



If you would like this document in large print or Braille, audiotape or in another language, please contact 020 7527 2000.

Greek

Εάν θέλετε αυτές τις πληροφορίες στη δική σας γλώσσα παρακαλώ τηλεφωνήστε στο 020 7527 2000.

Italian

Se desidera queste informazioni nella sua lingua, è pregato di contattare 020 7527 2000

Somali

Haddii aad jeclaan lahayd macluumaadkan oo ku qoran luqadaada fadlan la xidhiidh 020 7527 2000

Spanish

Si desea esta información en su idioma, llame al 020 7527 2000.

Turkish

Buradaki bilgilerin Türkçesini istiyorsanız, lütfen 020 7527 2000 numaraya telefon edin.

Albanian

Nëse dëshironi ta keni këtë informacion në gjuhën tuaj, ju lutemi telefononi në numrin 020 7527 2000

French

Si vous voulez recevoir ces informations dans votre langue veuillez appeler le 0207527 2000.

Chinese (Traditional)

如果你想要這資料的中文本, 請致電 020 7527 2000 聯繫。

Arabic

إذا أردتم الحصول على هذه المعلومات بلغتكم الرجاء الاتصال بـ 02075272000.

Bengali

যদি আপনি এই তথ্য গুলো আপনার নিজ ভাষায় পেতে চান, তাহলে দয়া করে 020 7527 2000 নম্বরে যোগাযোগ করুন।

Persian

در صورتیکه مایل به دریافت این اطلاعات به زبان خود هستید، خواهشمند است با تلفن ۰۲۰ ۷۵۲۷ ۲۰۰۰ تماس حاصل فرمائید.

Kurdish Sorani

بیتو نه م ناگاداریه تان به زبانی خوتان پیویست بیت تکایه پیوه ندی بکه نه نه م ره قه مه: ۰۲۰ ۷۵۲۷ ۲۰۰۰

Urdu

اگر آپ یہ معلومات اپنی زبان میں چاہتے ہیں تو برائے مہربانی اس نمبر پر فون کیجئے: 020 7527 2000

Published: February 2018



Safe Havens

Information for businesses



www.islington.gov.uk/safehavens



What is a Safe Haven?

Safe Havens are a practical way of helping everyone in Islington enjoy their community knowing that support is easily available if they need help.

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

How does the Safe Haven scheme work?

If a member of the public is in danger, feels threatened or harassed on the street, is unwell or just in need of some help they can look for the **Safe Haven** sign in windows and know instantly that they can get assistance there.

Assistance could be keeping them safe by separating them from those who are threatening them, talking to them and calming them down, or calling the police or their friends and family.

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

Safe Haven "In Case of Emergency" (ICE) cards are available from Islington Council's Community Safety 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, for example a 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

Fill in the **Safe Havens** Log

- The police or member of the local authority will come around periodically to see if you have had any cases
- If you need further advice please contact the community safety team on **020 7527 3304**.

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.

Do I need to have a CRB or DBS check?

- No.

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.

Useful numbers

In an emergency always call **999**.

To report a crime which is not urgent, please call **101**.

Crimestoppers – **0800 555 111**.