

WESTMINSTER CITY COUNCIL'S WOMEN'S NIGHT SAFETY PROGRAMME

Company Guide



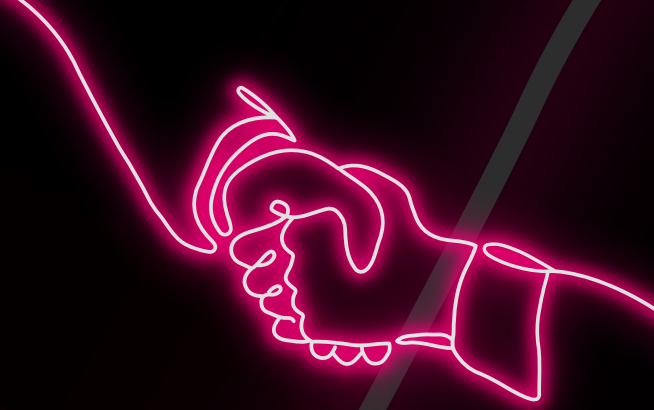
WHAT IS THE NIGHT SAFETY PROGRAMME?

There is no place for sexual harassment in Westminster. We do not tolerate any form of sexual harassment on our streets or in our venues.

Our ambitious Night Safety programme comprises of 6 core pillars, aiming to tackle the highest level of sexual offences in London, focusing on the evening and night-time economy, where the majority occur.

Each pillar is crucial to ending violence against women and girls in public spaces and ensuring the safety of women from across London, the UK and internationally at the heart of the country's evening and night-time economy in Westminster.







HOW CAN BUSINESSES GET INVOLVED?

If you are a business or organisation in Westminster, we would love for you to actively participate in our Night Safety programme. There are four key pillars of our programme that businesses and other institutions can utilise, in order to be involved in making the city safer for those visiting Westminster at night, particularly women and vulnerable individuals.



WOMEN'S SAFETY TRAINING

STRATEGY 01

We provide free online e-learning training courses on Anti-Sexual Harassment and Vulnerability Support as part of our Women's Night Safety Programme. We encourage all of our businesses to use the training as part of their induction sessions with new starters, or as refresher sessions for any of your existing staff.



BUSINESS ACCREDITATION

STRATEGY 02

We developed a self-assessment accreditation for businesses in the borough, focused on increasing safety for women in the night time economy.



SAFE HAVENS

STRATEGY 03

Safe Havens provide a temporary place for vulnerable customers to recover and safely make their way home. Businesses can act as places people can go to for a short break if they need to charge their phones or wait for a taxi to get home safely.



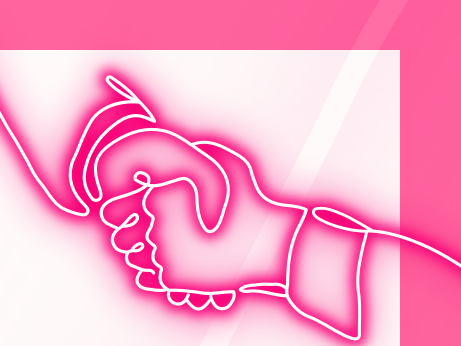
NIGHT STARS

STRATEGY 04

Businesses can work with Night Stars volunteers who are focused on working with West End's night-time economy businesses to promote women's safety, reduce violence against women and girls, and to help anyone who becomes vulnerable, reducing potential safety risks or preventing them from becoming victims of crime.



COMPLETE WOMEN'S SAFETY TRAINING



We provide free online e-learning training courses on Anti-Sexual Harassment and Vulnerability Support as part of our Women's Night Safety Programme. We encourage all of our businesses to use the training as part of their induction sessions with new starters, or as refresher sessions for any of your existing staff. Access the training [here](#)

ANTI-SEXUAL HARASSMENT TRAINING

- The training objectives enable you to identify the issues surrounding sexual harassment, safeguarding and vulnerability management of women that you might encounter in the night-time economy.
- Topics include:
 - Sexual Harassment
 - Sexual Assault
 - Rape
 - Drink Spiking
 - Vulnerability
 - Alcohol and Drugs

