

BROADSTONE TOWN COUNCIL

SAFE ZONES - SERVICE LEVEL AGREEMENT

Between

Broadstone Town Council
(the "Town Council")

and

Business / Premises Name
(the "Business")

1. **Purpose of the Agreement**

The Safe Zone Scheme is a Broadstone Town Council initiative intended to provide a welcoming and supportive environment for members of the public who may feel anxious, unsafe, unwell, nervous, vulnerable, or otherwise in need of assistance.

The scheme provides a network of participating businesses and organisations where a member of the public can enter during normal opening hours and approach a member of staff for assistance, reassurance, or support.

The purpose of the scheme is to provide a friendly and welcoming point of contact within the community.

The Safe Zone Scheme is not intended to replace or provide emergency services, medical services, mental health services, safeguarding services, or any other specialist support.

2. **The Business's Commitment**

By signing this agreement, the Business agrees to participate in the Safe Zone Scheme and to:

- a. welcome members of the public who identify the premises as a participating Safe Zone;
- b. make reasonable efforts to provide a friendly and reassuring first point of contact to a person who may be feeling anxious, unsafe, unwell, nervous, vulnerable, or otherwise in need of assistance;
- c. treat individuals who seek assistance with respect, dignity, and courtesy;
- d. listen to the individual and, where appropriate, provide reasonable assistance within the limits of the Business's role and capabilities;
- e. contact the appropriate emergency or other relevant service where the circumstances reasonably require it; and
- f. notify Broadstone Town Council if the Business is no longer able to participate in the Safe Zone Scheme.

The Business is not required to provide specialist medical, mental health, counselling, safeguarding, security, or emergency services.

The Business is not required to allow a person to remain on the premises indefinitely or to provide any service beyond what can reasonably be provided as part of the normal operation of the Business.

3. **Emergency Situations**

The Business acknowledges that the Safe Zone Scheme does not replace emergency services.

Where a situation is, or appears to be, an emergency, the appropriate emergency service should be contacted.

This may include contacting 999 where there is an immediate risk to life, a serious medical emergency, or an immediate threat to the safety of an individual or others.

The Business may contact the police, ambulance service, fire and rescue service, or another appropriate service where it considers this necessary.

The Business is not expected to place its staff, customers, or members of the public at risk when responding to a request for assistance.

BROADSTONE TOWN COUNCIL

4. **Limits of the Safe Zone Scheme.**

The Business understands that participation in the Safe Zone Scheme does not:

- a. require the Business or its staff to provide professional advice or specialist assistance;
- b. require the Business to provide medical treatment;
- c. require the Business to provide counselling or mental health support;
- d. require the Business to investigate allegations or incidents;
- e. require the Business to physically intervene in an incident or situation;
- f. require the Business to place its staff, customers, premises, or other individuals at risk; or
- g. require the Business to provide assistance outside the normal operation of the Business.

The Business retains responsibility for the day-to-day management and operation of its premises and may reasonably manage or restrict access to the premises where necessary for reasons including:

- health and safety;
- the behaviour of an individual;
- an emergency;
- the safety of staff, customers, or other members of the public;
- the need to contact emergency services; or
- other reasonable operational requirements.

5. **Safe Awareness**

The Business is responsible for ensuring that relevant staff are made aware of the Business's participation in the Safe Zone Scheme and the general purpose of the scheme.

The Town Council does not require participating businesses to provide specialist training to staff.

The Business should ensure that staff understand that the Safe Zone Scheme is intended to provide a friendly and supportive first point of contact and that emergency services should be contacted where appropriate.

6. **Publicity and Promotion**

The Business gives permission for Broadstone Town Council to:

- a. name the Business as a participant in the Safe Zone Scheme;
- b. include the Business's name and location in maps, lists, websites, social media, printed materials, and other promotional information relating to the scheme;
- c. identify the Business as a participating Safe Zone in publicity relating to the scheme; and
- d. display or promote the Business's participation in the scheme using agreed signage or other promotional materials.

The Business may request that any inaccurate information relating to its participation is corrected.

7. **Responsibilities of Broadstone Town Council**

- a. Broadstone Town Council agrees to:
- b. promote participating Businesses as part of the Safe Zone Scheme;
- c. make reasonable efforts to ensure that published information about the Business is accurate;
- d. update or remove information about the Business when requested, or when the Business ceases to participate in the scheme;
- e. provide the Business with any agreed scheme signage or promotional materials; and
- f. provide general information about the purpose and operation of the Safe Zone Scheme.
- g. The Town Council will not provide emergency response services, medical services, mental health services, safeguarding services, security services, or any other specialist service as part of the Safe Zone Scheme.

BROADSTONE TOWN COUNCIL

8. **No Payment**

Participation in the Safe Zone Scheme is voluntary.

The Town Council will not make any payment, donation, reimbursement, grant, or other financial contribution to the Business for participating in the Safe Zone Scheme.

The Business acknowledges that participation in the scheme is intended to provide a community benefit.

9. **No Guarantee of Public Use**

Broadstone Town Council does not guarantee the number of members of the public who may visit the Business as a result of participating in the Safe Zone Scheme.

The Business acknowledges that the level of use may vary and that some participating businesses may receive more requests for assistance than others.

10. **Liability and Responsibility.**

The Business retains responsibility for the day-to-day operation and management of its premises.

The Business is responsible for making its own decisions regarding how it responds to individual situations, subject to its normal legal and operational responsibilities.

The Town Council does not direct or control the actions of the Business or its employees when responding to a person seeking assistance.

The Business is not required to take any action that it reasonably believes would place its staff, customers, premises, or any other person at risk.

11. **Duration and Ending the Agreement**

This Agreement will commence on the date it is signed and will continue until either party ends the arrangement.

Either the Business or Broadstone Town Council may end the Business's participation in the Safe Zone Scheme by providing reasonable notice to the other party.

Broadstone Town Council may remove the Business from scheme publicity where:

- the Business is no longer participating in the scheme;
- the Business has requested that its participation ends;
- the Business is no longer operating from the premises;
- the information published about the Business is no longer accurate; or
- there are other reasonable grounds for ending the Business's participation.

Where the Business's participation ends, Broadstone Town Council will make reasonable efforts to remove or update promotional information relating to the Business within a reasonable period.

12. **Changes to the Agreement**

Any significant changes to this Agreement should be agreed in writing by both parties.

Broadstone Town Council may update the general operation of the Safe Zone Scheme where necessary, subject to any relevant decision or approval required by the Town Council.

BROADSTONE TOWN COUNCIL

13. **Contact Details**

Business Name: _____

Name of Contact: _____

Position: _____

Telephone: _____

Email: _____

For Broadstone Town Council

Contact: The Proper Officer

Telephone: _____

Email: _____

14. **Agreement**

By signing below, both parties confirm that they understand and agree to the terms of this Service Level Agreement.

For and on behalf of the Business

Business/Premises Name: _____

Name: _____

Position: _____

Signature: _____

Date: _____

For and on behalf of Broadstone Town Council

Name: _____

Position: _____

Signature: _____

Date: _____