

**1. Role and objectives of a door supervisor**

<b>Role</b>	<p>Whilst all venue staff have a responsibility for safety and security, your employment is based on specialist knowledge of and responsibility for these areas.</p> <p>The precise nature of your duties may differ from assignment to assignment. As with most properly managed security assignments, your duties will normally be laid down and codified in a set of operational instructions, known on many sites as the site assignment instructions.</p>
<b>Control of access and enforcement</b>	<p>Customer service, welcoming and providing advice and guidance to customers • Control of access to and within the premises • Enforcement of policy and entry conditions • Pre-entry search, including the use of search equipment where provided • Ensuring compliance with licensing requirements, policies and the law • Clearing and securing the venue at the end of the function • Undertaking venue and customer searches.</p>
<b>Ensuring safety and security</b>	<p>Monitor any enforced health and safety procedures • Maintaining security inside and outside of the premises • Routine and random patrols • Observing people's behaviour and dealing with conflict and aggression • Taking action to maintain the safety of customers and staff. This might include managing crowds or responding to specific incidents • Dealing with emergency situations, such as fire, accident, injury, flood, equipment failures, bomb threats, etc. • Supervising people as they leave the building.</p>
<b>Prevention of crime, disorder and unacceptable behaviour</b>	<p>Restraining and escorting people out of the venue, if necessary • Deterring, preventing and responding to criminal activities • Carrying out arrests • Deterring, preventing and responding to unacceptable behaviour and disorder • Routine and random patrols • Co-operating with the police.</p> <p>Whilst security is the responsibility of all, as licensed professionals you will be expected to offer leadership and be an example to others. You will be required to co-operate with management, observe procedures and reporting procedures in discharging these duties.</p>
<b>Customer experience and standards of behaviour for door supervisors</b>	<p>The SIA groups the required standards into four areas as follows:</p> <p>Personal appearance • Professional attitudes and skills • General conduct • Organisation/Company values and standards.</p>
<b>Personal appearance</b>	<p>Wear smart and presentable clothing • Wear clothing that easily identifies you as a door supervisor, and in accordance with the employers' guidelines and industry requirements • Wear their SIA license on the outside of your clothing whilst on duty, displaying the photograph side.</p>
<b>General conduct</b>	<p>Never solicit or accept any bribe or other consideration from any person • Not drink alcohol or be under the influence of alcohol or drugs • Not display preferential treatment towards any individual • Never abuse his/her position of authority • Never carry any item which is or could be considered to be threatening • Report all incidents to the management • Co-operate fully with members of the police, local authority, SIA and other statutory agencies with an interest in the licensed premises or the way they are run.</p>
<b>Organisation/Company values and standards</b>	<p>Adhere to the employing organisation/company standards • Be perceptive of the employing organisation/company culture and values • Contribute to the goals and objectives of the employing organisation/company • Abide by the professional codes of practice issued by the professional associations to which he or she belongs.</p>
<b>Importance of admissions policies</b>	<p>Admissions policies are fundamental to the operations of any leisure venue. It is the admissions policy that will largely define the standards of behaviour expected from clients, and thus the type of clients that the venue wishes to attract, and those it specifically wishes to deter. It is important that the admissions policy is clearly written, in a way and in a language that potential clients will understand, and that it is clearly visible to those considering visiting.</p> <p>Normally, the policy will form part of the site assignment instructions. We have a legal obligation to act fairly without discrimination, and by applying a set of clearly defined criteria in regards to admissions, conduct and ejections, it becomes much less likely that door supervisors will be accused of discrimination.</p>

Admissions policies are also important for the venue in supporting its applications for functions and premises licences. The admissions policy indicates the measures that the venue managers will take to support social responsibility policies, control antisocial behaviour, and assist local law enforcement agencies. The policy will be important not only in deciding who enters the venue, but also in identifying and deciding who may be asked or compelled to leave.

**Common areas in an admissions policy**

Typically, admissions policies may include: Dress code • Behavioural expectations, particularly in regards to antisocial behaviour • Policy on the admission of intoxicated clients • Search policies and conditions • Times of opening • Maximum sizes of parties • Entrance fees • Proof of age or identity • Policy on substance abuse.

**2. Civil and criminal law****Civil and criminal law**

**Civil law** enables individuals or organisations to take action against each other in order to settle disputes. This action normally results in a restitution and possible payment to another in the form of compensation, or a division of assets or responsibilities. Libel, slander and divorce are the most common cases of civil law.

Door supervisors must remember that they **cannot arrest** someone for a civil wrong, e.g. trespassing.

**Criminal law** is the body of law that deals with conduct that is prohibited and prosecuted by the state. Any prosecution is instigated by the Crown Prosecution Service and is usually designated 'The Crown v Someone'. These include summary and indictable offences. An indictable offence is a serious criminal offence that requires trial by jury in a Crown Court.

