



# TEAM MEMBER WORKBOOK

This workbook has been completed by:

# INTRODUCTION

## WHAT IS ASK FOR ANGELA?

**Ask for Angela** is a safety initiative launched in 2016 to help people discreetly signal when they feel unsafe or vulnerable in bars and other venues. By asking for "Angela" - a fictional staff member - individuals can alert trained staff who can move them to a safer space with minimal fuss.

The campaign was created in Lincolnshire by Inspector Hayley Crawford and is named in memory of Angela Crompton (née Phillips), who was tragically killed by her husband in 2012. Since its inception, Ask for Angela has been adopted across the UK and beyond to support personal safety and wellbeing in public places.

## WHO IS THIS WORKBOOK FOR?

This workbook is for anyone who works with customers who can become vulnerable. Although primarily intended for alcohol-licensed venues, it is easily adaptable for any customer-facing environment.

If you would like a personalised version of this workbook or to enquire about training, please contact [info@askforangela.co.uk](mailto:info@askforangela.co.uk).

## WHO WILL SUPPORT YOU?

Your Local Authority, local policing team, Business Improvement District, Business Crime Reduction Partnership, Violence Reduction Unit or other local partners may provide local support in setting up Ask for Angela - just ask them.

If you would like any vinyl window stickers, posters, pin badges, lanyards or other materials that are not available from your local support organisation, they can be ordered through [askforangela.co.uk](http://askforangela.co.uk).

## WHAT ARE THE AIMS OF THIS WORKBOOK?

The workbook is intended to guide you through the process of setting up a robust Ask for Angela process and how to support anyone who finds themselves in a vulnerable situation. It aims to:

- Understand and support anyone vulnerable who comes into your business.
- Empower your team to feel equipped to support vulnerable people.
- Improve feelings of safety in your area and customer experiences in the business.
- Increase repeat custom.

# HOW TO USE THIS WORKBOOK

This workbook is designed to guide team members in understanding and implementing the bespoke Ask For Angela response that has been developed by your business.

It should be completed by anyone who works directly with customers on site, including but not limited to:

- Management team
- Bar team
- Floor team
- Glass collectors
- Supervisors
- Door staff
- DJs
- Security staff
- Sales advisors
- Cleaning staff
- Crew members
- Waiters/waitresses
- Stewards/stewardesses

Additional copies of the Team Member Workbook can be downloaded and printed free of charge, or ordered in printed format at [askforangela.co.uk](http://askforangela.co.uk).

Businesses can keep completed copies on file to help demonstrate due diligence in staff training and a commitment to supporting vulnerable individuals.

We recommend this booklet is repeated every six months to refresh each team member's knowledge. The final page of the booklet provides an opportunity to record the dates that the booklet was initially completed, together with the dates it was completed to refresh knowledge.

# REASONS PEOPLE MAY NEED TO ASK FOR SUPPORT

## WHAT COULD MAKE SOMEONE VULNERABLE?

People go out to socialise for a variety of reasons, and these different circumstances can also lead to a range of situations where individuals may feel unsafe or become vulnerable. Taking time to reflect on this can help you recognise when someone may need support.

Below are some examples of factors and occasions that may give rise to vulnerability.

OCCASION/FACTOR	VULNERABILITY RISKS
Circuit/pre-club	Pre-loading, excessive drinking.
Out on the town	Losing their group of friends, not know where they're going.
Meeting with friends	Not knowing everyone in the group, excessive drinking.
Travelling alone	Unfamiliar surroundings, don't know where they're going. Looking lost and attracting unwanted attention.
Watching sport	Heightened levels of anger and frustration, fighting.
Attending events	Unable to get home, unwanted attention from others.
Special meal out	Heightened emotions, domestic abuse.
Leisure time	More relaxed and having fun, less alert to potential dangers within their surroundings.
Pride	Hate crime targeting.
To forget about their day/situation	Excessive drinking, looking to cause trouble, becoming a target.
Dating	Not knowing their date - is it the person they expected?
Reported spiking	Intoxication and feeling out of control, very vulnerable. (Note: individuals reporting that they may have been spiked can apply to all of the occasions above).



