

# Safety Awareness for Door Supervisors within the Private Security Industry

## Level 2

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# Safety Awareness for Door Supervisors within the Private Security Industry

## Introduction

This workbook will provide you with all the knowledge required to complete the Safety Awareness for Door Supervisors unit which covers new issues and legislation that was not in place when you completed your training.

It consists of two units:

- Unit 1: Safety Awareness for Door Supervisors within the Private Security Industry Working within the Private Security Industry; and,
- Unit 2: Physical Intervention Skills within the Private Security Industry

**The Safety Awareness for Door Supervisors unit is divided into 5 learning outcomes:**

- Understand counter terrorism issues relevant to Door Supervisors;
- Know the role of the Door Supervisor when first aid situations occur in licenced premises;
- Know legislation and requirements regarding children and young people relevant to door supervisors;
- Understand how a door supervisor can help keep vulnerable people safe; and,
- Understand queue management and venue capacity responsibilities relevant to a door supervisor.

## 1. Counter terrorism issues relevant to Door Supervisors

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At the end of this topic, you should be able to:

- Identify behaviours that could indicate suspicious or terrorist activity;
- State effective deterrents to terrorist activity;
- Identify the UK government terrorist threat levels; and,
- State counter terrorism procedures as they relate to Door Supervisors.

It is worth remembering that terrorist events can be particularly traumatic. The environment itself may change very rapidly, key players may be removed from the scene unexpectedly, and levels of fear and distress may make both staff and clients react unpredictably. The drills and procedures that you learn will help to manage such situations, but in unexpected circumstances we must be willing to take responsibility and make reasonable adjustments based on common sense and experience.

### 1.1 Behaviours that could indicate suspicious or terrorist activity

Door Supervisors should know the usual in order to identify the unusual. Door Supervisors should:

- be knowledgeable about the location of their premises and neighbouring areas and buildings;
- have knowledge of the premises' procedures for crime or terrorist activities;
- be aware of current risk and threat assessments; and,
- be aware of potential security risks and terrorist activity.

Examples of risks include:

- Terrorism;
- Drug dealing and drug consumption;
- The trading of counterfeit or fake goods;
- Antisocial activity;
- Public disorder;
- General crime: robbery, theft, sexual offences, etc; and,
- The operation of, and conflict between, gangs.

The objectives of the licensing laws include eliminating all of these activities from within leisure venues. Failure to do so may lead to the loss of the venue's operating licence.

Unusual or suspicious behaviours are not necessarily crimes. Whilst these behaviours are not illegal, we need to be aware as a mixture of suspicious activity occurring together may indicate a larger crime or terrorist operation.

Behaviour that may indicate that suspicious activities are taking place or being planned may include:

- 1 Someone asking questions about the venue or taking a particular interest in security measures, for example: How many people it holds, what sort of people attend, and questions about procedures, e.g. "What would you do if this happened?"
- 2 Someone walking around the outside of the venue and possibly taking photographs or sketching entrances and exits, car parks (car parks directly under the venue), pillars, columns, load-bearing struts, fire exits, assembly areas, loading bays, etc.
- 3 People making a brief visit to the premises and leaving immediately.
- 4 The testing of security devices, staff and procedures to see how effective, resolute and knowledgeable they are, paying particular attention to CCTV camera locations and other security precautions.
- 5 Isolated items such as bags or packages left anywhere in the venue or any objects that appear to be out of place. Whilst these may not necessarily be terrorist devices, they may have been placed to see how long it took them to be detected, and to see what happens once they are detected.
- 6 Behaviour that is 'out of place'.
- 7 Parked vehicles with occupants or unattended vehicles left for a long period of time.
- 8 Persons in possession of forged, altered or stolen identifications, or having identity documents in various names or with different spellings.
- 9 A person using large amounts of cash.
- 10 A person tampering with utility services such as electricity, water and gas supplies.

Door Supervisors must be able to apply their skills and experience to address all these risks. None of these behaviours on their own necessarily indicate that a person is either acting anti-socially or as a terrorist. Security staff should:

- Avoid focusing on a single group or race;
- Observe and take details to confirm suspicions;
- Not jump to conclusions unless there is clear evidence;

- Report any suspicions immediately;
- Act quickly when suspicion is strong or confirmed; and,
- Remain alert to the threat.

Terrorism and extremism crosses all boundaries. There are such groups in all nationalities, from all religions and from all political views.

