



**safer  
Together**

# **Review of current Company Safety – What we already know....**

## **Legislation**

### **4 Licencing Objectives that you must know**

- the prevention of crime and disorder: for example, drug-related problems, disorder, drunkenness and anti-social behavior
- public safety: the physical safety of people using the venue
- the prevention of public nuisance: for example, noise from music, litter and light pollution
- the protection of children from harm: including moral, psychological and physical harm.

## **Policies**

- Dispersal/ Noise/Search/Challenge 25
- Health & Safety/ Food Safety
- Spiking

## **External Training**

- Personal License
- First Aid
- Conflict Management
- WAVE training
- Diversity, Equality & Exclusion

## **Internal Training**

- Various modules on the FLOW training platform

**Safer Together has a more awareness driven approach, encouraging our guests to look after each other, to be mindful of those situations where extra help might be needed – either for themselves or their friends, and to know that the teams in all Nightcap venues have got their back.**

**WHY ARE WE  
DOING THIS?**



# Why are we doing this?

## Half of women feel unsafe walking alone after dark, says ONS

New survey shows fewer than a fifth of men feel the same way when walking alone at night

Kate Ng • Tuesday 24 August 2021 12:37 • 3 Comments



Schemes such as 'Ask for Angela' are essential in helping hospitality venues ensure the safety of customers, especially women or those considered vulnerable, amid "increasingly common" risk of drink spiking and violence, according to independent London and Birmingham based nightclub, the Night Owl.

This follows Mayor of London Sadiq Khan's refreshed manifesto pledge to tackle violence against women announced last week, which included an additional £17.7m in funding from City Hall to improve rescue and support services for women and girls.

Furthermore Khan's new public health strategy, which stated 71% of women have experienced sexual harassment in a public place, also encouraged night-life venues to join the Mayor's 'Have a Word' campaign, urging men to call out and reject sexism and misogyny.

PRIVACY

PARTNER STORIES ADVERTORIAL

### Nightlife campaign is launched to further help keep women and girls safe from harm and sexual harassment

Women and girls will be believed and supported if they experience any kind of unwanted sexual behaviour

SHARE       

BY ANGELA UPEK  
PUBLISHED 12:37 PM GMT+1 • 1 FEB 2023



### Nottingham Safe Space scheme expands to city's streets with special van

By Wire

00 21:58 pm 8 Feb 2023 • UPDATED: 3:26 pm 9 Feb 2023



A mobile 'Safe Space' will help ensure more women and girls can feel safe on a night out in **Nottingham**.

The innovative scheme will see a **Nottingham City Council** Community Protection team regularly park on Derby Road, one of the city's busiest roads, during the night-time economy, to offer a haven of safety for anyone in distress.

It builds on the success of the city's Safe Space Pledge – developed by Nottingham Business Improvement District and the Consensus Coalition – which entails the support of Nottingham venues to commit to eight clear actions to help keep women and girls safe in their premises.

## Women's Night Safety Charter

### Making London safe around the clock

London is a safe city, but too many women feel unsafe when travelling, working or going out at night. Londoners have asked the Night Czar to prioritise women's safety. That's why the Mayor has created this charter to make London a city where all women feel confident and welcome at night.

The charter is part of the Mayor's Tackling Violence Against Women and Girls Strategy and London's commitment to the UN Women Safe Cities and Safe Public Spaces global initiative.



## **Survey Methodology:**

- ✓ Exclusively commissioned research
- ✓ 2,000 people interviewed
- ✓ Across 17 major UK cities
- ✓ 18-30 year old
- ✓ 50/50 male female mix



What would make you feel safer on a night out?

**56%**

Free spiking kits

**49%**

Phone charging

**51%**

Welfare Room

**50%**

More Visible  
Security Staff



**WHAT DOES IT MEAN TO BE  
'SAFER TOGETHER'?**



# Our Safer Together Charter

- ✓ A set of 5 promises we make to our guests, so they know we are looking out for them.
- ✓ Based on situations that nearly all guests can identify with
- ✓ A way of raising awareness to our guests but not creating a negative 'there must be a problem' mindset
- ✓ Allows us to give our teams practical steps on how to help





# BAD VIBES?

**If you're feeling uncomfortable  
in any way, please let a member  
of our team know.**

- Promoting an attitude of openness and no judgement, so guests feel they can ask for help more easily.
- Feeling unwell
- Feeling too drunk
- Verbal/physical harassment
- Unwanted attention