Door supervisors can only make an **arrest for offences that are indictable**.

**Offence classifications**

Summary offence	Triable either way offences	Indictable offences
Tried in the Magistrates Court	Can be tried in the Magistrates Court or Crown Court	Tried in the Crown Court
Some serious matters can be dealt with in this way, such as assaulting a police officer in the execution of his/her duty, interfering with a motor vehicle, drunk-driving offences, using threatening words/behaviour, or taking a motor vehicle without the owner's consent.	For some offences, the defendant has a choice of trial in the Crown Court before a jury, or a summary trial in front of three lay magistrates.	These are the most serious offences and can only be tried in the Crown Court, before a jury and a single professional judge. Crimes such as murder and rape are indictable crimes only.
No rights of citizen's arrest	Citizen's arrest	Citizen's arrest

**Police officers have additional powers of arrest, but security staff do not have these powers.**

**Assault offences**

The most heinous crimes, such as murder or rape, are unlikely to be an everyday occurrence in your career. Offences that are more commonly witnessed by door supervisors include:

		Powers of arrest
Common assault (Criminal Justice Act, 1988, Sec 39)	Threat or intentional use of force against another without their consent.	✗
Aggravated assault (Offences Against the Person Act, 1861, Sec 47)	A reckless attack with intent to injure seriously (as with a deadly weapon).	✓
Assault occasioning Actual Bodily Harm (ABH) (Offences against the Persons Act, 1861, Sec 47)	An assault leading to an injury calculated to interfere with health and comfort in a more than trifling way, e.g. broken tooth/nose, extensive bruising, minor fractures, psychological injury.	✓
Unlawful wounding/inflicting Grievous Bodily Harm (GBH) (Offences against the Persons Act, 1861, Sec 20)	The crime of attacking and seriously injuring someone, e.g. permanent disability or disfigurement, permanent loss of sensory function, large loss of blood, broken bones.	✓
Unlawful wounding/inflicting Grievous Bodily Harm with intent (GBH) (Offences against the Persons Act, 1861, Sec 18)	The crime of attacking and seriously injuring someone with intent, a planned or repeated attack, e.g. permanent disability or disfigurement, permanent loss of sensory function, large loss of blood, broken bones.	✓

**Assault can be an indictable offence, but common assault is dealt with summarily.**

**Sexual Offences**

Rape (Sexual Offences Act, 2003)	Penetration of vagina, anus or mouth with penis.	✓
Assault by penetration (Sexual Offences Act, 2003)	Sexual penetration of the vagina or anus with other objects.	✓
Sexual assault (Sexual Offences Act, 2003)	Touching a person in a sexual way.	✓
Engaging in sexual activity without consent (Sexual Offences Act, 2003)	Causing another person to engage in sexual activity without consent.	✓
Inciting prostitution (Sexual Offences Act, 2003)	Causing, inciting or controlling prostitution for gain	✓

**Other offences against the Person**

Robbery (Theft Act, 1968, Sec 8)	Unlawfully taking the property of another by the use of violence or intimidation.	✓
Manslaughter (Common law, Offences against the Person Act 1861)	The unjustifiable, inexcusable, and intentional killing of a human being without deliberation, premeditation, and malice. The unlawful killing of a human being without any deliberation, which may be involuntary, in the commission of a lawful act without due caution and circumspection	✓
Murder (Common law)	It is considered the most serious form of <u>homicide</u> , in which one person kills another with the <u>intention</u> to unlawfully cause either death or serious injury	✓

**Offences against property**

Theft/Shoplifting/Vehicle theft (Theft Act, 1968, Sec 1)	The act of taking property belonging to someone else without intending to return it.	✓
Burglary/Housebreaking (Theft Act, 1968, Sec 9)	Entering a building as a trespasser with the intent to commit theft/GBH/rape/criminal damage.	✓
Robbery (Theft Act, 1968, Sec 8)	Unlawfully taking the property of another by the use of violence or intimidation.	✓
Criminal damage (including Vandalism and Arson) (Criminal Damage Act, 1971)	Destroying/damaging property belonging to another person. It also includes the threat to destroy or damage property.	✓
Trespass (Civil law)	Entering land or premises without the right to be there.	✗
Criminal trespass (Serious Organised Crime and Police Act (2005), Sec 128-131, Criminal Justice and Public Order Act, 1994, Sec 61 & 62)	Trespass at protected sites (e.g. royal sites, MOD sites or licensed nuclear sites), or extended trespass by squatters, raves or hunt saboteurs.	✗
Aggravated trespass (Criminal Justice and Public Order Act, 1994, Sec 68)	Trespassing in order to intimidate, disrupt or obstruct those taking part in lawful activity.	✓
Vagrancy (Vagrancy Act, 1824)	Since enactment, the Vagrancy Act has been used to cover a wide range of anti-social behaviours. It is currently used in relation to lewd behaviour, indecent exposure, sleeping rough, begging, anti-social behaviour, soliciting and being found on enclosed premises for any unlawful purpose.	✗

