

# WAVE Programme

Safer Business Network is working with the Met Police, City of London Police, Mayor of London, London Councils and venues across London to help people enjoy safer nights out in public spaces through the WAVE Programme which consists of the two campaigns below.

## **WAVE TRAINING PROGRAMME**

A training session which aims to increase the **skills**, **knowledge** and **confidence** of those working in licensed premises focusing on identifying vulnerability and making appropriate interventions.

## **ASK FOR ANGELA SCHEME**

A consumer facing campaign which allows people who feel like they are in an unsafe situation to ask for help using the “Angela” code word, informing a staff member of their need, and allowing them to access discreet help.

### **What Is Wave?**

The *WAVE Programme* educates staff about customer welfare and vulnerability, supported by the campaign materials relating to **Ask for Angela**.

### **Why Wave Training?**

WAVE helps to prevent and reduce sexual violence, vulnerability, and other harms by equipping staff with knowledge, skills and confidence.

By rolling out WAVE training, you are putting the welfare of customers first and dealing with vulnerability - both of which are essential parts of running any licensed premises.

### **Can I Just Use One Campaign?**

We strongly recommend that you implement both **WAVE Training** and the **Ask for Angela scheme** as together these tools provide the best possible opportunity to protect customers and staff as they provide a holistic approach to tackling vulnerability, including making proactive interventions, and they are unlikely to be as effectively used in isolation.

### **Can I Just Put Up AskforAngela Posters?**

Without training or awareness your staff may not be able to assist or indeed may inadvertently leave a customer vulnerable, so it's important you don't put up posters unless your staff have been trained.

### **Contact Us**

You can contact us by email [wave@saferbusiness.org.uk](mailto:wave@saferbusiness.org.uk).

## Award Winning Vulnerability Scheme – Security Training Initiative of the Year 2022.

Safer Business Network won Security Training Initiative of the Year for [#WAVE](#) & [#AngelaForAngela](#) at the Security & Fire Awards in November 2022. Women's safety has always been hugely important to us and we promote this across all our [#BCRPs](#) and project work. We are proud that all our hard work has been recognised on a national level.

Thank you to all our partners who have supported us to deliver this training to over 10,000 staff and security over the last 15 months. Let's keep going!

# Training Delivery

Safer Business Network is responsible for coordinating the WAVE Programme and ensures the highest standards are met when delivering WAVE Training.

The benefits of a session with Safer Business Network are:

- Professional trainer with passionate approach and understanding of vulnerability in the night-time economy
- Flexible approach to training content to suit your business and delivered at a convenient time for you
- Training updated regularly to reflect current trends and issues
- Certificate of Participation recognised by Metropolitan Police, Mayor of London and London Councils
- Training delivered to highest possible standards.

## Course Summary

WAVE Training aims to increase the skills, knowledge and confidence of those working in licensed premises when identifying vulnerability and making appropriate interventions.

### Learning Objectives

During this session, learners will:

- Learn the history of WAVE and Ask for Angela
- Understand the definition of vulnerability
- Explore what makes people vulnerable
- Identify factors that assist you to recognise vulnerability
- Explore where interventions can be made to reduce vulnerability
- Identify appropriate interventions to assist in reducing harm
- Recognise and promote the Ask for Angela Campaign.

### Who Should Attend?

- This course is designed for anyone working in hospitality or leisure, including security teams and customer-facing roles.

### Session Stats & Costs

- Time: 1 hour 45 minutes – 2 hours.
- Face-to-face: Up to 25 learners
- Virtual: Up to 35 learners

Prices for in-person delivery start at £400.  
Prices for online delivery start at £250. Please enquire based on the size of your group and preference in delivery method.

## About Safer Business Network



Safer Business Network introduce and manage partnerships with the business community, bringing together staff and security teams with the police, council, and other interested stakeholders to beat crime, violence and anti-social behaviour that negatively impacts on the profitability of businesses, and the 'look and feel' of town centre environments. We represent over 2000 businesses, with membership covering small independents to large multi-nationals operating across the day and nighttime economy.

## About Our Trainer – Beth Nash, Training and Development Manager



After studying for her Crime Science Masters degree at University College London (UCL), Beth joined Safer Business Network in November 2020. With a Level 3 Award in Education and Training, she allows her passion for the sensitive subject to be shown through her delivery, supporting and empowering her learners at each stage of the training module to ensure the course has a lasting impact.

Beth has directed key account contracts for nationwide delivery of WAVE/Ask for Angela. She regularly conducts timely research of trainer efficacy to consistently work towards best practice for client satisfaction. Whilst working at Safer Business Network, Beth developed a strong reputation for partnership, working to improve safety in Westminster and across London. She has delivered key projects which have helped reduce crime in

London by working with key partners; including the Metropolitan Police, BIDs, BCRPs and Councils.

Currently, Beth is working with the Met Police to roll out the refreshed Welfare & Vulnerability Engagement (WAVE) training programme, the associated guidance, and the Ask for Angela campaign.

[bethany.nash@saferbusiness.org.uk](mailto:bethany.nash@saferbusiness.org.uk)