

Keep Safe Places

Guidelines and Minimum Standards
For Staff and Volunteers

March 2016



Helping people feel safe
who visit and live in
Leicester

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1. What is a Keep Safe Place?

A **Keep Safe Place** is a temporary safe place a person can go to when they feel unsafe, vulnerable or upset. The venues are normally in a town or city centre setting, with the idea being that staff at the venue are able to:

- Offer reassurance
- Offer the person a place to calm down and feel safe
- Offer support with making a call or to make a call on their behalf, to either a relative or relevant service
- Make an emergency call on the person's behalf to the Police or for an Ambulance

There are a number of **Keep Safe Places** in the City that are open at different times of the day

2. Eligibility Criteria for a Keep Safe Venue

A Keep Safe Place is a temporary 'Safe Place'. With this in mind it is important that the following criterion around suitability is considered:

- Centrally Located (normally)
- The place is well known (perhaps to some of our most vulnerable people)
- Easily accessible
- Friendly
- Clearly marked with the Keep Safe door sticker
- Staff have been well informed of their role and what is required from them
- More than one staff member is present at any given time
- A space is available that is plain sight

3. Customer Care/Best Practice

Here is some guidance to follow should a person come and seek help.

- They may need a moment to calm down. Offer them a seat in a public area and perhaps a glass of water.
- If you feel there is no immediate threat to you/other members of staff/ or the person, ask the person what help they require?
 - Would they like you to call the Police or somebody on their behalf (a carer/family member)?
 - Ask the person if they have a Keep Safe Card, as this will provide some brief information about the person
 - They may need time to gather their thoughts and take a few minutes to calm down.
 - In all situations please complete the Keep Safe Place form with the person gaining as much detail as possible. Post the completed form to Jennifer Williams, Bosworth House, Princess Road West, Leicester, LE1 6TH in the prepaid envelope provided. It is essential to identify users of Keep Safe Places, to ensure that through this partnership scheme onward support through First Contact services is provided.
- If there is immediate risk of harm or the person is injured/distressed or are being targeted, the Police should be called on the '999' or '101' numbers and/or ambulance service if needed.
- If a child/young person request assistance, always call the Police.

If someone comes in more than three times over a short period or they start to come in on a regular basis, please make your local co-ordinator aware.

If the person appears to have calmed down but is reluctant to leave, it is ok to ask them why. If they are still concerned for their safety, suggest that they contact the Police or somebody on their behalf.

4. Keep Safe Venues in Leicester

The table below list Keep Safe venues in Leicester as at 16th March 2016, however this list may change, for the most up to date list check this website: <http://www.leicestershire.gov.uk/leisure-and-community/community-safety/find-a-keep-safe-place>

City Centre Locations

Name of Venue	Address	Opening times	
Voluntary Action Leicester	9 Newarke Street, Leicester LE1 5SN	Monday	8.30am - 5.00pm
		Tuesday	8.30am - 5.00pm
		Wednesday	8.30am - 5.00pm
		Thursday	8.30am - 5.00pm
		Friday	8.30am - 5.00pm
		Saturday	Closed
		Sunday	Closed
		Age UK –	Clarence House 46 Humberstone Gate, Leicester, LE1 3PJ.
Tuesday	8.30am - 4.00pm		
Wednesday	8.30am - 4.00pm		
Thursday	8.30am - 4.00pm		
Friday	8.30am - 4.00pm		
Saturday	8.30am - 2.00pm		
Sunday	Closed		
Highcross information Point	Highcross Highcross Information Centre Lower Mall (next to House of Fraser) Shire Lane Leicester LE1 4AN		
		Tuesday	8.30am - 8.00pm
		Wednesday	8.30am - 8.00pm
		Thursday	8.30am - 8.00pm
		Friday	8.30am - 8.00pm
		Saturday	9.00am - 7.00pm
		Sunday	9.00am - 6.00pm
		LGBT centre	LGBT Centre 15 Wellington Street Leicester LE1 6HH
Tuesday	10.00am - 5.00pm		
Wednesday	Closed		
Thursday	10.00am - 5.00pm		
Friday	Closed		
Saturday	Closed		
Sunday	Closed		

Leicester City Council Customer Services	91 Granby Street Leicester LE1 6FB	Monday	8.30am - 5.00pm
		Tuesday	8.30am - 5.00pm
		Wednesday	9.30am - 6.00pm
		Thursday	8.30am - 5.00pm
		Friday	8.30am - 4.30pm
		Saturday	Closed
		Sunday	Closed
Central Library	Bishop Street, Leicester, LE1 6AA	Monday	9.30am - 7.00pm
		Tuesday	9.30am - 7.00pm
		Wednesday	9.30am - 7.00pm
		Thursday	9.30am - 7.00pm
		Friday	9.30am - 5.00pm
		Saturday	9.00am - 4.00pm
		Sunday	Closed