# BETTER TOGETHER

**Stay together and look out  
for each other.**

- Promoting an attitude where friends look out for each other
- Being aware of people that appear to be on their own – inside or outside the venue
- Checking toilets regularly
- Not ejecting anyone alone
- Assisting anyone who has been left on their own with either finding their friends or getting home



# WE'VE GOT YOU

**Free spiking kits  
available behind the bar.**

- Create awareness around the problems of drink spiking, how it can appear in terms of guest symptoms or drink appearance
- Create a judgement-free environment so guests can raise any concerns
- Have a clear process for our teams about what to do in cases of possible spiking and to have the tools to identify spiked drinks



# STAY JUICED

**Ask us for a phone charger cable.  
Because 'I'm home safe' texts  
are important.**

- Providing chargers for emergency phone charging in all our bars
- To make sure a guest can always order a taxi home
- To make sure anyone who needs to call home, can
- Guests visiting our bars in a foreign city can always use their phone for maps
- To ensure friends can keep in touch and send 'i got home safe' texts



# CHECK YOURSELF

**We have a zero-tolerance  
approach to hate, abuse, assault  
or harassment of any kind.**

- Promoting an attitude of tolerance and acceptance regardless of who you are – guests or staff
- No room for:
  - Racism
  - Trans/homophobia
  - Sexism
  - Inappropriate advances/touching
  - Aggressive behaviour
- We promote positive, party vibes only



## Starting the Movement.....

- This is now a part of our operation DNA in every site with the same vision by All members of the teams
- To be spoken in your pre- shift briefs and EON reports
- As managers as part of your “Figures of eight” identify any problems that may arise, toilets is a part of your figure of eight do not let them get missed
- Although a separate contractor your security should be treated as part of the team and communicated to with pre brief and de brief ‘s on shifts – Security training video has been created both teams work together not separate
- Managers to always be present at an ejection and duty of care is followed thereafter



## Starting the Movement.....

- Consistency day in day out, no matter what brand you are in what part of the country the message stays the same
- Be Confident, know the 5 point charter
- Ensure you have your tools and everyone knows where they are located, (spiking kits, first aid kits, bottled water, charger cables, Toilet A4 posters)
- All of our staff will receive external WAVE welfare training
- All new staff to complete the new module on Flow as part of their induction



# **SAFER TOGETHER: MARKETING SUPPORT**





## Toilet POS...



# Support Kits...

	Total QTY	Notes
Drink testing strips	2000	56 per bar
Apple/Android Phone leads	360	10 per bar
USB plug for above	108	3 per bar
		<b>Total</b>



DrinkSafe Testing Strips

DrinkSafe testing strips test for minimal standard dosages of ketamine and GHB two of the most common date rape drugs. Simply dab a small amount of your drink onto either side of the testing strip with a straw. If your drink is spiked you will see a coloured circle appear on either side of the strip.

# **SAFER TOGETHER IN PRACTICE**



# Safer Together In Practice

- ✓ **Charter flowchart** – guide on how to respond
- ✓ **Venue safe space** – dedicated area, seating, water
- ✓ **Risk proof** - protecting information & staying compliant
- ✓ **Team attitude** – no judgement, tolerance, language, care
- ✓ **Team training** - security video, team video, flow module



# GUEST IDENTIFIED AS BEING ALONE IN OR OUTSIDE THE VENUE

SPEAK TO THE GUEST CALMLY AND FIND OUT IF THEY KNOW THE LOCATION OF THEIR FRIENDS

YES NO

IF THEY KNOW THAT THEIR FRIENDS HAVE LEFT THE VENUE,

ASSIST THE GUEST WITH A WAY OF GETTING HOME,

ORDERING A TAXI IF NECESSARY, CHECKING THEY HAVE ENOUGH

PHONE BATTERY TO CONTACT FRIENDS IF NEEDED.

IF NOT, USE EMERGENCY CHARGERS.

TRY TO IDENTIFY IF THE GUEST WAS PART OF A BOOKED PARTY INSIDE THE VENUE. THIS WILL HELP LOCATE THE REST OF THE PARTY IF STILL INSIDE.

REASSURE GUEST WE WILL HELP THEM FIND THEIR FRIENDS OR GET HOME SAFELY.

ASSIST GUEST WITH CHECKING THE VENUE, STARTING WITH THE LAST KNOWN PLACE THAT THEY WERE TOGETHER, AND ESTABLISH IF THE GUEST'S FRIENDS ARE STILL IN THE VENUE

YES NO

REUNITE THE GUEST WITH THEIR FRIENDS.

