



Safe Places Isle of Wight

– Premises Information Pack

Thank you for volunteering!

The Safe Places Scheme is based on the idea that everyone should be able to go out and feel safe. This Scheme has been endorsed by the Isle of Wight Safeguarding Adults Board, is funded by the Isle of Wight Council and is being managed by People Matter IW, Inclusion Outright CIC and Healthwatch. Safe Places IOW are part of a national network of Safe Place Schemes.

Each Safe Place is provided with an Information Pack, Safe Place stickers and posters to display in their premises window – and if someone who is feeling vulnerable, scared or lost they can call into the premises.

For businesses to participate they simply need to register and share this information pack to all front facing staff.

If you or any members of your team have any queries or need support, please contact Jane Hughes, our Safe Places Co-Ordinator (07979 503968) | makingconnectionsiow@outlook.com)

If you want to find out more about our local story, you can find us on our local and national websites:

www.Safeplacesiow.com |

www.safeplaces.org.uk

As well as on our socials:

www.facebook.com/safeplacesiow

www.twitter.com/safeplacesiow

A handwritten signature in black ink that reads 'Jane Hughes'.

Jane Hughes
Safe Places IOW Coordinator
07979 503968
makingconnectionsiow@outlook.com





How does it work?

A Safe Place is somewhere that provides initial support to anyone who feels lost and vulnerable when out and about in their community. This could be someone who is feeling frightened or lost, overwhelmed or over stimulated, feeling bullied or attacked.

Anyone who feels they might need our services can carry a Safe Place Card. They can register for our card on our website: www.safeplacesiow.com

The card has the person's details, including a name and contact number of a family member or carer. These details can be used to contact them in case the cardholder requires their help.

Safe Places can be found by looking at our website or the national website (www.safeplaces.org.uk) both of which list all the locations currently active on the Isle of Wight. **There is a phone app that shows the location of the nearest Safe Place:**





Businesses and organisations who are part of the Safe Place Scheme must all display a Safe Place sticker in their window(s). This shows a person where they can stop in if they need a point of refuge when out and about in the community.



What do I need to do if someone needs a Safe Place?

When a person uses a Safe Place, they need to be:

- Listened to
- Reassured
- Supported
- Helped to call emergency services if needed
- Offered time and a safe place to wait.



A Safe Place is somewhere which offers an initial point of contact for people in the community in need of support at a moment in time, not to offer ongoing support.

The person responding to an individual should:

- Remain calm
- Listen, talk and do not touch them unnecessarily
- Reassure, offer a drink (if you can)
- They may want to sit down (in a public place)
- Ask them what they would like you to do
- Ask if they carry a Safe Places card
- Don't ask probing questions; don't tell them your life story
- Respect each individual and their different needs.

If you have a visit from someone who is in need of assistance and you have genuine concern for the welfare of the person, call the police. Where the risk is thought to be significant call 999.

This is a community-based scheme; it is advisable not to go into a room alone with an individual or to transport them in your car. Be aware of your own personal safety at all times.

Example scenarios for Safe Places and possible solutions:

- An older woman has her purse stolen when out shopping; she sees the Safe Places sign in the window of a shop and goes in. She is very shaken up and asks the staff to assist her to call the police. She is able to tell the staff her daughter's phone number, so they call her and reassure the woman that her daughter is on her way. They ask the woman to take a seat somewhere quiet and give her a glass of water while she is waiting for the police and her daughter.