**Other offences** Other offences relate to the unlawful possession of prohibited items, which include:

Possession of offensive weapons (Prevention of Crime Act, 1953, Sec 1) for sharply pointed articles (Criminal Justice Act, 1988)	Carrying in a public place an offensive weapon without a reasonable excuse or lawful authority.	✓
Possession of firearms (Firearms Act, 1968)	Possessing a firearm without reasonable excuse or lawful authority: In a public place (with the exception of a loaded air weapon), with intent to endanger life whether or not injury has been caused, or with intent to cause fear or violence.	✓

### Offensive weapons

**Made or adapted weapons** are items that are clearly crafted to cause injury. These include firearms, specialised martial arts equipment such as telescopic truncheons and kubotans, or items that have been adapted to cause harm, such as homemade knuckle dusters, or razor cards.

Many ordinary items can also be used as **intended offensive weapons**. From DIY tools such as screwdrivers, to common items in licensed venues such as broken bottles and pool cues, security staff have to be able to apply common sense in judging risk when discovering these items during the search procedure. It is important to remember that there may be genuine reasons for carrying such items and it is generally not an offence unless it is certain that the person intends to use it to cause harm or damage.

It is an offence to possess an offensive weapon.

### Breach of the peace

A breach of the peace is riotous and disorderly behaviour that causes annoyance and disturbance to other people that are not involved in the conflict.

A third independent party that has witnessed the annoyance caused to other people has the right to use reasonable and proportionate force (including citizen's arrest) to prevent further breach of the peace.

There is no power of arrest once the breach has finished, so an arrest occurring after the breach will be unlawful.

**Extreme caution should be taken before making an arrest on these grounds and the police should be called to help deal with the problem as soon as possible.**

### Reasonable use of force

Common law has always recognised the right of any person to protect himself from attack and to act in the defence of others, if necessary to inflict violence on another in doing so, to ensure personal safety. These rights are now enshrined in legislation and are recognised under the Human Rights Act.

It is also mentioned in the Criminal Law Act 1967 Section 3, which states that reasonable, necessary or proportionate force may be used to: Defend yourself or others • To protect property • To make an arrest for an indictable offence • Preventing a serious crime.

What is *reasonable* depends on several factors, including: The gravity or severity of the crime you were trying to prevent • Non-physical intervention was not a solution • All other possibilities exhausted • The relative strength of the parties involved.

Whenever we decide to use force of any kind, we must always ensure that it is reasonable and proportionate in the circumstances. It is for the jury to decide whether reasonable force has been used and it is important that force is only used as a last resort. **Be aware that door supervisors and others can be prosecuted if they use unnecessary or excessive force**

- Can you justify its use – You must be prepared to explain why you used force.
- Preclusion – Why didn't you use other methods to resolve the situation?

