



# Safe Place Scheme Information Pack for Venues

March 2025 V3

Our safeguarding arrangements will effectively prevent  
and respond to adult abuse

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Template Revision Number	Date Approved by the Board	Change Record	Links to Other Policies	Review Date:
2.0	N/A	Minor changes to content and contact details		October 2024
2.1	N/A	Minor change – removal of Ask ANI scheme		March 2025

## Introduction

### Thank you for joining the Safe Place Scheme

The scheme is coordinated by the Teeswide Safeguarding Adults Board (TSAB) in conjunction with the Tees Local Authorities; Hartlepool Borough Council (HBC), Middlesbrough Council (MBC), Redcar & Cleveland Borough Council (RCBC) and Stockton-on-Tees Borough Council (SBC) and Cleveland's Office of Police Crime Commissioner (OPCC).

It is great to have you involved to help make our communities safer places for people who might be vulnerable.

This pack includes:

- Information about the Safe Place Scheme for staff and volunteers – please make sure that everyone who works or volunteers in your business or organisation reads this information and watches the online Safe Place Training Video - <https://youtu.be/P7-ASS3x6gM>
- Contact logs - to keep a record of how you have helped people
- Annual audit form – Safe Place Scheme leads will visit/contact you once a year to complete this with you
- Information about other similar 'safe place' initiatives that you may wish to sign up to
- Safe Place Scheme window sticker (for new venues). If you need a replacement sticker, please contact your local representative.



## What is a Safe Place?

- A place people can go if they don't feel safe or need some help.
- A place in the community that people know is there in case they need it. This can help them to be more confident to go out independently.

## Who is a Safe Place for?

- Anyone who might be/feel vulnerable, this can include people with:
  - A learning disability
  - Autism
  - A physical disability
  - Dementia
- Or someone who is suffering from abuse or neglect.

## How can Safe Places Help?

Safe Place Scheme venues can provide:

- A point of contact for anyone who needs it
- A safe, friendly and welcoming environment where people feel able to ask for help
- A place where someone can rest if they feel unwell, anxious, upset, afraid or lost
- A place where people feel listened to
- Staff who can offer help and advice or help the person call someone they know

## Where can you find a Safe Place?

There are many locations across Tees. Visit this webpage to see a full Teeswide list:

<https://www.tsab.org.uk/find-support-in-your-area/safe-place-scheme/>

Some of the other Safe Place locations nationwide are listed/mapped here:

<http://www.safeplaces.org.uk/>

## Training

Each Local Authority contact will discuss with you the training required depending on the needs of the people within your location. However, most locations may only need to ensure that all staff and volunteers read and understand this information pack, and watch this training video

<https://www.tsab.org.uk/campaigns-and-initiatives/find-support-in-your-area/safe-place-scheme/>

to be able to competently operate as a Safe Place location. Staff should be trained about the scheme on an annual basis.

## What do you need to do?

- ✓ Display the Safe Place Scheme posters/window stickers so that they are visible from the outside, to show that you are part of the scheme.
- ✓ Create a welcoming environment:
  - Staff should provide good customer service; be friendly helpful and understanding
  - Make sure there is a place to sit
  - Where possible, have an area where someone can go and speak privately if they need to.
- ✓ Some people who come into the venue may be upset or distressed, and staff need to be patient and understanding. They should help the person in the most appropriate way, listening and respecting their wishes. This may include ringing a nominated contact person, which they may have recorded on a Safe Place Scheme Contact Slip. (See example on our leaflet for service users <https://www.tsab.org.uk/campaigns-and-initiatives/find-support-in-your-area/safe-place-scheme/> )
- ✓ Help to promote awareness of the scheme within your organisation and the general public, with the use of newsletters, social media etc.
- ✓ If you provide help and support to someone as part of the Safe Place Scheme, you should complete a Contact Log\* after the person has left, and send this to the relevant Local Authority contact.
- ✓ Complete a Self-Audit Report\* every year and return this to the Local Authority. This is usually completed during the summer months.
- ✓ Inform your Local Authority Lead if your venue closes or you no longer wish to be a part of the scheme