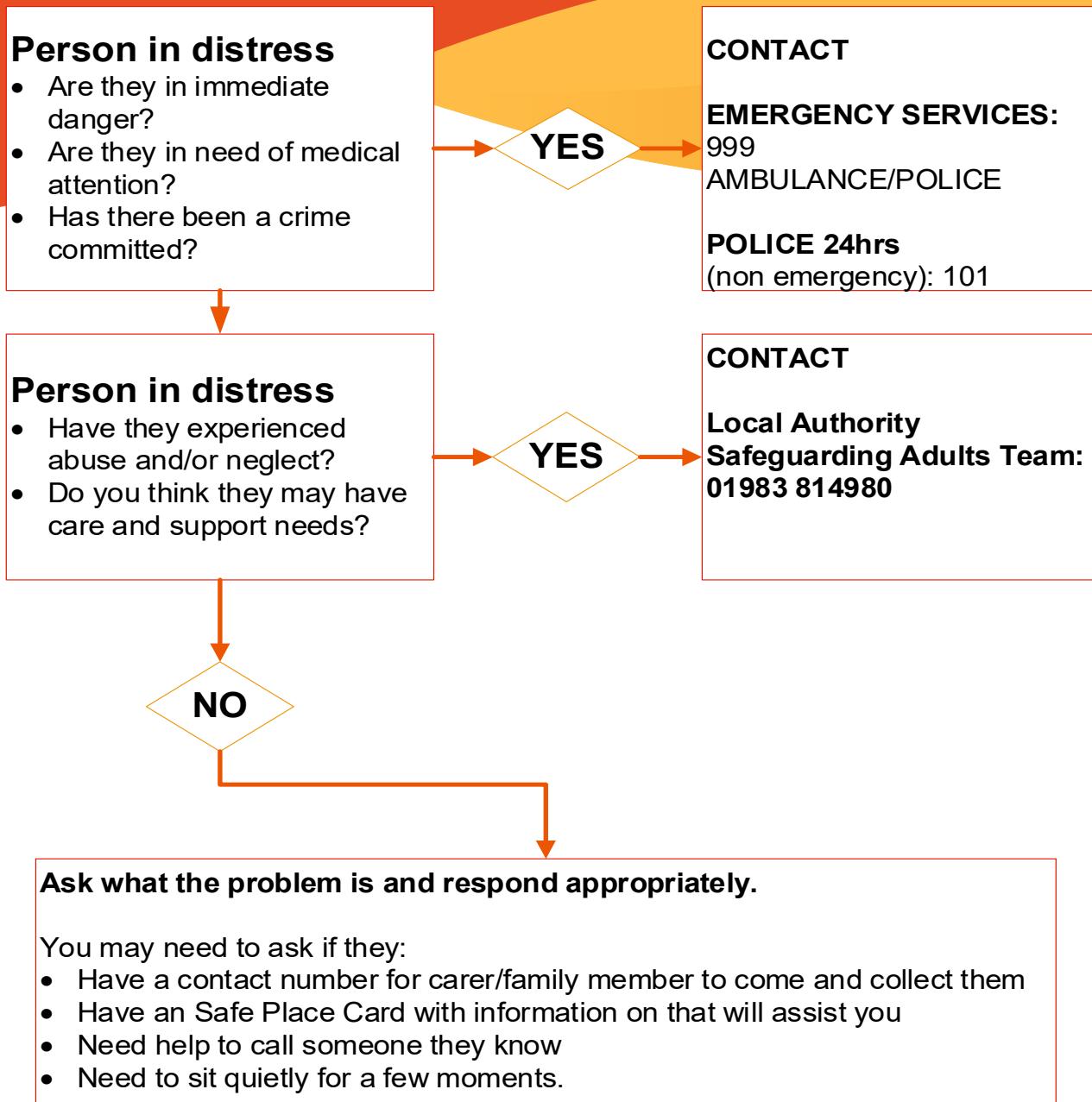


- A young man with learning disabilities misses his bus home after college and his mobile phone battery has died, he sees the Safe Places sign in the Café and goes in. He asks a member of staff if he can borrow a phone to call his parents to come and collect him. The staff enable him to do this and then he waits for his mother to arrive.
- A man with a learning disability and autism becomes lost when out in town with staff from the day service. He came across a building with the Safe Places sticker in the window and went in. He appeared very agitated and anxious and was rude to staff in the shop, they calmed him down and asked him if he had a Safe Places card. He gave the card to staff and they were able to call the day service number listed on the card for them to come and collect him.
- An older woman becomes ill one evening when walking to her car after having been to the cinema. She saw a Safe Places sign in a restaurant window and went in. The restaurant staff reassure the woman but unfortunately her health deteriorated so they called an ambulance. The woman asks the staff to text her husband from her phone to let him know she was going to hospital. The staff wait with her in the restaurant in a quiet area until the ambulance arrives.
- An older man walks into a café appearing very confused and disorientated saying he has lost his wife. A member of staff asks him if he has a mobile phone or identification that he is happy to show them and if he can tell them his wife's name and what she looks like. He does have a mobile phone on him that has an ICE number in it. The member of staff calls the number but no one answers. They decide to call the police for him as he appears confused and does not appear to know where he is. They enable the man to wait in the café until they receive a call / visit from the PCSO to assist.



- A woman with learning disabilities enters the café, which has a Safe Places sticker in their window; she appears anxious and not interested in purchasing anything. Staff speak with her and she says she has just witnessed a fight between two men, this had upset her and caused her to fear for her own safety as one of the men has been following her all week and has made threats to harm her. The shopkeeper was unsure what to do so referred to the safeguarding flowchart in the Safe Places resource pack. The staff members identifies that it is likely that a crime has been committed (assault) and that she is a witness and victim and may be an adult with care and support needs, following the advice of the safeguarding flowchart, the shopkeeper speaks to the woman and suggests she contacts the police and social services on her behalf, which the woman agrees to.

