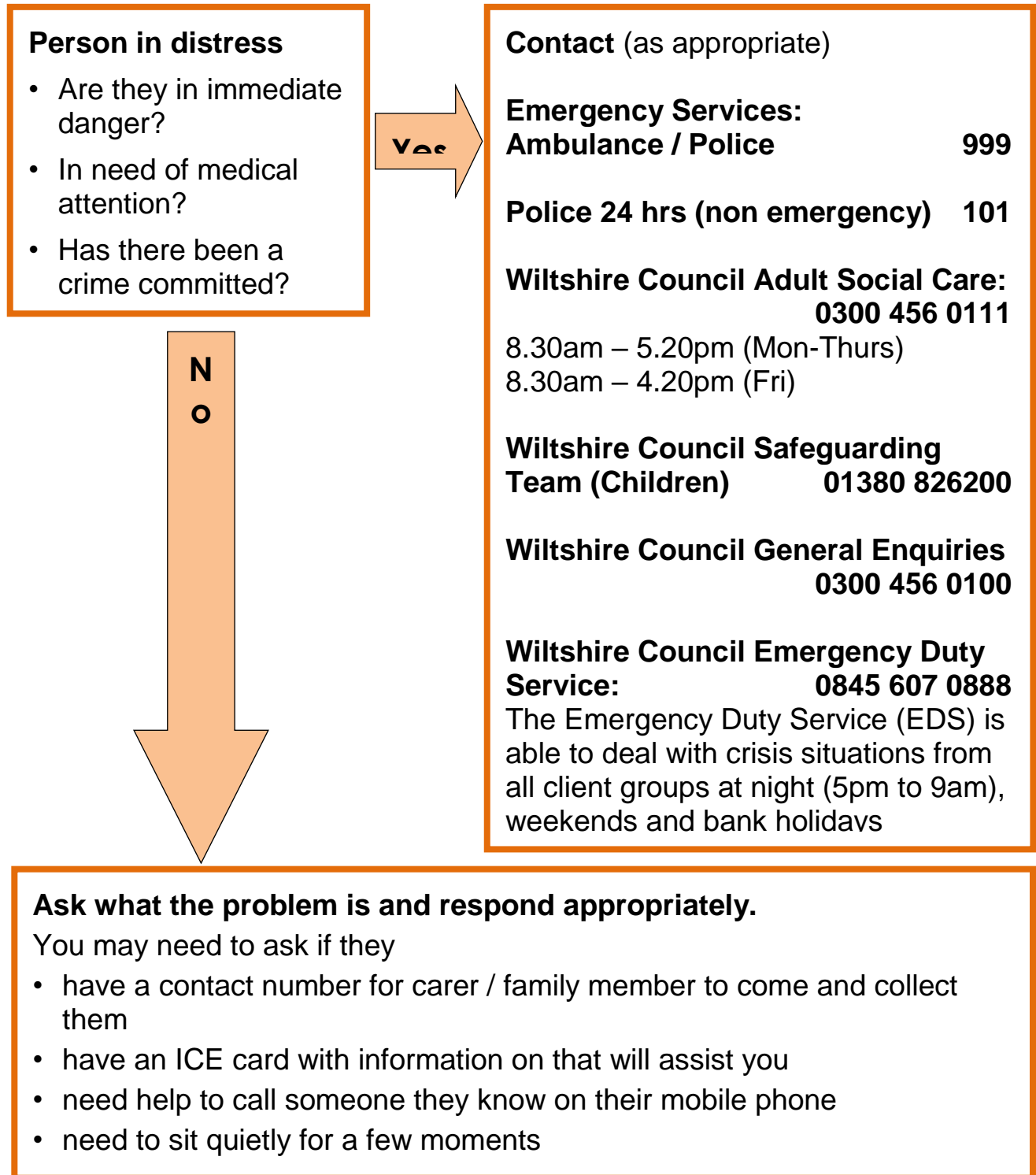
# Wiltshire Safe Places



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; she appears anxious and not interested in purchasing anything. Staff speak with her and she says she has just witnessed a fight between two people – this had upset her and caused her to fear for her own safety. The shopkeeper was unsure what to do so referred to the safeguarding flowchart in the Safe Places resource pack as the teenager is in distress. The shopkeeper identifies that it is likely that a crime has been committed (assault) and the teenager is a witness; following the advice of the safeguarding flowchart the shopkeeper contacts the police.

# Safeguarding Flowchart for Safe Places



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.

# The Wiltshire I.C.E. (In Case of Emergency) card



The Wiltshire I.C.E. card is something you can use if anything goes wrong or you need help when you are out and about, for example:-

- You need others to help you if you need unexpected support.
- You feel scared or have difficulty explaining yourself.
- You need someone else to phone your emergency contact.

## WILTSHIRE ALERT / I.C.E. CARD

I need your help.

My details are on the reverse.

Thank you for supporting and helping me.

A good place to use your I.C.E. card is in Safe Places. Safe Places are often public buildings or shops which are open to the public. They will have a Safe Place sticker in their window. Staff there will take time to listen to you, help you make a telephone call, provide you with somewhere to sit.



When you first receive your I.C.E. card there are three pieces of information that you or someone on your behalf need to write on it:-

1. Your full name.
2. The phone number of the person you want people to contact in case of emergency.
3. The name of any condition you may have that others need to be aware of.

My name:

Emergency Phone Contact:

Any condition I have:

# Useful Contact Numbers



## 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





# 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):

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Thank you for your kind assistance and support.

To have this feedback form collected please contact:

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