# HOW TO SUPPORT SOMEONE WHO NEEDS HELP IN YOUR BUSINESS

If someone asks for Angela, this means they are looking for help discreetly. Your actions can make all the difference.

## STEP 1: Take immediate action

- Invite them to your designated safe place (write in below).
- Remain calm. Stay with them if appropriate.
- Do not question whether they “really need help” — treat all requests seriously.

**The safe place is located at:**

## STEP 2: Inform a manager or supervisor

- Make a manager aware of the situation without drawing attention.
- If applicable, use your venue’s radio codeword to alert others without alarming the customer or others. If your venue uses a radio codeword, write it in below.

**The radio codeword is:**

## STEP 3: Support the person based on their needs

- Listen to the person to understand what they need. The next page will help you become an ‘active listener’.
- Use the C.A.R.E. process (see later in this workbook) to guide your actions.
- You are not expected to be a counsellor — your job is to listen, act discreetly and follow your site’s bespoke process, which is explained in the following pages.

## STEP 4: Support them to stay or leave safely

- Help them act on the choice they make — don’t decide for them.
- If they want to stay and someone concerning them is still present, make a plan with your team/manager.
- If they want to leave, support them to do this safely (see later in this workbook).

# ACTIVE LISTENING

Listening well is the most important part of responding to someone asking for Angela. When a person is vulnerable or distressed, they need to feel heard, believed and in control. Active listening is the skill that helps you do that.

## What is active listening?

Active listening means fully concentrating, understanding, responding, and remembering what the person is saying. It involves your body language, words and attitude.

You are not just hearing them — you are **showing them** you are listening.

## Why it matters

- It helps the person feel calm and safe.
- It gives you useful information about what to do next.
- It builds trust so they are more likely to accept help.
- It stops you from making assumptions or rushing to fix things.

Step	What to do	Example
1. Pay attention	Face the person. Make eye contact (if appropriate). Avoid distractions.	Pause what you're doing. Look at the person requesting help.
2. Show you are listening	Nod, use open body language, and say short affirmations like "I see" or "Go on."	"That's okay, take your time."
3. Reflect and clarify	Repeat key points to check you've understood. Use their words.	"So you're saying he won't leave you alone, and you feel scared?"
4. Don't judge or interrupt	Let them talk at their pace. Don't rush to fix it. Avoid minimising or doubting.	Don't say "Are you sure it's that serious?" Instead, say "Thanks for telling me."

# THE C.A.R.E. PROCESS

Now that you understand how to act as an active listener, we're going to look at the process when someone asks for Angela. When this happens, you should C.A.R.E.:

## Consider:

### Observe the situation:

- Who is the person with? Are they alone or with friends?
- Are they showing signs of distress - scared, confused, upset?
- Could the situation escalate if not handled discreetly?
- Are they under the influence/intoxicated?
- Do they need additional support?
- Don't make assumptions — just observe and prepare to listen.

## Actively listen:

This is the heart of Ask for Angela. Let the person talk. Show you are listening:

### Do:

- Pause, give them time to speak.
- Listen carefully to what has been said.
- Use eye contact and open body language.
- Say simple, reassuring things like: "*I'm here to help*", "*Take your time*", "*You're safe here*".
- Ask what they need, for example: "*Can you tell me what's happened? How would you like us to help?*"

### Don't:

- Interrupt.
- Jump to conclusions.
- Offer your opinion or try to solve everything.
- Minimise what they say (e.g. "*I'm sure it's nothing.*")

## Risk assess:

Think about immediate safety — theirs and yours.

### Ask yourself:

- Do they want to stay or leave?
- Are others involved? Is anyone nearby causing concern?
- Should this be escalated to a manager, security or the police?
- Can the person safely leave the venue?

