

LANCASHIRE



WORKBOOK

Making Lancashire safer to socialise



LANCASHIRE
VIOLENCE REDUCTION
NETWORK

The background features large, abstract geometric shapes in orange and blue. A central graphic consists of an orange speech bubble with the word 'ANGELA' inside, and three curved orange lines above it, suggesting sound or a call to action. The text 'ASK FOR' is positioned above the speech bubble.

ASK FOR

ANGELA

Name

Venue



INTRODUCTION

WHAT IS THE ASK FOR ANGELA SCHEME ABOUT?

Ask For Angela is the name of a campaign started in 2016 that is used by bars and other venues to keep people safe from vulnerable situations by using a codeword to identify when they are in danger or are in an uncomfortable situation. When you implement this program in your premises, a person who believes themselves to be in danger can ask for Angela, a fictitious member of the staff. This will give you the prompt to help the person into a safer position.

The program started in Lincolnshire by Inspector Hayley Crawford. "Ask For Angela" is named in remembrance of Angela Crompton, a woman who was abused and killed by her husband in 2012 when an argument about redecorating a house got out of control. Since the launch in 2016 it has been adapted around the UK to help promote safety and wellbeing for anyone who finds themselves vulnerable.

WHAT IS THIS WORKBOOK FOR?

This workbook is for premises and anyone who works with customers that can become vulnerable. Although this is aimed primarily at alcohol licensed premises, this can also be adapted for any customer facing service.

The workbook is intended to guide venues through the process of setting up a robust Ask For Angela scheme and how to support anyone who finds themselves in a vulnerable situation.

WHO WILL SUPPORT ME?

Lancashire Police Licensing will have various support options to enable you to run Ask for Angela effectively in your premises.

Alternatively, if you would like any vinyl window stickers, posters, pin badges, lanyards or other materials, they can also be ordered through www.askforangela.co.uk

WHAT ARE THE AIMS OF THE WORKBOOK:

Aims:

- Understand and support anyone vulnerable who comes into your venue or premises
- Empower your team to feel equipped to support vulnerable people.
- Improve feelings of safety across night-time economy visitors.
- Improve customer experiences in the business.
- Increase custom.
- Make the evening and night time economy of Lancashire safer to socialise

ABOUT THIS WORKBOOK

WHO SHOULD COMPLETE THIS WORKBOOK:

Section A: Management teams or senior team

Section B: Anyone who works directly with customers in site, including but not limited to:

- Bar team
- Floor team
- Glass collectors
- Supervisors
- Door team
- DJs
- Management

WHAT THIS WORKBOOK COVERS:

Background:

- Understanding who, why and when visitors to your venue may become vulnerable

Section A: Venue guidance - creating a bespoke process

- What should your team do when someone asks for Angela?
- Setting up for success: policies and procedures
- Training your team
- Visibility for customers
- Reporting & assessing
- Next steps

Section B: Team workbook - how to respond when asked for Angela

- Background
- Implementing Ask For Angela
- Setting up for success: policies & procedures
- Asking for Angela in your venue
- Reporting & assessing
- What happens next

Appendix:

- Link to policy templates
- Contact for support in using this workbook
- Contact to request additional Ask For Angela materials
- How to provide feedback on the scheme

Useful Links and Contacts:

- Online reporting tool for non-emergency incidents
- Lancashire Police Personal Safety advice
- Lancashire County Council Check 25 & Vulnerable Persons Training
- Lancashire Violence Reduction Network
- Lancashire Victim Services
- StreetSafe
- WalkSafe
- StrutSafe
- British Transport Police travel safely by rail

BACKGROUND

Who, why, how and when visitors might become vulnerable

CUSTOMER OCCASIONS

People go for nights out for a number of different reasons. Understanding why people go out will help in understanding how they might become vulnerable while out.