Safeguarding Flowchart for Safe Places



If you feel at any time that you are not able to assist the person or they become distressed and disclose abuse or injury YOU should refer to the emergency numbers above.



Safeguarding Awareness:

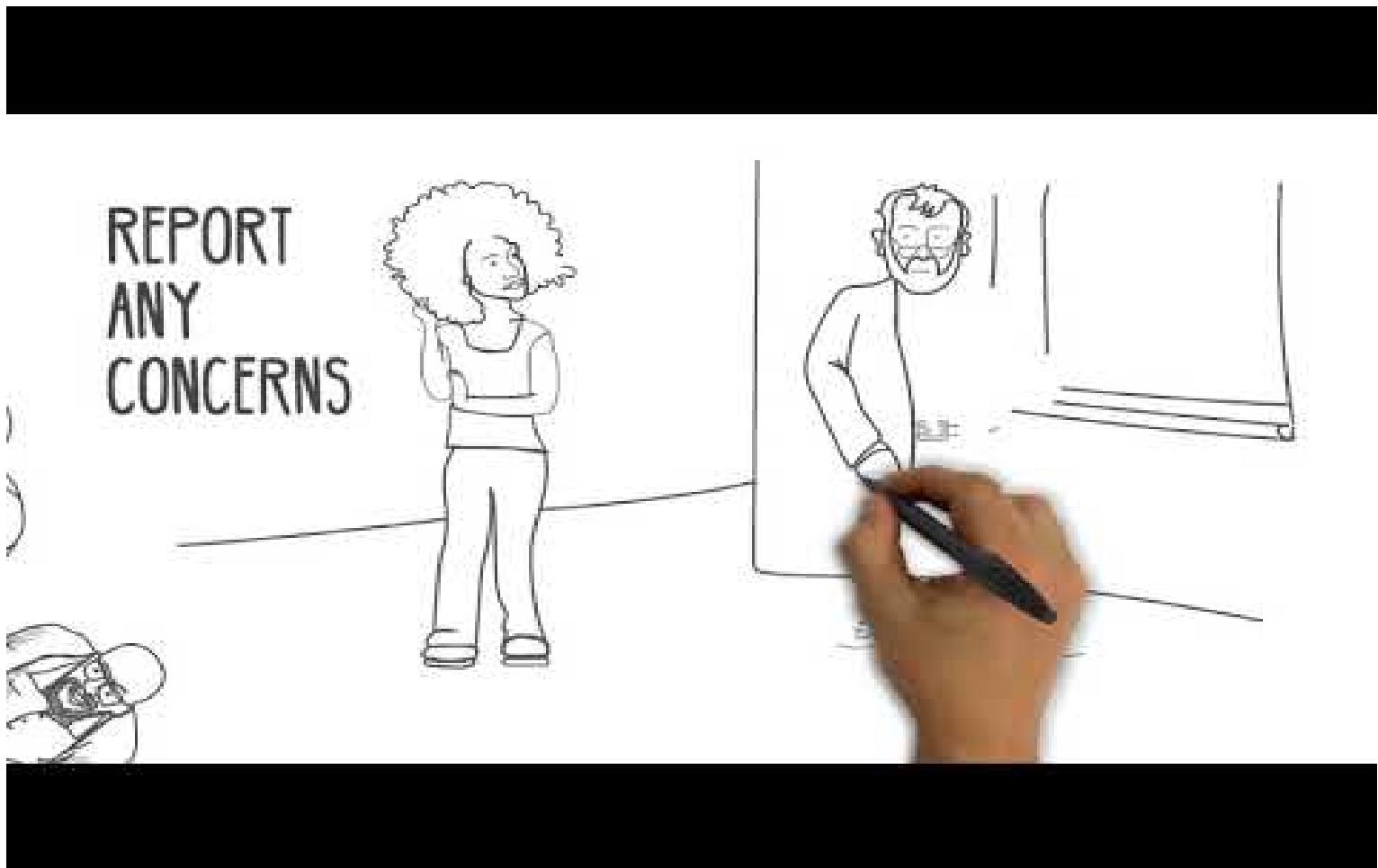


Have a printed version of this pack? Check out the video above by going to:
<https://youtu.be/HHQG8CJROhU>





Adult Safeguarding Animation



Have a printed version of this pack? Check out the video above by going to:
<https://youtu.be/ToOu2wlkHsw>





1 Minute Guide - What to do if you suspect abuse or neglect

1. What is abuse and who can be at risk of abuse?

Abuse is when someone does something to another person which damages their quality of life or puts them at risk of harm. Abuse can happen once or repeatedly. It may be deliberate or unintentional.