CHECK THE GUEST HAS ENOUGH BATTERY ON THEIR PHONE AND TRY AND CONTACT A MEMBER OF THE GROUP VIA PHONE.

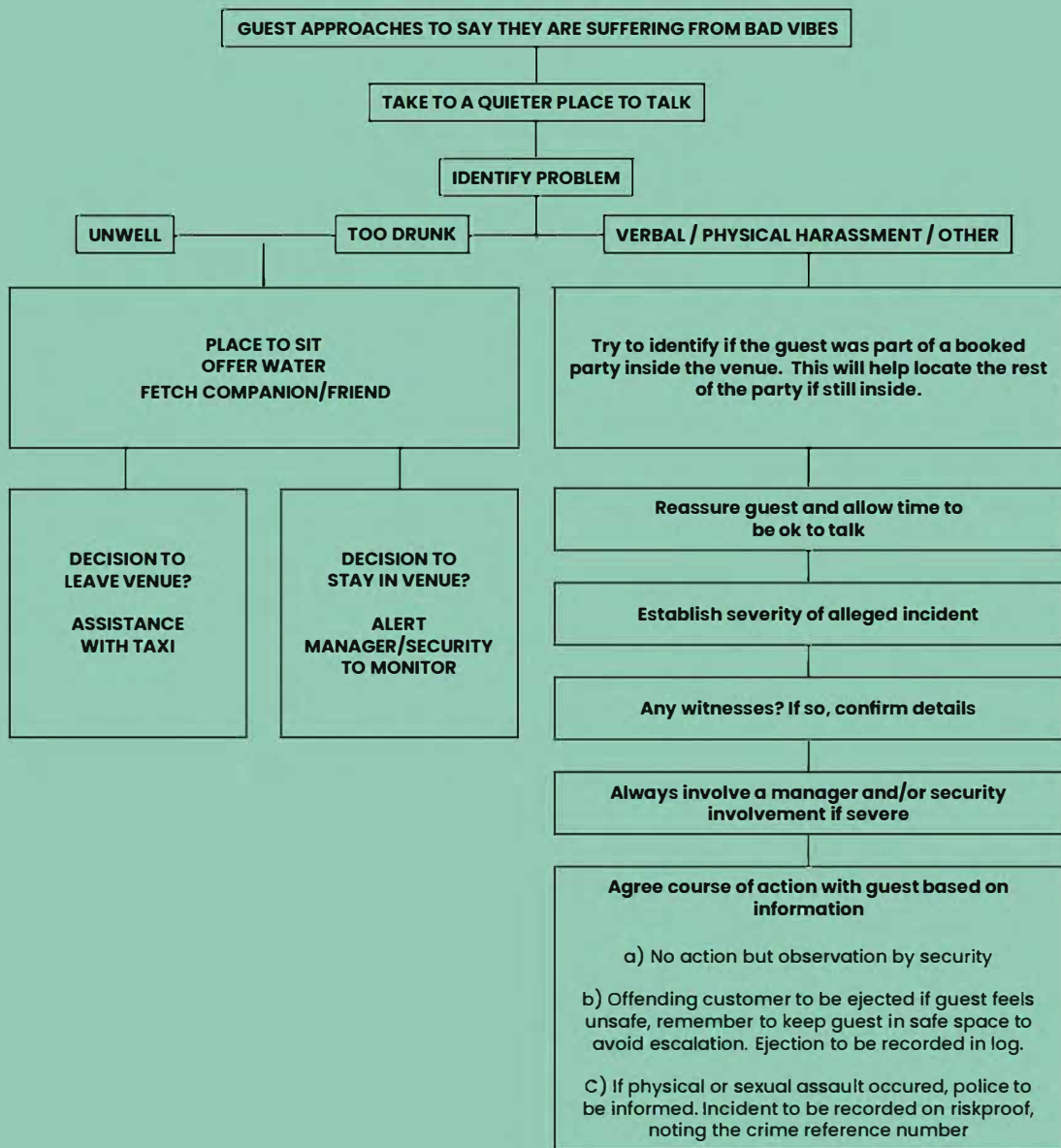
IF UNABLE TO CONTACT A FRIEND VIA PHONE, SUGGEST TO THE GUEST THAT YOU ASSIST WITH THEM GETTING HOME, ORDERING A TAXI IF NECESSARY.



