



Southampton's Safe Places Network

Southampton City Council

Overview

- Why is a Safe Place important?
- Southampton's Safe Places Network
- What is included in the membership
- Frequently asked questions

Why is a Safe Place important?

- Recognised the need to make Southampton an inclusive and safer city
- encourage a network of supporting businesses in the city (day and night time economy)
- To build trust with the public and feelings of safety
- To encourage reporting of hate crime and other incidences that would usually go unreported (public sexual harassment)
- Southampton is a student city, where most of them are away from home for the first time, meaning they are vulnerable
- **You will be seen as a friendly place, free of judgement, where people can seek temporary refuge as they are supported with whatever their need may be**

Traffic Light Response System

1. **Keep calm and reassure them you are going to help them**
2. **Ask them their name and use it when talking to them**
3. **Ask them what they need help with**
4. **Take them and their problem seriously**
5. **Speak clearly using simple language and short sentences**
6. **Read the personal information about them on a card if they are carrying one**
7. **call the appropriate number following the traffic light indicators**
8. **keep talking to them while you are both waiting**
9. **Be polite, open, and treat them with respect**

GREEN – Low level intervention. They could be overwhelmed or anxious and may need a minute to relax/escape the public. Offer a glass of water, or tea, and remain with them whilst they settle. Be open with your conversation and approach

AMBER – A slight escalation from green, the individual may be in a situation where they need to go home. Help them make a call to be collected (parent, friend, a taxi etc.). This is where you can offer them the brochure so they could take it home to refer to if they needed further support outside of your safe place.

RED – Serious intervention. This is a situation where somebody may be a victim of, or has witnessed, a crime or incident. They may also be physically or mentally unwell, where the emergency services or relevant organisation will need to be called. Remember, 999 is for an emergency, 101 is for a non-emergency.

What does the membership include?

A Safe Places Sticker

- To let people know you are a Safe Place!



Safe Places Cards

- The card has details of who to contact if the person needs help or picking up.
- We will provide a number of these to your registered location
- If people want a card, they can get one from the Safe Places front desk



 **I need help!**

My name is 

Please call 

or

or

www.safeplaces.org.uk



 **To contact your local Police call;**

Emergency only  **999**

Non-emergency  **101**

www.safeplaces.org.uk

Staff Room Poster



We are a registered Safe Place



If you are not already familiar with what being a Safe Place entails, please ask your line manager or supervisor to explain it to you.

It is important to remember the following basic guidelines to use if someone enters our premise looking for support, the chances are they will already be anxious; this means they may be scared, confused and upset.

Applying these principles will help to reduce their anxiety and help them communicate with you more easily.

- 1 Ask them their name and use it when talking to them
- 2 Keep calm and reassure them you are going to help them
- 3 Ask them what they need help with
- 4 Take them and their problem seriously
- 5 Speak clearly using simple language and short sentences
- 6 Read the personal information about them on a card if they are carrying one
- 7 Call the appropriate number following the traffic light indicators in your Safe Places pack
- 8 Keep talking to them while you are both waiting
- 9 Be polite and treat them with respect

Communication Guide



Communication Aid

This document is designed to help if someone attends looking for support.

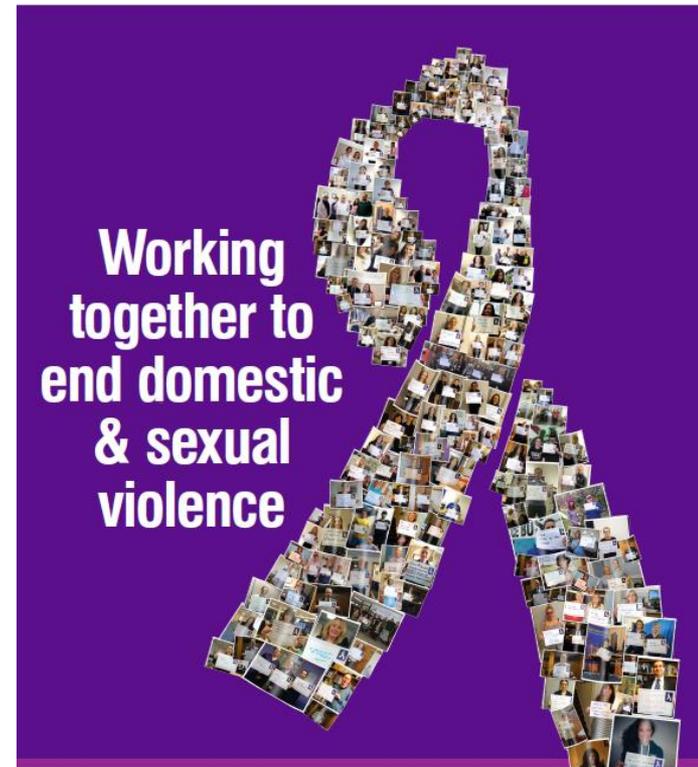
It will also help if they are having trouble communicating

