

## Middlesbrough Safe Place Schemes



Safe Places are buildings or premises in the local community that offer help and support for vulnerable people in particular, but also to other citizens.

Safe Place venues will be asked to display a sticker in the window or door of the premises. This will be a visible sign to let people know the venue is a designated Safe Place.

People could use Safe Place venues if they are feeling unsafe, which could cover a variety of reasons such as:

- Being lost
- Feeling ill
- Seeming confused
- Suffering a fall
- Have been a victim of anti social behaviour

The support offered to people by staff in the Safe Place venue could range from:

- Making a telephone call on their behalf
- Providing reassurance if they are distressed
- Providing a quiet place for them to sit

It is not envisaged that being part of the Safe Place Scheme will involve more work or take up a lot of staff time. It is hoped that having a Safe Place Scheme in Middlesbrough will help towards reducing anti social behaviour and crime as well as providing re-assurance for people coming into the Town Centre.

Venues involved in the scheme will receive on-going support from:

- Cleveland Police
- Cleveland Fire Brigade Volunteers
- Street Wardens

The scheme is being supported by the Police and Crime Commissioner.

This support will range from:

- Visits to venues to make sure stickers are in a prominent position
- Check to make sure schemes have been able to support vulnerable people
- Gather information on how many people have used the venue
- How the venue has assisted people
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Your venue could already be offering this type of support to members of the general public. Being part of the Safe Places Scheme amounts to good customer service and good citizenship.

### **Top Tips for being a Safe Place Venue**

Ask if the vulnerable person needs some help
Identify the type of help and assistance required - Does this fit in with Safe Places?
Make a telephone call of the person's behalf
Provide directions or advice
Provide a seat/ telephone/quiet area if necessary
Make sure the person feels safe before they leave the premises
If the person is ill or has had a fall do they need an ambulance?

If the person has made allegations of:

- Assault
- Bullying
- Hate Crime

Contact the Police (999 for emergencies and 101 for non emergencies)

Keep a log of how many times the scheme has been used

Keep a log of the type of help people have needed / requested

The above information will be collected and collated by the office of the Police Crime Commissioner

## **Useful Telephone Numbers**

- Cleveland Police (non-emergency) 01642 326326 or 101
- Street Wardens 01642 228500
- Neighbourhood Safety Team (to report anti-social behaviour) 01642 728281
- Adult Social Care (during office hours) 01642 726400
- Social Care Emergency Duty Team (out of hours) 08702 402994
- NHS (non emergency) 111
- Cleveland Fire Brigade (non-emergency) 01642 812525
- Cleveland Ambulance (non-emergency) 111
- Travel Helpline 08717 818179