



SAFE SPACES

UK SAYS NO MORE

The Safe Spaces Set-Up Toolkit

Delivered by





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TOOLKIT

The Safe Spaces scheme provides an opportunity for those enduring domestic abuse to access help. By opening up your consultancy room or meeting room you are providing a safe, confidential space that someone can use to contact a national domestic abuse helpline, a local specialist support service or a family member.

This toolkit has been written for pharmacist, pharmacy technicians, pharmacy assistant and all other members of your customer facing team.

In addition to this toolkit, a short animation is available to view and the toolkit provides some information on domestic abuse, such as identifying domestic abuse, suggestions on how to respond and where to access help, we would recommend further reading which can be accessed here: uksaysnomore.org/learn/domestic-abuse/.

We recommend that the Safe Spaces response is delivered, once members of your team have attended Safeguarding level 1 training, reviewed the toolkit and feel confident in what is expected of them.

Thank you for supporting this scheme if you would like to contact us directly Email: UKSAYSNOMORE@hestia.org

The Everyone's Business Advice Line 0203 8793695
Email: Adviceline.EB@hestia.org

WHAT YOU CAN DO

At times those that endure domestic abuse can be met with disbelief or surprise when they tell someone. To create a Safe Space it is important that we start with Believing. It helps to broaden our understanding of *what domestic abuse is* and helps support people enduring domestic abuse know that they are not on their own and help and support can be available to them.

Domestic Abuse can impact anyone, at any point in their life, regardless of their background, age, gender, ethnicity, socio-economic status or sexuality.

It can happen in any type of intimate partner relationship and at times family members and extended family members can take part in the abuse.

This includes so called 'honour' based violence, Female Genital Mutilation (FGM) and Forced Marriage.

Different forms of Domestic Abuse (including but not limited to):

Physical Abuse is when a person hurts or tries to hurt a partner or family member by hitting, kicking or using other types of physical force to control, threaten and intimidate a person.

Economic and Financial Abuse is when a perpetrator has control over the other partner or family member's access to economic resources, which diminishes the victim's capacity to support themselves and forces them to depend on the perpetrator financially.

Digital Abuse is the use of technology to bully, harass, stalk or intimidate a partner or family member. Often this behaviour is a form of verbal or emotional abuse perpetrated online.

Psychological and Emotional Abuse is a way to control another person by using emotions to criticise, embarrass, shame, blame, threaten or otherwise manipulate a person.

Sexual Abuse is unwanted sexual behaviour or act without consent of the other person.

Coercive Control a continuing act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used by one or more persons to harm, punish, or frighten their victim.

Controlling Behaviour a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Learn more by visiting UK SAYS NO MORE: <http://uksaysnomore.org/learn/domestic-abuse/>



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RESPONDING TO DISCLOSURES OF DOMESTIC ABUSE TIPS

The Safe Spaces scheme has been promoted widely and anyone wishing to use the scheme has been advised to, *'ask at the counter for either the Safe Space, the consultancy room or about the pin'*. If you are asked and the room is free, show them to the room and below are a couple of suggestions of what you could say.

'I BELIEVE YOU' It takes a lot of courage for a victim to disclose their abuse. They may feel ashamed, concerned that they won't be believed or worried they'll be blamed.

'IT'S NOT YOUR FAULT' victims may blame themselves. Remind the survivor, maybe even more than once, that they are not to blame.

'YOUR ARE IN A SAFE SPACE NOW' Allow them to use the consultation room to call a national helpline, a local specialist domestic abuse service, friend or family member.

Don't fill the Silences during disclosures. It can be overwhelming. Let them breathe and remain present in the moment with them. Don't ask questions for your own curiosity. **BE MINDFUL AND CONFIDENTIAL.**

BE HUMAN! Treat others how you would want your loved ones to be treated.

REFER



BELIEVE

1 in 3 women and 1 in 6 men, will experience domestic abuse in their lifetime, (ONS 2018). It takes a lot of courage to ask for help, so listen and believe them and know that the best thing you can do is make sure they can access specialist support.

RESPOND

Allow them to use your consultancy or meeting room to make a phone call. At home their calls are probably being monitored. This could be the only way they can access help. If you can, offer WIFI, a pen and paper and a glass of water.