If you observe any unusual or suspicious activity, try to answer these six basic questions:

- WHO? – describe who you saw getting as much detail as possible as to their appearance;
- WHAT? – give a specific description of what you saw them do;
- WHERE? – where are they and in which way did they go;
- WHEN? – describe when and for how long you saw what you did;
- HOW? – describe their behaviour and how they travelled, give details of any vehicle used; and,
- WHY? – explain why you were suspicious.

**If in doubt, report your concerns to your supervisor.**

## 1.2 Effective deterrents to terrorist activity

Terrorism may take many forms, and can cause threats to people, threats to property and major disruption.

Terrorist attacks are normally carefully planned and researched, and that may leave clues or indications that such an attack is being prepared. Door Supervisors, who act as the venue's public face and work not only inside the venue but also on its periphery, are well placed for detecting such signs, which may include:

**Hostile reconnaissance**, where the vulnerability and weaknesses of a venue's security measures are considered. Patterns of behaviour may be observed, or the drawing of sketches and photography of key and vulnerable locations such as car parks.

**Dry runs or practice runs**, particularly the parking of the vehicle in a parking bay near or under the venue and the driver walking off or transferring into another vehicle. Whilst, in a city centre, such activity may not necessarily be unusual, but note should be made of the vehicles' details and the individuals concerned, including, where appropriate, details of when they came back to pick up the vehicle - particularly if it seems suspicious. Such details, particularly if repetitive, should be immediately passed to the police for checking and intelligence evaluation. If the situation is deemed to be urgent dial 999, otherwise call the counter-terrorism hotline on 0800 789 321.

**If staff are alert and proactive, the likelihood of your premises being targeted is reduced. Be aware that those who pose the terrorist threat are not always strangers and can also be work colleagues.**

Door Supervisors can deter the likelihood or reduce the effects of an attack by:

- Regular, thorough (and highly visible) searches of the premises;
- Always investigating unattended bags or packages;
- Challenging suspicious behaviour;
- Proactive and visible client screening and profiling, insofar as is allowed by current legislation;
- The reporting and recording of all suspicious incidents as soon as possible;
- Highly visible, enquiring, inquisitive and proactive presence; and,
- Close and visible liaison with police and security agencies.

### 1.3 UK government terrorist threat levels

The UK Government's counter terrorism strategy aims to reduce the risk from terrorism, so that people can go about their business freely and with confidence. While the current terrorist threat presents many challenges, public safety is of absolute priority. The Government can never guarantee that attacks will not happen in the future, but its security effort is dedicated to reducing the risk as much as possible.

The UK government threat levels are:

<b>LOW</b>	an attack is unlikely
<b>MODERATE</b>	an attack is possible, but unlikely
<b>SUBSTANTIAL</b>	an attack is a strong possibility
<b>SEVERE</b>	an attack is highly likely
<b>CRITICAL</b>	an attack is expected imminently

The current threat level status can be found at the following: <http://www.homeoffice.gov.uk/counter-terrorism/current-threat-level/>

Local events and situations may increase the local threat level. The local police may have information that you can access regarding any special circumstances that would affect the status.

### 1.4 Counter terrorism procedures as they relate to Door Supervisors

#### Dealing with bomb threat warning calls and terrorist situations

A telephone bomb threat or warning call rarely occurs, if at all, but must be taken seriously and procedures must be followed should it occur. It should be noted that in many terrorist situations, the information given by the terrorists is wrong and in many modern attacks no warning has been given at all.

<b>Do</b>	<b>Don't</b>
✓ Remain calm	x Become aggressive
✓ Ask the caller the questions discussed previously	x Treat the call as a hoax
✓ Make notes as the call takes place	x Try to find the device
✓ Contact the management and the emergency services as soon as possible.	x Use your mobile phone unless authorised
✓ Seal off the area and evacuate all personnel	x Handle or move the device
	x Cause panic when raising the alarm
	x Evacuate the general area until authorised


## Evacuation procedures

In certain situations it might be that the premises will need to be evacuated because of the current situation.

When planning their response to a terrorist attack, many organisations have followed or developed a policy of 'assess, evacuate and disperse' rather than 'evacuate and assemble'. This means that employees and visitors do not go to the fire assembly area, but rather get clear of the area and telephone in to check when the situation receives the 'all-clear'. Following on from that, fire alarms are not used for the evacuation, since doing so would trigger an automatic response of going to the assembly area. Security staff should follow the evacuation plan and assignment instructions.