Any adult who may be vulnerable due to their age and fragility, mental illness, learning or physical disability, use of drugs or alcohol. Everyone has a right to live in a world free from abuse and neglect. We also all have the right to be treated fairly, with dignity and respect.

Safeguarding adults is about preventing and responding to the abuse or neglect of adults with care and support needs on the Isle of Wight. Abuse can take many forms, physical, financial, emotional/psychological, sexual, discriminatory, domestic, organisational, self-neglect, modern slavery, neglect and acts of omission.

4. What to know more?

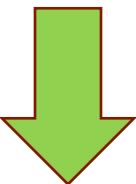
View the clip to understand more about safeguarding adults
<https://www.iowsab.org.uk/news/adult-safeguarding-animation>.



Adult Safeguarding

2. Abuse can take many forms

- The person may be at risk of financial abuse, such as misusing, withholding or taking someone's money
- The person may be at risk of domestic abuse, such as hitting, locking someone in a room or pushing them
- The person may be at risk of self-neglect within their own home
- The person may be at risk of neglect within their own home or care/residential home, such as not being provided with necessary food, medication or care
- The person may be at risk of hoarding in their own home
- The person may be at risk of emotional abuse such as, bullying or harassment.



3. What to do

If you are worried or concerned about someone, please don't keep it to yourself – call 999 in an emergency or 101 to report a crime. If you are concerned that an adult is, or is at risk of, abuse or neglect, please call the Safeguarding Team on 01983 814980 (outside office hours call 01983 821105) or email safeguardingconcerns@iow.gov.uk



It doesn't matter if you're not sure whether an action / series of actions / a situation is abuse or neglect all the local agencies and national helplines would much rather you phoned / got in touch so that they can help you know what if anything needs to be done to keep someone safe from harm.



Safeguarding Adults Quick Guide

What do I do if I have a concern that an adult is being abused or neglected or is at risk of this?

1. If the adult is in immediate danger, take action at once such as calling emergency services or medical assistance.
2. Report any concern about a child to the Children's MASH on 0300 555 1373. This includes where you know a child lives in the same home as an adult you think may be experiencing or at risk of abuse.
3. Unless it is not safe to do so, speak to the adult about your concerns and the risks you think they face and obtain their views and wishes.
 - Listen to their views, including the risks they face what they would like to see happen next. (They may see the concern differently; some safeguarding concerns can be minor and easily resolved; others can be very serious and affect lots of people).
 - Consider the person's ability to understand the concern (mental capacity). If they are not able to understand, you will need to decide what to do in their best interests. If you are in any doubt, refer the matter to Adult Social Care on: 01983 814980.
 - If the person declines support, consider if this is because they are scared of someone who may be trying to control what they say or do. That could be a sign of domestic abuse.
 - Discuss the concern and what to do with your supervisor/manager/person you report to, unless this would cause a delay that places the person at greater risk (but then make sure you inform them as soon as you can).

I am asked my opinion if people around me think I am at risk of abuse or neglect.

I feel listened to and what I say is taken seriously.

I know that decisions are made in my best interest when I lack capacity to make them.



4. Take the action you have agreed to safeguard the adult. This could be:

- The actions the adult wants that resolves a problem in the way they want
- If a crime has or is being committed, report this to the police. (Take action to protect any evidence of a crime)
- Where the person agrees (or where you have decided that for their safety you must act,) report the safeguarding adult concern to Adult Social Care on: 01983 814980 and ask to speak to the Safeguarding Duty Officer. Out of Hours if your concern cannot wait until the next working day contact: **01983 821105**
- Always record what you have done and the reasons for doing it and share this with your supervisor/manager.

My views directly informs what happens next.

Why is it so important to speak to the adult when I have a safeguarding concern about them?

The 2014 Care Act says that safeguarding an adult from abuse or neglect has to be done with their involvement to the greatest extent possible. Everyone has the human right to be involved in the decisions that affect their lives. This approach is known as "**making safeguarding personal**".

Adults with care and support needs have said that when people act to protect them without including them, this often makes things worse, not better.

Remember "**No decision about me without me**".



Should I report a safeguarding concern without the consent of the person and what if they tell me not to report anything?

You should always listen and take account of what the person says.