REFER

If you are concerned about someone's immediate safety call 999. Use the Bright Sky app. It offers support, information about domestic abuse and it provides a directory of national and local domestic abuse specialist support services.



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HOW TO SET-UP YOUR SAFE SPACE

01

Register your interest by visiting:

https://uksaysnomore.org/safespaces/any-pharmacy-can-become-a-safe-space/?gf_protect_submission=1

02

Download the Set-Up your Safe Space Toolkit and watch the Safe Spaces animation. This Toolkit is to enable your employees to confidently facilitate a Safe Space in your pharmacy and respond to someone experiencing domestic abuse.

03

Open up your consultancy room as a Safe Space and display the Safe Spaces resources.

04

Share the Safe Spaces Toolkit and Safe Spaces animation with your team. Ask them to download the Bright Sky App which provides support and information for anyone who may be in an abusive relationship or is concerned about someone they know. Ask them to familiarise themselves with the phrase, 'can I use the Safe Space?'. Once that phrase is spoken, show them to your consultancy room so that they can access information on specialist domestic abuse support services.

05

Promote your Safe Space in your local community via social media by downloading the Safe Spaces social media toolkit: uksaysnomore.org/safespace

DOWNLOAD, PRINT AND DISPLAY



THE Bright Sky APP



CUSTOMER FACING POSTER



CONSULTANCY ROOM POSTER



SHELF CARD



TOOLKIT

The Safe Space resource pack contains posters which provide a lifeline to specialist domestic abuse services.

Safe Spaces offer survivors a quiet place to access information via these posters and have the choice and control to make an informed decision, for themselves.

Poster 1 National Domestic Abuse Helpline and Police. We have provided specific posters for each of the four nations of the United Kingdom. Each countries poster will have the national domestic abuse helpline, resources for male victims and details of the Bright Sky app for a directory of local services.

A national domestic abuse helpline provides conversations with non-judgemental specialist support workers. They provide emotional support and information on a victim of domestic abuse's rights and can explore the options available including legal help, housing related support, gaining financial independence, protecting children and pets, maximising benefits, referrals to specialist services including refuges and explore how to protect yourself against digital abuse.

Each poster will display how to contact the police in case of immediate danger and/or to report their abuse.

Poster 2 Bright Sky. Bright Sky is a mobile app which provides support and information for anyone who may be in an abusive relationship or concerned about someone they know.

The app can be download for free via the app stores. We advise that you only download the app if it is safe for your to do so and if you are sure that your phone isn't being monitored.

Available in 5 languages: English, Urdu, Punjabi, Polish and Welsh.

The app's primary functions are:

- A UK wide comprehensive list of all local domestic abuse support services who have Independent Domestic Violence Advocates (IDVAs) and Sexual Assault Referral Centres (SARCs).
- A self-assessment questionnaire to help you understand if you or someone else is at risk.
- A unique journal where you can record incidents of abuse via photographs, video, voice recording and notes.
- Links to further resources and information on domestic abuse.

Poster 3 Local domestic abuse service information. This poster is optional.

UK SAYS NO MORE are encouraging all facilitating Safe Spaces to engage with their local authority when they establish contact.

Local authorities have coordinated a one page poster of their local specialist domestic abuse services to display inside your Safe Space alongside the mandatory two Safe Space posters (above).

This poster was created for victims who are digitally excluded and cannot access the Bright Sky app safely or otherwise.

The customer facing poster, can be placed in store to indicate that you're offering a Safe Space along with **shelf cards** and **window stickers**. A Safe Spaces will provide access to specialist support and enable a victim to maintain choice and control in making an informed decision about their next steps. This journey is unique to each person.

What to do if someone asks for your help?

A Safe Space is self-guided however there may be times when someone needs help with their journey to accessing support and they may ask you to assist them.

This experience for a victim can be overwhelming and frightening. They may need you to read a poster to them or simply to sit with them whilst they contact a specialist domestic abuse service.

If they ask you what they should do, explain to them that you are not a specialist support worker but if they were to call the national domestic abuse helpline or local domestic abuse services, they can speak to a specialist support worker and explore what options are available.

Many Safe Spaces offer to sit with them whilst they make that call but if you don't have the capacity, you can explain this is a self service Safe Space and that they are Safe in here to take as much time as they need to make that call and that you'll ensure no one comes in.

What if someone is in immediate danger?

If you feel that anyone is in immediate danger, please call 999.