Some reasons include:

- Circuit/pre-club
- Out on the town
- Chatting with friends
- Watching sports
- Local events
- Special meal out
- Pride
- Forget about their day
- Date night

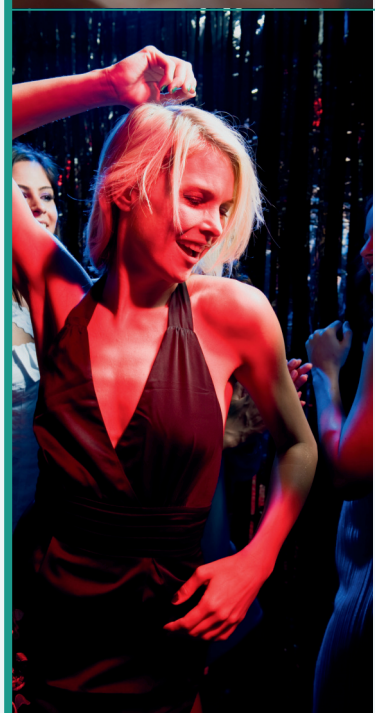
VULNERABILITY:

From the list of occasions above, these are some reasons we've thought of as to how people could become vulnerable and may need to Ask for Angela:

Circuit/pre-club	Pre-loading, excessive drinking
Out on the town	Lose their group of friends, not know where they're going
Chatting to friends	Do they know everyone in the group, excessive drinking
Watching sport	Heightened levels of anger and frustration, fighting
Local events	Unable to get home, unwanted attention from others
Date night	Do they know their date, is it the person they expected?
Special meal out	Heightened emotions, domestic abuse
Pride	Hate crime targeting
Forget about their day	Excessive drinking, looking to cause trouble, becoming a target

We specifically left one reason out as they apply to all of these occasions – reports of spiking. Spiking reports have been highlighted on the national stage. A YouGov poll found that one in nine women and one in 17 men in the UK said they have been the victim of drink spiking*. Further to this, the Alcohol Education Trust reported in a recent CAP 18-25 webinar that a survey of 23.000 university students by The Tab found that 11% had experienced spiking in their first term.

*<https://committees.parliament.uk/committee/83/home-affairs-committee/news/159582/home-affairs-committee-launches-inquiry-into-spiking/>





SECTION A:

CREATING A BESPOKE PROCESS

WHAT SHOULD YOUR TEAM DO WHEN SOMEONE ASKS FOR ANGELA?

Venue management is an incredibly rewarding job and we know how hard venues work to create an amazing experience for customers and visitors. Every venue is different and this workbook aims to support you to implement Ask For Angela in a way that suits yours.

Section A will help guide you to create an appropriate process for your venue on how your team will respond when someone asks for Angela. The actions that are pre-ticked in the "will you do this" column are essential in any Ask For Angela response. You can then choose to implement any that are not pre-ticked, to suit your needs.

Section B of this workbook is designed to guide your team in understanding and implementing the bespoke response for your venue that you have developed in section A.





STEP 1 - Making the person feel safe

ACTIONS	STEPS NEEDED	WILL YOU DO THIS?
Listen and respond appropriately and calmly in the moment of being asked	<ul style="list-style-type: none"> Staff trained (see section B) 	✓
Invite them to a safe place to wait	<ul style="list-style-type: none"> Identify your designated safe place to take anyone that asks for Angela. This could be a dedicated area or using out of use kitchens, offices, general back of house areas. Communicate the chosen safe place to all staff Consider implementing a safeguarding and vulnerable person policy 	
If you don't have a separate place that can be used, where else could someone sit and wait until they are ready?	<ul style="list-style-type: none"> Consider any areas back of house that they could wait with a team member Are you friendly with another site close by where they could wait in? If so, how will you get them there? 	
Inform a manager of the situation	<ul style="list-style-type: none"> Staff trained 	✓
Use a codeword to alert radio users in the venue	<ul style="list-style-type: none"> Choose a codeword Staff trained 	
If necessary, security to ask individual causing distress to leave	<ul style="list-style-type: none"> Staff trained on doing this safely without putting themselves at risk (See C.A.R.E. training guidance) 	

STEP 1: Making the person feel safe

Set out your venue's bespoke response below using the decisions you have made above. Add in as much specific detail as you can e.g. the location of the safe space identified, the codeword to use on the radio, etc.

