
Women's Safety Charter / Toolkit

A toolkit for a zero-tolerance approach to
harassment in the night time economy

Welcome

The night time economy is at the heart of social life in the city. Our workforce keeps Bristol moving after dark, and the economy from 6pm-6am accounts for 41% of all jobs in the city. Whatever time of day you earn your living, it is essential you have a safe working environment - free from harassment.

Sadly, most women we speak to have experienced harassment either in their workplace, or on a night out. **This is not acceptable.** Misogyny does not wake up at 6pm and decide to go for a night on the town. Women are just as likely to be catcalled in the middle of the afternoon as they are after dark... but consistently we hear that they feel less safe in the city at night than their male peers.

The seven commitments outlined in this toolkit work towards improving safety after dark. In prioritising women's safety, we also create a plan for the safety of *all* communities who enjoy the city after dark.

By signing the Women's Safety Charter, your business is making a commitment to prioritising the safety and wellbeing of your workforce and amongst your customers. You are joining 100's of businesses who have already made the commitment to eradicating hate and harassment from our night time spaces.

Crucially, when businesses take a zero tolerance stance against harassment, this transfers to all marginalised communities. Racial discrimination, homophobia, transphobia, ablism, agism and any other form of hate crime has no place in society, and it has no place in our night time spaces. Equality and inclusion are core principles of this city. It's our responsibility to curate safer, welcoming environments for everyone who enjoys the night - no matter their identity.

As night time operators, we are vibe creators, we set the tone of the behaviour tolerated in our spaces. I believe that nightlife has the collective power to influence systemic change on inequality and eradicate harassment from our city.



Carly Heath
Bristol's Night Time Economy Advisor

What are we aiming for?

Our goal is to build a friendly community of businesses who come together to support the belief that harassment should never be tolerated in the night time economy.

We want to enable night time businesses to adopt a zero tolerance approach towards all types of harassment, including sexual harassment and sexual violence.

We will achieve this through a network of night safety champions, providing training, and sharing best practices.

With the help of this women's safety charter, we aim to provide businesses with a framework to ensure safety of all patrons.

While this toolkit has been designed from a women's safety perspective, the tools and techniques within apply to all forms of harassment and discrimination. Our vision is to create a city where everyone feels safe to celebrate difference after dark.

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Women's Safety Charter / **Seven Commitments**

1.

Champion

Appoint a named person to champion, support and lead any action.

2.

Communicate

Create a positive communications campaign for the public and staff, both online and in your spaces.

3.

Support your staff

Make it clear how to report unacceptable behaviour at work and support cultural change.

4.

Support the public

Communicate to your customers on how to report unacceptable behaviour experienced while using your service or space.

5.

Train: Respond

Provide comprehensive training for staff members. Bystander training is key. Include any relevant policies.

6.

Train: Record

Provide comprehensive training to all staff on how to record the right information and share important, but confidential, details.

7.

Design for safety

Audit your space(s) regularly. Adapt them to create a safer environment and reduce the risk of misconduct.

Who is this for?

The Women's Safety Charter is for all businesses. While it has primarily been designed for organisations operating in the 6pm to 6am economy, it is applicable to any organisation working across the 24-hour spectrum.

This guide is particularly useful for managers, business owners and safety champions but the principles apply to everyone in your wider teams.

The types of organisations who have already signed up to the Women's Safety Charter include:

- ✓ **Pubs**
- ✓ **Nightclubs**
- ✓ **Live music venues**
- ✓ **Bars**
- ✓ **Student unions**
- ✓ **Restaurants**
- ✓ **Universities**
- ✓ **Avon and somerset police**
- ✓ **Bristol city council**
- ✓ **Festivals**
- ✓ **Event promoters**
- ✓ **Late night retail**
- ✓ **24-Hour gyms**
- ✓ **Late night call centres**
- ✓ **Taxi companies**
- ✓ **Takeaways**
- ✓ **Convenience stores and supermarkets**



Mural artist: Hazard One

Know the facts:

- Violence against women (VAW) is a **violation of human rights**, is rooted in gender inequality, is a **public health problem**, and an impediment to sustainable development.
- Over **1 in 3 (35%)** women worldwide have experienced physical and/or sexual violence by an intimate partner or sexual violence, not including sexual harassment, by any perpetrator.
- Globally, **30%** of women have experienced physical and/or sexual violence by an intimate partner in their lifetime.
- Adolescent girls, young women, women belonging to ethnic and other minorities, transwomen, and women with disabilities face a **higher risk** of different forms of violence.
- In the UK, **97%** of women aged 18-24 have been sexually harassed, with a further **96%** not reporting those situations because of the belief that it would not change anything (Source: UN Women UK)
- Violence negatively affects women's physical and mental **health** and wellbeing. It has **social and economic consequences** and costs for families, communities, and societies.
- The majority (**55-95%**) of women survivors of violence do not disclose or seek any type of services.
- Violence against women and girls is **preventable**. To prevent violence, mitigate the risk factors and amplify the protective factors.

Source: World Health Organisation, RESPECT women – Preventing violence against women

Eliminating violence against women and girls is a global priority. It is crucial for achieving gender equality and empowering women.

Successful prevention of violence against women requires dedication. By addressing the various forms of discrimination faced by women, allocating resources to prevention efforts, and implementing policies that promote gender equality, we can create a more equal and fair society.

Positive interventions prioritise the safety of women. They aim to address unequal power dynamics between genders, use participatory approaches that encourage critical thinking about power, and strengthen women's voice and agency. These interventions also promote partnerships between organisations and sectors.

It is crucial that we bring about a change. By providing training and conducting awareness campaigns, we can foster understanding among allies from all gender identities about the detrimental effects of harassment. Together, we can learn how to identify and eliminate it from our night time and public spaces.

Unfortunately, instances of harassment in the workplace are extremely underreported and often underestimated by employers. To address this, it is vital to make your stance on all forms of harassment clear, publicly communicate the steps you are taking to combat it and establish a transparent policy. This will encourage your team members and customers to feel comfortable reporting any incidents that occur to increase progress in your business.

By joining forces, the night time economy can become a powerful force in creating a more equitable and safer environment for everyone.

According to data from UN Women UK, **80%** of women have reported experiencing sexual harassment in public spaces in the UK. It is disheartening to see that this issue cuts across different regions and affects women universally.

What Is Sexual Harassment?

Sexual harassment is unwanted behaviour of a sexual nature.

This includes:

- Sexual comments, innuendo, or jokes
- Displaying sexually graphic pictures, posters, or photos
- Suggestive looks, staring or leering
- Inappropriate invitations, propositions and sexual advances
- Making promises in return for sexual favours
- Sexual gestures
- Intrusive questions about a person's private or sex life, and discussing your own sex life
- Sexual posts or contact on social media
- Spreading sexual rumours about a person
- Sending sexually explicit emails or text messages
- Unwelcome touching, hugging, massaging or kissing
- Criminal behaviour, including sexual assault, stalking or indecent exposure
- Offensive communications and phone calls
- Public humiliation
- Stalking
- Invading a person's space
- Insisting that workers wear revealing clothes
- Inappropriate gifts (ex. lingerie)
- Indecent exposure (flashing, masturbating)
- Upskirting and down blousing
- Wolf whistles
- Pressure for dates
- Comments about people's bodies.