### 3. Search procedures

<b>Types of search</b>	<p>There are several types of search a security officer may be asked to carry out.</p> <p><b>General searches</b> – Everyone/every bag, e.g. airport, sporting event.</p> <p><b>Specific searches</b> – Intelligence leading to a specific target, e.g. shopping centre, theft.</p> <p><b>Random</b> – Manual or electronic selection, e.g. 1 in 5 people, all blue cars, certain % of workforce.</p>
<b>Reasons for admissions search</b>	<p>Searching as part of an admissions policy is used to maintain safety by enforcing the prohibition of dangerous and illegal items and discouraging customers from bringing them in. Illegal items such as drugs and weapons are banned at any venue, but venues might enforce specific rules against other items such as alcohol purchased outside or chewing gum.</p>
<b>Hazards and precautions</b>	<p>Searching exposes security staff to a number of risks and hazards. These include: Violence • Needle stick injuries • Contact with bio-hazards • Allegations of assault and planting • Contact with drugs • Contact with weapons and in particular, bladed weapons. <b>Follow best practice of health and safety and conflict management to ensure you prevent unnecessary injury. Always assess the risks of the situation and back away if you sense impending violence. There are steps that you can follow to prevent cross infection.</b></p>
<b>Searching people and their property</b>	<p>Searching can be a very intimidating experience for both the security officer and the person being searched. When asked if they can be searched, people may become aggressive, upset or defensive. Your behaviour and mannerisms can reduce the risk of these problems happening and make the task easier to manage and relax those being searched. The person being searched may feel embarrassed. They might not necessarily be breaking the law, and may just have items in their possession of a personal nature, i.e. contraceptives or sanitary products. Your behaviour may have a direct impact on their behaviour or willingness to be searched. Put yourself in their position and treat them in the same way as you would expect to be treated.</p> <p><b>Security officers do not have a special authority to search persons or property</b> and should treat all persons as equals. Answer any questions the person may have fully and politely, use words such as please and thank you as it will earn you respect and put the person being searched at ease. <b>Act professionally at all times. You are not, under any circumstances, empowered to undertake invasive searches.</b></p> <p>Follow the SEARCHING acronym when carrying out a search:</p> <ul style="list-style-type: none"> <li><b>S</b> Seek permission and explain how you will carry out the search - remember a person can withdraw their consent to be searched at any time, at which point searching activity should cease and the situation dealt with as a refusal to be searched.</li> <li><b>E</b> Escort the person or vehicle to a safe area.</li> <li><b>A</b> Ask the person if they have any prohibited or illegal items on them, in their bag, locker or in the vehicle.</li> <li><b>R</b> Request that the person empties their own pockets, bag or locker.</li> <li><b>C</b> Control the search - use a systematic and methodical approach. Do not allow the person being searched to take over the search. You are responsible for controlling the search and those who see you as a soft touch will exploit such a weakness or inform others of it.</li> <li><b>H</b> Have a witness present.</li> <li><b>I</b> Items that have been seized must be recorded – use a search register to record details.</li> <li><b>N</b> Never put your hands inside any pockets or bags – there may be something sharp or dangerous inside.</li> <li><b>G</b> Give assistance if the person experiences any difficulties.</li> </ul> <p>Always follow the search policy of the venue and use PPE supplied.</p>
<b>Facilities</b>	<p>There must be adequate <b>facilities</b> available to conduct the search: A clean and tidy room set aside from public areas • Use suitable methods to prevent onlookers viewing the search, e.g. curtains, blinds, etc • A table or chair to place the subject's items on when they are removed from a pocket or bag • The room must be large enough to conduct the search and have room for witnesses.</p> <p>Before searches can be carried out, certain agreements or conditions must be in place. These are designed to protect both the searcher and the person being searched. If any of these conditions are not in place, the security officer must seek advice from management and should not proceed until authority has been given. The conditions that must be in place are as follows:</p> <ul style="list-style-type: none"> <li>• Company search policy must be displayed on entry to the site and stated in an employee's contract of employment - Information must be supplied detailing the types of searches that will be carried out, when</li> </ul>



they will be conducted, where they will be carried out, representation at the search for both employers and employees/visitors and procedures for dealing with refusals or finds during a search period.

- Search procedures specified in the site assignment instructions.

**Best practice - Females should only be searched by females, 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. This also applies to minors and best practice requires that minors are only searched with the permission of their guardians.

If you are a lone worker and you are responsible for searching persons entering and exiting the site, when faced with a search of the opposite sex, seek assistance from a member of staff of the same sex as the subject. Your role will then become that of observer or witness. Do not attempt to search a person of the opposite sex, you may find yourself answering to allegations made by the subject.

**Self-search** - The searcher should also employ the self-search method. The searcher asks the person being searched to empty their own pockets or bag and place them onto a table or chair. The searcher looks through the possessions on the table in clear view of the subject. This eliminates the risk of allegations of planting and protects the searcher from injury.

**Searching minors** - When searching young people and children, work to the venue policy. Try to adjust to the needs and age of the person you are searching and try to make them feel at ease. Always search in pairs and for younger people, it can be advisable for their parents or friends to be in attendance. Do not ask minors to remove any clothing other than outer garments (coats).

## Techniques

- Use self search to empty pockets.
- Stand side on to the person being searched to protect yourself from aggressive movements and start the search at their head and neck – *Ask the person to remove any headwear so that you can look inside (use discretion when items of headwear are of a religious nature, if in any doubt, ask).*
- Methodically work down the body from the head to the shoulders, arms, torso, legs and feet.
- Arms – Ask the subject to hold out their arms to the sides. Gently pat both upper and underside of the arm up to the armpit area. Repeat the same with the opposite arm.
- Torso – Leaning slightly forward, place your arms underneath their arms and gently rub down the upper shoulder and lower back areas of the torso, paying attention to the small of the lower back.
- Pat down the chest and abdomen areas of the torso (particular care should be taken that in the case of female search the breasts are not touched).
- Feel over all clothing showing particular attention to pockets, waistbands and seams.
- Kneel down on one knee to search legs, this is a stable position that you can move back quickly from if required. Using both hands, position one hand to the front of the leg and the other to the rear of the leg, then work your way down the leg. Care should be taken not to place your hands on or near the genital area. Repeat the process with the opposite leg.

Search the following: Hair/hat • Collar • Tie/lapels/scarf • Arms/armpits • Torso/spinal area • Bag • Pockets/waistbands • Watch/hands • Coat/jacket/hems • Legs/buttocks • Ankles/turn ups • Footwear.