When evacuating and dispersing, encourage clients to go, and stay, well beyond the cordon line. A recent attempted bombing in London involved the planting of substantial secondary devices directly on the cordon line.

**Evacuate and Assemble:** Sound the fire alarm  Assemble at the fire assembly point.

**Assess, Evacuate and Disperse:** Don't sound the fire alarm  Ask people to leave, stay away from the cordon line and phone in to check if they can return.

Remember, site assignment instructions take priority and follow them as far as is practicable.

Premises might need to be evacuated are because of:

- A threat aimed directly at the building;
- A threat received elsewhere and passed on to you by the police;
- Discovery of a suspect package;
- Discovery of a suspicious item or vehicle outside the building; and,
- An incident to which the police have alerted you.

### In summary:

- Know the relevant procedure for your place of work and follow it;
- Report any incident requiring immediate response to the police;
- Report any suspicious activity to the Anti-Terrorist Hotline;
- Inform staff and customers what they need to do in line with the company procedures;
- Know your own roles and responsibilities and that of colleagues in the process; and,
- Keep messages clear and succinct.

## 2. The Door Supervisor's Role when first aid situations occur in licensed premises

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At the end of this topic, you should be able to:

- Identify common situations requiring first aid that occur in licensed premises; and,
- Identify appropriate responses to situations requiring first aid.

### 2.1 Common situations requiring first aid that occur in licensed premises

The owners of licensed premises, like all other organisations, owe their customers a duty of care. This means that the owner has responsibility to do all within his power to ensure the safety of their customers/guests. A Door Supervisor, as an agent of the licensee, has a role to play in assisting the owner or licensee to fulfil these obligations.

During your time as a Door Supervisor you would have come across a number of situations which required some first aid assistance. Think back to some of those occasions and complete the next activity.

Some examples of situations requiring first aid that you may have encountered might be:

- |                                  |                       |
|----------------------------------|-----------------------|
| • Cut and bruises;               | • Heart attacks;      |
| • Broken bones;                  | • Asthma;             |
| • Head injuries;                 | • Epilepsy;           |
| • Alcohol/drug excess or misuse; | • Allergic reactions; |
| • Diabetic coma;                 | • Panic attacks; and, |
| • Strokes;                       | • Heat exhaustion.    |

Accidents involving slips, trips and falls are amongst the most common causes of injury in the workplace. Some estimates place wet surfaces as the cause for the majority of accidents in licensed premises.

Many situations that may require first aid in licenced premises relate to the consumption of excess alcohol and/or the misuse of drugs as it may lead to unconsciousness.

Collapses can also be non-alcohol related, e.g. due to heart attack, asthma, heat exhaustion, epilepsy, diabetic coma, allergic reaction (such as to peanuts), etc.

Arguments and disagreements can lead to fights that may result in injury. The use of weapons, including improvised weapons such as glass, bottles and furniture inside a venue can also result in the need for first aid.

Overcrowding can lead to dangerous situations that may result in injury or public disorder, and can result in some customers suffering from claustrophobia.

The Door Supervisor should:

- Take responsibility for ensuring that hazards such as spilled liquids, food, packaging waste or problems associated with flooring are dealt with immediately;
- Keep access ways clear of objects; and,
- Intervene to stop un-safe practices or behaviour.

In short, the role of a Door Supervisor is to reduce the risk of such incidents by taking action or responsibility for removing hazards, and reporting hazards to Supervisory staff.

## 2.2 Appropriate responses to situations requiring first aid

### Appropriate responses to situations requiring first aid

Many security staff will receive specific training for first aid. Others will work in more of a first response role. You should always call a fully trained first aider to the scene of an accident as quickly as possible.

#### Initial response

- Assess the situation;
- Do not put yourself in danger;
- Make the area safe. Control the area by using bystanders if necessary;
- Remain calm as this will give the casualty and others confidence in your ability;
- Assess all casualties and attend to those that are unconscious first (if you are qualified);
- If you are not a first aider, shout or radio for help immediately;
- Reassure and keep the casualty and on-lookers calm to prevent further accidents.

Door Supervisors should know the location of first aid kits and other important equipment, so that when an incident occurs, they can co-ordinate or administer (if they are qualified) first aid effectively. If appropriate, they should contact the emergency services. They should also know who the first aider is and how to locate them in an emergency.