Rape and sexual assault

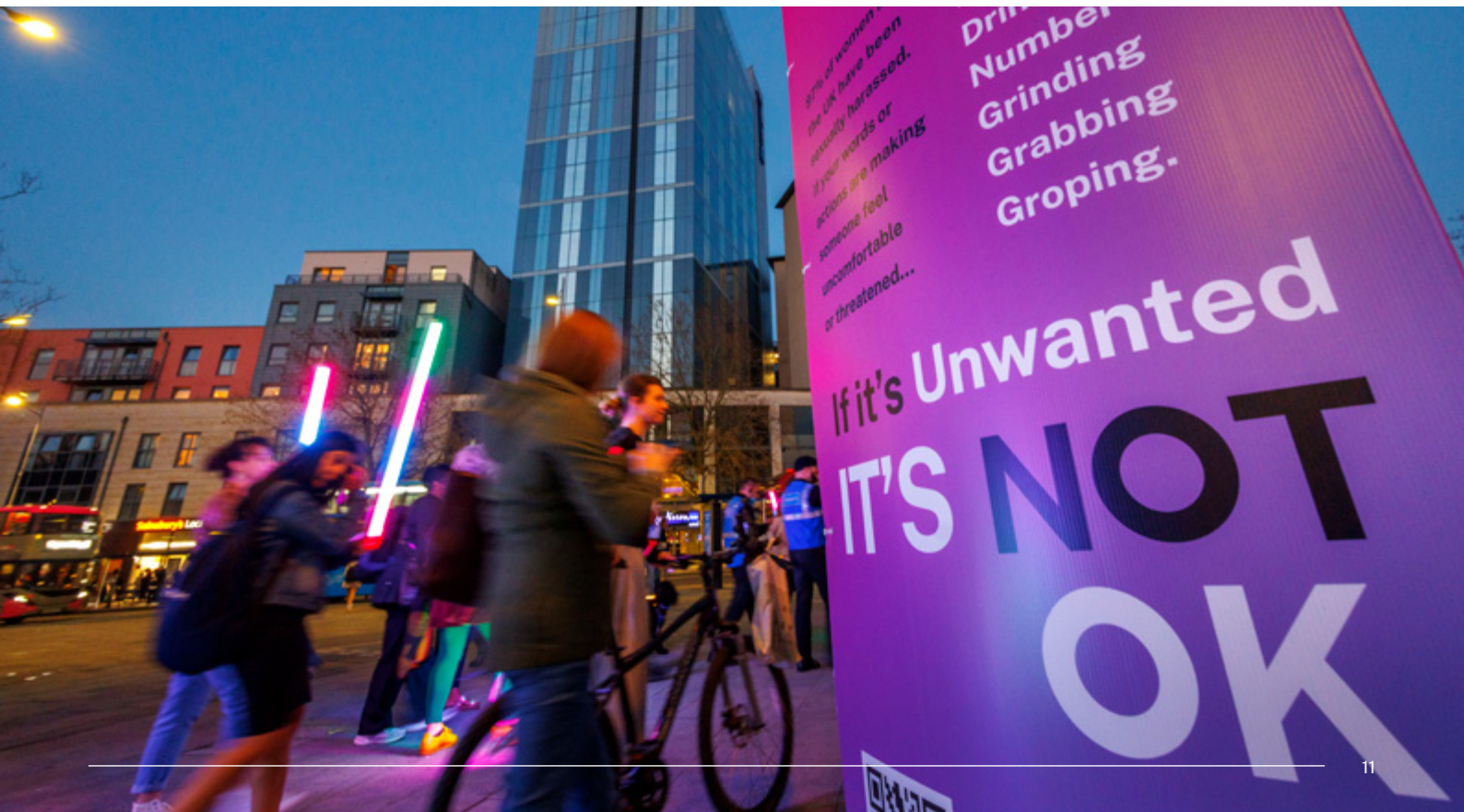
Rape and sexual assault are two crimes with devastating consequences. Many people use these terms interchangeably because they may not be aware of the exact definitions or legal distinctions.

Rape is legally defined as any form of unwanted penetration.

This can include oral, vaginal, or anal penetration. It is considered rape whether the penetration is done with a body part or an object.

Sexual assault is any unwanted sexual contact.

This includes illegal sexual contact that involves the use of force against a person or is inflicted upon someone who is unable to give consent or has not consented to such actions. Examples of sexual assault can include touching, groping, or kissing without consent.



Types of sexual harassment

Gender harassment

Generalised sexist statements and behaviours that convey insulting or degrading attitudes about a particular gender. Examples may include making insulting remarks, sharing obscene jokes or humour about sex.

Unwanted seductive behaviour

Unwanted, inappropriate, and offensive sexual advances are not acceptable. Examples include repeatedly and unwantedly inviting someone for a sexual encounter, persistently requesting dates, dinners, or drinks, and continuously sending messages, phone calls, or other forms of communication.

Sexual Harassment “can be motivated by sexual entitlement or be used to humiliate or belittle people with the goal being to ‘put them in their place’ or create entertainment for others. Harassment of a sexual nature accompanies harassment related to other characteristics such as gender reassignment or race”.

Tackling Sexual Harassment in the Workplace:
Recommendations, Fawcett, fawcettsociety.org.uk

Sexual bribery

Sexual bribery refers to the act of soliciting sexual activity or engaging in other sexual behaviour by promising a reward. This proposition can be either explicit or subtle.

Sexual coercion

Sexual coercion refers to the use of threats of punishment to force someone into engaging in sexual activity or other sex-related behaviours. Examples of sexual coercion can include giving negative performance evaluations, withholding promotions, or threatening termination.

Sexual imposition

Gross sexual imposition refers to acts such as forceful touching, feeling, or grabbing, as well as sexual assault or battery.

Impact of harassment

Harassment can have lasting physiological and psychological effects, for both victims and onlookers. It can also have intergenerational impacts.

Psychological

When it comes to the psychological impact of harassment, it's important to acknowledge that the effects can take a toll on a person's mental health and wellbeing. Some of the common symptoms include:

- **Stress:** After experiencing sexual assault, it's common for around 90% of individuals to exhibit symptoms of acute stress
- Depression
- Post-traumatic stress disorder (PTSD)
- Intense trauma
- Fear
- Distress
- **Anxiety:** This can manifest as feelings of insecurity, betrayal, and even panic attacks
- Lack of self-esteem or confidence.

It is crucial to recognise and address the emotional consequences that harassment can have on individuals.

Physiological

The body can also exhibit signs of stress, which manifest as physical symptoms. These symptoms may include:

- Muscle aches
- Headaches
- High blood pressure
- Problems with blood sugar.

Understanding the impact of these symptoms and their duration can help employers take an informed approach to supporting their staff.

The Bristol Nights Thrive at Night training and guides can help you learn more about compassionate leadership, recognising trauma, and shifting workplace culture

www.bristolnights.co.uk/thrive-at-night

Understanding the difference between flirting & harassment

The key is consent and respecting people's boundaries.

Flirting

Invited
Mutual
Welcomed
Respectful

Sexual Harassment

Uninvited
One way
Unwelcomed
Doesn't take no for an answer

Sexual harassment can happen to anyone, anywhere

- It can happen **anywhere**
- The victim as well as the perpetrator can be of **any gender**
- The victim **does not have to be of a different gender**
- The perpetrator can be **anyone** including a customer, co-worker, contractor, or artist
- The victim does not have to be the person directly harassed, but could be anyone affected by the offensive conduct
- Sexual harassment may occur with further crimes, such as hate crimes, drink spiking, theft, robbery or sexual assault.

The Law

Sexual harassment and the law

There are two main laws that cover sexual harassment: the Sexual Offences Act 2003 for England and Wales, and the Equality Act 2010. Additionally, the Avon and Somerset constabulary (or police force) has classified misogyny as a hate crime, which falls under the Equality Act.

The Sexual Offences Act 2003 for England and Wales

According to this Act, sexual harassment encompasses various forms of sexual activity, such as penetration, intercourse, kissing, or fondling, whether clothed or unclothed.

A person must agree voluntarily **and** have the freedom and ability to make that choice. This concept is referred to as consent, which is defined by section 74 of the Sexual Offences Act 2003.

The Equality Act 2010

Sexual harassment is a form of unlawful discrimination under the Equality Act 2010

If you are treated poorly or less favourably because of your response to sexual harassment, you may have a claim under the Equality Act. The Act also considers this as harassment. You are protected whether you reject or submit to the harassment. The person treating you less favourably can be the person who harassed you, or it can be someone else.

For example, if a colleague at work sexually harasses you and your manager downplays the seriousness of the harassment, perhaps dismissing it as “banter” and expecting you to be able to “handle it”, then you may have a case against your manager (and indirectly against your employer as a legal entity).

The Equality Act 2010 protects individuals from discrimination in the workplace, in education, as consumers, when using public services, when buying or renting property, and as members or guests of private clubs or associations.

According to the law, behaviour constitutes sexual harassment if it is intended to violate your dignity or if it creates an intimidating, hostile, degrading, humiliating, or offensive environment.

Under the Equality Act 2010, there are 9 protected characteristics. Do you know what they are?

- Age
- Gender reassignment
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability (including neurodiversity and mental health)
- Race (including colour, nationality, ethnic or national origin)
- Religion or belief
- Sex
- Sexual orientation.

You can make a claim under the Equality Act for harassment or discrimination based on any of these characteristics.

There are two additional laws that address harassment, beyond those related to sexual harassment:

Protection from Harassment Act 1997

This Act defines harassment as including stalking and behaviour that causes alarm and distress.

Crime and Disorder Act 1998

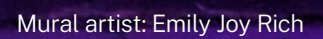
This Act specifically deals with acts that instil fear of violence based on race or religion.

Duty of Care and the Health and Safety at Work Act 1974

As an employer, you have a responsibility for the wellbeing of not only your staff but also anyone who enters your premises or interacts with your business. This responsibility is commonly referred to as 'Duty of Care'.

People who interact with your business have a legal right to expect an experience that is free from harassment and discrimination.

Duty of Care is a crucial responsibility that also affects other aspects of ensuring safety at night, such as harm reduction and safeguarding intoxicated patrons.



Women's Safety Charter: Seven Commitments

The seven commitments in this charter serve as a framework to assist you in creating a business that mitigates all forms of harassment.

By signing up to the charter, you are demonstrating your dedication to night safety. This includes providing training, establishing reporting mechanisms, conducting audits, and advocating for a zero-tolerance approach.

In this guide, we provide advice on tools, skills, and training that you can incorporate into your business. Please note that this list is not exhaustive, and you may already have interventions and policies in place that are effective for your specific environment.

When implementing the seven commitments, it is important to consider how they align with and complement other policies, such as those related to equity, diversity and inclusion, mental health and wellbeing, harm reduction, drink spiking, and your own training plans.