VULNERABILITY AND SAFEGUARDING TRAINING

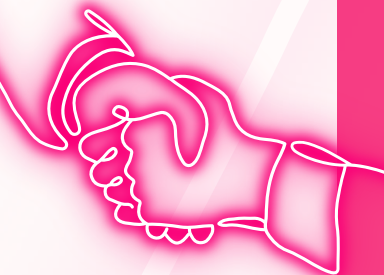
- This training is designed for anyone working in the night time economy to learn how to support vulnerable customers.
- The focus of these sessions is on the different types of vulnerability you will find at night including:
 - Women's Vulnerability
 - Violence
 - Drugs and Alcohol
 - Drink Spiking
 - Domestic Violence
 - Sexual Assault
 - Harassment
 - First Dates

Through the course, you will be equipped with the tools to identify and support customers who may become vulnerable, either in venues or on the streets. This is a step further than standard safeguarding training, as it teaches attendees how to deal with specific issues that they may encounter as part of their shift and is built around real case studies and best practices. The training also empowers staff to recognise hotspots within their venues, enabling their customers to enjoy a safer night out. The training is focused on group activities encouraging participants to think about the venues they work in and the situations they have experienced.





GAIN A WOMEN'S NIGHT SAFETY ACCREDITATION



WHAT IS IT?

A self-assessment accreditation for businesses in the borough, focused on increasing safety for women in the night-time economy. It is a part of the council's Night Safety campaign which supports businesses operating in Westminster to be equipped with the right tools to increase women's safety at night. The Night Safety Accreditation has been developed on a self-assessment basis with council staff undertaking spot checks on a number of businesses, both virtually and on site, to ensure integrity of the accreditation. The accreditation will last for 12 months before businesses will be required to complete the assessment again to ensure they are still upholding the necessary standards.

HOW TO BECOME ACCREDITED?

- You will need to fill out an online questionnaire that takes around ten minutes to complete, covering several themed questions including:
 - the types of safety and vulnerability training the business provides to their staff
 - processes and procedures in place to deal with reporting any incidents of sexual harassment, for both staff and customers.
- Once the online self-assessment has been completed, your business will receive a report detailing their score, and whether or not you have met the essential criteria to gain accreditation. The report will contain resources to support businesses with ongoing improvements in their processes, procedures and training.
- If you don't quite meet the standard just yet, the report will let you know what to do to become accredited. This helps to raise industry standards and improve women's safety throughout Westminster.
- When a business becomes accredited it will be able to use the Westminster Night Safety Accreditation logo in their communications. This will show that they have committed to meet the high standards required to help keep women safe in their premises at night.

[Accreditation and Safe Have Application](#)





GAIN A WOMEN'S NIGHT SAFETY ACCREDITATION

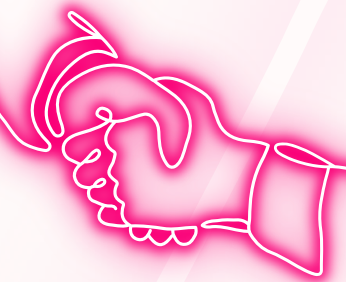
ACCREDITATION CRITERIA

- a dedicated member of staff who will be responsible for leading the Accreditation project. (Night Safety Champion, with accessible contact details).
 - The dedicated member of staff responsible for leading the accreditation project must have completed the Council's free Anti-Sexual Harassment and Women's Vulnerability training that can be accessed on our website [here](#).
 - Policies around harassment, including sexual and physical where staff and customers have channels which enable them to report any incidents.
 - Clear and easy customer complaints procedure that includes details of how complaints will be investigated and dealt with.
- Health and safety policies that protect the personal safety of staff and customers.
 - Above policies and procedures must adhere to GDPR guidelines.
 - They must review their spaces to reduce the risk of sexual harassment e.g. have identified areas of poor CCTV and lighting.
 - Must conduct daily checks of CCTV and lighting to ensure they are working properly and in accordance with their licence.
 - Must utilise their internal and external channels to promote women's safety within their space so it can be clearly identified as an accredited business.





BECOME A SAFE HAVEN



WHAT IS IT?

Safe Havens provide a temporary place for women and vulnerable individuals to recover and safely make their way home. We know that there are businesses and other institutions that want to be involved in making the city safer for those visiting Westminster at night, particularly women. Our vision is for Safe Havens to act as places people can go to for a short break if they need to charge their phones or wait for a taxi to get home safely. Whilst Safe Havens do not provide specialist interventions, staff can contact emergency services or signpost to specialist services where more help is needed. Safe Havens provide a safe space for visitors to help support them in moments of vulnerability or simply support them on their onward journey. If you are interested in becoming a Safe Haven, please read our criteria list.