### Summoning help

In any situation requiring first aid, qualified help must be sought immediately. The longer the delay, the less chance of survival. It is also necessary to give as much information as possible regarding the incident to the first-aider:

Exact Location of incident  
Telephone or contact details  
Help required  
Access to the scene  
Number of casualties  
Extent of injuries



Whilst only door supervisors qualified to do so should deliver first aid, the basic response to first aid situations are:

- Instruct a colleague to immediately call for an ambulance using 999;
- Check the patient's airway, breathing and circulation (pulse);
- If the patient has no pulse or has stopped breathing, apply cardiopulmonary resuscitation (CPR) as appropriate;
- If the patient is unconscious but still breathing, place them in the recovery position;



- If the patient is conscious ask them to loosen their clothing, or loosen their clothing only after telling them what you intend to do and why (and receiving their permission); and,
- Try to keep the patient calm, keep them warm, and offer reassurance.

### Ensuring the Airways are Open

- Check the mouth for obstructions and remove them.
- Open the airway by placing one hand on the casualty's forehead and gently tilting the head back whilst lifting the chin using two fingers only. This will reduce the risk of them swallowing their tongue.

### Chest Compressions

If the casualty is NOT breathing normally and a first aider is not on the scene, you can start **chest compressions**.

- Lean over the casualty and with your arms straight, press down on the centre of the breastbone 4-5cm, then release the pressure.
- Repeat at a rate of about 100 times per minute.
- After 30 compressions, open the airway again.
- Pinch the casualty's nose and allow the mouth to open.
- Take a normal breath and place your mouth around the casualty's mouth, making a good seal.
- Blow steadily into the mouth while watching the chest rising.
- Remove your mouth from the casualty and watch the chest for falling.
- Give a second breath and then start compressions without delay.
- Continue with chest compressions and rescue breaths in a ratio of 30:2 until qualified help takes over or the casualty starts breathing normally.

The recent Vinnie Jones advertisement for Hands Only CPR illustrates the current response techniques for first aid situations. It can be viewed on the British Heart Foundation website at [www.bhf.org.uk](http://www.bhf.org.uk).

## Reporting

Recording and reporting events is essential and they should be kept in respect of all first aid incidents. However, detailed reporting during a serious incident is seldom possible. Using your personal security notebook during the event to record keywords and facts with timings will help you later to write your report.

Serious incidents or accidents, including near misses, must be reported to the Health and safety Executive (HSE) under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

In reporting you should ensure that you cover the 'who why what where when and how'. Examples might include:

**Who:** was injured - by whom - who reported it - who discovered it - who arrived or left - who made what order or made which decision?

**When:** was it discovered - was it reported - were the emergency services called - were the management team notified - did various people arrive - were casualties taken off site - was the emergency declared to be 'over'? **Where:** was the emergency - were you when notified - were the most serious casualties - were the offenders - were the witnesses who made key reports?

**What:** triggered the incident – happened - happened next - might have happened had you not taken a certain decision?

**Why:** did it happen - did you take certain decisions - were casualties taken to X instead of Y - did you arrest an individual?

**How:** did it happen - did you bring a certain situation under control?

We always learn as security professionals that we must stick strictly to fact, avoiding hearsay, rumour and opinion. However, a post-incident report may require professional opinion as to how the situation was caused and how it might have been handled more effectively.

### 3. Legislation and requirements regarding children and young people relevant to Door Supervisors

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At the end of this topic, you should be able to:

- Identify how to comply with relevant licensing legislation when dealing with children and young people;
- State duty of care requirements when dealing with children and young people; and,
- State searching requirements when dealing with children and young people.

#### 3.1 Complying with relevant licensing legislation when dealing with children and young people

##### Relevant legislation (or law) regarding children and young people

The Licensing Act 2003 and the relevant Scottish Act has a section relating to Children and Alcohol.

A 'child' is defined in the above legislation as an individual under the age of 18 in the following points below unless stated otherwise. Door Supervisors need to know and understand the relevant laws in order to comply with it. They should also have a knowledge and understanding of any specific proof of age schemes such as Challenge 25.

