

Advice for staff using the 'Ask for Angela'

Poster scheme within their venues

1. Offer to take the person asking for help to a part of venue not in sight of the public or potential threat. (Staff room, kitchen, toilets).
2. Ask the person in distress what it is they want to do? It might be they just want to alert staff that things are becoming uncomfortable and might need someone to keep watch whilst they collect possessions from the area where they were seated. Or they may want staff to call the police if they are concerned about their safety.
3. Offer to call the person a taxi or assist them in calling a friend/family member to come and collect them.
4. Where safe to do so (the person asking for help is out of sight and the staff consider it safe) request the person causing distress leaves the venue.
5. Do not allow the person asking for help to leave the venue in sight of the person causing them distress as this could lead to them being followed out of the venue and placed at higher risk.
6. If the person causing distress becomes angry consider calling the police for assistance or follow your corporate policy on this issue.



**For further information visit:
www.saferstrongerns.co.uk/AFA**

