

Background Information

The Scheme is based on a successful scheme in Devon and Cornwall. Bracknell Forest's Safe Place Scheme was started in July 2010 by the Learning Disability Partnership Board, in conjunction with Adult Social Care & Health and Thames Valley Police, in response to a consultation.



Copies of this leaflet may be obtained in large print, Braille, on audio tape or in other languages. To obtain a copy in an alternative format, please telephone **01344 352000**.



Please join
our safe place
scheme

Safe Place Scheme

For more information or to be part of the scheme, please contact:

The Development Team

safe.place@bracknell-forest.gov.uk

01344 352000

Or go to <http://www.bracknell-forest.gov.uk/safeplace>



Bracknell Forest's Safe Place scheme can provide support to vulnerable people in the community when they are out and about.

The scheme provides a number of local shops, businesses and amenities within Bracknell Forest that people can access for support. This is if they are feeling anxious, intimidated, unsafe, disorientated, confused or vulnerable in the community.

Local shops, businesses and amenities display a sticker to let people know that they provide a temporary safe place. They will help access support for them by telephone.

Who is the scheme for?

- people with learning disabilities
- people with autism
- people with dementia
- people with physical disabilities
- people with mental health issues
- people who are hard of hearing
- people who are partially sighted
- older adults
- young people who go missing, are at risk of CSE (Child Sexual Exploitation) and children with additional needs/disabilities

Any person who would like to use the scheme can carry a Safe Place Card which has their name on it as well as the name and contact numbers of up to two people:



These could be their support worker, family member, carer or parent. Staff working in the shop, business or amenity can then telephone one of the contacts to assist if required or simply allow the person to stay on the premises until the person feels less anxious. The person does not need to produce the card in order for them to use the venue as a safe place.

How will people know where to go?

All members of the scheme will need to display this sticker in their window:



What should staff do?

- Stay calm, listen to them and offer reassurance
- Be friendly and smile
- Allow the person to take their time
- Try to understand how they might be feeling
- Communicate clearly
- Take what they are saying seriously
- Support them to liaise with the police if they are anxious about a crime (999 if an emergency or 101 for a non-emergency)
- Call an ambulance on 999 if they need medical assistance
- Ask the person if they would like someone telephoned for them
- Offer them a seat in the front of the premises to recover
- If the person remains anxious and doesn't have anyone to speak to, contact: Adult Social Care on 01344 351500 or Children Social Care on 01344 352020 (both daytime hours). If it is after hours, please contact the Emergency Duty Team on 01344 786543