STEP 2: Supporting the customer with their specific concern

ACTIONS	STEPS NEEDED	WILL YOU DO THIS?
Listen to the person and ask them what they need	<ul style="list-style-type: none">• Staff trained to listen and respond appropriately to the situation reported by the person (see section B)	
What response options are available	<ul style="list-style-type: none">• Consider: call a taxi, call a safe contact, reunite with a friend, contact local support services• Train staff to offer the response options available	
Support the person to leave safely	<ul style="list-style-type: none">• Consider the lay out of your venue and how you could help them with this. Is there a side or rear exit they could use, an exit route that isn't visible from the main entry, another covert way of leaving your premises• Provide staff with the exit routes identified• Provide staff with the contact details of services to support the person leaving e.g. taxi, bus terminals, train station etc	
Provide person with contact details of local support services	<ul style="list-style-type: none">• Staff trained• Refer to Lancashire Victim Services for local support services (see page 19).• Provide details of Lancashire Police online reporting tool for non-emergency incidents (see page 19).	
Call 999 if it's an emergency or a crime is in progress	<ul style="list-style-type: none">• Staff training	

STEP 2: Supporting the customer with their specific concern

Write below the responses you have developed for your team to use to support someone who asks for Angela after making them safe:

STEP 3: Following up

ACTIONS	STEPS NEEDED	WILL YOU DO THIS?
Consider recording the individual's details and the incident for reference	<ul style="list-style-type: none">• Staff training	
Raise awareness	<ul style="list-style-type: none">• Inform Local Police/Pubwatch/any local schemes about the incident• Report using the online reporting tool for non-emergency incidents: https://doitonline.lancashire.police.uk	✓
Provide feedback to the team on the incident and how it was dealt with	<ul style="list-style-type: none">• Create a follow up process asking questions like "Did everyone perform their roles as expected?", "If not, why not? Any training needs identified?" and "What could we do better next time?"	
Review CCTV to identify anything else of concern in relation to each incident	<ul style="list-style-type: none">• Ensure authorised person to review and identify anything of concern and raise with appropriate partners	

STEP 3: Following up

From the actions above, record below how will you ensure that you follow up after any Ask For Angela incident:

SETTING UP FOR SUCCESS

In order to ensure your venue is set up to appropriately to respond to Ask for Angela, you may want to consider the following methods of communication:

ACTIONS	STEPS NEEDED	WILL YOU DO THIS?
Display Ask for Angela posters and vinyl stickers around the venue	<ul style="list-style-type: none"> Obtain materials from askforangela.co.uk or local partnerships (see Appendix for information) 	✓
Integrate into pre shift briefing	<ul style="list-style-type: none"> Review current process for Pre-Shift briefing and amend as necessary (see below) 	✓
Sign up to Pubwatch or other data sharing schemes to enable incidents to be recorded on here	<ul style="list-style-type: none"> Contact the administrator and become a member of the scheme (see Appendix for more information) 	
Review and implement any additional Policies and Procedures	<ul style="list-style-type: none"> Please see below for further guidance 	✓

Policies & Procedures:

To make sure we are taking care of the guests in our venue, everyone working should be aware of what's expected in their role to help create a safe environment. Consider your current policies and procedures and whether it would be helpful to add any further ones to enhance how you support people in your venue.

Here are some examples of policies that you could also adopt if you don't have them in place already:

- Safeguarding and Vulnerable Persons Policy
- Capacity Management Policy
- Challenge 21/25 Policy
- Noise & Public Nuisance Policy
- Drunkenness and Disorderly Behaviour Policy
- Drugs Policy
- Crime and Disorder Policy
- Dispersal Policy

National Pubwatch and Best Bar None have created free template policies of the above. To find these please see the appendix for further information (page 19).

Lancashire County Council can provide Check 25 & Vulnerable Persons training. Please see useful links & contacts section for further details (page 19).

Training your team:

Section B of this workbook outlines how you can train your teams to be prepared if someone asks for Angela. The training goes through active listening, the C.A.R.E. process and how to evaluate the response.

Other ways to embed Ask For Angela within your teams include:

- Pre-shift briefings: are you able to include an agenda item around customer and employee welfare, which could include:
 - A reminder of the venue's bespoke response
 - Reminders of exit points for vulnerable customers
 - Safe word for radios (if applicable)
 - Any events that could increase the possibility of vulnerable customers
- Team social media pages:
 - Ensure the team are aware of your internal practices
 - Regularly post on your page where your team has responded well to an Ask For Angela incident (ensuring you are conforming to relevant GDPR guidance)
- Pubwatch/Data Sharing Updates
 - Make sure you are informing your local crime reduction partnership of any incidents with Ask For Angela (where applicable)
 - Share information (where relevant and conforming to GDPR) of other Ask For Angela incidents

Visibility for customers:

To ensure the scheme is visible and in use with those most vulnerable, there are various downloadable posters available on the askforangela.co.uk website as well as other materials including:

- Vinyl window stickers
- Workbooks
- Printable posters
- Trained pin badges

If you need any additional materials, please visit the website or email anyone listed in the Appendix

Reporting and Assessing:

Now that you have completed the venue section, take some time to consider the processes you have decided to implement and how you will apply these going forward.

