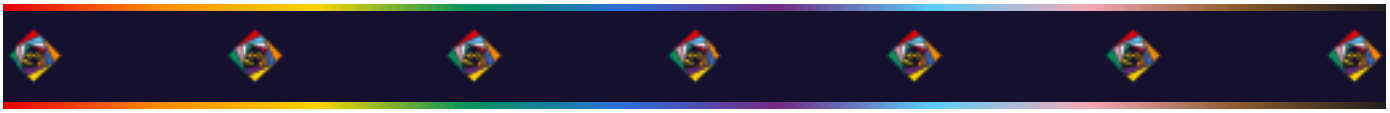
THE GLITTER STANDARD · DOCUMENT

The Ten in Easy Read

The whole standard in short sentences and plain words.

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The Glitter Standard is a badge for pubs, bars, clubs and other places where people go out.

The badge means the place is safe and welcoming for everyone.

First, the place must have six basic things in place. For example a written plan for keeping people safe, and a record of who has been trained.

Then the place must do ten things.

We check what they send us. Then we visit without telling them first. If they pass both, they get the badge. If they stop, we take the badge away.

1. Make a promise

The place writes down that everyone is welcome.

One person is in charge of making it happen.

They write down when someone is treated badly.

2. Train one manager

One manager does a short course on a computer.

It takes about three hours.

They meet other managers four times a year.

3. Train the staff

Everyone who works with customers does a short course on a computer.

It takes 45 minutes.

They do it again every year.

4. Be fair at the door

The place can still have rules about who comes in.

The rules must be the same for everyone.

Nobody is turned away for who they are.

Staff know that a disabled person is not a drunk person.

5. Toilets with respect

If they can, the place has one toilet with a lock that anyone can use.

Staff do not ask questions about your body.

If there is a problem, a manager helps in private.

6. Help without asking why

The place writes a list of small things they will always do to help.

For example: a quieter table, a glass of water, a big menu, or a minute outside.

You do not have to show a letter from a doctor.

You do not have to explain.

7. Say what it is like before you go

The place puts information on its website.

How loud it is. How bright it is. Where the quiet part is.

If there are steps. If there is an accessible toilet.

That assistance dogs are welcome.

That there are drinks without alcohol.

8. Put up a poster

The poster shows who to call if you need help.

It is somewhere you can see it.

There is one in the private toilet too.

9. Help when something goes wrong

You can go to the bar and ask for Angela.

Angela is not a real person. It is a way to ask for help.

Staff will take you somewhere safe and ask what you need.

If someone is horrible to you about who you are, staff help you first and write it down.

10. Ask if you feel you belong

There is a card on the table with a square pattern on it.

You point your phone at it.

It asks one question: do you feel like you belong here?

Nobody knows it was you.

Your answer helps us decide if the place keeps its badge.

How we check

People from our team go to the place like normal customers.

The place does not know they are coming.

They stay for about 20 minutes.

They check the ten things.

If something is wrong, the place has 60 days to fix it.

If it is wrong twice, the badge comes down.

If you want to tell us something

You can tell us about a place with the badge.

You can tell us about us.

Go to theglitterstandard.co.uk and fill in the form.

You do not have to give your name.

Or send an email to hello@theglitterstandard.co.uk

You can ask us for this in another way: big writing, on paper, or someone to read it to you.

This Easy Read version has not yet been checked by a learning disability organisation. When it has been, we will say so here.