HOW TO BECOME A SAFE HAVEN

Venues that are interested in becoming a Safe Haven can apply online:

[Accreditation and Safe Haven Application](#)

Applicants will be asked to confirm that they meet the criteria below.

Applications will be reviewed by the Council who will engage with the venue to discuss their application and progression to the next stage of becoming a Safe Haven.

The Council will consider the type of business operated at the premises, any security arrangements in place and training that is delivered to their staff as some of the key decision-making factors as to whether a premises will become a Safe Haven.





STRATEGY 03

BECOME A SAFE HAVEN

SAFE HAVEN CRITERIA

- The venue must hold Westminster City Council's Night Safety accreditation (you can apply to be a safe haven using the same application form.)
 - Minimum of 2 staff during operating hours.
 - Staff members present during operating hours must have completed the Council's free Anti-Sexual Harassment and Women's Vulnerability training that can be accessed on our website [here](#).
 - All staff employed at the premises must be aware of the Safe Haven scheme and how to deal with any requests for help or support.
 - A clear written procedure for escalating those who need medical or emergency service assistance.
 - Contact information for key services, including domestic and sexual abuse helplines for both women and men, Samaritans, Crimestoppers, Suzy Lamplugh Trust, and Victim Support.
- All staff must be visibly identifiable as staff members within the Safe Haven premises.
 - An identified usable space as the Safe Haven area that is covered by CCTV.
 - First aid kit and at least one member of staff who is a qualified first aider.
 - Charging points and cables to enable the charging of different models of mobile phones.
 - Public liability insurance that provides sufficient cover for the use of the building for this purpose.
 - Must display branded signage (provided by the Council) as a registered Safe Haven so it can be clearly identified by individuals seeking the use of the Safe Haven.





WORK WITH THE *Night Stars*



The [Night Stars](#) provide support and assistance to those who are vulnerable or need help getting home. Volunteers provide a highly visible street presence, working in teams of two or more within the City of Westminster. The volunteers provide on-the-spot information and assistance to visitors to the area. Whether it's helping someone get public transport, reconnecting them with their friends, or handing out bottles of water. This initiative focuses on supporting women's safety and helps those who are vulnerable while out at night.

We currently work in partnership with the Metropolitan Police, London Ambulance Service, Safer Business Network, and are supported by Capital Arches Group, and the London Heritage Quarter Business Improvement Districts. Night Star volunteers are focused on working with the West End's evening and night-time economy businesses to promote women's safety and reduce violence against women and girls.

WHERE AND WHEN DOES THE SERVICE OCCUR?

- The service operates in
 - Soho, Leicester Square and China Town. Embankment, The Strand, Charing Cross, Villers Street, and Trafalgar Square.
 - Piccadilly, Oxford Street, Carnaby Street and Tottenham Court Road.
 - Victoria and Covent Garden.
- Fridays & Saturdays from 7PM – 4AM

HOW TO CONTACT THE NIGHT STARS?

- **Women's Night Safety and Hate Crime Officer:** Emmanuella Fadire
 - Email: efadire@westminster.gov.uk
 - Phone: 07971092016
- **Night Stars and Night Safe Admin Queries:** nightsafe@westminster.gov.uk
- **Night Stars Hub:**
 - Hub Phone: 020 7641 3344
 - Hub Address: St. Anne's Church, 55 Deans Street, W1D 6AF
 - Hub Shift Lead Email: nightstars@westminster.gov.uk





IT'S HER CITY TOO



BONUS!

PROMOTE IT'S HER CITY TOO

WHAT IS IT?

- A campaign to raise awareness about the effects of sexual harassment in the UK that began in April 2023.
- Uses imagery of different women to highlight that affects all women with the aim of evoking a response from bystanders, but also perpetrators.

HOW TO GET INVOLVED

- Share the campaign posters in your venues and on your socials.
[Access posters here.](#)
- Encourage your staff to challenge negative behaviour and become trained active bystanders
- Take a pledge to make changes and set goals to to help put an end sexual harassment.

[More information here.](#)



City of Westminster

