

SAFE SPACES TOOLKIT



Welcome to our guide to delivering Safe Spaces.

Thank you for expressing an interest in becoming a Safe Space.

Safe Spaces are confidential spaces for those experiencing domestic abuse to contact friends, family and specialist support services.

It is a self-service model – your role is to offer a space that is quiet and private for victim-survivors. It isn't your responsibility to provide ongoing help.

We are proud to be providing Safe Spaces in over 5,000+ high street locations across the UK.

1.4 million women and 751,000 men experience domestic abuse every year so providing access on the high street in a confidential and discrete way, put simply saves lives.

Domestic Abuse is everyone's responsibility, and our aim is to provide a Safe Space on every high street throughout the UK.

With your support we can help more victim-survivors break free from abuse and build lives full of new opportunities – with safety, hope and purpose.

Thank you for making this possible.

Do contact us directly with any questions or queries, uksaysnomore@hestia.org.uk

Kind Regards

Sue Harper

Deputy Director of Domestic Abuse and Sexual Violence Prevention, Hestia (the charity behind UK SAYS NO MORE and Safe Spaces).

THREE THINGS TO REMEMBER:

BELIEVE

1.4 million women and 751,000 men experienced domestic abuse in the year ending March 2023 (ONS). 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 access specialist support.

RESPOND

Allow them to make use of your consultation room and to make phone calls. 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, paper, and a glass of water.

REFER

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

ESSENTIALS

Before progressing your application to be a UKSNM designated Safe Space, please ensure that you can meet the six essential quality assurance criteria listed below:

All our delivery partners must be able to:

1. To offer a quiet, private space for victims to go. This should be a private room.
2. Provide the use of a telephone.
3. Print and display a poster in the room and on the shop floor
4. Commit to completing a 30-minute eLearning
5. Agree to advertise your setting on the UKSNM [Locator tool](#)
6. Complete an online monitoring form each time that the Safe Space is used (this only takes 30 seconds)

In a couple of simple steps you can be set up as part of the Safe Spaces scheme.

Step 1: Training

- For pharmacies, please complete your eLearning Module via CPPE ([Domestic abuse awareness \(Safe Spaces training\) : CPPE](#))
- for other Organisations and Chains – please email UK SAYS NO MORE uksaysnomore@hestia.org and we will send the eLearning Scorm File for you to complete via your Learning Management System
- Read the step-by-step guide: [SAFE SPACES STEP-BY-STEP PROCESS.pdf](#)
- Watch the animation video [Full Version](#)

Step 2: Confirm

Confirm all frontline staff have completed the training package and email UKSNM.

We will then send you the complete set of assets for you to display in your premises

There is an expectation that each delivery partner will print their own assets. Only in very exceptional circumstances would we be able to print and post your assets to you.

Your pharmacy/bank/or store will be added to the Safe Space locator uksaysnomore.org/safespaces/

Step 3: Display

Once you have completed the training you will be sent a placement guide and all of the assets that you will need to display including: the Safe Spaces window sticker, poster for your shop floor, customer consultation poster for inside the Safe Space and Step-by-Step guide for the staff room.

Step 4: Usage

Complete the [monitoring form](#) after every usage, it is a quick and simple form which should take less than 30 seconds to complete.

HELP AND SUPPORT

To find out more about the scheme please visit our website
<https://uksaysnomore.org/get-involved/ask-for-ani/>

SHARE

Spread the word and raise awareness in your network. Our Communications Team can provide shareable social media graphics and template press releases.

CONSIDER

Could your website also be an Online Safe Space? More information is available here:
uksaysnomore.org/online-safe-spaces

FEEDBACK

Please do share any feedback from victim-survivors that have used the scheme (we promise to keep all experiences entirely confidential and anonymous) or if things haven't gone as expected email us uksaysnomore@hestia.org



uksaysnomore.org/safespaces