## Searching Bags

Ask the person to place the bag onto the table in front of any witnesses and to empty the contents of the bag onto the table • Ask the person to show you that the inside of their bag and compartments are empty.

Check the contents of the bag as follows: Fan through books, magazines and paperwork • Ask the subject to open any compartments built into electrical equipment • Ask the owner to open purses, wallets and toiletry bags so that you can view the contents • Check passes and receipts for items being taken from the site.

Search the following: Zipper compartment • Handles and buckles • Pockets • Inner lining • Bottom of bag/case.

A male may search a female's bag and a female may search a male's bag if consent is given. However, particular discretion and sensitivity should be exercised and where possible the 'gender rule' should still be applied, particularly when dealing with unfamiliar cultures.

## Precautions to take

Use Personal Protective Equipment, such as safety gloves, will help protect from bio-hazards • Self-search techniques will reduce the risk of needle stick activities, the risk of contact with bio-hazards, the risk of violence, the risk of accusations of planting evidence, contact with drugs and weapons • Use of dedicated search area reduces the risk of violence as the person being searched is isolated from others. Where such

facilities have CCTV, this provides still further protection • Searching with another member of security to act as a witness reduces both the risk of violence and accusations of planting evidence • Always ensure that any cuts or grazes that you might have are properly dressed. This reduces the risk of bio-hazards.

### Reasons for a premises search

Door supervisors will often be required to undertake a variety of different types of search. Whilst many of these searches may occur in extraordinary circumstances, most of them will be routine checks that are important in confirming that the venue is compliant with legal requirements prior to and during opening.

The reasons for these routine searches, often conducted prior to opening or after closing which might include:

- Checks of specific risks, such as toilet systems, waste bins, voids, etc, to ensure that no banned objects or substances (eg weapons or drugs) have been hidden in them before opening (particularly where they have been known to be used before)
- Ensuring that:
  - Evacuation routes are clear and evacuation doors are functional and not obstructed
  - Safety equipment is both located correctly and functioning
  - Vulnerable areas are correctly secured
  - Customers are not locked in premises when closing
- Check for suspicious packages

A full search of the venue may be conducted in response to a particular situation or threat. Venue searches are generally linked to crime prevention and/or security. Reasons for conducting such searches include:

- Fire safety
- Response to bomb threat
- In response to information received
- Crime prevention
- Organised VIP visit
- Heightened state of security

### Actions to take in the event of a search refusal

On occasion, you will encounter persons who will refuse to be searched; this is not always a sign of guilt.

- On entry – Inform them that you cannot allow entry without carrying out the search
- On exit – Inform them that if they refuse, senior management will be called and the police may be contacted
  - If it is an employee, explain that it is a condition of their contract of employment
- Explain why searches are carried out
- Try to obtain reasons for refusal
- Record the incident
- Report the refusal to site management and follow instructions given
- Remain polite at all times

As a door supervisor, you must never use force to detain a person refusing to be searched. Everyone has the right to refuse a search. If the person refuses to remain with you whilst you are awaiting a decision by management or awaiting their arrival, you should take as much detail as possible, i.e. name, address, description, etc, and pass this on to management as an incident report.

### Search documentation

#### Search register

This is likely to include: The name of the person being searched • The address of the person being searched • The name of the person undertaking the search • The name of the person(s) witnessing the search • The date and time that the search was undertaken • Details of any items illicit or illegal items found • Details of any items confiscated and how they are stored secured.

#### Incident report

The incident report might be completed if illegal items are found, there are issues with the customer or something out of the ordinary happens. The report is completed immediately after the incident and provides a wider view of the event than the search register. It is likely to include: The name of the author, and time and date that the report was completed • The nature of the incident and the time and date that it occurred • Details of those involved in the incident and actions taken • If and when the incident was reported to the police, and details of any police officers attending the venue and their actions.

#### Search Report

A search report might be completed, usually as an alternative to an incident report. It will cover the same items as an incident report, but unlike an incident report, is only used for reporting details associated with searches.



**Dealing with illegal items**

Ask the person to remain with you while you contact management • Follow management or site assignment instructions/venue policies • Retain any prohibited items that are found and record the details • If the person refuses to stay with you, take details from them and complete the search register • Follow up by writing an incident report.

If the articles are illegal, you have a power to confiscate them. An appropriate entry is to be made in the incident logbook. If drugs or offensive weapons have been seized you have a power of arrest. However: Be aware of subjects that pose a threat of violence. If it is not safe to confiscate the items, allow the person to leave and contact the police immediately • Although you have rights to arrest for some cases, you may also just seize the items and refuse entry • Subject to the venue policy, inform the police.

Depending on venue procedures, venue-specific prohibited items may be kept and returned to the customer when they leave.