But there may be occasions when you need to report a concern without the person's consent; for example:

- If you suspect the adult is being coerced or bullied into refusing support
- If waiting to get their consent would put them at further risk
- If there is a risk of harm to the adult or others, including children
- If it is necessary to prevent crime or if a crime may have been committed
- If the adult lacks mental capacity to understand the risks, they face
- If you suspect that the adult is at risk or has been harmed by a person in a position of trust, i.e. a professional, paid carer, volunteer.

In these circumstances you **must** report your concern.

The adult should always be told of your decision to report the concern and the reasons for this, unless by telling them would put their safety, or the safety of others, at risk.

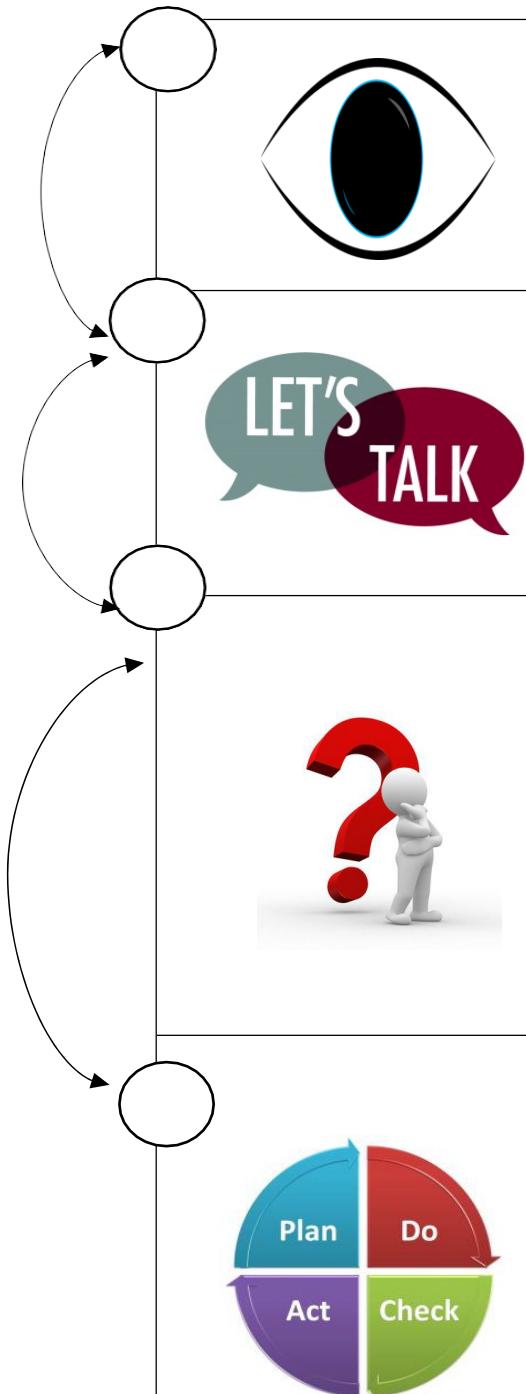
The key issue in deciding whether to report a concern without their consent will be the level of risk of harm to the adult (or to any other adults who may have contact with the person or organisation causing the risk of harm.) If you are not sure what to do, report your concern to: **01983 814980**.

Confidentiality and sharing information – sharing information on a “need to know” basis is essential to safeguard adults at risk of or experiencing abuse or neglect.

There is a duty to share information to stop or prevent abuse or neglect. But this needs to be balanced against your duty to protect the person right to confidentiality.

You should:

- Wherever possible gain permission of the adult to share information if consent cannot, or is not given, if you judge this is essential to protect the adult and is in their best interests; or to protect others from harm.
- Only share the information necessary to protect the adult; and only with people who need to know.



1. See It

Recognise what you are seeing, or hearing could be abuse or neglect. If the person is in immediate danger take action at once, such as calling emergency services or medical assistance.

2. Talk to the adult

Make safeguarding personal. Share your concerns with the adult, unless it is not safe or possible to do this. Listen to their views and ask them what they would like to see happen next.

3. Decide what to do

Consider:

- What the person wants
- Their mental capacity to understand the concern.
- If they are not able to understand, you will need to decide what to do in their best interests
- The level of risk to the adult or to others
- Who else may need to be informed?

4. Take the agreed action

Take action that resolves the concern in the way the person wants.

If the concerns are about an adult who you have reasonable cause to believe they have care and support needs, are experiencing or at risk of abuse or neglect and due to their care and support needs is unable to protect themselves from this, then you must report your concerns to 01983 814980 or email: Safeguardingconcerns@iow.gov.uk