

# Do You Feel There's Something Not Quite Right?

Whatever the reason is, if you feel unsafe or uncomfortable, speak to a member of staff in this venue and "**Ask For Angela**" to discreetly signal that you would like help. Staff can support you by taking you to a safe space and / or helping you get home. They won't judge you and will aim to get you out of the situation without much fuss.

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# Ask For Angela

This is our safe space. Please bear with us whilst we take the best steps to assist you.

## Useful Numbers:

Police - 101 or 999 in an emergency.

First Response 24hr Mental Health  
Crisis Helpline - 0800 952 1181

Bradford Rape Crisis - 01274  
308270 or request a call by texting  
- 07435752975

24hr Domestic Abuse Helpline -  
0808 2000 247

# Ask For Angela FAQ

## What is "Ask For Angela?"

'Ask for Angela' was originally founded by Lincolnshire County Council in 2016 to help people feel safe in licensed venues. People who feel unsafe, vulnerable or threatened can discreetly seek help by approaching venue staff and asking them for 'Angela'. This codephrase will indicate to staff that they require help with their situation and staff will then look to support and assist them. This might be through reuniting them with a friend, seeing them to a taxi, or by calling venue security and/or the police. Since 2017, the code fell out of practice but with pubs and clubs reopening after the pandemic and after high profile cases such as the death of Sarah Everard, there has been a push to increase public safety and relaunch has been set in motion. Everard, 33, was found dead after being Kidnapped while walking home on March 3, 2021.

## Who is "Ask For Angela" for?

Anyone and everyone who feels unsafe in your venue. It is a gender neutral initiative.

## Why was the scheme originally devised?

Founder of the scheme, Hayley Child, said: "I went out and spoke to bar managers and staff about their experiences helping people in need and on dates. Their feedback was that they would always help someone if they needed it but when the bar is busy it's hard to spot someone in need and for the customer to ask for help. I wanted something simple that bar when busy could still respond to so that's where a "safe word" come into it to allow the customer to communicate the nature of the issue quickly and effectively.

## Where should posters be displayed?

Display the posters somewhere discreet yet visible such as on the back of toilet doors in both the gents and ladies loos or any community boards you have in your venue.

## What happens when someone asks for Angela?

This depends on the each individual situation but help will always be as discreet as possible. This could be in the form of:

- Calling the person a taxi or assisting them in calling a friend/family member to come and collect them.
- Waiting with the person in distress.
- When safe to do so (e.g. the person asking for help is out of sight and the staff consider it safe) asking the person causing distress to leave the venue.
- Calling the police.

## When should you call the police?

Again, this is down to each individual situation and the person handling it's discretion but there are times when the police should always be called such as if someone has been spiked in your venue or if the person in distress reports a crime and wants the police involved.



# Ask For Angela Procedure

