

Norfolk Safer Places Scheme



Information and Accessible
Resources
for
Safer Place Managers and Staff



OFFICE OF THE POLICE & CRIME
COMMISSIONER FOR NORFOLK



NORFOLK
CONSTABULARY
Our Priority is You





Thank you for agreeing to be a Safer Place

Some of Norfolk Police Disability Advisory Forum Members highlighted their vulnerability when out and about doing everyday things.

Despite several recent well publicised cases, some disabled people are still victims of bullying and harassment when they go out. Often, this leaves them feeling very vulnerable and afraid. By providing them with a Safer Place to go, where help and trusted carers can be called, you are helping to improve things for them.

All that is asked of you is that you make a phone call to one of the numbers on the card the disabled person will show you.

If the person is visibly distressed, you might also offer them a place to sit away from the busiest part of the shop

BUT

- Do not take the person away from the shop
- Remain in a place where other colleagues can see you and the person
- Do not question the person on what may have happened.

In an emergency, always call 999 first

Some people will be able to communicate easily with you. Others may need help, especially in stressful situations and/or if they have a learning disability. This pack has been put together to help you understand people's needs, communicate better and above all

“Treat everyone with respect”



What is a learning disability?

'Learning disability' is an umbrella term covering many different intellectual disabilities. It generally means that a person finds learning new skills, understanding and communicating more difficult than others.

Learning disability is not mental illness or dyslexia!

A learning disability is not an illness; it is a life long condition. People with a learning disability can also have mental health problems but they are not the same thing. Unlike dyslexia and other specific learning difficulties, a learning disability often has a significant impact on all areas of a person's life.

Every person with a learning disability is different and requires a different level of support in order to achieve what they want to achieve. Some people with a mild learning disability may live completely independently whereas others may require support to manage their budget, cook or clean the house. Some people with a more complex or severe learning disability may require support in all areas of their life and may have around-the-clock support.

A learning disability is often caused by the way a person's brain develops during pregnancy or early childhood. The development may be effected by accidents or illnesses or by a person's genetic make-up.

Learning disabilities are often associated with other conditions; the most common are Autism and Down's syndrome.



Acceptable Terminology

Please think carefully about how you refer to a person's disability. Avoid implying that something is wrong or different.



Disabled

Non Disabled

Has a learning disability

Has cerebral palsy

A person who uses a wheelchair



Handicapped

Normal

Retarded

Spastic

Wheelchair bound

Cripple



Hints and Tips for Good Communication

- Ask a general question to gauge how a person communicates e.g. 'Hello, can I help?' or 'Are you ok?'. A couple of recommended wordings you could use to communicate with them, for example, are "what has happened?", "do you want a seat?"
- Try to mirror the persons method of communication e.g. if they respond clearly, talk to them as you would to any of your customers. If they use short sentences or singular words try to avoid using complex language and extended sentences. If a person is struggling to communicate verbally then you can use the communication pictures included in this pack.

- Body language and gestures might also help the person understand what you are saying



- If they don't automatically show you their 'Stay Safe' card ask them to show you verbally or using the pictures. Ask them if they would like help to make a call.
- If you are made aware that the person responsible for making them feel unsafe has followed them into the shop or is nearby, then call the police (emergency or non emergency depending on the severity).
- If there are visible signs that the person has been a victim of a crime or if they tell you they have, please call the police (emergency or non emergency depending on the severity). Also call the number on the card which is likely to be their family carer or support worker.
- If the person appears lost or confused, or they tell you they are, just call the number on the card.



Communication Aid

You can also use these pictures if you are struggling to communicate with someone.

A form titled 'Norfolk Safer Places Scheme'. It includes the logo, the text 'I need help', and three input fields: 'My Name is', 'Please call', and 'Please call'. At the bottom, it lists 'OFFICE OF THE POLICE & CRIME COMMISSIONER FOR NORFOLK' and 'NORFOLK'.



Treat Me with Respect

I may be lost, hurt or upset. I may appear confused. I am coming to ask for your help. Please treat me with respect.



- **Treat me as an adult**
- **Speak politely to me**
- **Treat me as any other customer who needs help**
- **Give me time to respond**
- **Speak clearly**
- **Listen to me. Take me seriously**



- **Don't shout or raise your voice**
- **Don't rush me**
- **Don't hug or stroke me**
- **Don't put your arm around my shoulders**
- **Don't attract other customers' attention or talk about me with them**
- **I am not stupid! I just need support**



Useful Links and Resources

Contact the Office of the Police and Crime Commissioner for Norfolk

Tel: 01953 424455

Website: www.norfolk-pcc.gov.uk

Contact Norfolk Constabulary:

Tel: 101

Website: www.norfolk.police.uk

Contact Opening Doors:

85 Lawson Road, Norwich, NR3 4LE

Tel: 01603 789889

Email: admin@openingdoors.org.uk

Website: www.openingdoors.org.uk



Keeping a Record, Comments and Suggestions

You might want to use this table for your own records if a member of staff makes a call for someone; this will also help us to evaluate the project.

Please don't record any personal details, just the date and your own comments on the usefulness of the scheme.

Date scheme used	Comment