\*The Contact Log and Self-Audit Report templates can be found on the TSAB website: <https://www.tsab.org.uk/campaigns-and-initiatives/find-support-in-your-area/safe-place-scheme/>

## Safe Place Scheme Leads – Contact Details

Hartlepool	Caroline Hogg	01429 401736	<a href="mailto:caroline.hogg@hartlepool.gov.uk">caroline.hogg@hartlepool.gov.uk</a>
Middlesbrough	Lynn Beevers	01642 727839	<a href="mailto:lynn_beevers@middlesbrough.gov.uk">lynn_beevers@middlesbrough.gov.uk</a>
Redcar	Carolyn Granthier Debbie Duncan	0191 2818737 01642 771500	<a href="mailto:Carolyn.Granthier@skillsforpeople.org.uk">Carolyn.Granthier@skillsforpeople.org.uk</a> <a href="mailto:AdultsCommissioning@redcar-cleveland.gov.uk">AdultsCommissioning@redcar-cleveland.gov.uk</a>
Stockton	Yvonne Cheung	01642 524577	<a href="mailto:Yvonne.cheung@stockton.gov.uk">Yvonne.cheung@stockton.gov.uk</a>
OPCC	Sarah Wilson	01642 301446	<a href="mailto:sarah.wilson@cleveland.police.uk">sarah.wilson@cleveland.police.uk</a>

TSAB Business Unit	TSAB	01642 527265	<a href="mailto:Tsab.businessunit@stockton.gov.uk">Tsab.businessunit@stockton.gov.uk</a>
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## Safeguarding

Staff should also have a basic awareness of child and adult safeguarding and what to do if they suspect abuse or neglect. We encourage staff to access/complete the following:

- Children and Adult Safeguarding Awareness e-learning courses <https://www.tsab.org.uk/training/> (all e-learning courses are free)
- View TSAB's 'What is Safeguarding?' video <https://www.tsab.org.uk/key-information/safeguarding-explained-videos/>
- Refer to the Inter-Agency Safeguarding Adults Procedures <https://www.tsab.org.uk/key-information/policies-strategies/>
- Refer to the Children Safeguarding Procedures <https://www.teescpp.org.uk/>

The TSAB website also has a 'Find Support in Your Area' webpage which is a useful resource to signpost people to relevant support services in Tees

<https://www.tsab.org.uk/campaigns-and-initiatives/find-support-in-your-area/>

## Reporting Abuse or Neglect

If you are worried about someone and think they are being abused or neglected, you should contact your local Adult Social Care team.

Hartlepool	01429 523390	<a href="mailto:iSPA@hartlepool.gov.uk">iSPA@hartlepool.gov.uk</a>
Middlesbrough	01642 065070	<a href="mailto:adultaccessteam@middlesbrough.gov.uk">adultaccessteam@middlesbrough.gov.uk</a>
Redcar & Cleveland	01642 771500	<a href="mailto:AccessAdultsTeam@redcar-cleveland.gov.uk">AccessAdultsTeam@redcar-cleveland.gov.uk</a>
Stockton-on-Tees	01642 527764	<a href="mailto:FirstContactAdults@stockton.gov.uk">FirstContactAdults@stockton.gov.uk</a>
Evenings and Weekends	01642 524552	

You can report serious abuse and neglect to the Police by calling 101 or 999 in an emergency. For Children Social Care contact details visit <https://www.teescpp.org.uk/>

## TSAB Safeguarding Champions Scheme

Venues who sign up to be a safe place may also be interested in signing up to be a TSAB Safeguarding Champion, where you will receive free training opportunities and be kept up to date with the latest safeguarding news.

For more information visit <https://www.tsab.org.uk/campaigns-and-initiatives/safeguardingchampionsarea/> or email [tsab.businessunit@stockton.gov.uk](mailto:tsab.businessunit@stockton.gov.uk) to sign up. Champions are encouraged to print and display safeguarding leaflets and posters <https://www.tsab.org.uk/key-information/posters/>

## Other 'Safe Place' Initiatives

### Safe Spaces

#### What is it?

In response to growing concerns about domestic abuse, Hestia Charity and UK SAYS NO MORE launched 'Safe Spaces' which includes a number of venues across the UK, some examples include: Boots, Superdrug, Morrisons, banks and pharmacies.