**Dealing with legal items that contravene the entrance policy of the venue**

Not all items that could be confiscated will be illegal. In addition to illegal items, venues may also have a policy on items that they will not allow customers to bring onto the premises. Such items could include:

Food and drink • Innocent items that could be used as a weapon, or could be dangerous. It is important to remember that there may be genuine reasons for carrying such items and it is generally not an offence unless it is certain that the person intends to use it to cause harm or damage. If in doubt, ask the customer to leave the item with management before permitting entry. Ensure that you always work with regard to your own safety. If threatened with a weapon, back away and allow the potential assailant an opportunity to escape. • Recording equipment • Particular item of clothing or bags

You will be expected to implement the venue policy in full. The policy could involve holding or retaining the item as a condition of entry, for return to the customer on exit.

**Dealing with confiscated items**

When confiscating items, ensure that: Illegal items are handed over to your supervisor or kept in accordance with venue policies • Confiscated items must be secured in a safe place • Illegal items are collected by the police for use as evidence or destruction • Items that have contravened entry requirements are returned in accordance with venue policy • Complete records and reports in accordance with the policy of the venue.

**Recording item seizures**

Any record of the seizure must include the following information:

- Date & time article seized
- How the article was found
- Where the article was found
- Description of item(s)
- Disposal of item (where stored)
- Description of persons it was found on or who it was found by (if handed in)
- Action taken against person found with it in their possession
- Details of witnesses
- Name of supervisor who was notified
- Name and number of police officers in attendance
- Signature of person making the entry

**Considerations to take when searching individuals**

During the course of their duties, it is inevitable that door supervisors will undertake searches where there are special considerations. This might be due to searching individuals:

- With a disability
- With particular religious beliefs of cultural traditions
- Who are minors (covered previously)

The fact that a person has a characteristic that requires a particular consideration should not lead to a door supervisor targeting them for a search, or indeed ignoring the need to conduct a search. Follow the venue policy. Where a person has a protected characteristic:

- Treat the person with respect,
- Where the situation demands, remain patient,
- Smile and try to ensure that the person and the situation is relaxed,
- Avoid making assumptions,
- If you can't understand what somebody is saying, politely ask them to repeat what they said
- Be sensitive to their needs

**4. Powers of arrest****Citizen's arrest**

A person other than a constable may arrest without a warrant:

- Anyone who is in the act of committing or is guilty of an offence that is indictable.
- Anyone whom he has reasonable ground for suspecting to be committing or is guilty of an indictable offence.

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Some serious matters can be dealt with in this way, such as assaulting a police officer in the execution of his/her duty, interfering with a motor vehicle, drunk-driving offences, using threatening words/behaviour, or taking a motor vehicle without the owner's consent.	For some offences, the defendant has a choice of trial in the Crown Court before a jury, or a summary trial in front of three lay magistrates.	These are the most serious offences and can only be tried in the Crown Court, before a jury and a single professional judge. Crimes such as murder and rape are indictable crimes only.
No rights of citizen's arrest	Citizen's arrest	Citizen's arrest

**Security staff do not have any additional powers of arrest.**

**Examples of offences for which an arrest can be made**

No power of arrest ✖	Indictable offence ✔
Trespass	Theft
Common assault	Robbery
Vagrancy	Burglary
Prostitution	Aggravated assault (including ABH & GBH and sexual)
	Criminal damage including arson
	Unlawful possession of weapons including firearm offences
	Unlawful possession of drugs
	Murder and manslaughter
	Rape, Sexual Assaults

**Anyone may also legally arrest a person who is unlawfully 'at large'.**

**Limitations to a door supervisors powers of arrest**

An arrest can only be made if the person:

- **Is** in the act of committing an indictable offence,
- **Has** committed an indictable offence

Or if there is reasonable grounds for suspecting that an indictable offence will be committed.

An arrest can only be made when the person making the arrest has reasonable grounds for believing that for any of the following reasons:

- The person in question may cause physical injury to himself or any other person
- To prevent the person in question suffering physical injury
- To prevent the person in question causing loss or damage to property
- To prevent the person in question making off before a constable can assume responsibility for him
- It appears to the person making the arrest that it is not reasonably practicable for a constable to make it instead

**Availability of other options**

Arrest should only be made as a last resort. If a criminal offence is committed, then depending on the severity of the offence a door supervisor can take one of the following courses of action: Confiscate the illegal or prohibited articles • Ask the person to leave • Use force to evict the person • Evict the person and issue a banning order • Call the police and monitor the situation • Arrest the person and hold them in a suitable location until the arrival of the police. The action taken will depend on the severity of the offence, assignment instructions, local protocols with the police and the risk of undertaking any of the actions described. Bear in mind that affecting an arrest will interrupt your

normal duties.

### Situations when an arrest is not made

Bear in mind that affecting an arrest will interrupt your normal duties. Whilst we had a clear definition in law as to when we can and cannot make an arrest, an arrest will not always necessarily be made when an indictable offence has been committed. This may particularly be the case where the facts or effects of the case are not clear, or where the effects of the offence are minor or borderline. We have already seen that other options might be available to the door supervisor.