As discussed above, one of the most important steps to making the Ask For Angela scheme a success is to report any incidents and also assess how your teams have responded to the incident.

There is also an editable poster on the askforangela.co.uk website that you can update with all of the above information relevant to your venue, to put up in a back of house area for your teams to easily reference.

If you have any feedback or questions about the Ask For Angela scheme, please see the appendix for contact information.

Next steps:

Well done, you have now fully implemented everything needed to run a successful Ask For Angela program in your venue. The next section is for your team members and anyone who works in your venue. It will give them the skills needed to deal with any incidents requiring a customer to Ask For Angela.



SECTION B:

TEAM MEMBER WORKSHEETS

BACKGROUND

WHO, WHY, HOW AND WHEN VISITORS MIGHT BECOME VULNERABLE

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- Date night

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As a customer-facing member of the team it is important to remember that anyone can become vulnerable given different circumstances. No matter who asks for our help, we always need to listen and be prepared to C.A.R.E.



IMPLEMENTING ASK FOR ANGELA IN YOUR VENUE

Aims:

This section will guide you through the steps of helping and listening to someone who asks for Angela. The steps for this involve understanding how to be an active listener and how to implement the C.A.R.E. process when supporting someone who is vulnerable.

Active Listening:

Active listening is the practice of preparing to listen, observing what verbal and non-verbal messages are being sent, and then responding to what is being said. This form of listening conveys a mutual understanding between the person speaking and you.

There are four key elements of active listening. Each of them will help ensure that you are making the customer re-assured that you are listening to their concerns and will be able help them appropriately.

Pay attention

- Give the speaker your undivided attention and acknowledge the message. Recognise that nonverbal communication also "speaks" loudly.
- Look at the speaker directly.
- Put aside distracting thoughts. Don't mentally prepare a rebuttal!
- Avoid being distracted by environmental factors.
- "Listen" to the speaker's body language.
- Refrain from side conversations when listening in a group setting.

- Use your own body language and gestures to convey your attention.
- Nod occasionally.
- Smile and use other facial expressions.
- Note your posture and make sure it is open and inviting.
- Encourage the speaker to continue with small verbal comments like "Yes" and "Aha".

Show that you are listening

Provide feedback

- Our personal filters, assumptions, judgments, and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect what is being said and ask questions.
- Reflect what has been said by paraphrasing. "What I'm hearing is" and "Sounds like you are saying" are great ways to reflect back.

- Don't interrupt the customer who is Asking for Angela. It could frustrate the speaker and limit full understanding of the message. Allow the speaker to finish.
- Don't interrupt with counter arguments.

Defer Judgement

C.A.R.E.

Now that you understand the role you need to play as an active listener, we're going to look at the process when someone asks for Angela.

If someone comes into your venue and asks for Angela – we should C.A.R.E.:

C

onsider:

- Do they have friends with them?
- Are they distressed?
- Do they need additional support?
- Has the situation got the potential to escalate?

A

ctively listen:

- Don't jump to conclusions, they need to feel in control and get that power back.
- Pause, give them time to speak.
- Listen carefully to what has been said.
- Ask what course of action they would like to take.

R

isk assess:

- Look at the current environment, if the perpetrator is in a large group, do you need to get them away individually?
- Don't escalate the situation and put anyone at risk, including yourself.
- Do you need to let a member of management know someone has asked for Angela?
- Do you need to take them to your venue's safe space for them to sit in?
- What course of action do they want to take?

E

xplain/evaluate:

- Explain what their possible next steps are - refer them to askforangela.co.uk to find support information if needed.
- Evaluate your systems and policies, was there anything else you could've implemented?
- Share best practice with other team members

Wrap-up

Actively listening to someone who is feeling vulnerable is one of the most important parts of Ask For Angela. By understanding why the person is feeling vulnerable you will be in a much better position to help them get home safely. In the next section, we'll go through the practicalities of Ask For Angela in your venue.