When you call the police to report domestic abuse or another identified crisis or crime, the police may be able to attend the scene of the incident to protect you, your colleagues, and customers from violence. On the phone, you

will be asked to disclose your location, contact information and details of what has happened or happening to any identified names of people involved.

Additionally, you can always refer to your crisis response or safeguarding policy and follow the instructions presented.

What if the Safe Space is occupied?

If a Safe Space is occupied with another survivor or any other reason. You can explain to the victim that they can choose to wait for the Safe Space to come available or come back another time. This Safe Space will be here for them to use.

Alternatively, they can visit:

uksaysnomore.org/safespaces

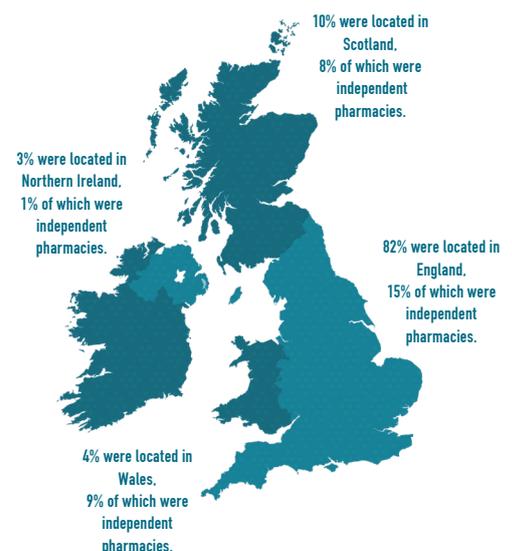
to find another nearest Safe Space to access.

Providing additional support to your staff.

Hestia's Everyone's Business Advice Line is available to any business or organisation in the United Kingdom who would like free guidance and information regarding domestic abuse, how to provide support to a colleague enduring domestic abuse and how to support an employee who has provided support to someone in their workplace.

The Advice Line is available to any staff member from a pharmacy participating in the Safe Spaces scheme and can be contacted **Monday-Friday 9am-5pm on 0203 8793695** or via email Adviceline.EB@hestia.org

All pharmacies are continuing with Safe Spaces beyond COVID-19 and more continue to join.



"We set up a Safe Space in our pharmacy not thinking for one minute that anyone would need to use it. However, it has been used on several occasions over the last two weeks by the same person who needed a space to make phone calls to local domestic violence team. She has been so grateful that the space was made available. Thank you for your campaign. It has made us realise just what is happening in our locality and how we can play a small part in making people's lives safer."

- Independent pharmacy.



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FURTHER TRAINING AND SUPPORT

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UK SAYS NO MORE have a portfolio of additional training and support available to learn a little more about domestic abuse or to equip you in responding to any employees who may be experiencing abuse.

Online Safe Spaces

Online Safe Spaces is a portal that you access via a widget from a customer facing website or employee intranet page. Online Safe Spaces is a free, open-source tool that is available to businesses and organisations across the UK.

By clicking the Safe Spaces widget, you will access the Online Safe Space, which holds a directory of national domestic abuse helplines, a GPS directory of local specialist domestic abuse services and assessment questionnaire. The site is available in a multitude of languages and has a quick exit button, taking the user back to original business page – providing a degree of safety to user.

TOGETHER WE CAN END DOMESTIC ABUSE & SEXUAL VIOLENCE



When employers take action and respond to domestic abuse, we know it saves lives.

Everyone's Business works with employers so that they can provide information, resources and practical guidance to employees who have experienced domestic abuse. To support you with your internal response to domestic abuse, we offer training packages and the opportunity to create a domestic abuse policy. We support you to bring that policy into practise.

For more information on this please email everyones.business@hestia.org

Business Advice Line.

Hestia's Everyone's Business Advice Line is available to any business or organisation in the United Kingdom who would like free guidance and information regarding domestic abuse and how to support employees and colleagues enduring domestic abuse in the workplace.

The Everyone's Business Advice Line is 100% confidential, run by trained and qualified Independent Domestic Violence Advisors (IDVAs) who respond to all calls and queries from employers, employees or others with respect and confidentiality. IDVAs at the Advice Line can offer support, guidance and information to employers, managers and HR leads and others regarding issues relating to domestic violence and abuse.

Monday-Friday 9-5pm.

Telephone number is: 02038793695