The premises management may well have foreseen such events, and may expect door supervisors to take actions other than arrest where their property has been damaged or stolen, particularly where such damage or theft is considered to be minor. Furthermore, local protocols and understandings may exist with the local police force where certain actions are taken in certain types of event. Such protocols and understandings may be either formal or informal but either way, there should be reference to them in the site assignment instructions.

Where there is doubt as to what should be done, the door supervisor should refer to the site assignment instructions or where such guidance is not clear, company management. The details of the incident and instructions given should be recorded in the personal notebook.

### Dynamic risk assessment

Before engaging in the making of an arrest, it is essential that the door supervisor should carry out a dynamic risk assessment, and assess what has to be done, how it is to be done, the likely hazards to be presented in the course of carrying out that action, and the effects that those hazards are likely to have. We are not just considering a direct effect on the door supervisor (although these are of course an important factor), but also the effects on other members of staff, and the way that the incident may overspill to affect the clients.

The incident	The opponent(s)	Resources available
<ul style="list-style-type: none"> <li>The seriousness of the incident</li> <li>The likely effects if the incident is allowed to continue</li> <li>The suitability of the available space for such action</li> <li>The risk to bystanders</li> <li>Whether or not it is possible to move back other clients from the arena of conflict</li> </ul>	<ul style="list-style-type: none"> <li>The fitness, strength and skill of the opponent(s)</li> <li>The number of opponents</li> <li>Whether or not the opponent's have access to weapons</li> <li>Whether or not the opponents are under the influence of alcohol or drugs</li> </ul>	<ul style="list-style-type: none"> <li>The resources available to deal with the situation</li> <li>How quickly additional resources can be brought to bear on the situation</li> <li>The fitness, strength and skills of the door supervisor team</li> </ul>

Put your safety and that of others first.

It should be recognised that when making an arrest, the door supervisor will be taken away from their main duties and they should always try to ensure that these duties are covered whilst they are away.

### Arrest procedures

An arrest should be made only as a last resort. Your presence alone should be enough to deter people from committing such offences.

There are simple rules you should follow before you affect an arrest to ensure that wrongful arrest is avoided: Once the offence has been committed observe the person at all times • Ensure the person does not dispose of any evidence (such as prohibited/stolen articles) prior to you making an arrest • In relation to theft the person must have gone beyond the point to where you can safely say they have removed it without the owner's consent or that they have no intention of purchasing it, i.e. the till area or the gatehouse of a site.

When you make an arrest as a security officer, you must explain the following to the suspect:

- Tell the person who you are.  
Not necessarily identification by name (although the suspect will see from the officers SIA badge), but rather your authority as a door supervisor of the event/company you are working for.
- Tell them that you are arresting them and explain why they are being arrested (e.g. suspicion of theft).
- State clearly what you require the person to do, e.g. that you have called the police and that they must wait until the police arrive.
- State clearly what you require the person to do e.g. that you have called the police and that they must wait until the police arrive.

Although you have made the arrest there is no need for you to caution the prisoner. On arrival, the police will charge the offender and read them the caution.

During the arrest, if the person should try to avoid arrest or become violent towards you, you can either: Back away if

there is danger to you • Use reasonable force to undertake the arrest.

**You must remember that when force is used, you may have to justify your actions in a Court of Law. If you are deemed to have used excessive force, you may find yourself being prosecuted.**

**Procedures  
following an  
arrest**

**Safe custody and welfare**

Once you have made an arrest you have taken away that person's liberty. You are now responsible for that person's safety and welfare. You must ensure that whilst in your custody that they are: Held in a room free from danger • Kept under observation at all times to prevent them from harming themselves • Kept away from witnesses • Separated from accomplices.

**Ensure that any evidence is preserved and not disposed of.**

**Police  
handover**

When a person has been arrested, you are responsible for calling the police immediately. When the police arrive they will ask you to describe the details of the arrest to them, in front of and in the hearing of the suspect. They will then, or subsequently, ask you to give them details of witnesses, damage done, injuries sustained and any other factors that may relate to the case. Inform the police of any extra evidence that might exist, for instance witness, CCTV or property etc. Ensure that you complete your notebook, incident reports and the daily occurrence book as required by your assignment instructions. After the event, you are likely to be asked to complete a police statement.

## 5. Drugs misuse issues and procedures

**Drugs misuse legislation**

During your duties as a door supervisor, you will encounter recreational drugs and persons committing offences under the Misuse of Drugs Act 1971, which has since been amended by the Drugs Act 2005.