Your teams are experts in creating a positive environment for your customers. We encourage you to discuss this charter with your team and gather their feedback.

Remember, the seven commitments are not simply a checklist. They are interconnected and mutually influence each other. The Charter serves as a framework to guide best practices and regular evaluations.

1. Appoint a champion

Appoint a named person to champion, support and lead any action.

- Appoint a “champion” for safety within your organisation.
- Ensure all team members are aware of who the champion is so they can seek advice and access resources from them.
- Support your champion by acknowledging this additional responsibility, and prioritise their welfare.
- Collaborate with other local organisations to network and share best practices.

Who should be the champion?

The champion can be anyone within your organisation, such as a Licensee, HR Manager, or a supervisor. Ultimately, the decision is up to you, based on who you believe is the best fit for the role and can drive systematic change.

This role is more about passion and being an active ally, rather than previous experience or qualifications. The champion should be a staff member with the time, energy, and ability to inspire others to have honest conversations about this issue.

What is a champion?

A safety champion is someone who makes a difference because they:

- Are enthusiastic about helping people understand that safety is a shared responsibility
- Dedicate time and resources to meaningful activities and advocate for practical and cultural changes
- Engage colleagues constructively and positively when addressing safety, while also encourage others to do the same
- Empower colleagues to challenge unsafe language, behaviours, and practices, and support the training agenda
- Communicate compassionately and demonstrate genuine concern for mental health and wellbeing.

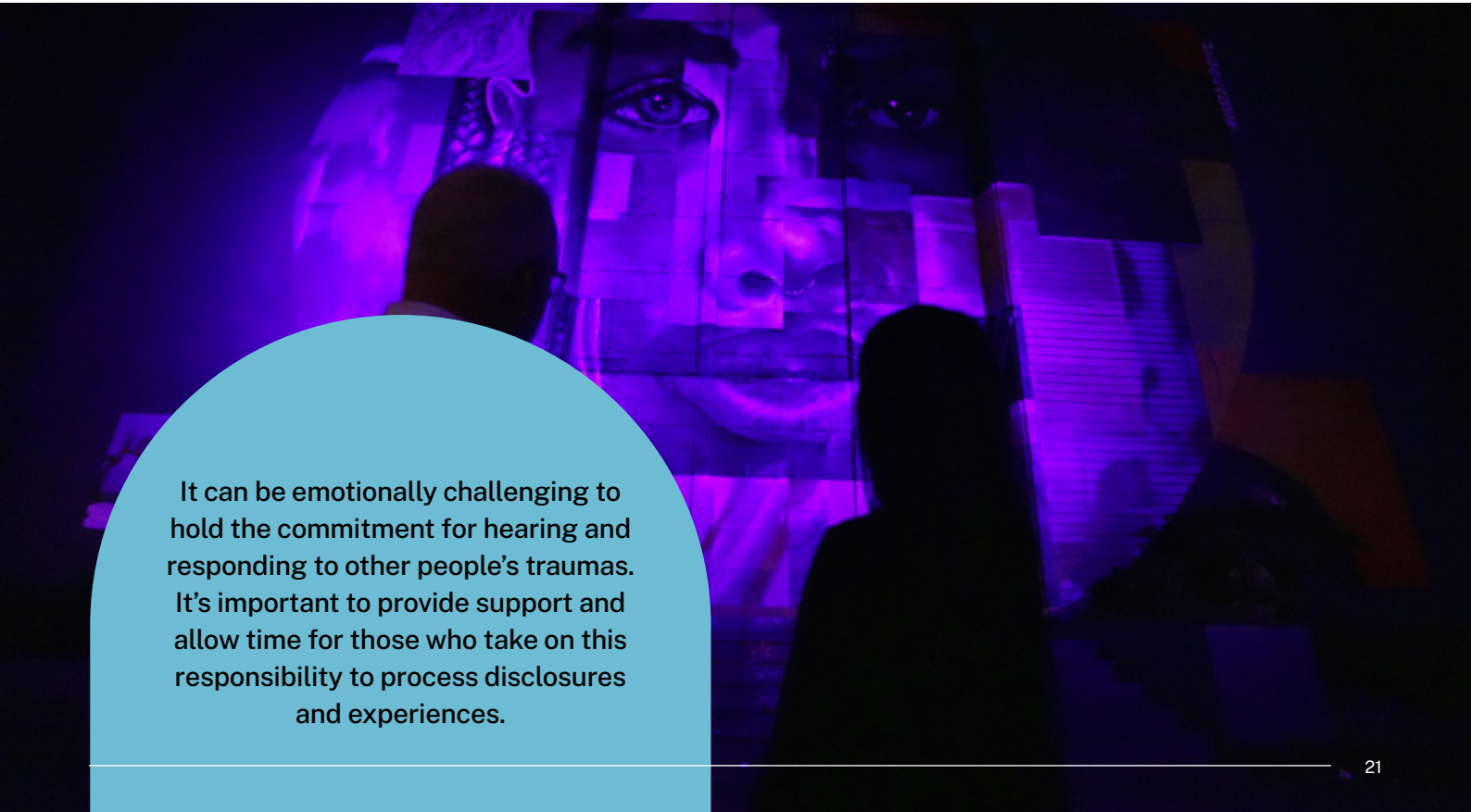
What will the champion do?

The champion will be the main point of contact for addressing safety issues related to harassment and discrimination. They will play a vital role in promoting a culture of trust and sharing best practices with other organisations.

It's crucial to provide the champion with the necessary support to perform their role effectively.

For example, ensuring that their manager understands the additional responsibilities and time commitment involved. This could include incorporating these responsibilities into their job description, prioritising safety across the organisation, supporting their decision-making, and providing further training opportunities.

You might also consider appointing multiple champions to support each other and ensure continuous action even in case of absence.



It can be emotionally challenging to hold the commitment for hearing and responding to other people's traumas. It's important to provide support and allow time for those who take on this responsibility to process disclosures and experiences.

2. Communicate

Create a positive communications campaign for the public and staff, both online and in your spaces.

- Positive communication is essential. Let your staff and customers know you prioritise safety and take it seriously
- Utilise your organisation's internal and external platforms to clearly communicate your zero-tolerance policy on harassment and provide clear instructions on how to report any incidents.

Why is a communications campaign important?

Sharing your values and commitment to safety can have a positive impact for your staff and customers. People want to know that the place where they work and spend their time takes safety seriously.

The simple act of displaying a poster about your values can have a hugely positive impact. Be sure to include the consequences for unacceptable behaviour. For example, "This is a welcome space for all. Our venue takes harassment very seriously. If your actions are making others feel uncomfortable or unsafe, you will be asked to leave."

Too often, harassment and assault are not spoken about due to fear of not being believed or seen to be a private matter. Communication campaigns reassure people of your values and inform them of who they can turn to for support. This creates an environment where everyone feels confident to report incidents. Perpetrators will understand that this kind of behaviour will not be tolerated, and safety becomes a collective concern.

What should this campaign look like?

This might take the form of a poster campaign, publishing your harassment policy on your website and reminding customers of your dedication to safety on your social media channels.

It's about communicating zero tolerance to all behaviours that make others feel uncomfortable or threatened. Consider writing a public facing summary of your anti-harassment policy, or a code of conduct, for your website; this is easier for service users to digest and can be more visually engaging.

With any campaign, you should ensure the language used is inclusive. Safety campaigns are often written from a women's safety perspective, which can be exclusionary of trans communities. Use gender-inclusive language and communicate in a way that doesn't discriminate against a particular sex or gender or perpetuate gender stereotypes. Language is always evolving so, if using gendered language, take the time to learn what is appropriate at that time, it's always better to ask than assume.

Do

- ✓ Give a zero-tolerance message and include why certain behaviours are not okay
For example: "no one should be made to feel uncomfortable or unsafe while they are here"
- ✓ Summarise the confidential options you offer for reporting
For example: text, email, app, in person
- ✓ Use positive language
For example: "we aim to create a welcome space for all our customers..."
- ✓ State the consequences for unacceptable behaviour
For example: "you will be asked to leave..."
- ✓ Enable others to speak up, too, even ahead of the victim
- ✓ Communicate to your staff that as an employer you take all reports of harassment seriously
- ✓ Be conscious of intersectionality and consider all forms of harassment and discrimination when communicating your values.

Don't

- ✗ Blame the victim or make them responsible for solving the issue
For example: advising people to stay with their friends, move elsewhere or stay alert to their surroundings. People who are targeted should not have to change their behaviour. It is perpetrators who should make a choice not to harass
- ✗ Use graphic images which can be triggering
- ✗ Use sensationalising language or humour when describing these offences
- ✗ Scaremonger or use descriptions of victims or perpetrators
- ✗ Make the process for reporting lengthy and complicated
- ✗ Give mixed messages.

3. Support your staff

Make it clear how to report unacceptable behaviour at work and support cultural change.

Believe: Ensure your staff believe and support anyone who comes forward to report something that makes them feel uncomfortable. Make sure management supports staff by encouraging belief.

