

FREE GUIDE FOR VENUES

The Glitter Standard

What it is, how a venue qualifies and the schemes and people who already help make a night out safer for everyone.

WHERE WE COME FROM

We started on the dance floor

Glitterbomb has run hundreds of LGBTQIA+ nights since 2012. One night a trans woman was turned away at the door because her ID did not match how she looked.

Nobody on that door set out to hurt her. They had simply never been shown what to do. The venue had an equality policy. It had good people. It did not have a trained team.

That night was the catalyst. It is not the whole story.

Good intentions are not the same as a trained team.

WHAT WE STAND FOR

Everyone should have an equal chance of a great night out and be seen as a person, not a label.

That means every strand of diversity, not one. We train staff to be aware and understanding and we make sure a venue's policies and procedures protect its guests and its team. It is equity, not only equality: treating people fairly is not always treating them identically and some guests need something a little different to have the same good night. LGBTQIA+ inclusion and neurodiversity sit at the heart of how we train, because those are the guests most often failed on a night out.

The Glitter Standard never asks a venue to drop a rule it runs for safety or licensing. It asks that the rules are applied fairly to everyone, with dignity.

Trained

A three hour online course for one Inclusion Lead and a 45 minute module for every customer-facing person.

Tested

We check the evidence you upload, then volunteer Ambassadors visit without warning to test what the team actually does.

Earned

Pass both and you earn the badge. It is reviewed every year and comes off if the standard slips.

Built on top of Best Bar None. We are not a rival scheme. Every Glittered venue is encouraged to hold Best Bar None and if a venue does not yet, we point it there.

HOW IT WORKS

Two steps to the badge

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Step 1. Qualify: six core competencies

These are based on Best Bar None, our chosen partner and they are what every good venue needs. They also line up with most other venue safety schemes around the country, so whatever your area runs, you will recognise them. A venue holding Best Bar None has all six and we encourage every venue to hold it.

1. **Vulnerability policy** written down and known by staff
2. **Harassment and sexual safety** zero tolerance, written and trained
3. **Equality and diversity policy** covering guests and staff
4. **Dated training records** who was trained in what and when
5. **A named lead** one person accountable, known to the team
6. **Incident and refusal log** with a way for guests and staff to report

You will not do this alone. Most venues already have some of the six. For the rest we have a template and a good practice guide for each one and it starts with a free 15 minute call.

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Step 2. The Ten

Ten published things a Glittered venue does. Most take under an hour to put in place. We check the evidence for each, then test it on an unannounced visit.

1. **Sign the pledge.** One page added to your equality policy.
2. **Train an Inclusion Lead.** One manager, three hours online.
3. **Train the team.** 45 minutes for every customer-facing person.
4. **Brief the door.** Same rule for everyone; ID checks likeness and age.
5. **Toilets with dignity.** Act on behaviour, never on who someone is.
6. **Needs-led.** Small courtesies offered without asking why.
7. **Tell people before they arrive.** Access and sensory information online.
8. **Signpost.** Helplines and how to report, where guests will see them.
9. **Ask for Angela** and a response to non-inclusive incidents.
10. **Ask the belonging question.** An anonymous QR card for guests.

KNOW YOUR NIGHT-TIME PARTNERS

The schemes worth knowing

A safer night out is a team effort. These are the schemes and people a good venue works with and how each one connects to the Glitter Standard.

VENUE ACCREDITATION

Best Bar None

The national accreditation for licensed venues, supported by the Home Office. Local schemes are run by councils, business improvement districts and police and a Central Scheme covers venues outside one. Nearly 3,000 venues were accredited on its map in October 2026.

Our chosen partner. The six core competencies are based on it and we encourage every venue to hold it.

bestbarnone.com

WELFARE

Ask for Angela

A guest who feels unsafe asks the bar for "Angela" and staff take them somewhere safe and help them leave discreetly. Run nationally by Ask for Angela CIC, with a free National Venue Pledge launched in March 2026.

Point nine of the Ten. Take the pledge, it is free.

askforangela.co.uk

LICENSEE NETWORK

National Pubwatch

A voluntary body, founded in 1997, supporting over 800 local Pubwatch schemes where licensees share information, agree bans and work with police and the council.

Join your local Pubwatch. It is where we talk to venues in your town.

nationalpubwatch.org.uk

TOWN CENTRE ACCREDITATION

Purple Flag

The accreditation for town and city centres that are safe and welcoming from 5pm to 5am, run by the Association of Town and City Management. A town holds it, not a venue.

If your town has it, your venue is part of its evidence every year.

atcm.org/purple-flag

KNOW YOUR NIGHT-TIME PARTNERS

On the street and on access

Street Pastors help your guests get home safely. The other three help disabled guests know what to expect before they arrive, which is exactly what point seven of the Ten asks for.

ON THE STREET

Street Pastors

Trained volunteers from local churches who are out on the streets on weekend nights, offering practical help, a listening ear and a calm presence to anyone who needs it. Coordinated nationally by Ascension Trust.

Make sure your door team knows them and how to reach them.

streetpastors.org

ACCESS REVIEWS

Wheely Good Reviews

Honest access reviews of pubs, bars, clubs and days out by a powerchair user, scored on getting in, getting round, the loo, the staff and joining in.

A good review is the best evidence your access information is true.

wheelygoodreviews.co.uk

ACCESS LISTINGS

Euan's Guide

Free disabled access listings and reviews written by disabled people and their families and friends.

A free listing is part of point seven of the Ten.

euansguide.com

HIDDEN DISABILITIES

Hidden Disabilities Sunflower

A sunflower lanyard that tells staff someone has a disability that is not immediately visible and may need a little more time or help.

Every Glittered team knows what it means.

hdsunflower.com

FOR YOUR SIGNPOST POSTER

Galop
LGBT+ anti-abuse charity.
galop.org.uk

Switchboard
LGBTQIA+ listening service, 10am to 10pm.
switchboard.lgbt

Samaritans
116 123, free, any time.

Report It
Report a hate crime online.
report-it.org.uk

Emergency
Always 999.

YOUR NEXT STEP

A free 15 minute call

You have done the readiness check. Now we go through it together and you come away knowing exactly what to do next.

5 min	Your six core competencies: which you already have and which template or good practice guide closes each gap.
5 min	Your head start on the Ten: what your team already does well and the quickest wins.
5 min	Your route: straight to the Ten, or the six first and how Best Bar None fits where you are.

BOOK YOUR CALL

hello@theglitterstandard.co.uk

theglitterstandard.co.uk/readiness-check

No cost and no obligation. The schemes and organisations on pages four and five are listed for information so venues know who does what; listing does not mean they endorse the Glitter Standard. The Glitter Standard CIC, incorporation in progress. Large print or plain text versions from hello@theglitterstandard.co.uk.