### Actions might include:

- Taking the person through a quieter exit route.
- Asking security to monitor or remove someone (never do this alone).
- Calling a taxi, a friend or the police if necessary.

### Exit routes available in our venue:

# Explain & evaluate:

Once they are in a safer space and have been listened to:

## Explain clearly:

- What their options are.
- That you can help them leave or stay, contact someone, or stay with them.
- Providing the person with options will help them regain a sense of control of the situation.
- What support is available to them locally.

## Evaluate:

- Has the situation been properly handled?
- Do you need to complete an incident report?
- Could anything have been done differently?
- Who else do you need to tell about this situation?

**Call 999 if it's an emergency situation.**

**List the ways you can help the person:**

# Supporting the person to stay or to leave safely

## Asking someone to leave the premises:

The individual causing concern may need to be asked to leave. You should never do this alone. Always seek support from your manager and, where available, the door staff or security team.

Speak with your manager to understand the procedure for discreetly signalling that someone needs to be removed. This may involve a radio code word or another agreed method. Always prioritise safety and avoid escalating the situation.

**Note your venue's code word or procedure for signalling someone to be removed:**

## Supporting the person to leave safely:

Consider which route you should direct them to, dependent upon the situation.

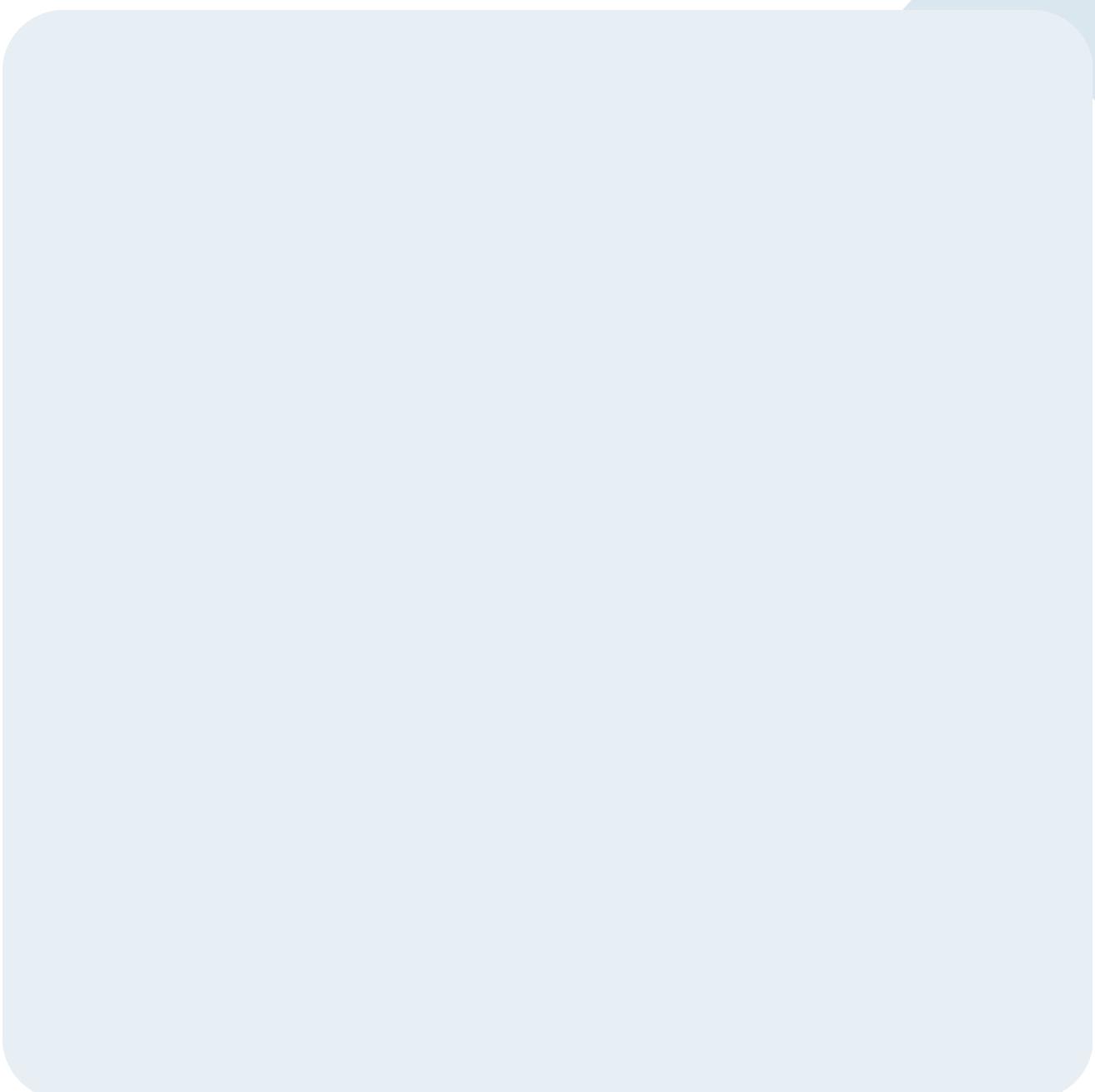
**List the exits available from your premises:**