Be open: Ensure your staff understand that harassment can be racialised and otherwise used in ways that draw on difference such as a person's disability, or gender identity. This targeted kind of harassment should be acknowledged and recorded.

Train: Provide specialised training for your staff on harassment and assault, with a focus on how to respond and intervene if incidents take place. Make anti-harassment training part of the onboarding process and carry out regular in-house refresher training.

Empower: Ensure that every team member who is public facing is confident and has been trained in how to take a report of harassment.

Creating a supportive environment

- Publish your anti-harassment policy and equalities statement online
- Invest in anti-harassment and equalities training for the whole team, such as the Bristol

Nights anti-harassment training for front-of-house staff

- Undertake an anonymous survey of your staff team to get a full view of how safety is experienced across the organisation. Who feels safest? In which roles? When do workers feel the least safe and why?
- Based on the survey results, conduct a risk assessment identifying situations, places and times when safety is compromised and take actions to mitigate the risks
- Send a memo to all staff clearly communicating your policy and reminding them that all reports are confidential and will be taken seriously
- Call a meeting with managers to discuss and plan the different ways safety could be made a priority
- Prioritise having a balanced leadership team, considering all marginalised communities
- Ensure that every employee has more than one contact they can talk to
- Use role play to challenge harmful jokes and comments, identifying the best way to address inappropriate behaviour
- Promote compassionate leadership at all levels of your organisation and work to create cultural change in the workplace.

Support the person making the complaint. They will need to feel assured that:

- They will be taken seriously
- You will not try to make them confront the person they say harassed them
- They won't be quizzed about their personal life
- Other people will not find out personal information about them
- They will not be victimised for making a complaint.

Supporting your team to report an incident

- Ensuring that you and everyone involved keep the matter confidential. If confidentiality needs to be broken, prioritise safeguarding over confidentiality
- Overseeing the report in a fair, thorough, and sensitive manner while following the correct procedures. Consider your actions carefully
- If the report becomes a formal complaint, tell everyone involved in the report what the process will be, what the outcomes are, and when they will be decided
- Handle the report as quickly and thoroughly as possible, taking a person-centred approach by allowing the person impacted to inform how the report is managed, in line with your policy and procedures
- Signpost specialist support organisations such as those on page 58.

Supporting your team impacted by traumatic events

There are many ways to support your staff in the aftermath of a traumatic incident, including:

- Allow time and space to process and reflect on what they have experienced or witnessed. Consider paid leave
- Offer an Employee Assistance Programme that provides counselling services to help them process the experience
- Conduct listening sessions with your team to gather feedback on the incident and the overall culture
- Provide training on harassment, including how to recognise behaviours, understand their impacts, and familiarise staff with your policies
- Offer restorative responses to those impacted, such as a written apology from management, including how you will learn from this incident and improve
- Regularly check in with individuals affected by traumatic events to ensure their ongoing wellbeing and provide necessary support.

4. Support the public

Communicate to your customers on how to report unacceptable behaviour experienced while using your service or space.

Welcoming night spaces clearly demonstrate their values through public-facing messaging on zero-tolerance to hate and harassment. To live up to these values it is vital that your customers feel that their concerns will be listened to and followed up with action.

Empower your staff to intervene on any concerning behaviour and call it out. We know that victims of harassment and hate crime do not always report it. Create an army of allies who will enact on troublesome behaviour before waiting for any direct victims to disclose their experience.

Supporting your customers

Audiences are active participants in nightlife culture, there is an expectation that they can enter your space as their authentic selves. It's your responsibility to nurture this energy and have a plan for when this goes wrong.

Create an environment where your customers feel comfortable and confident to report harassment or assault they have experienced or witnessed in your premises or event.

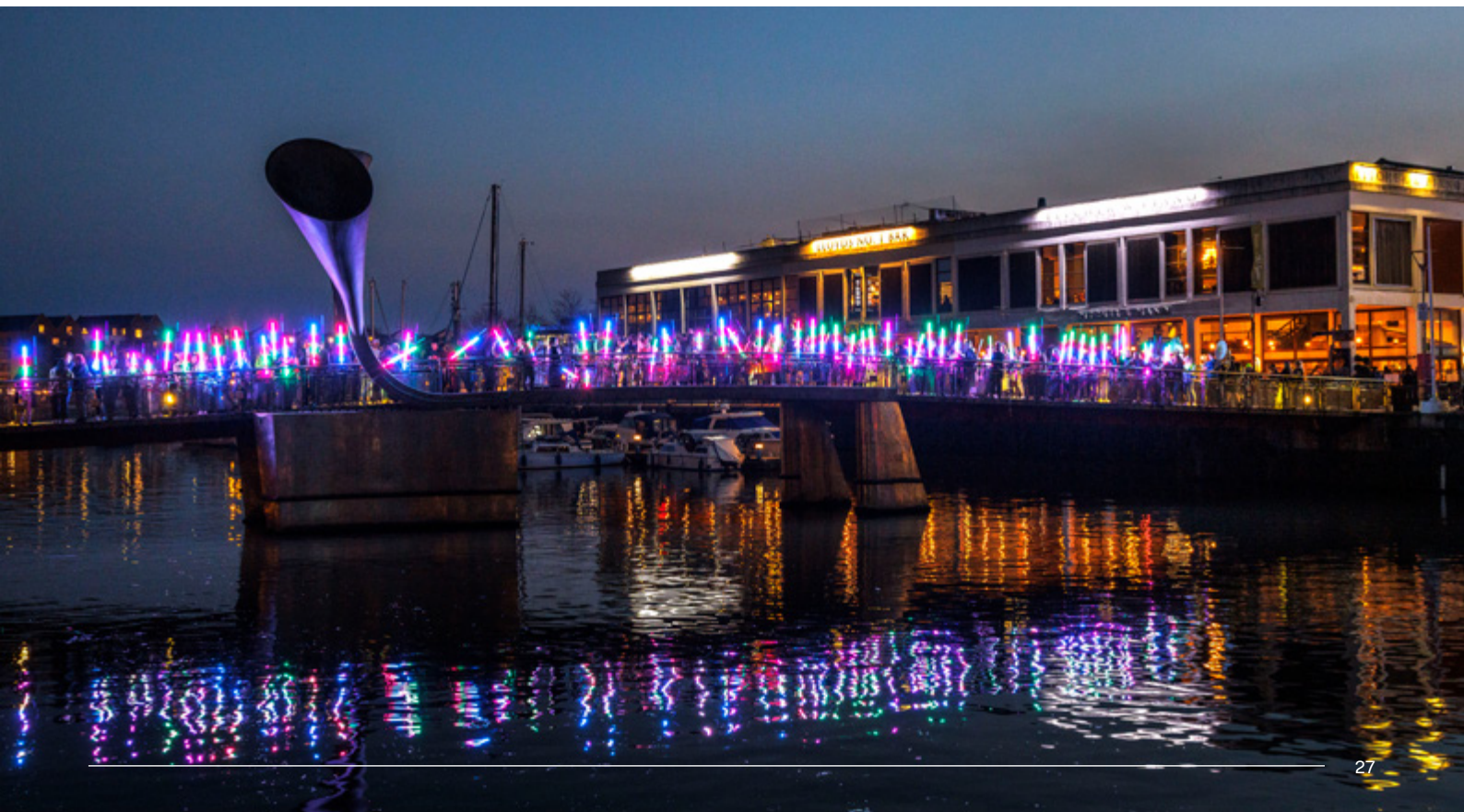
Use your communication campaign to clearly demonstrate your values. For example, display posters or post on social media highlighting your expected behaviour and zero-tolerance to harassment and discrimination.

Ensure your customers can clearly identify who to go to for support, such as a welfare team, duty managers, or security. Crucially, ensure these staff members are adequately trained and briefed on how to respond and record incidents.

Make sure that anyone who experiences harassment or assault in your space can report it in a simple, straightforward way. Have a range of options for reporting.

You should make sure that:

- ✓ Your values as a safe(r) space are upheld across all platforms (in-person and online)
- ✓ You have a clear written policy and procedure on how you will respond to reports of harassment or assault and what people can expect from any processes. This needs to be publicly available
- ✓ Your staff are actively on the lookout for inappropriate behaviour
- ✓ Incident reporting is as easy as possible, with a variety of methods available (e.g., in-person, email, phone, feedback form)
- ✓ Consider how accessible these methods are and how you can make sure people trust their report will be taken seriously and treated confidentially
- ✓ The people who have experienced or witnessed harassment or assault feel safe and protected
- ✓ You speak with them privately and allow plenty of time for discussion.



5. Train: Respond

Provide comprehensive training for staff members. Bystander training is key. Include any relevant policies.

At the heart of training to respond is confidence and compassion. Be confident in your knowledge of unacceptable behaviours, your company policies and your procedures, and be compassionate in your intervention and support.

Encourage a culture of belief and avoid judgement. Say you believe the person. Do not doubt a harassment report, for example, because it happened away from other people or nobody else witnessed it.

Normalise and encourage celebration of difference within your spaces. Train staff to recognise and respond to all forms of harassment, not just sexual harassment. Whether this is against someone's gender identity, sexual orientation, disability, race, age, sex, or any other element of their identity.