The offences under the Licensing Act 2003 relating to children are as follows:

- It is an offence to admit children under the age of 16 to certain categories of relevant premises according to the premises licence (in Scotland this depends on the operating plan of each premises, which has to be approved by the Licensing Board, and states the age requirements, the time period and the physical space where the child or young person is allowed);
- Or to allow an unaccompanied child under 16 to be on premises that are exclusively or primarily used for the supply of alcohol for consumption at a time when they are open for that purpose;
- Or to allow an unaccompanied child under 16 to be on those premises between midnight and 5am when the premises are open for the purpose of being used for the supply of alcohol for consumption there. However no offence is committed if the child is on the premises solely for the purpose of passing to or from some other place and there is no other convenient means of getting to or from that place.
- It is an offence for any person to sell alcohol to a child or young person. It is a defence to show that the accused believed that the person was over the age of 18 having taken reasonable steps to establish their age or that any reasonable person would have believed that the young person was over the age of 18. The law considers that 'reasonable steps' requires documentary proof of age.
- It is an offence to knowingly allow the sale (or in the case of clubs, the supply) of alcohol to a child or young person. As a Door Supervisor, if you are aware that a person is under age, you will commit an offence if you allow another employee in the venue to serve the young person alcohol.
- It is an offence for a child or young person to buy, or attempt to buy alcohol, whether or not on licenced premises. A person who acts as an agent for a child by buying, or attempting to buy, alcohol on behalf of the child also commits an offence. Door Supervisors should be familiar with the venue policy on dealing with underage offenders. However, this is not an offence if all of the following apply:
  - The person purchasing or attempting to purchase the alcohol is over 18;
  - The child is 16 or 17;
  - The alcohol is beer, wine or cider;
  - The purchase is for consumption at a table meal; and,
  - The child is accompanied by an adult.

- It is an offence for a child to knowingly consume alcohol on relevant premises and for a person to knowingly allow the consumption of alcohol by a child under 18 on relevant premises.
- It is an offence to deliver alcohol to children (the first bullet point below does not apply in Scotland). A person who works on relevant premises in any capacity commits an offence if they knowingly deliver to a child alcohol sold on the premises, or supplied on the premises (in the case of a club). Similar offences are committed by a person who knowingly allows anybody else to deliver the alcohol. However the offences are not committed if:
  - The alcohol is delivered to a place where the buyer or person supplied lives or works;
  - If the child is working on relevant premises in a capacity that involves the delivery of alcohol; or,
  - If the alcohol is sold or supplied for consumption on relevant premises.
- It is an offence to knowingly send a child to obtain alcohol sold or supplied on relevant premises for consumption off those premises.
- It is an offence knowingly to allow a child to sell or, in the case of a club, to supply alcohol, unless each such sale or supply has been specifically approved by a responsible person.
- In Scotland, under the 'Alcohol etc. (Scotland) Act 2010', it is a condition for all premises licences that there is an age verification policy in place in relation to the sale of alcohol on the premises. As part of this Act, the 'Challenge 25' law means that a licensee must have a policy in place that requires anyone who appears to be under age of 25 to show proof of age.

The licensed premises under the Act extend to the whole premises, including beer gardens and outside terraces.

Accompanied children are usually allowed on licensed premises. However, the 2003 Act allows the Licensing Authority to attach conditions to the operating schedule for each premises licence to reflect the nature of each establishment. The general rule is that where there is no risk of harm to children, special conditions are unlikely.

Special conditions would be likely to be put in place in premises:

- Offering lap dancing or striptease;
- With a history of drug dealing problems;
- Where alcohol has been sold to minors;
- Where films or plays of an inappropriate nature for children are shown;
- Where there are concerns about paedophilia; and,
- Where there is a concern or history of violent or disorderly behaviour.

When considering offences relating to drunk and disorderly behaviour and young people, the actions of those employed by the venue, including Door Supervisors, can lead to prosecution of the licensee and the possible suspension or termination of their licence. The licensee is liable for the criminal acts of their employees or agents. In addition to those offences that would apply to all employers, there are additional offences relevant to licensed premises.

### **3.2 Duty of care requirements when dealing with children and young people**

One of the four licensing objectives of the Licensing Act (2003) (five objectives in Scotland) is 'protection of children from harm'. This requires that in exercising their duties, Door Supervisors, as all others,

must ensure that children are not exposed to the risk of harm.

### **Proof of age**

It can be very difficult to identify an underage person as some people develop quicker than others; however you are entitled to ask for proof of age as a condition of entry into the venue. The law states that the burden of proof rests with the customer to prove to your satisfaction that they are old enough to enter the venue.

