

POLICY**Bars and Venues**Ref No: **BaV-19**

Vulnerability Policy

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DOCUMENT CONTROL

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Introduction

At the Union bars, we follow UCL's policies in a variety of circumstances. Vulnerability and Safeguarding is a large factor in which we follow their lead.

UCL's Safeguarding children and adults at risk Policy and Procedure (Staff and Students) can be found here:

- <https://www.ucl.ac.uk/human-resources/safeguarding-children-and-adults-risk-policy-and-procedure-staff-and-students>

The Union Advice Service

The Union has a dedicated Advice department to care for student needs. We are a free, confidential, and independent advice and support service. Our trained and experienced team can give you advice about:

- Academic issues - including extenuating circumstances, plagiarism, and complaints.
- Housing - including contract checks and housemate disputes.
- Employment - including unpaid wages and part time employment contracts.
- Money and Debt - including budgeting and welfare benefits.
- Many other personal and university matters.

UCL

UCL also offers well-being services with a team of expert wellbeing, disability, and mental health staff to provide a safe, confidential, and non-judgemental space, in which you can discuss any issues that may be affecting your ability to study. All our support services are free of charge and open to all UCL students of all levels.

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Active Bystander

What does it mean to be an Active Bystander?

An Active Bystander aims to challenge poor behaviours and bring about cultural alteration through the strengthening messages that define boundaries of unacceptable behaviour.

Many individuals and/or groups with problematic attitudes are likely to consider their behaviour is normal if no one challenges it, and this can often be reinforced by cultural messages at UCL and the

wider community. Some might not care their behaviour causes harm to others, but some might not even realise-

If we constantly reinforce messages about behaviour that is unacceptable, this puts considerable pressure on people to re-think their behaviour. So, any level of inappropriate or unacceptable behaviour should not be ignored.

Working collectively, we can bring about change and create a safe and supportive community for all that is an Active Bystander.

What are we doing to tackle sexual misconduct, harassment, and bullying bystander situations?

Since 2012 the Union has had a Zero Tolerance to Sexual Harassment policy, which means we do not tolerate sexual misconduct in any of our spaces, or at any of our events. Recently we have taken a further step to expand what we do not tolerate in our spaces (sexual misconduct, harassment, and bullying), as we commit to changing the culture that upholds such behaviour. We do this through several ways:

- We offer active bystander sessions to all incoming students in signatory departments, giving students the skills they need to challenge harassment when they witness it
- We offer training to all front-line staff, including student staff and student-facing careers staff
- We deliver Active Bystander training to presidents and treasurers of union clubs and societies as part of compulsory clubs and societies training
- We work closely with UCL departments giving guidance on how to create a zero-tolerance environment
- To ensure security staff who work at the union are informed of this policy and have the power to remove perpetrators from our spaces.

Ask for Angela

Provides customers with a code word to communicate discreetly with staff and security if they are feeling unsafe or vulnerable when on their night out.

To implement Ask for Angela in your premises you can:

- Ensure your staff are aware of the campaign and your venues procedures if someone was to 'Ask for Angela'.
- Display 'Ask for Angela' posters in your premises in discreet areas such as your toilets doors, mirrors and bathroom digital screens.
- Display reminder assets for staff in key communal areas such as staff rooms.
- Promote Ask for Angela through your marketing campaigns

Best Practice for Dealing with Vulnerable Customers

Taken from the Ask for Angela/WAVE training guide.

If a customer uses 'Ask for Angela' or looks vulnerable, there are several steps which you may take to assist them and ensure they are safe.

- Customers will need to be separated from the person accompanying them and led to a safe location where they can talk freely and state what assistance they require and why. Customers should not be taken to a cash office or other vulnerable location. Suitable locations would be:
 - Union bars office or rooms – Huntley/Mully's bookable
 - Staff room or Union staff office – Phineas
 - Classroom next to the bar – The Institute
- Customers should be made aware that if a crime is alleged or disclosed, police may need to be contacted (this procedure does not replace occasions where police response is required, and staff should continue to call 999 or 101 depending on the level of response required).
- Report the incident as you would any other – using an incident report form and logging the incident on the front door log. This helps to identify any emerging patterns or in case an offence is disclosed at a later stage.
- Consider ensuring the process is conducted in an area covered by CCTV, preferably of HD quality and maintain the recording.