Make sure your staff are confident in:

- Recognising harassing behaviours
- Intervening safely
- Supporting people after an incident.

Train all staff on how to be an Active Bystander. Make this training part of your onboarding process and refresh the training at least once a year. Normalise conversations about bystander interventions and share best practice with your team.

Being an active bystander

We are all bystanders. We all witness events unfolding around us. Sometimes we recognise events as being problematic. When this happens, we decide to do or say something and become an active bystander (either in the moment or at a later stage) or to simply let it go and remain a passive bystander.

Social norms can be shifted to challenge undesirable behaviour by empowering people to become active rather than passive bystanders.

Bystander interventions are based on taking people through the different stages required to move from inaction to action. For this to happen, the bystander must:

- Notice and be aware of the event
- See the event or behaviour as a problem
- Feel responsible and motivated to act
- Have the necessary skills to be able to intervene safely and effectively.

Effective bystander interventions empower people to move through these stages of change, and safely intervene (either at the time or later) to challenge harmful attitudes, language or behaviour that supports violence.

6. Train: Record

Provide comprehensive training to all staff on how to record the right information and document important, but confidential, details.

Nightlife businesses are dynamic, energetic, and constantly moving. It's important to have a process for recording incidents so that they can later be reflected on, such as when you're designing for safety, or if a serious incident has occurred and police request information on the incident.

Your process for recording needs to consider the different teams within your business so they communicate incidents in the same way, preferably centralised. For example, if your security team respond to an incident and remove a person from the venue – has this been communicated to your management team, or venue staff?

Create systems that are easy for staff to engage with, so everyone who works with you understands what is required from them.

Design a process that allows you to record adequate details about incidents and also supports your staff to know how to respond in the future. It should help to identify repeat behaviour, and help team members to feel

empowered to prepare for a situation which might arise. It helps standardise your response across all staff members, including when you have agency staff, contractors, visiting promoters or new staff members.

Normalise recording incidents

Staff should know that no matter how minor an incident might seem, it must be recorded – in an appropriate amount of detail and in a factual manner without personal opinions.

Where it involves a staff member or contracted staff, such as security, or a visiting artist, they should also know that each situation is dealt with fairly, regardless of who else is involved. This is important as it can reduce fear of victimisation acknowledging that people who do speak up about harassment should not 'become' the problem in the eyes of their employer. Your staff should know their rights.

- Staff should know the location of your incident book and how to use it
- Ensure all reported incidents of harassment or assault are recorded in compliance with data and confidentiality guidelines
- All organisations should follow appropriate discretion and confidentiality
- Consider including incidents in your post-show report.

Unwanted Flirting, Unwanted
Staring, Unwanted Catcalls,
Unwanted Compliments,
Unwanted Hug, Unwanted
Jokes, Unwanted Touching,
Unwanted Kiss, Unwanted
Attention, Unwanted Drink,
Unwanted Photo, Unwanted
Grab, Unwanted Grope.

If it's Unwanted
**IT'S NOT
OK.**



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bristolnights.co.uk/its-not-ok

7. Design for safety

Audit your space(s) regularly. Adapt them to create a safer environment and reduce the risk of misconduct.

Nightlife environments can change on a nightly basis, depending on the event, audience, music, number of customers, furnishings and props, etc. Designing for safety is a conversation you should have on a nightly basis, and use as a tool to plan long term.

On a nightly basis

Use your venue hotspot map as part of your pre-event briefing. Remember to highlight any areas of concern that are specific to the layout of that event.

When you find a more effective way to mitigate incidents, update relevant risk assessments, and record in your logbook or post-show report. Lessons learned in a live environment can help design a safer system in the future.

Planning long term

Review your environment and ask yourself questions. Your reporting system should identify where and when incidents happen, you can then reflect on this and improve by implementing tools or techniques accordingly. Are there recurring themes? Do you have areas which bottleneck when the space is busy?


Are there areas not covered by CCTV? What did staff tell you in their staff survey about when and

how incidents occur? Do you have people who visit the business after everyone has left? (for example, early morning cleaners).

When entering or leaving, is this area well-lit and safe for a lone worker? Where is your cloakroom located? Are your staff safe in this environment. Can you get staff home safer with a paid-for taxi late at night?

Any feedback you receive should be acted on swiftly, including from staff, customers or city partners such as licencing officers, Pubwatch or the Avon and Somerset Safer Neighbourhood Team.

Think about all your spaces in the safety audit, both those available to the public, those for staff only, and those not in use (e.g. a secondary event space). Backstage areas, cloakrooms, ticket offices, storerooms should be considered, along with public-facing amenities such as smoking areas and all toilets.



Designing for safety is a constant review process

When designing for safety you should consider the feeling of safety that comes from inclusion. Consider how your spaces are used, and who they are used by.

For example, do you host events that target LGBTQIA+ communities and do you have appropriate toilet facilities? Your space may change on a day-to-day basis depending on who's using it.

If you are unable to make the changes to your space that you would like to (for example, because you're in a listed building or don't have the necessary funds) communicate this to your service users alongside your short-term arrangements and long-term plans.

Consider applying for funding for any long-term infrastructure improvements that the building needs to make, for example through the Arts Council grassroots music fund.

- Check that all CCTV and lighting is functioning correctly
- Assess your provision of accessible, single cell all-gender and single sex bathrooms

- Conduct or commission a safety and access audit of your buildings and spaces and publish the findings online and in a printed form. For example, the venue hotspot map below can be used to identify areas that require improved safety measures
- Attend meetings with the local Avon and Somerset Police Safer Neighbourhood Team.

Venue hotspot map

Use a floor plan of your space(s) to generate a visual representation of where incidents occur. This should be used in pre/post-event briefings, to highlight areas requiring additional observation.

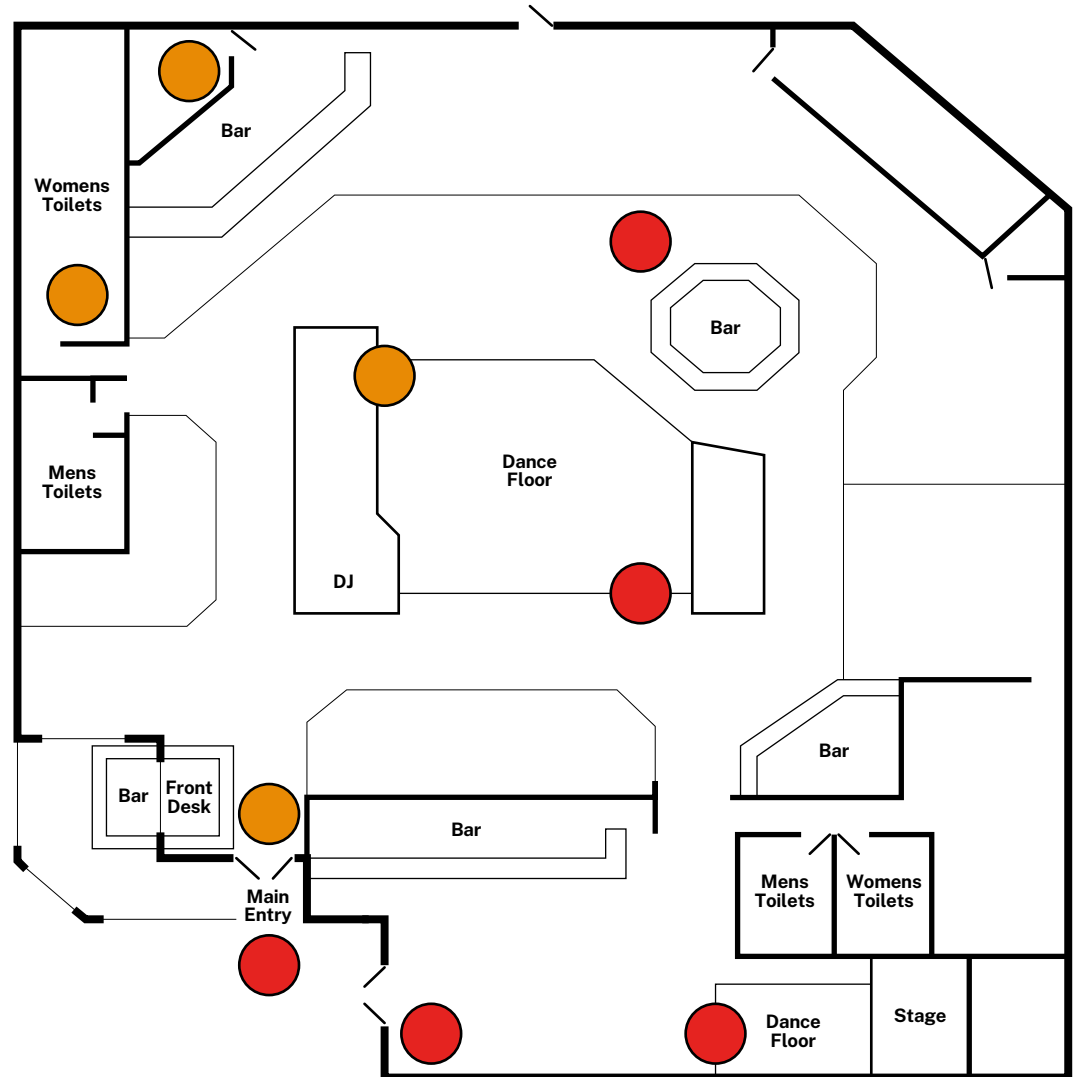
The map should be regularly updated, based on incidents reported, and used to influence further mitigation techniques. The map can also be utilised for all night safety issues and the prevention of crime, such as drink spiking, violent incidents, or harm reduction.