**Where can you find a local taxi number to give to the person if needed:**

## 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 venue where you might direct people to go to in order to get home.** This could include:

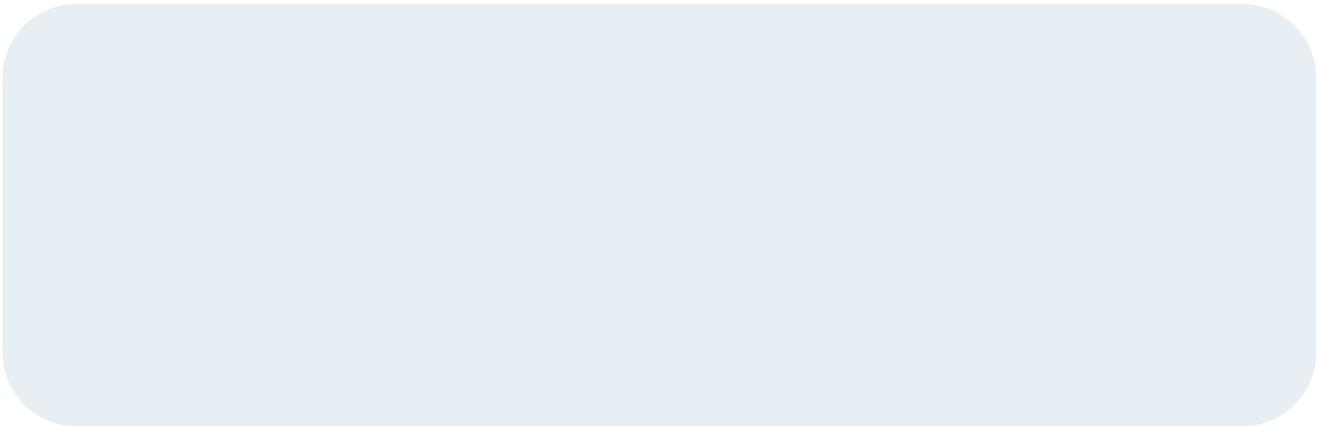
- Local support services
- Car parks
- Taxi ranks
- Public transport stops
- Late night food establishments
- Other venues



# SETTING UP FOR SUCCESS: POLICIES & PROCEDURES

This section will help you identify the relevant practices and policies in your business that support the effective implementation of the Ask for Angela scheme. If you're unsure about any of the information below, please speak with your manager.