Similar to the Ask ANI campaign (but is not limited to pharmacies and jobcentres), participating venues provide a safe space for anyone experiencing domestic abuse to safely call a helpline, support service or loved one.

A map of participating venues can be found here:

<https://uksaysnomore.org/safespaces/>

#### How to sign up

Email [uksaysnomore@hestia.org](mailto:uksaysnomore@hestia.org) to register your interest.

### Online Safe Spaces

#### What is it?

It can be very difficult for victims of domestic abuse to seek or find help, particularly if their online activity is being monitored closely by a perpetrator.

Hestia Charity in partnership with the Royal Mail Group have developed an online tool which supports victims of domestic abuse. Any website which displays this icon is supporting the scheme.



Victims can click on the logo, which brings up a separate pop-up box and displays important information about domestic abuse and where to find local support. Pressing the 'escape' button quickly shuts down the page and the domestic abuse pop-up page does not appear in any internet history, making it much safer for victims to find help.

#### How to sign up

Organisations who have a website and would like to sign up can register their interest online

<https://uksaysnomore.org/safespaces/online-safe-spaces-registration/>

#### Useful Information

For more information about Online Safe Spaces visit <https://uksaysnomore.org/online-safe-spaces/>

## Third Party Hate Crime Reporting Centres

### What is it?

These are places for people who don't want to speak directly to the police but who want to report a hate crime. A hate crime is any crime which is targeted at a victim due to their perceived Race, Religion, Disability, Sexual Orientation or Transgender identity.



These locations provide support and can forward details of the incident to the police and support services. This does not have to include personal details if the person doesn't wish the police to investigate the incident, but can alert the police to areas where hate crime is a particular issue. A list of reporting centres can be found here:

<https://www.cleveland.pcc.police.uk/how-can-we-help/problems/hate-crime/>

For more information about hate crime visit:

[https://www.cleveland.pcc.police.uk/how-can-we-help/problems/hate-crime/Dementia Friendly Communities](https://www.cleveland.pcc.police.uk/how-can-we-help/problems/hate-crime/Dementia-Friendly-Communities)

### What is it?

Dementia Friendly Community Leads work with businesses, organisations, community and faith groups to increase their understanding of dementia and help them make small changes to their environment and processes to make accessibility easier for those with dementia.

By joining your local community, you become part of a network which is there to make life easier for those affected by dementia in our community.

### How to sign up

To enquire about signing up contact your local Dementia Friendly Community Lead:

Hartlepool	Hannah Robertson	<a href="mailto:TheBridge@hospitalofgod.org.uk">TheBridge@hospitalofgod.org.uk</a>
South Tees (Middlesbrough & Redcar)	Brian Rowcroft Marie Kerr	<a href="mailto:brian@dementiaactionteeside.org">brian@dementiaactionteeside.org</a> <a href="mailto:marie@dementiaactionteeside.org">marie@dementiaactionteeside.org</a>
Stockton-on-Tees	Yvonne Cheung	<a href="mailto:Yvonne.cheung@stockton.gov.uk">Yvonne.cheung@stockton.gov.uk</a>

Organisations who sign up to this scheme may also be interested in raising awareness of the Herbert Protocol:

<https://www.cleveland.police.uk/notices/af/herbert-protocol/>

### Warm Welcome Spaces

Warm Welcome Spaces are heated and offer refreshments such as tea/coffee.



You can find your nearest Warm Welcome Space by searching the [online map](#). The map enables you to search by your location and will show you all the local Warm Welcome Spaces close to where you live.

### **How to sign up**

For more information on how to set up your own warm welcome space, visit their website <https://www.warmwelcome.uk/spaces>.

**If you have any queries relating to the Safe Place Scheme please contact your local representative. Thank you.**