Grade incidents on their frequency, severity, or likelihood to happen. Use this to inform your safety planning, as you would with a written risk assessment.

You may have several versions of your hotspot map, if the layout of your space(s) changes depending on the type of event or activity taking place (for example, soundsystem position creating hidden areas).

Venue hotspot map

Grade 1 & 2 incidents



Creating Safer Spaces

A safer space is a place where people can fully and comfortably participate without fear of being harassed or discriminated against because of their biological sex, race or ethnicity, sexual orientation, gender identity or expression, cultural background, religious affiliation, age, or physical or mental ability.

The term “safer space” is used instead of “safe space” to acknowledge that no space can be completely safe, as everyone’s safety requirements are different. Even in spaces with norms, policies, and procedures to prevent such behaviour, discrimination and harassment can occur. Therefore, increasing safety is an ongoing process that should never be considered “done”.

When designing for safety or using safer spaces language, it’s important to consider all form of discrimination and define your values. Ask yourself: What do you stand for? Who do you want to feel safe in your environment? What kind of behaviour do you expect from your management, staff, volunteers, and patrons? What behaviours will not be tolerated? How will you respect the privacy of your customers and create a sanctity where your audience can express their identity without fear of mistreatment?

With these answers, you can draft a formal code of conduct for your safer spaces policy.

This statement should let everyone know what the rules of your space are, who is welcome, what rights and responsibilities each person has when they enter your establishment, and how to bring concerns about safety or respect forward.

Essentials for your anti-harassment toolkit

Writing an anti-harassment statement

This step-by-step guidance is to help night time businesses to create an anti-harassment policy.

Every business should have a statement detailing its values and attitude towards harassment and discrimination. Depending on the size, scope, and purpose of the business, this could take the form of a general statement, code of conduct, or formal policy.

Regardless of the format, your anti-harassment policy should be publicly available, clear in its intent, and applicable both to those accessing your service or space and those working within it.

When writing your anti-harassment statement, consider:

- All forms of harassment
For example: sexual harassment, racism, transphobia
- Expected behaviours
For example: treat everyone with respect and dignity
- Unacceptable behaviours
For example: bullying, harassment, abuse (physical and verbal)

- Safety measures
For example: all staff trained to recognise and respond to harassment, staff/anti-harassment champions wearing t-shirts of a specific colour, posters with details for reporting online/by phone
- Consequences
For example: zero-tolerance approach resulting in removal from the space
- Organisational values / commitments
For example: a space where everyone should feel free to be their full, authentic self, without fear of mistreatment

For some organisations, a policy may be necessary. This may be a specific anti-harassment policy or tie in with existing policies such as equity, diversity, and inclusion and grievance. Think about what makes the most sense for your organisation and how you can ensure the intent and subsequent procedures are fully covered and understood by everyone within the organisation and to those accessing your space.

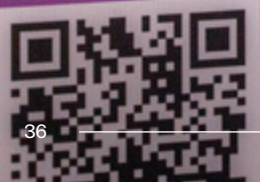
Your anti-harassment statement, policy, or code of conduct is a working document that should be routinely amended and improved in response to feedback and reports. This forms one part of your response to harassment. Staff need good information, training, supervisions, and support to uphold what has been written.

We do not provide a model statement for multiple reasons:

- Every business is different. Your statement needs to reflect the values of your organisation and be appropriate and relevant to your service or space
- The process of developing a statement is as important as the statement itself. Your team should be involved in its creation, particularly around any processes they'll be expected to follow

For help writing your anti-harassment statement or policy, reach out to organisations such as ACAS, SARSAS, Fearless Futures, and relevant trade unions.

If it's Unwanted
**IT'S NOT
OK.**



Responding to harassment: The 5 Ds of intervention

The 5 Ds of intervention are methods you can use to support someone being harassed. They are designed not to escalate situations, with 4 of them being indirect methods of intervention.

Distract

Distraction is a subtle and creative way to intervene. Its aim is simply to derail the incident of harassment by interrupting it.

Keys to good distraction:

1. Ignore the person who is harassing and engage directly with the person who is being harassed.
2. Don't talk about or refer to the harassment that's happening. Instead, talk about something completely unrelated.

For example: Ask if they've finished with their glass, ask them if they would like to see the menu, or if they have heard the artist on stage performing before.

Delegate

Delegation is asking a third party for help with intervening in harassment.

Keys to delegation are:

1. Look for a delegate who is ready and willing to help. Often, a great choice is the person right next to you.
2. When you delegate someone to help you, try to tell them as clearly as possible what you're witnessing and how you'd like them to help.

For example: Make another team member aware and tell them what action should be taken.

Document

Documenting involves either recording or taking notes on an instance of harassment.

Keys for safely and responsibly documenting:

1. Assess the situation. Is anyone helping the person being harassed? If not, use another of the 5 Ds. Recording someone's experience of harm without ensuring they're already receiving help can create further trauma for them. If someone else is already helping assess your own safety, and if you are safe, begin documenting.
2. Keep any documentation of the incident alongside your incident report and let the person who was harassed know you have it. This could be used as evidence if they wish to report to the police.

Example: Make a note of the time of the incident so CCTV footage can be stored and record everything witnessed in your incident book.

Delay

Many types of harassment happen in passing or very quickly, and it's not always possible we'll have a chance to intervene in another way. But we shouldn't ignore what happened and move on. Be compassionate. We can help reduce people's trauma by speaking to them after the incident.

Keys for delayed response:

1. Stop and check in with the person who has been harassed, ask if they are ok and if they need any support. Remember to communicate with compassion.
2. Think about the person's experience for the remainder of the night. Are they with people who can support them and that they trust? Do they have a safe route home?

Example: Speak to them with another member of staff, record the facts of the incident, offer them a taxi to their next destination, and ensure a member of the team sees them into the taxi safely when they decide to leave.

Direct

Sometimes, we may want to respond directly to harassment by naming the inappropriate behaviour and confronting the person doing harm.

Direct intervention can have risks of escalation and so should be used with caution.

The first key to direct intervention is to assess the situation before you decide to respond, by asking yourself the following questions:

1. Are you physically safe?
2. Is the person being harassed physically safe?
3. Does it seem unlikely that the situation will escalate?
4. Can you tell if the person being harassed wants someone to speak up?

A direct response should only be taken if you can answer yes to each of these questions.

The second key to direct intervention is to keep it short and succinct. As tempting as it may be, avoid engaging in dialogue, debate, or an argument – since this is how situations can escalate. If the person harassing responds to your direct intervention, focus your attention on assisting the person who was harmed, instead of engaging with the person doing the harm.

Example: Once you've assessed if it's safe to do so, tell the harasser you've noticed their behaviour and it is not welcome in your space.

For more info, visit Right to Be

<https://righttobe.org/guides/bystander-intervention-training>

Recording: post-show report

Consider implementing a post-show report into your Duty Manager responsibilities. Add prompts to ensure the correct details are recorded in all instances. This can be especially helpful for staff who may not be present during staff training, providing them with clear tools to be able to act in line with organisational policy.

Detail that needs to be recorded:

- ✓ Time
- ✓ Location in venue
- ✓ People involved
- ✓ Facts of the incident
- ✓ How many people are on site
- ✓ Is there anything going on which could influence the incident (e.g., football match)
- ✓ How was the incident managed in the moment
- ✓ What action was taken in response
- ✓ Who was involved at each step
- ✓ Details of any witnesses
- ✓ Any further action to be taken.

Risk assessments

Every licensed premises, venue or event should have risk assessments for various purposes. As an organisation you should review your risk assessments regularly to check they are fit for purpose and review them when incidents occur.

A dynamic risk assessment for the night time economy involves continuously evaluating and managing potential risks and hazards that may arise in the night time entertainment and leisure sectors. It focuses on identifying, assessing, and mitigating risks related to crowd management, alcohol-related incidents, violence, drug use, and other factors that can impact the safety and wellbeing of individuals in these settings.

Conducting a dynamic risk assessment

Dynamic risk assessments allow you to make a quick evaluation of changing work environments so you can continue to perform your duties safely. This allows workers to quickly identify new risks and remove them. A dynamic risk assessment is not written. It is the process of continually observing and analysing risks and hazards in a changing environment.

Where traditional risk assessments are created ahead of time, a dynamic risk assessment can help you reflect on incidents in a changing environment. As nightlife workers, it is common for our environment to change on a regular basis depending on several factors including the event, audience, stage setup or number of staff available.