SETTING UP FOR SUCCESS: POLICIES & PROCEDURES

Aims:

This section will help you find all the practices and policies your site has to effectively implement an Ask For Angela scheme. Please speak to your managers if you are unsure of any of the below.

Policies & procedures:

Your site policies & procedures will help you determine the best course of action when someone vulnerable asks you for support. Speak to your manager and ask them what policies you have in place to help you and write them below:

Removal from premises:

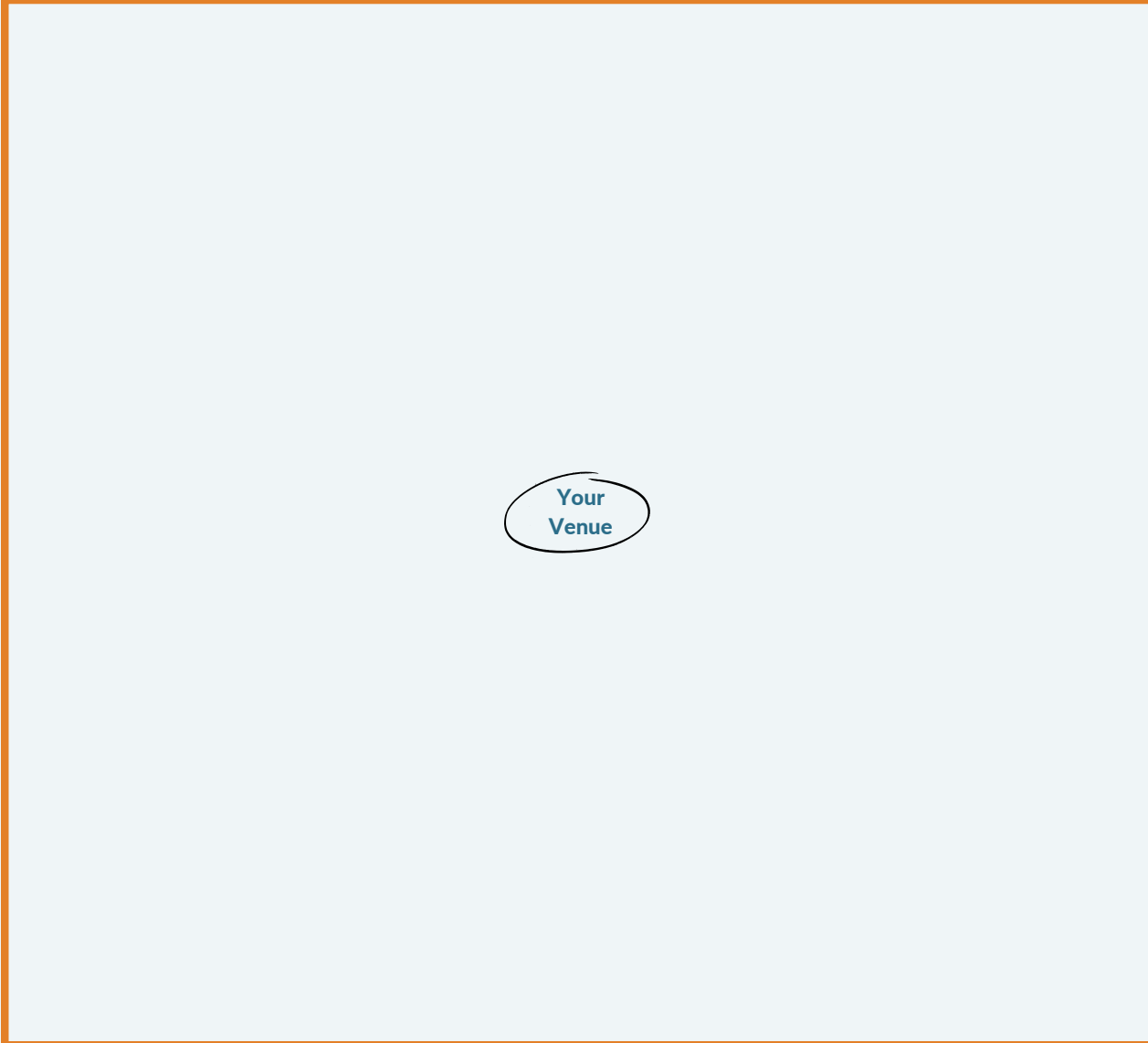
It may be that the individual of concern needs to be removed from the premises. If this is the case you should not do this yourself and should seek aid from your door team (if possible) or others that are qualified to do so.