There are tips on how best to support the person and help them relax; there are also resources which may help them communicate what they need.

A traffic light system is included to indicate what action may be necessary for different situations.

It should not be used to replace face to face verbal communication which may be all that is needed and will always be the best option to try first.

- PIPPA resources to help sign post anyone experiencing domestic abuse (aged 18+)
- Raise awareness of the Safe Spaces Locations - UK SAYS NO MORE



Pippa Helpline - 023 8091 7917

Safe Places Brochure

- To help you support individuals, and for users to refer to for further support
- This is available to download as a PDF here
- A number of these will also be sent to your registered Safe Place

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1. How to Report a Crime

If you or someone you know is at immediate risk or feel that you are in danger, call **999**

If it is not an emergency but you need help, you can call **101**

For non-emergencies you can also report a crime online at the POLICE.UK website:

www.police.uk/pu/contact-the-police/report-a-crime-incident/

Alternative Options

You can also go to your local police station and report the crime there

You can contact **Crimestoppers** on **0800 555 111** if you want to remain anonymous

If you've experienced hate crime, you can also report to **True Vision** (below in the Hate Crime section)

Safe Places Map

- The QR code will take people to a map of all the Safe Places in Southampton
- Free to use Safe Places app which has a panic button that will locate you to the nearest safe place. If there isn't one, you will be directed to the emergency services [Here](#)
- Report a hate crime to Southampton's Hate Crime Network [Here](#)



**Southampton is part of the
National Safe Places Network**

Scan here for the map
of Safe Places near you



Membership

- Access to learning materials and Mate Crime resources with free registration
- Can be used in any environment (classroom, living room, workplace)
- Can help address and reduce hate crime



Sign up checklist

- ✓ Email us at **safeplace@southampton.gov.uk** to register your interest. In your email, let us know your post code and name of business so we can sign you up
- ✓ Ensure your front of house team have read through the training pack, and watched the training video **here**
- ✓ Download your Safe Places toolkit which will provide you with your resources
- ✓ Once the team are trained, we will make your business live on the Safe Places map
- ✓ Make sure to promote your new Safe Places using the assets we provide **here**

FAQ

- 1. Do we need a separate room for a Safe Space?** It is not necessary, if there is a spare room that can be used it is the business' choice to use this, however it can be done in the main space
- 2. Do we report incidences?** we love hearing when the scheme is working, so if you have a positive story you want to share it would be great if you let us know. Case studies can really help us promote and grow the success of the network.
- 3. How will progress be measured?** Using safe city annual survey, feelings of safety within the community, interpreting our crime data, regular contact between the council and our members about incidences. We are also building a network within the business community and creating a safer community for residents and visitors
- 4. How many staff need to be trained?** It is recommended that all front of house staff are expected to go through the training pack and training video clip before becoming a live safe place to ensure someone will always be available to support anyone who comes in
- 5. Can my business chose the times it operates as a safe place?** Yes, please just include this information when you enquire to become a member and we will make the times known on our website and safe places map. We have a range of day and night time venues operating as safe places in the city
- 6. Do we need to consider insurance and liability as a Safe Place?** Your already existing current public liability insurance is sufficient for this purpose
- 7. How can I remove my business?** Contact our safe place inbox and ask to remove yourself. your location and contact details will be removed from the map and our inbox

We look forward to welcoming you to our ever growing network!



email safeplace@southampton.gov.uk

website [Southampton Safe Places Network](#)

**Let us know if you would like to subscribe to
our monthly updates!**