We all naturally dynamically risk assess situations to make decisions in everyday life. In the context of managing situations where there is harassment occurring, we need to develop these skills further by drawing on our knowledge of risks, specifically related to vulnerabilities and the impact and likelihood of certain consequences. A dynamic risk assessment is much more than a form with ticked boxes.

When dynamically risk assessing a situation

- Evaluate the situation as it develops
- Treat each person as an individual, do not make snap judgments
- Assess who is the best person to help in the circumstances.

Support

Management of harassment in the workplace

Every night time business is different. This Women's Safety Charter is a comprehensive framework to inform internal policy and procedures surrounding harassment and assault.

Remember to act in line with your policy and procedures, including when collecting any evidence (CCTV, witness statements, etc).

If you require more detailed advice on disciplinary or grievance procedures, speak to ACAS, who have a wealth of tools available to help businesses manage a report of harassment in the workplace.

ACAS are an independent body who help millions of businesses and employees to improve workplace relationships.

<https://www.acas.org.uk/>

Supporting someone who's experienced trauma

To respond to harassment appropriately and support those involved, you need to understand the nature and impacts of trauma.

Trauma can surface at any time, particularly when people experience or witness something that reminds them of a past traumatic event.

The presentation of trauma differs from person to person, depending on their experience and exposure to traumatic events, access to mental health services, support systems, and mental health status.

A trauma-informed approach focuses on safety, trust, choice, collaboration, empowerment and inclusivity.

Remember, confidence and compassion are key. If you are confident in your knowledge and compassionate in your communication, people are more likely to feel supported in their trauma and on-going recovery.

Taking a person-centred approach to supporting people who have experienced harassment or assault on your premises, requires you to listen to, empower, respect, and support everyone impacted.

This means letting people choose how they wish to report an incident and ensuring they are involved in decisions on how the incident is managed. It also means being understanding of the impacts people may experience as a witness, how this may manifest, and what support may be required.

The full impact of trauma may not present right away. Make sure people know where to go for further support, no matter their relationship to the premises.

This could be:

- Providing details of your employee assistance programme and helping them access it for the first time
- Signposting to external counselling services, providing, or signposting to supportive resources
- Checking in with them at a later date or at regular intervals to monitor their wellbeing and required support provisions (for example, working from home, taking some paid leave, not working certain shifts, inviting them into the space while empty to build comfort).

Supporting someone who has been accused of sexual harassment

When managing an incident of harassment or assault in the workplace, it's important to offer support and sensitivity to the person accused, as well as to the person making the report. This is to look out for their personal wellbeing as well as ensuring a balanced investigation

Someone accused may be worried that:

- What they say will not be taken seriously or believed
- You may try to make them confront the person who accused them of harassment
- They might be quizzed about or judged on their personal life
- Other people will find out personal information about them
- There may be consequences affecting their job role.

It can be very distressing for a person to be accused of harassment. It's a serious matter for them too.

You must:

- Carry out a fair and thorough investigation and handle it carefully and confidentially
- Not presume the accusation is either true or false
- Offer them the same support you would for someone making a report
- Speak with them privately, allowing plenty of time
- Signpost them to mental health services and resources
- Assure them that the person investigating the complaint is impartial and trained for the role.

Managing a report of rape

When managing a report of rape, it is crucial to handle the situation with sensitivity and support for the victim. Here are some important guidelines to follow:

Remain calm and composed. The victim has chosen to confide in you for a reason.

Engage in the conversation with the victim in the presence of an appropriate staff member, such as the safety champion, to **ensure a safe and supportive environment**.

Be mindful of your language and avoid statements that may unintentionally undermine the victim's trust or belief, such as "I can't believe X did that," which can be interpreted as doubting their account.

Refrain from asking detailed questions.

Instead, leave the investigation and gathering of finer details to the professionals trained to handle such cases. Obtain only the information required for your report, and that which the person feels able to communicate at time.

Respect the victim's autonomy.

Ask if they would like you to call emergency services (999), as this can help restore some control over the situation that has taken away their sense of power.

Use supportive phrases to convey empathy and care, such as "I'm so sorry this has happened to you," "Is there anyone I can call for you?" and "What do you need me to do right now?" These statements can provide comfort and reassurance.

Provide information about relevant support services, such as Rape Crisis/Sexual Assault Referral Centre, where the victim can seek professional help and guidance.

Remember, supporting victims of rape requires compassion, empathy, and a commitment to providing the necessary resources and assistance during a difficult time.

What to do if someone doesn't want to take further action to report a crime

Traumatic events can take a long time to process, and this process can look different for everyone. For example, some people may immediately want to inform the Police of the incident; some people may wish to seek further support before considering making a formal report, and some people may want to try to forget the incident happened in the first place. No matter what someone's approach is, you cannot force them to report to the police, even if a crime has occurred.

Therefore, you can preserve any evidence in line with your policy (CCTV, glass, ID etc) and ensure you tell the person why you have taken it and how long you will keep the evidence for.

As a business or individual, you can also make a report to the police yourself, keeping the victim anonymous. Making a report yourself can help for several reasons:

- It can be used to support a future report made by the victim
- It can help build a case against the perpetrator, and support ongoing investigations
- It can help influence the way certain crimes are managed throughout the justice system, including patrols in specific locations.

You should make the victim aware of any action taken, items preserved, or decisions made regarding their report once you have established how they would like it to be managed. This is to ensure the person knows you take the report and their wishes seriously and highlights the actions taken in line with your policy and procedures.

Crimes can be reported anonymously through Crimestoppers 0800 555 111

Remember that this applies to all forms of harassment and discrimination. All forms of hate crime are illegal and should be reported to help improve the safety of everyone.

Creating a culture of consent

A society or environment in which obtaining consent and respecting boundaries is the norm, is a culture of consent.

Creating a culture of consent requires all of us to shift the way we engage with others, to value and respect personal and emotional boundaries in all interactions. When people have the freedom to decide what they do and don't want to do, a culture of respect is created.

Consent culture goes beyond sex and applies to everyday interactions, such as sharing photos or giving someone a hug. The concept of consent is dependent on how much voice an individual has in society. When having conversations about consent, be mindful of the social agency of different communities and how this may influence a person's ability to participate and apply the lessons to their day-to-day lives. By educating people on consent, you can help debunk harmful myths around what constitutes sexual violence and help prevent sexual harassment and assault.



Consent as a cup of tea:
<https://youtu.be/pZwvrXVavnQ>

What is consent?

The law doesn't adequately distinguish between 'agreeing' to something and 'wanting' it. You can consent at any point and then also say that you want to stop or say no.

There must be freedom and capacity to make that decision. This is the term consent. Consent is defined by section 74 Sexual Offences Act 2003 and means that all people in a sexual encounter must agree to it, and any person may decide at any time that they no longer consent and want to stop the activity.

Consenting to one behaviour does not obligate you to consent to any other behaviours

Someone is unable to give their consent if they:

- Are asleep or unconscious
- Feel threatened or forced
- Don't have the freedom to consent
- Are drunk or high.

Think about how these factors exist in the night time economy and how you can carry out your duty of care responsibly.

Discrimination and identity based harassment

This guide looks at harassment through a sexual harassment lens however, it is important to note how the tools, techniques, and observations can apply to all forms of harassment and discrimination.

Not all forms of harassment and discrimination are as visible to those outside of the incident, but they can all have significant impacts to those targeted. Familiarise yourself with the types of discrimination and use the methods provided in this guide to help you respond to and mitigate incidents.

It is important, as service providers, to understand the additional difficulties people may experience, on top of sexual harassment or assault, to ensure you can provide appropriate and sufficient care.

Types of discrimination

Harassment: Treating someone in a way that violates their dignity, or creates a hostile, degrading or offensive environment.

Discrimination: Acting with prejudice attitudes towards a group of people.

Direct discrimination: Treating someone with a protected characteristic less favourably than those without.

Indirect discrimination: Having rules, policies, ways of doing things that apply to everyone but puts someone with a protected characteristic at a disadvantage.

Microaggression: A statement, action, or incident regarded as subtle or unintentional discrimination against someone with a protected characteristic.

Victimisation: Treating someone unfairly for taking action under the Equality Act or for supporting someone else in doing so.

Stereotyping: A specific belief or assumption about individuals based solely on their protected characteristics (can be positive or negative but is discriminatory either way).

Prejudice: A negative attitude and feeling toward someone based solely on their protected characteristics.

Group think: Thinking or making decisions as a group, resulting in typically unchallenged thoughts, actions, and decisions which negatively impact someone with a protected characteristic.

Institutional discrimination: Practices which serve to reinforce social norms for preference, privilege, and limited access to services and resources.



Mural artist: Hazard One

Racism and racial discrimination

Racism and racial discrimination are deeply rooted societal issues that manifest in various ways.

Racism is a form of prejudice that assumes members of racial communities have distinctive characteristics and that these differences result in some racial communities being inferior to others. It can be simply understood as someone behaving differently to another person because of their culture or the colour of their skin

Racial discrimination refers to the differential treatment of members of different ethnic, religious, national, or other groups. This is when someone is treated differently because of their race.

