



Information pack for local businesses

**Barking &
Dagenham**



Safe Havens are a practical way of helping vulnerable people enjoy their communities and access the town centre knowing that support is available if they need help.



How does the Safe Haven scheme work?

If a member of the public is feeling intimidated or harassed, unwell or just in need of some help, they can look for the Safe Haven sign and know instantly that they can get assistance there.

Public premises such as shops, cafes, pubs, libraries and other places of interest can register to be officially known as a 'Safe Haven'.

Premises display a Safe Haven sticker on their window and ensure that staff are aware of how to offer appropriate support.

Safe Haven In Case of Emergency Contact cards are available from Barking and Dagenham Council's Community Safety Partnership Team so if someone needs assistance, they can go to the Safe Haven business and show their card to someone there. The card will explain who can help them (e.g. friend or relative).



Advice for Safe Haven locations

Is there an emergency?

- In an emergency situation (such as when someone requires urgent, medical attention or when there is a crime in progress) **call 999**
- To report a crime when the situation is no longer urgent, **call 101**

Offer reassurance

- Make sure the person knows you are happy to help them
- Tell the person your name and your role so they know who you are
- Avoid physical contact, some people may react in unexpected ways.

Speak slowly and clearly

- This gives the person the best chance to understand what you are saying.

Ask if they have their “In case of emergency” card (ICE)

- This allows you to call their contact person if necessary
- If you do call their contact person, ask for them to come as soon as possible
- If they do not have an “In Case of Emergency” card (ICE) ask them if there is someone you would like them to contact. Call them and ask them to come as soon as possible.



Provide support and advice

- This may be giving directions or bus details
- It could also be something more serious and require support if they are being bullied or harassed (See point 1)

Stay with the person

- If this is possible, until their named person or emergency services arrives
- Ensure there are two staff members on 'shift' at the same time.

Fill in the Safe Havens Log

- A member of the local authority will make contact periodically to see if you have had any cases
- If you need further advice, please contact the Community Safety Partnership team on CSP@lbbd.gov.uk

Safe Haven Frequently Asked Questions (FAQs)

I am interested in helping but worried how much work it might involve.

- The scheme is designed to be as simple as possible and shouldn't impact significantly on your time. It means a lot to people that there are places they can go to for help if they need to.
- You are also required to have two members of staff at work at all times, this means that if you do have someone using the service, one employee can continue as normal, meaning disruption to business is minimal.

Do I need to have a CRB or DBS check?

- No, but if you would like some safeguarding training, please contact the Community Safety Partnership Team.

If the scheme isn't used much what is the point of it?

- The scheme is designed to give people a safe space if they are feeling bullied, afraid or in need of assistance. The Safe Havens aim to reassure people that there is somewhere to go.

Why do we have to display the logo in our window?

- Many people relate to visual cues especially those with learning disabilities
- It also allows people who are in an unfamiliar area to identify a place to get help.

What if I'm unable to understand or help the person?

- If the Safe Havens user has their Safe Havens card on them there should be contact details for a person to call.
- If the matter relates to a criminal incident, anti-social behaviour or concern for someone's safety, welfare or health, dial 999 in an emergency.

Will this cost me anything?

- The local authority will cover the cost of the literature, signs and the running of the scheme.
- Only a small amount of staff time should someone need help.



Safe Haven Log

Safe Haven location:

Safe Haven contact number:



Date and time of incident

Your name

Name of person requiring assistance

Please describe what happened

What action did you take? (eg. call the police)

Date and time of incident	Your name	Name of person requiring assistance	Please describe what happened	What action did you take? (eg. call the police)