It is recommended that the following forms of ID be accepted as proof of age:

- Military ID (MOD form 90, RAF Form 1250, etc);
- Passport;
- Photo driving licence; and,
- PASS accredited proof of age scheme (look for the PASS hologram).

The venue should be able to provide details on the forms of identity that they will accept. If proof of age is not provided the person should be asked to leave or refused service.

### **Harm to children**

Children and young people may be harmed by alcohol in a number of ways, including:

- By consuming it, especially if to excess, causing physical or psychological harm to themselves.
- By consuming so much that they become incapable of properly taking care of themselves.
- By engaging in criminal or anti-social activity as a result of having consumed alcohol.
- By witnessing others consuming it (especially if to excess).
- By their parents, guardians or carers consuming it so that they are incapable of providing proper care.
- By being abused, assaulted or otherwise victimised by people who have consumed alcohol.
- By witnessing people who have consumed alcohol acting in a criminal or anti-social way.

**Door supervisors should be alert for any child at risk of harm (whether in connection with the consumption of alcohol or otherwise) and take such steps as are appropriate and available to prevent that harm occurring.**

If the child or young person is on licensed or other private premises, the situation should be brought to the immediate attention of a supervisor or manager.

Although the law allows the removal of a child or young person who is drunk or disorderly from privately-owned premises, "duty of care" dictates that staff should ensure that they do not come to any foreseeable harm after ejection. Staff should never eject them from the premises and allowed to fend for themselves, and consideration should be given to arranging for a parent, guardian or other carer, friend or responsible adult, **genuinely associated with them**, to look after them after ejection. If this is not possible, the police should be called so that they decide how to best deal with the situation when the child or young person is removed to the street or other public place.

Similarly, if children or young persons are in a public place, consideration should be given to calling the police to deal with the situation, especially if they are in serious immediate danger of harm.

The situation should be monitored and medical services or an ambulance should be called if a child or young person:

- Is ill as a result of consuming alcohol. Alcohol may have a more severe reaction on a child or young person than on an adult and so even relatively small amounts of alcohol can have a very serious effect on their health and may even prove fatal.
- Is sleeping, comatose or unconscious as a result of consuming alcohol, as they could choke on their own vomit.

If the parent, guardian or other carer of the child or young person is known, or can be identified, they should be called and advised of the situation so that they can decide on an appropriate course of action to safeguard their child or young person.

The police have powers to remove a child or young person at serious risk of harm to a place of safety if they consider it necessary. As those powers are only available to the police, they should be called if it is believed that the child or young person may come to any sort of significant harm if they are not removed from the situation. This is particularly relevant in situations where the harm to the child or young person arises from the fact that their parents, guardians or other carers are so drunk that they are incapable of properly caring for them.

1 It is illegal to knowingly sell an underage customer alcohol. The door supervisor should advise the bartender not to serve the customer, and explain to the boy that due to age restrictions, his father should buy the beer, not him.

2 This is not an offence if the teenager is above 16 years of age, and is accompanied by an adult. The door supervisor should check for proof of ID, and advise the adults that it is not permissible for children under 16 to drink alcohol at the premises if they are underage.

3 No offence is committed if a child is on the premises solely for the purpose of passing to or from some other place and there is no other convenient means of getting to or from that place.

4 The door supervisor has not committed an offence but the person who sold them the alcohol may have, if the teenagers are underage. The door supervisor should be wary of the situation and contact the police if any risk of harm is identified. It is not an offence to drink in public in England and Wales, but it is also an offence to drink in public places in Scotland, unless they are designated areas.

### 3.3 State searching requirements when dealing with children and young people

There is no legal distinction between children, young people and adults insofar as the law relating to the searching of people entering, or on, privately-owned premises. Searching practices that apply to adults can also be applied to children and young people and best practice requires that minors are only searched with the permission of their guardians or responsible adult.

However, if it is necessary to search children and young people regularly, the searching policy of the organisation should have specific instructions in place to ensure that it is done appropriately. Your organisation may have specific guidelines for searching requirements when dealing with children and young people. It is important that you are aware of these if they exist.

As the searching of people as a condition of entry can only be done where they consent, the issue of the capability of the child or young person to provide informed, genuine consent needs to be considered. In the case of younger children this **may** mean that they cannot be searched until a parent, guardian or other adult carer has been made aware of the situation and has consented. In the case of older young people,

particularly teenagers, they may be perfectly capable of consenting themselves. The more extensive the search which is being considered, the more important it is to ensure that the child or young person fully understands what it is that they are being asked to consent to.