Attitudes and beliefs around a person's race can contribute significantly to their safety from harm, support and belief when an incident occurs, and the management of any report made.

Women of colour are up to **80%** more likely to be victims of sexual violence, with those with mixed heritage being the most likely of all to experience sexual harassment over their lifetime.

Ableism

Ableism is the discrimination and prejudice against people with disabilities based on a belief that able-bodied people are superior. It is rooted in the assumption that disabled people are defined by their disability and require “fixing”. As with other forms of discrimination, ableism includes harmful stereotypes, misconceptions, and generalisations of people with disabilities.

Remember that not all disabilities are visible or physical and neurodiverse people and those with ill mental health are also vulnerable to harassment and assault.

Isolation, sensory impairment, difficulty navigating social situations, and physical, emotional, and economic dependency can all increase a person's vulnerability to sexual predators.

Homophobia

Homophobia encompasses a range of negative attitudes, feelings, actions, and beliefs around LGBTQIA+ people. Defined as contempt, prejudice, aversion, hatred,

People with disabilities are up to **5 times** more likely to experience sexual violence, with neurodiverse people being up to **3 times** more likely to experience abuse than their neurotypical counterparts.

64% of LGBTQIA+ people have experienced anti-LGBTQIA+ violence or abuse, with 17% of this being sexual violence. People from marginalised ethnic groups are **14%** more likely to experience these crimes.

or antipathy, homophobia can include denying someone's identity or refusing to accept it. It may be targeted and people who are, or who are perceived to be, part of the LGBTQIA+ community.

Transphobia

Like homophobia, transphobia encompasses negative attitudes, feelings, actions, or beliefs towards trans people. Defined as an aversion, hatred, violence, or anger towards people who do not conform to social gender expectations, transphobia can include denying someone's identity or refusing to accept it. It may be targeted at people who are, or who are perceived to be, trans.

How harassment and identity intersect

When monitoring, intervening, and supporting someone who's experienced harassment or discrimination, it is important to consider what else they may have experienced as part of the same incident and what else may have been triggered by it.

Thinking about parts of our identities intersect and the additional complexities this brings can help you present a well-rounded response.

People may or may not disclose parts of their identity to you, and you shouldn't make assumptions. What you can do is ensure you take all aspects into consideration and provide a variety of resources and support services for people to access. You may consider helping them access these services if they present as potentially harmful to themselves or if they ask for your support.

When speaking about and designing for safety, it is not enough to look at it through a singular lens. Your commitment to the safety of all marginalised groups can, and must, sit alongside your commitment to mitigating sexual harassment and assault. Taking all forms of harassment and discrimination into account when designing for safety can help marginalised groups feel more welcome in your spaces and confident in your approach to the safety of all people.

KNOW YOUR HIGHS AVOID THE LOWS

Mixing different drugs (including alcohol and medicines) can be dangerous and have unpredictable effects. Scan the QR code to check out our toolkit for how dangerous certain drug combinations are, or what to do in an emergency.



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LOOK OUT FOR YOUR MATES

Tell your mates if you've taken something. Worried about a mate? It's time to act. We've developed a toolkit to show you what to do in an emergency. Scan the QR code to find out more or ask for help, you won't get in trouble.



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Bristol as a harm reduction city

A public health approach is at the heart of Bristol Nights. As a city we take a unified approach to harm reduction and encourage open communication to help night time businesses mitigate the unintended harms of alcohol and other substances. This empowers venues to lead with Harm Reduction policies and helps our audiences to access support and accurate advice.

- A public health approach to embed Harm Reduction into the heart of our night time economy
- Practical, judgement-free solutions to lower the risks surrounding drugs and alcohol
- A unified approach that prioritises safety for audiences with one joined-up strategy for the city.

A harm reduction stance does not mean anti-social or criminal behaviour is acceptable, any such misconduct should continue to be addressed robustly.

Substance use is not to be regarded as the same as being involved in the supply of illegal drugs. Any person found to be involved in the supply of illegal drugs should be referred to Avon and Somerset Police.

For more information on Harm Reduction for the Night Time Economy, visit:

www.bristolnights.co.uk/harmreduction

Managing multiple vulnerabilities

It is common for people to be under the influence of alcohol or other substances in night time spaces. This reality needs to be acknowledged and managed appropriately to ensure appropriate care is delivered.

Intoxicated people may be more vulnerable.

Where an incident arises involving people who are vulnerable through intoxication, the primary concern should be their safety and wellbeing. It is crucial to remember your duty of care. Ensuring people's safety should take precedence over gathering information for a report however, you must record all information accessible to you.

If it's not possible to obtain detailed information for the report, record behaviours and actions taken. For example, if an ambulance was called, what prompted the call, what time was the call made, was there any change to the person's behaviour after the call, what time did the ambulance arrive, what further actions were taken. The inability to obtain further details on the initial incident due to the specific circumstances should also be documented.

Identifying if you are dealing with multiple vulnerabilities

- Smell for alcohol
- Look for unusual behaviour
- Ask them or friends what they have had in terms of drugs or alcohol without passing judgement
- Ask if the victim has anything they would like to share, or any reasonable adjustments the venue can make
- Once you have gathered the evidence you will be able to care for someone appropriately
- For example, if someone is really drunk or on drugs, they may not have the capacity to give you evidence and should be invited to do so when sober
- Being vulnerable may not be a feature of bad behaviour i.e., some people don't have to be drunk or on drugs to harass or assault others.

While we encourage a zero-tolerance approach to harassment, this should work alongside your duty of care and does not mean to eject people from the venue without consideration to their wellbeing.

You are responsible for the care of anyone on your premises and ensuring they can leave safely. This could include, calling a taxi for someone to ensure they get home safely, allowing space for someone to sober up if they insist on leaving by foot, checking the ID of people leaving with someone vulnerable to ensure they know each other.

Drink spiking

Bristol's night time economy is working to tackle drink spiking in our spaces, promoting awareness of how to correctly support a victim of drink spiking and report an incident.

A person's drink can be spiked to increase vulnerability for a variety of reasons, including assault, robbery, or attempted humour. Spiking can include slipping drugs into a drink, adding alcohol to a non-alcoholic drink, or increasing the amount of alcohol in an alcoholic drink.

There are three key principles to recognising and responding to spiking incidents:

1. Watch Out

- Be alert to suspicious or unusual behaviour
- Remove unattended glasses
- Be aware of unusual requests (double/triple shots or requests to add alcohol to another person's drink)
- Don't promote or sell alcohol in a way that encourages rapid consumption.

2. Listen Up

- Listening and believing is the vital first step in supporting someone who suspects they've been spiked
- Stop what you're doing. Pay attention and focus on the information being provided
- Avoid judgement and believe what is being said to you
- Ensure you are trained in your venue's procedure regarding drink spiking.

3. Act

- It is vital that you act quickly to provide the greatest possible chance of apprehending the perpetrator
- Report the incident to the Police, via 999, as soon as possible
- Seize the affected drink and secure for police examination
- Use a drink spiking kit to test for the presence of drugs. Preserve this test with any other evidence, to be handed to the Police
- If the test has a negative result, reassure the victim that there is no presence of drugs and that they were right to voice concern as spiking can also be done with alcohol
- Record the incident, including the testing kit number, in your incident book.

For more information on Bristol's Drink Spiking scheme, please visit

www.bristolnights.co.uk/drink-spiking

Acknowledgements & about this document

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Living document

This is designed to be a living document and we welcome any feedback. Our collective understanding of women's safety, harm reduction, adversity and trauma, is constantly evolving, and this document is designed to be developed alongside this ever-growing body of evidence. If you have any feedback on this document, or any other Bristol Nights initiative, please email us at:

NTEadvisor@bristol.gov.uk

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Resources and referral links

Avon and Somerset Police

Local Police service. Report criminal activity online, in-person, or by phone

999, 111 for non-emergency. www.avonandsomerset.police.uk/report/crime-or-incident

Somerset and Avon Rape and Sexual Abuse Support (SARSAS)

Support for people affected by sexual assault or abuse at any time in their lives

0808 801 0456 or 0808 801 0464 www.sarsas.org.uk

Right To Be

Resources and training to address harassment of all forms

<https://righttobe.org/>

Good Night Out Campaign

Resources and training to promote nightlife safety

www.goodnightoutcampaign.org

Stand Against Racism & Inequality (SARI)

Free, confidential support for victims of any kind of hate crime

01217 942 0060, online <https://saricharity.org.uk/contact-us/#>

ACAS

Free, impartial advice on workplace rights, rules, and best practice. For employers and employees

www.acas.org.uk

Bristol Nights

The Bristol Nights website is full of useful links and online training which can support your journey to an anti-harrassment policy.

www.bristolnights.co.uk

Bristol Nights

Bristol Nights is a partnership project from Bristol City Council. Our purpose is to support the city at night, and everyone who works from 6pm-6am.

The heart of Bristol Nights is collaboration. We are proud to champion essential issues which create better jobs, safer environments, and practical advice or training for night workers.

Take a look at our current work and get involved: www.bristolnights.co.uk





BristolNightsHQ



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