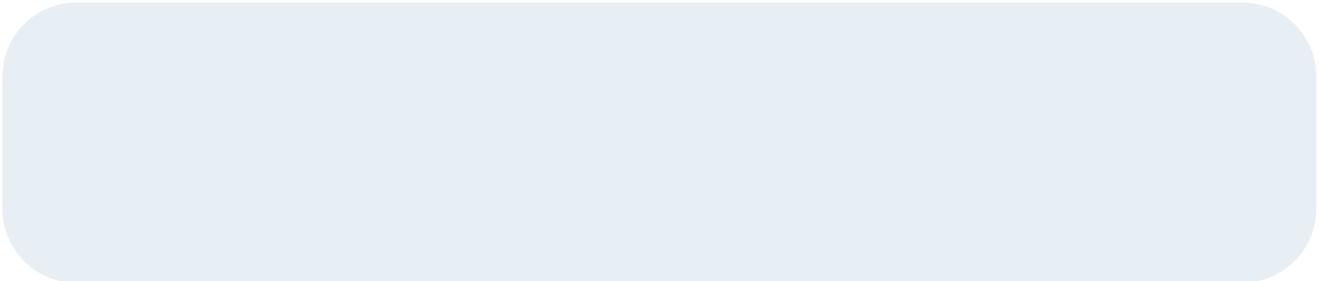
Your organisation's policies and procedures are designed to guide your response when someone in a vulnerable situation seeks support. **Talk to your manager to understand what policies are in place to assist you, and list them here:**



## Following up

### **Recording individuals' details and the incident for reference:**

Does your venue do this? Yes/No (please circle). If so, where is this be recorded in your business?



Speak with your manager about how it was handled. Share learnings if appropriate - could anything have been done differently?

Do not share specific details about any incident where you have supported a vulnerable person with anyone outside of your professional environment. You may share information with the following groups as part of your professional responsibilities: colleagues, police, local authorities, support services, Pubwatch etc.

# CONGRATULATIONS!

## You have completed the Ask For Angela training workbook

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

### Learning summary: What you've learned

By completing this workbook, you should now be able to:

- Recognise when someone may be vulnerable
- Respond calmly and appropriately when someone needs help and/or asks for Angela
- Use the C.A.R.E. method to guide your support
- Help someone leave or stay safely based on their wishes
- Record and reflect on what happened afterwards

Your name:

Training completion date:

Your signature:

Trainer/manager name:

Trainer/manager signature:

We recommend this booklet is repeated every six months to refresh your knowledge. Refresher training completed on:

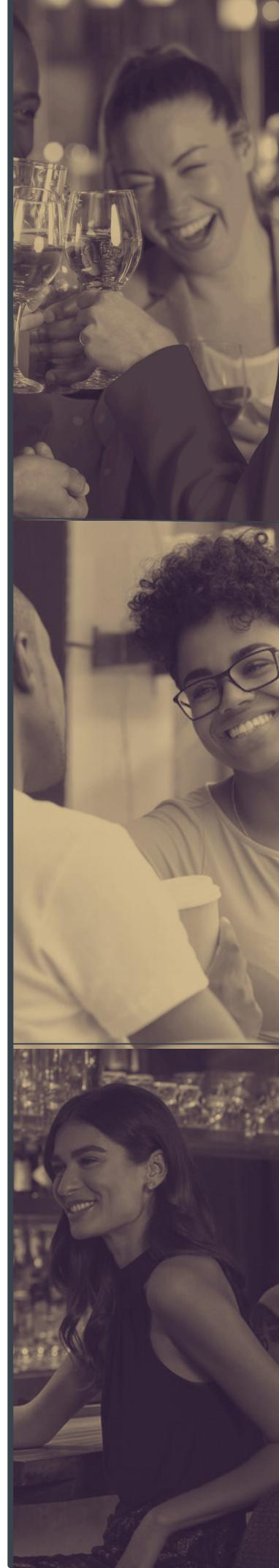
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