

Keep Safe Places



Helping people feel safe when they are out and about in Leicester, Leicestershire & Rutland

What is a Keep Safe Place?



Keep Safe Places are places that help people feel safer when they are out and about in the community knowing there is somewhere to go for help if they need it.

The *Keep Safe Places* project is known all over the country. It aims to help people feel confident and safe.



People can sometimes become targets for bullying and can feel intimidated and frightened when they leave their home. In some cases this can prevent them from going out.



Who can use a Keep Safe Place?

Anyone can use a Keep Safe Place. If you feel unsafe, upset, scared or just need some help.

How can a Keep Safe Place help you?



The staff at a Keep Safe Place can:

- Offer you a place of safety.
- Offer you a place to calm down.
- Help you make a phone call to a friend, relative or carer
- Make a phone call to a friend, relative or carer for you
- Call the Police or another emergency service for you

What will happen at a Keep Safe Place?

If you are out and about and you feel like you need help or support for a few minutes.

You can go to a

A Keep Safe Place, it will be easy to see from the sticker in the window.

Or for more information on where to find a **Keep Safe Place** in your area, contact your local Council, Library or Police station.

At a **Keep Safe Place**, you will find someone who is helpful and friendly.

They will ask you what you need.

You can tell them what would help you.

The staff at a Keep Safe Place can:

- Call a Family Member
- Call a Carer
- Call the Police
- Offer you a safe place
- Offer you a place to calm down & wait until any situation is over

If you have a Keep Safe Card* remember to show the member of staff.

* Always remember to carry your Keep Safe Card

The staff member will ask you for some details so that they can help you.

The details that are taken will be passed to the First Contact service so that they can make sure that you are ok after your visit to the Keep Safe Place.

You don't have to give your details if you don't want to.

What will happen after you visit a Keep Safe Place?



If you have agreed to let us take your contact details we will share them with First Contact.

What is First Contact?



First Contact is a partnership of services who work together to make sure that people are getting the right information and support.

They can help with:

- Staying healthy and well
- Safety and Security
- Advice and Information
- Money and Benefits



Why is it important?

Working with First Contact helps to make sure that people who visit a Keep Safe Place are contacted and can get the right support if they need it.



It helps to make sure that we can check who is using Keep Safe Places. It lets people know locally who might find Keep Safe Places useful.





Where is my nearest Keep Safe Place?

To find your nearest Keep Safe Place click the area nearest to you or the place that you are visiting

Blaby District

Leicester City

Charnwood Borough

Harborough District

Hinckley & Bosworth

Oadby & Wigston

Melton Borough

North West Leicestershire

Rutland County Council

How do I complain about a Keep Safe Place?



If you are not happy with your treatment at a Keep Safe Place please contact:



Customer Relations Manager

Corporate Resources Department

Leicestershire County Council

County Hall

Glenfield

LE3 8RA



Tel: 0116 305 7422



Email: complaints@leics.gov.uk



If you have any questions about Keep Safe Places or would like some further information please contact the:

Community Safety Team

Leicestershire County Council

County Hall

Glenfield

LE3 8RA



Phone: County Hall Switchboard

0116 232 3232



Email: communitysafety@leics.gov.uk