

## Appendix 1

# Safe Havens

Safe Havens are a practical way for businesses to let people know that a form of support is easily available if they need help. Premises such as shops, cafes, pubs, libraries, and other places of interest can register to be officially known as a Safe Haven.

The definition of a Safe Haven is –

***"A place of temporary refuge for a person to facilitate their onward journey. Whilst the Safe Haven cannot provide specialist interventions, staff can contact emergency services and/or signpost to specialist services where needed".***

We are looking for businesses that are willing to be a Safe Haven to help women with their onward journeys – for example, providing a friendly face and reassurance, allowing the individual to charge their phone, calling a taxi, contacting family/friends, waiting for, or signposting to transport, and if required, making a phone call to the emergency services, or offering useful helpline numbers to the affected person.

Safe Havens will not intervene in someone's problems directly or speak to another person involved.

The basic criteria for a Safe Haven would include access to water (could be bottled), electricity, wi-fi or a landline telephone, charging point for mobile phone with extension lead if required, a chair/seat, access to a toilet if required, the Safe Haven Logo displayed in a window/door, trained staff with a list of support network contact details and relevant public liability insurance. Either Body Cameras are to be worn, or staff to have DBS checks completed, or two members of staff must be present when an individual is in the Safe Haven, or alternatively, the Safe Haven area must be covered by working CCTV.

Training to staff will enable the venue employees to feel confident in dealing with members of the public, bearing in mind that we cannot provide specialist support. Each venue will appoint a `champion` who will feed directly into us, and we will collate and evaluate all feedback received.

Safe Havens will be signposted/recognisable by using door/window stickers at each venue. Your business would be included as a delivery partner in communications and will also be included in any digital communications for the public to identify the location of the Safe Havens.

We will ensure that other partners, including the City Of London Police and The Metropolitan Police Service know about the Safe Haven and support it during their operational hours. We need your support to be able to deliver Safe Havens across London to help tackle violence against women and girls in public spaces.

## **Safe Haven Training**

Safer Business Network has developed a grassroots training program which aims to improve the skills, knowledge, and confidence of learners in identifying vulnerability and making appropriate interventions to support the delivery of a Safe Haven. This will equip the participants with the skills to deliver the training to future Safe Haven staff and Champions.

### **Learning Objectives**

During the session, learners will:

- Learn what a Safe Haven is and what it does.
- Learn the basic requirements of a Safe Haven.
- Explore the factors that put someone at risk.
- Discover how to assist `users` of Safe Havens.
- Develop skills which enable you to train other people and answer questions.

### **For further information:**

Please speak to your BCRP Manager or email [Eren.Bessim@Saferbusiness.org.uk](mailto:Eren.Bessim@Saferbusiness.org.uk) our Training and Development Manager.