Regardless of if the police are called to the incident, you should consider recording the following details:

- Date and time of the alleged incident
- Customers (victims) details
 - Name
 - Address
 - Description
- Alleged Suspect Details
 - Name
 - Address
 - Description
- Summary of the incident and the assistance you gave.

This is important as the customer may choose to take this incident further at a late recording these details will assist the police in their investigation.

If possible, you should verify these details by asking to see the concerned parties ID.

When dealing with a customer, you may wish to consider the following:

- Medical Assistance - consider if the customer appears vulnerable (confused, separated from friends, voluntary or involuntary intoxication, mental health, visible injury) and call for medical assistance if required.
- What does the person in distress want? - ask the customer what they want, this may include:
 - Simply alerting staff to a potential problem
 - Being separated from a group or individual
 - Assistance in leaving alone by taxi-Assistance in finding their possessions.

- Being reunited with trusted friends who are close by
- Contacting a friend or relative who may wish to attend the venue to pick them up.

UCL Full Stop

UCL's Full Stop campaign aligns with the Union's Active Bystander initiative, however, it is good to note that both are used in tandem.

UCL believes in changing the world for the better. That must start in our own community. For most people this is a wonderful place to work or study. Yet where unacceptable behaviour does exist, it can have a real impact, and it can be difficult to know how to challenge it. So UCL is asking our community to come together and say Full Stop to Bullying, Harassment and Sexual misconduct.

The Full Stop campaign laid out resources and institutional actions for Bullying and Sexual Misconduct previously as separate sub-campaigns. This year, we discuss Racial Harassment and UCL's commitment to put a Full-Stop to it.

Let's talk about race - To say Full Stop to racial harassment and xenophobia, UCL is launching the 'Let's talk about race' campaign for students and staff. You can find the [details of the campaign here](#).

Domestic Abuse

Introduction

The Union bars are committed to deconstructing myths and misconceptions to provide effective support for victims/survivors.

The UK government's definition of domestic abuse recognises many forms, including, but not limited to:

- Physical abuse
- Sexual abuse
- Economic or financial abuse
- Controlling or coercive behaviour
- Stalking
- Digital and online abuse
- based abuse (including forced marriage) and FGM
- Spiritual abuse
- Pet abuse

Although the Union recognise that a higher percentage of victims/survivors of abuse are female, this policy includes a gender-neutral definition of domestic abuse to ensure that all victims/survivors are included.

The Union recognises that students and employees are likely to be affected by domestic abuse; for example, as a victim/survivor of domestic abuse, an individual who is currently living with domestic

abuse, someone who has been impacted upon by domestic abuse or as an individual who perpetrates domestic abuse. The overarching aim of this policy is to promote the health, safety and wellbeing of all staff and students within the UCL community.

We are committed to developing a workplace culture in which there is zero tolerance for abuse, and which recognises that the responsibility for domestic abuse lies with the perpetrator. The University has developed this policy to support our staff and students' health and wellbeing, specifically in relation to issues around domestic abuse.

Domestic Abuse – Employees

Employees subject to domestic abuse may choose to disclose, report or seek support from a union representative, a line manager, or colleague, for example. Line managers, colleagues and union representatives will not counsel victims, but offer information, workplace support, signpost to specialist organisations and undertake a safeguarding referral, where applicable.

Domestic Abuse – Students

Students experiencing domestic abuse may choose to disclose, report or seek support from a student union representative, adviser within the Student Life Department or equivalent, a course representative, within an Extenuating Circumstances Panel, or a peer. Peers, advisers and representatives shall not counsel victims, but offer support, signpost to Designated Student Safeguarding and undertake a safeguarding referral, if appropriate. For example, a peer can seek advice from a Designated Student Safeguarding, who can take action to refer the allegation.

Further Information

Further information on unhealthy relationships and domestic abuse can be found here: <https://www.ucl.ac.uk/estates/our-services/security-ucl/staying-safe-ucl/unhealthy-relationships-and-domestic-abuse>

Training

At the Union bars, we are committed to upholding the standards of the campaigns and initiatives listed above; Active Bystander, Ask for Angela, Full Stop.

Our bar and security teams are trained on the following:

- Active Bystander (not Full Stop, due to the overlap, however, as UCL students, they are aware of its inception).
- Ask for Angela

Both training commitments are mandatory and form part of the core training library outlined in our right to work policy