- 1. Bad vibes? If you're feeling uncomfortable in any way, please let a member of our team know.**
- 2. Better together. Stay together and look out for each other.**
- 3. We've got you. Free spiking kits available behind the bar.**
- 4. Stay juiced. Ask us for a phone charger cable. Because 'I'm home safe' texts are important.**
- 5. Check yourself. We have a zero-tolerance approach to hate, abuse, assault or harassment of any kind.**



# BAD VIBES





# GUEST IDENTIFIED AS BEING ALONE IN OR OUTSIDE THE VENUE

**SPEAK TO THE GUEST CALMLY AND FIND OUT IF THEY KNOW THE LOCATION OF THEIR FRIENDS**

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# CHECK YOURSELF

**Guest Identifies Unacceptable Behaviour Towards Them Take Them To A Safe Space**

**Perform a quick visual assessment, are they ok? Shaken-up? Angry?**

**Yes**

**No**

**Allow them time to relax to be able to  
Properly talk calmly**

**Ask for an explanation of events/situation leading up to the alleged incident**

**Establish severity of the negative behaviour**

**Agree course of action with guest**

- A) guest just wanted to highlight and talk – no direct action but offending customer highlighted to security to monitor
- B) guest requires offending customer to be removed for them to feel safe – offending customer to be spoken to by senior manager and security and ejected from venue. Remember to keep guest in safe space to avoid any escalation.
- C) guest highlights serious situation that may escalate into a violent situation or a threat to an individual. Police to be called.

For all hate crime reports, this is to be done by the individual via 101 or online. Nightcap will always support our guests who report unacceptable behaviour.

# STAY JUICED

**Guest identifies need to charge their phone in an emergency**

**Charging space available?**

**Yes**

**No**

**Put phone on charger**

**Tale guest's name and note on sheet**

**If guest's phone is 5% or less, prioritise this phone  
with those already charging**

**If over 5%, ask to come back in 30 mins  
Put phone on charger and note name on sheet**

# STAY TOGETHER

**Guest identified as being alone in or outside the**

**Speak to the guest calmly and find out if they know the location of their friends**

**Yes**

**No**

**If they know that their friends have left the venue...**

- **Assist the guest with a way of getting home**
- **Ordering a taxi if necessary, checking they have enough phone battery to contact friends if needed.**
- **If not, use emergency chargers.**

**Try to identify if the guest was part of a booked party inside the venue. This will help locate the rest of the party if still inside.**

**Reassure guest we will help them find their friends or get home safely.**

**Assist guest with checking the venue, starting with the last known place that they were together, and establish if the guest's friends are still in the venue.**

**Yes**

**No**

**Reunite the guest with their friends.**

**Check the guest has enough battery on their phone and try and contact a member of the group via phone.**

**IF UNABLE TO CONTACT A FRIEND VIA PHONE, SUGGEST TO THE GUEST THAT YOU ASSIST WITH THEM GETTING HOME, ORDERING A TAXI IF NECESSARY.**

# WE GOT YOU

**Guest raises concern about drink being spiked.**

**Most senior manager to be informed immediately and take over**

Yes

No

**Is it their drink that has alerted them?**

**Drink left unattended?  
If so, where?**

**Establish how much has been consumed**

**Is it how they feel that has alerted them?**

**Take to a quieter place to sit down & identify  
friend/companion to accompany**

**Was their drink left unattended? Where?**

**Establish how much has been consumed**

**Inspect drink. Is it...  
Cloudy, fizzing or does it have sunken ice cubes?**

Yes

No

**Test with kit in a private area  
With guest present**

**If guest feels WELL**

- Remake drink
- Guest reminded to watch their drink
- Guest asked to return to team if feel unwell

**If guest feels UNWELL**

- Test drink in private space with guest present

**If positive**

**If negative**

**Assist with guest  
getting home/  
monitor unless  
severe and then  
request paramedic  
assistance if required.**

**Record alleged  
incident, including  
time, area in venue,  
drink made and  
symptoms suffered  
by guest.**

**POSITIVE RESULT**

**Record result, drink, who made and approx time, area/table guest was at and any physical effects being experienced by guest**

**Give guest water and safe place to sit down**

**SECURE THE DRINK – DO NOT TIP AWAY!**

**Notify the police, ensure CCTV  
is reviewed immediately**

**If suspect identified,  
ask security to  
monitor individual**

**Monitor guest for worsening symptoms.  
Call paramedic assistance at first signs of loss of  
Consciousness**

**NEGATIVE RESULT**

**Record result, drink, who made and approx time, area/table guest was at and any physical effects being experienced by guest**

**Reassure the guest the test is negative**

**Remake drink**

**Guest reminded to watch their drink in future**

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