Even where consent is not an issue, the fact that it is a child or young person should be built into the assessment of the situation when deciding whether or not a search is necessary and, if so, to what extent it should be carried out.

It is good practice that females should only be searched by females and males should only be searched by males. Although this is not required by law, the risk of searching a member of the opposite sex is that you could face claims of assault. It is also good practice to undertake searches in the presence of a witness.

## **4. How can the Door Supervisor help to keep vulnerable people safe**

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At the end of this topic, you should be able to:

- What is meant by the term 'vulnerable people';
- The risks to vulnerable people being ejected from, or refused entry to, a venue;
- Actions that can be taken by a door supervisor to protect vulnerable people; and,
- Behaviours that could indicate potential sexual predators.

### **4.1 What is meant by the term 'vulnerable people'**

People under the influence of drugs and/or alcohol can be vulnerable because they can:

- Have reduced inhibitions,
- Lack spatial awareness increasing the likelihood of hurting themselves or others,
- Display aggression,
- Become overly gregarious,
- Have changed perceptions of their abilities and limitations,
- Have decreased ability to make considered decisions.

Individuals who have been separated from their friends or appear lost, along with someone receiving unwanted attention over a period of time or being threatened or followed can be considered vulnerable.

Victims of domestic violence can be at an increased risk of harm or assault, which can be fuelled by alcohol.

Young people, particularly those under the age of 18 can be especially vulnerable in a lot of situations.

Someone who has been targeted by a sexual predator can be more vulnerable.

Somebody with a disability, such as a learning disability can also be considered vulnerable.

### **4.2 The risks to vulnerable people being ejected from, or refused entry to, a venue**

#### **Risks**

Dependant on the vulnerability, the risks can include:

- The full range of offences against the person, including all classifications of assault, sexual assault

- and robbery,
- A number of offences against property including theft and criminal damage,
- Coercion,
- Serious accident/injury including life threatening situations,
- Becoming involved in criminal behaviour.

The list is not exhaustive.

### **Factors to consider when ejecting or refusing entry to a person who may be vulnerable**

The following should be considered when refusing entry or ejecting someone from a venue who may be vulnerable:

- Is the individual under the age of 18 and in need of particular help?
- Is the individual vulnerable as they are under the influence of drugs or alcohol?
- Are they alone or do they have friends nearby?
- Do they have all of their belongings?
- Do they need medical attention?

### **4.3 Actions that can be taken by a Door Supervisor to protect vulnerable people**

If you judge an individual to be vulnerable, you need to consider what help can be provided:

- Seek help from Street Pastors, Street Marshalls or any other scheme active in the area to help people get home safely at night,
- In particular when considering young people, is there a relative you can call to assist them,
- Calling a licensed taxi to take the vulnerable person home,
- Using 'safe havens' or other local initiatives run by organisations such as St John's ambulance,
- Call the police.

### **4.4 Behaviours that could indicate potential sexual predators**

A sexual predator is someone who commits sexual crimes. They are often friendly and self-assured, and can be of any race, profession, level of intelligence or age. A person can also be considered a predator if they are ignorant to the fact that a person cannot consent to sexual contact if they are drunk.

A sexual predator will often target victims based on the following factors:

- Appearance,
- Race,
- Location,
- Gender,
- Availability,
- Vulnerability.

How to spot sexual predators and what actions you can take:

- A sexual predator could be a lone male. If you see a lone male pestering a woman, you could approach the woman to access her safety, inform the venue management or call the police.
- Sexual predators can use drugs such as Rohypnol to facilitate their crimes. If you find suspect



drugs that you feel may be used to facilitate a crime then call the police. If you find a date rape drug during a search, confiscate the drug, and follow local procedures.

- If you witness a heavily intoxicated female exiting the venue with a male, consider approaching them to seek clarity on the relationship to ensure the safety of the female.

If there is a regular lone attendee at your venue, you will often recognise who they are. Do they often leave with a different woman every time and do these women appear intoxicated? If so this may be an indication of a sexual predator.

## 5. Queue Management and venue capacity responsibilities relevant to Door Supervisors

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At the end of this topic, you should be able to:

- The benefits of queue control;
- Why communication is important throughout the queuing process; and,
- Managing venue capacity.

