

Advice for licensed venue staff using the Ask for Angela poster scheme

If a person asks you for Angela, please respond with 'Do you need some help?'. They may not be asking for a member of your staff called Angela. Once you have that clarification...

1. Offer to take the person asking for help to a part of the venue not in sight of the public or potential threat
2. Offer to call the person a taxi or assist them in calling a friend/family member to come and collect them
3. Where safe to do so – when the person asking for help is out of sight and the staff consider it safe - request the person causing the distress leaves the venue
4. 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 are seated
5. Do not allow the person asking for help to leave the venue in the 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 the distress becomes angry, consider calling us on 101 (or where there is an immediate threat to life, dial 999) for assistance or follow your corporate policy on this issue