Speak to your management team or other senior team members about whether you have a way to indicate someone needs removing from premises. This could be a code word over the radio or some other type of signalling. Always ensure that the situation doesn't escalate. Write down your code word or process below:

Outside of the premises:

If the vulnerable person would like support in finding a way home there are many options available. In the space below draw relative to your unit where you might direct people to go to. These could include:

- SOS bus, safe space or safe places
- Car parks
- Taxi ranks
- Public transport stops
- Late night food establishments
- Other venues



Your
Venue

ASK FOR ANGELA: LEARNING SUMMARY

In the previous sections we've discussed the various ways your venue can implement Ask For Angela. Complete the fields below to help you bring together all that you've learned in order to respond appropriately to an Ask For Angela situation.

Step 1: Make the person feel safe by:

- **Listening:** Use the **C.A.R.E.** technique.
- **Invite them to a safe place to wait:** Insert your venue's designated safe place here:

-
- **Inform a manager of the situation** (if applicable)
 - **Use your venue codeword to alert radio users in the venue.** Do you have a code word: Yes/No (please circle). If so, what is it?

-
- **If necessary, ask security to ask the individual causing distress to leave** (see previous guidance)

Step 2: Supporting the customer with their specific concern

- **Listen to the person and ask them what they need**
- **Choose the appropriate response from the option(s) available to you.**

-
- **Support the person to leave safely:** what route should you advise them to use?

-
- **Provide Guidance:** Signpost the individual to local support service in the area or provide them with the www.askforangela.co.uk website

Call 999 if it's an emergency or a crime is in progress

Step 3: Following up

- **Does your venue record individuals' details and the incident for reference?** Yes/No (please circle). If so, where should this be recorded?

WHAT HAPPENS NEXT?

Congratulations!!! You have completed the Ask For Angela training workbook.

The information you have gained from this training programme and the skills you have learnt will be vital for your continued success in your role. This will ensure your customers will always have a great experience in your business and want to return.

Lancashire Ask for Angela

Training Completed

Signed:

Date:

Lancashire Ask For Angela Contact Information:

- SouthLicensing@lancashire.police.uk
- WestLicensing@lancashire.police.uk
- EastPoliceLicensing@lancashire.police.uk

If you would like a bespoke version of this workbook for your town or city, please contact hello@askforangela.co.uk



APPENDIX

1. Copies of the Best Bar None and National Pubwatch policies and procedures can be found here:
<https://www.nationalpubwatch.org.uk/policy-documents/>
2. If you need any additional support in launching Ask For Angela, please contact info@askforangela.co.uk - we are here to help you.
3. If you have any feedback on this workbook or the Ask For Angela scheme please contact info@askforangela.co.uk
4. If you'd like to create a Pubwatch for your area please visit
<https://www.nationalpubwatch.org.uk/contact/>

USEFUL LINKS & CONTACTS

1. **Online reporting tool for non-emergency incidents:**
 - <https://doitonline.lancashire.police.uk>
 2. **Lancashire Police Personal Safety advice:**
 - <https://www.lancashire.police.uk/help-advice/personal-safety>
 3. **Lancashire County Council Check 25 & Vulnerable Persons Training:**
 - <https://www.lancashire.gov.uk/lancan/check-25>
 4. **Lancashire Violence Reduction Network:**
 - <https://lancsvrn.co.uk>
 5. **Lancashire Victim Services:**
 - <https://lancashirevictimservices.org/>
 6. **StreetSafe:**
 - <https://www.police.uk/pu/notices/streetsafe/street-safe/>
 7. **WalkSafe:**
 - <https://walksafe.io>
 8. **StrutSafe:**
 - <https://strutsafe.org/>
 9. **British Transport Police travel safely by rail:**
 - <https://www.btp.police.uk/cp/crime-prevention/btp/railway-crime/travel-safely-rail>
-