Neighbourhood Locations

Name of Venue	Address	Opening times	
Beaumont Leys Library	Beaumont Way, Leicester, LE4 1DS	Monday	9.30am - 6.30pm
		Tuesday	9.30am - 6.30pm
		Wednesday	9.30am - 6.30pm
		Thursday	9.30am - 6.30pm
		Friday	9.30am - 5.00pm
		Saturday	10.00am - 4.00pm
		Sunday	Closed
Belgrave Neighbourhood Centre	Rothley Street, Leicester, LE4 6LF	Monday	8.30am - 10.00pm
		Tuesday	8.30am - 9.30pm
		Wednesday	8.30am - 9.30pm
		Thursday	8.30am - 9.30pm
		Friday	8.30am - 9.30pm
		Saturday	8.00am - 9.00pm
		Sunday	8.00am - 4.00pm
The Brite Centre	Braunstone Avenue, Leicester, LE3 1LE	Monday	9.00am - 7.30pm
		Tuesday	9.00am - 9.00pm
		Wednesday	9.00am - 9.00pm
		Thursday	9.00am - 7.00pm
		Friday	9.00am - 5.00pm
		Saturday	10.00am - 4.00pm

		Sunday	Closed
Highfields Library	98 Melbourne Road, LE2 0DS	Monday	10.00am – 7.00pm
		Tuesday	10.00am – 7.00pm
		Wednesday	10.00am – 7.00pm
		Thursday	10.00am – 7.00pm
		Friday	10.00am – 7.00pm
		Saturday	10.00am – 4.00pm
		Sunday	Closed
New Parks Library	321 Aikman Avenue, LE3 9PW	Monday	10.00am – 2.00pm
		Tuesday	10.00am – 5.00pm
		Wednesday	10.00am – 7.00pm
		Thursday	10.00am – 5.00pm
		Friday	10.00am – 5.00pm
		Saturday	10.00am – 4.00pm
		Sunday	Closed
Pork Pie Library and Community Centre	Southfields Drive (Pork Pie Island) LE2 6QS	Monday	9.00am – 5.00pm
		Tuesday	9.00am – 5.00pm
		Wednesday	9.00am – 7.00pm
		Thursday	9.00am – 5.00pm
		Friday	9.00am – 5.00pm
		Saturday	10.00am – 1.00pm
		Sunday	Closed
St Barnabas Library	2 French Road, LE5 4AH	Monday	10.00am – 7.00pm
		Tuesday	10.00am – 7.00pm
		Wednesday	10.00am – 7.00pm
		Thursday	10.00am – 7.00pm
		Friday	10.00am – 7.00pm
		Saturday	10.00am – 4.00pm
		Sunday	Closed
St Matthews Centre	10 Malabar Road, Leicester, LE1 2PD	Monday	8.30am – 10.00pm
		Tuesday	8.30am – 10.00pm
		Wednesday	8.30am – 10.00pm
		Thursday	8.30am – 10.00pm
		Friday	8.30am – 10.00pm
		Saturday	9.30am – 4.00pm
		Sunday	9.30am – 4.00pm
Tudor Centre	Bewcastle Grove, Leicester, LE4 2JU	Monday	8.30am – 9.00pm
		Tuesday	8.30am – 5.00pm
		Wednesday	8.30am – 5.00pm
		Thursday	8.30am – 5.00pm
		Friday	8.30am – 5.00pm

		Saturday	Closed
		Sunday	Closed
Westcotes Library	38-40 Narborough Road, LE3 0BQ	Monday	10.00am – 7.00pm
		Tuesday	10.00am – 7.00pm
		Wednesday	10.00am – 7.00pm
		Thursday	10.00am – 5.00pm
		Friday	10.00am – 5.00pm
		Saturday	10.00am – 4.00pm
		Sunday	12.00pm-4.00pm

5. On-going monitoring and Mystery Shopper

At the end of each quarter each venue will be visited by someone from the Police or Community Safety Team. At the visit they will ask to see your Keep Safe Form booklet and note the form numbers.

In addition, in Leicester a mystery shopper exercise will be undertaken at least once a year at all venues; this is to ensure that all venues are providing appropriate service and advice.

6. Contact information

If you require any further information or have any queries on Keep Safe Project please contact

Daxa Pancholi
Head of Community Safety
Leicester City Council
Tel: 0116 454 0203
Email: daxa.pancholi@leicester.gov.uk

Sgt Audrey Danvers
Central Policing Area
Leicestershire Police
Tel: 0116 2486616
Email: Audrey.Danvers@leicestershire.pnn.police.uk

Shobhana Patel
Community Safety Officer
Leicester City Council
Tel: 0116 454 0205
Email: Shobhana.patel@leicester.gov.uk

Jennifer Williams
First Contact
Leicester City Council
Tel: 0116 454 6242
Email: Jennifer.williams@leicester.gov.uk

Keep Safe Place form



Date: _____ Name of Keep Safe Place: _____

Volunteer completing form: _____

Please do not detach this part of the Keep Safe Place form

KS 0001

Please tear off and put this section into the pre paid envelope and post to First Contact

▲ Tear Here



Date and time: _____

Name of Keep Safe Place: _____

Volunteer completing form: _____

Reason for attending: _____

Name: _____

Contact details (email or phone): _____

We agreed that I could send your details to First Contact.

I don't want to share my details.

KS 0001

This part of the form is for the person to take with them

▲ Tear Here

You came into the Keep Safe Place _____ on _____

If you agreed it is fine for us to pass on your information to First Contact they will get in touch with you to see what information, help and support you want.

First Contact is lots of services working together to help people get good information and support.

For more information:



firstcontact@leics.gov.uk



firstcontactcity@leics.gov.uk



KS 0001