### 5.1 The benefits of queue control

Queue management is a critical part of the role of door supervisors. When it is done well it leads to orderly entry into the venue in a safe manner. When it is done badly, it leads to frustrated customers, increased potential for conflict and potential safety issues. One of the key objectives of licensing law is to reduce public nuisance, done badly, queue control can create public nuisance.

Queues tend to be the result of:

- **Capacity issues:** The club has met its licensed capacity,
- **Security policy:** Activities such as searching can reduce the speed of entry,
- **Controlled entry:** Slowing entrance into the venue can increase safety for those inside,
- **Customer monitoring:** As part of a policy of monitoring potential customers prior to entry.

The purpose and benefits of queue control are:

- **To reduce public nuisance.** This is one of the four licensing objectives. Long term or regular failure to manage queues can lead to the venue losing its premises license
- **To promote public safety:** This applies to both customers in the queue, and through strict enforcement of admission policies, patrons and staff within the venue.
- **To reduce potential for conflict arising outside the venue**
- **To provide an opportunity to assess the attitude and behaviour of customers**
- **To allow early enforcement of the admissions policy**

### 5.2 Why communication is important through the queuing process

The process of managing queues is often defined within venue policies and procedures. Effective queue management tends to have the following characteristics:

- **Effective line control:** This can be achieved by the use of barriers or ropes when dealing with larger crowds, but often relies on door staff making sure that the line is orderly and that there is no

queue jumping. This includes your own friends and family. Walking or patrolling the line discourages anti-social or illegal activity.

- **Management of expectations:** Engaging with customers and ensuring that they are aware reasons for delay and likely wait time helps manage expectations.
- **Monitor the queue for situations that might lead to conflict:** Be proactive in managing situations in order that they do not get out of control. Identify and isolate potential troublemakers, involving the police where necessary.
- **Apply venue admissions policies pro-actively:** Where potential queuing customers will not meet entry requirements of the venue, try to provide early guidance, so that they do not queue unnecessarily.
- **Ensure safety:** Monitor the safety of customers in the queue and intervene when required.
- **Reduce potential for nuisance:** Consideration needs to be given to the impact on businesses in the immediate area and the effect on other members of the public.
- **Focus on customer service:** People are more patient if they believe that they are being treated with respect. Effective customer service also encourages customers to return, even if they have had to queue.
- **Apply procedures consistently and fairly:** Where procedures exist, make sure that you are working to them.

### 5.3 Managing venue capacity

The maximum level of occupancy for licensed premises is defined in the operating schedule of the premises license. The Fire Service have a major role in defining the operating conditions required of license holders, and the objective of setting maximum occupancy figures is driven by both safety and comfort. The figure is determined by three key factors:

- **A calculation based upon floor space.** Local authorities work on the basis that people require a defined minimum amount of space for reasons of safety and comfort.
- **A fire risk assessment and in particular consideration of flow rates in an emergency situation.** Of particular concern is the capacity of exit doors to discharge people from inside the venue. The authority will usually expect, in reasonable circumstances, full evacuation of the building within 2 to 2 1/2 minutes. If this cannot be achieved, it is quite possible that the maximum occupancy will be arbitrarily limited by the licensing authority.
- **The staffing and equipment available** that could be deployed during an emergency.

Whilst the Premises License largely determines occupancy figures, venue management will also have been expected to undertake Health and Safety Risk assessments, and to document those assessments if they employ more than 5 staff. Access and egress, and the safety of people whilst in the venue must be considered in this assessment.

Door supervisors also have a significant role to play in ensuring that the maximum level of occupancy (which includes all venue staff) is not exceeded. This is why door supervisors usually have a procedure for keeping count of the number of people in the premises. Failure to observe this could lead to the withdrawal of the premises license, or in the case of major incidents, even prosecution.

# Safety Awareness : Short Test

## Activities

### Question sheet

Question	Answer
<b>Counter Terrorism</b>	
What is the name of the organisation that is responsible for deciding the threat level from international terrorism	
Put the threat levels in the correct order starting with the lowest	1 2 3 4 5
Who should you pass non urgent information to terrorism to?	
List four things that would make you suspicious about a person	1 2 3 4
<b>First Aid</b>	
Employers are required by law to provide adequate training and first aid equipment	1
List two other responsibilities	2
What does RIDDOR stand for?	R I D D O R
Which authority should serious accidents be reported to?	H S E
What are the four P's of Searching	P P P P
Can a female door supervisor search a male?	
Can a male door supervisor search a females handbag with her consent?	