

Keep Safe Places

Guidelines and minimum standards
for staff and volunteers

Refreshed 2024



**Helping people feel safe
who visit and live in the
Leicester area**



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What is a Keep Safe Place?

A **Keep Safe Place** is a temporary safe place a person can go to when they feel unsafe, vulnerable or upset. The venues are normally in a town or city centre setting, with the idea being that staff at the venue are able to:

- Offer reassurance
- Offer the person a place to calm down and feel safe
- Offer support with making a call or to make a call on their behalf, to either a relative or relevant service
- Make an emergency call on the person's behalf to the Police or for an Ambulance

There are a number of **Keep Safe Places** in Leicester that are open at different times of the day.

Eligibility criteria for a Keep Safe venue

A Keep Safe Place is a temporary 'safe place'. With this in mind it is important that the following criteria around suitability are considered:

- Centrally located (normally)
- The place is well known (perhaps to some of our most vulnerable people)
- Easily accessible
- Friendly
- Clearly marked with the Keep Safe Place door sticker
- Staff have been well informed of their role and what is required from them
- More than one staff member is present at any given time
- A space is available that is in plain sight

Customer care and best practice

Here is some guidance to follow should a person come and seek help.

- They may need a moment to calm down. Offer them a seat in a public area and perhaps a glass of water.
- If you feel there is no immediate threat to you or other members of staff, or the person, ask the person what help they require.
 - Would they like you to call the Police or somebody on their behalf (a carer or family member)?
 - Ask the person if they have a Keep Safe card, as this will provide some brief information about them.
 - They may need time to gather their thoughts and take a few minutes to calm down.
 - Ask them if they are aware of the My Choice website <https://mychoice.leicester.gov.uk/>, should they wish to access further help.
- If there is immediate risk of harm, or the person is injured, distressed or being targeted, the Police should be called on the '999' or '101' numbers, and/or Ambulance service if needed.
- If a child or young person requests assistance, always call the Police.
- If the person appears to have calmed down but is reluctant to leave, it is ok to ask them why. If they are still concerned for their safety, suggest that you contact the Police or somebody on their behalf.

Keep Safe venues in Leicester

The list below was updated in May 2024. For the most up to date list of venues and their opening times check the leicestershire.gov.uk website: leicestershire.gov.uk/leisure-and-community/community-safety/find-a-keep-safe-place

City centre locations

Name of Venue	Address
Voluntary Action LeicesterShire (VAL) Open 9am – 4.30pm Monday to Friday Contact VAL	9 Newarke Street LE1 5SN
Age UK Services, facilities and opening times	Clarence House 46 Humberstone Gate LE1 3PJ
Highcross Information Point Opening times	Near JD Sports Lower Mall, Shire Lane LE1 4AN
Leicester City Council Customer Services Opening times	91 Granby Street LE1 6FB
Leicester Central Library Opening times	Bishop Street LE1 6AA

Neighbourhood locations

Name of Venue	Address
Beaumont Leys Library Opening times	Beaumont Way LE4 1DS
Belgrave Neighbourhood Centre Opening times	Rothley Street LE4 6LF
The Brite Centre Opening times	Braunstone Avenue LE3 1LE
Highfields Library Opening times	98 Melbourne Road LE2 0DS
New Parks Library Opening times	321 Aikman Avenue LE3 9PW
Pork Pie Library and Community Centre Opening times	Southfields Drive (Pork Pie Island) LE2 6QS
St Barnabas Library Opening times	2 French Road LE5 4AH
St Matthews Centre Opening times	10 Malabar Road LE1 2PD
Tudor Centre Opening times	Bewcastle Grove LE4 2JU
Westcotes Library Opening times	30-40 Narborough Road LE3 0BQ

Contact information

If you require any further information or have any queries about the Keep Safe Places scheme, please contact:

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More information about the work of [Leicester Community Safety Partnership is on our website.](#)

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