1. Lists a range of different drug offences that can be committed by various people in the supply chain: Unlawful possession • Possession with intent to supply • Unlawful supply of controlled drugs • The use of premises • Production, cultivation or manufacture of controlled drugs

2. Creates **three classes of controlled substances, A, B, and C**, and ranges of penalties are graded differently within each class. The lists of substances within each class can be amended by order, so the Home Secretary can list new drugs and upgrade, downgrade or delist previously controlled drugs quickly. Class A drugs are most likely to cause harm → up to life imprisonment and/or unlimited fines for the unlawful supply of drugs. Class C drugs are not considered to be so dangerous • penalties less severe.

**Use of Premises-** The occupier of a premises or those involved in its management, commit an offence if they knowingly allow: Unlawful production or attempted production of a controlled drug • Unlawful supply or an attempt to supply • Preparation of a controlled drug • The use of a controlled drug which is unlawfully in any person's possession at or immediately before the time it was administered or used.

**Legal possession-** A person can legally take possession of a controlled drug in order to: Prevent another from committing or continuing to commit a drug offence • Deliver it into the custody of a person lawfully entitled to take it. After taking possession, the person must take all reasonable steps to have the drug lawfully disposed of.

**Licensing Act 2003**

Under this Act, the government has requested that the sale and distribution of class A drugs and the laundering of the proceeds of drug crime on licensed premises are treated particularly seriously. This is particularly important for door supervisors as the sale, distribution and use of class A drugs on licensed premises can result in: The premises license being revoked • The imposition of additional terms, condition and restrictions to the premises license.

**Indicators of drug misuse**

**Physical symptoms:** Haunted expression or paranoia • Blood shot or watery eyes • Overly dilated pupils • Anxiety or panic attacks • Disorientation and confusion • Increased rate of breathing • Hallucinations • Teeth grinding and clenching • Facial twitching or gurning (contorting facial features especially the mouth) • False sense of affection • Nausea • Runny nose or sniffing • Unusual smells on breath or clothes.

**Behavioural signs:** Use of drugs language, jargon and street names • Sudden unexplainable mood swings, e.g. angry outbursts • Intense euphoria, hyperactivity or excessive talking • Secretive or suspicious behaviour • Impaired coordination or clumsiness • Drinking water excessively • Relaxed manner, lethargic or drowsy.

**Physical evidence:** Cardboard filters or torn cigarette paper packets • Self seal bags • Clingfilm • Paper wraps • Straws/rolled up bank notes • Traces of blood or powder on bank notes • Traces of powder on toilet seats or other surfaces in toilets • Syringes and needles • Burnt spoons • Scorched tinfoil • Small pipes • Cotton wool filters • Bongs and other improvised smoking devices.

Drug waste and litter is a hazard to health. Users of some drugs are particularly susceptible or exposed to diseases such as HIV, Aids and hepatitis. **It is important that you take precautions when handling waste.**

**Types of illegal drugs**

**Class A** – the hardest drugs are found under Class A, namely the narcotics and hallucinogenic drugs.

Drug	Street names	Appearance
Heroin (Diamorphine)	Smack, H, Horse, Skag, Brown, Gear, China White, Dragon, Junk	Off white to brown powder usually sold in paper wraps or small plastic bags. It can either be smoked or dissolved in water and injected or, if high purity, it can be snorted.
Cocaine	Coke, Charlie, C, White, Percy, Snow, Toot	White powder usually sold in paper wraps/small plastic bags. It is usually divided into lines on a smooth surface and snorted with a rolled up note or straw. It is not easily smoked. Can be prepared into a solution for injecting.
Crack cocaine	Rocks, Wash, Stones, Pebbles, Base, Freebase	Crack is a form of cocaine made into small rocks about the size of a raisin (which makes a cracking noise when burnt). Can be supplied wrapped in cling film or tinfoil. It's usually



		smoked in a pipe, glass tube, plastic bottle or in foil. Can be prepared to make a solution for injecting.
Ecstasy (MDMA)	E, Pills, Mitsubishi's, Rolex's, Dolphins, XTC, Doves, M&Ms, Edward	Usually in tablet form although can be sold as powder. Supplied in small plastic bags. Es come in all sorts of colours and some of them have pictures or logos stamped into them. Usually swallowed, although some people do smoke or snort them.
LSD	Acid, Tabs, Trips, Dots, Lucy, or known by the picture	Tiny squares of paper with pictures on them usually dissolved in the mouth. Supplied in small plastic bags.
Crystal Meth (Methylamphetamine)	Ice, Glass, Tina, Christine, Yaba	Tablet, powder, or crystalline forms. Taken orally, snorted, injected or smoked.
Methadone	Mixture, Meth, Linctus, Physeptone	Liquid or tablet variety is usually swallowed but it can come in an injectable form.
Magic mushrooms (fresh or dried)	Liberties, Magics, Mushies, Liberty cap, Shrooms, Amani, Agaric	Two varieties: Liberty caps are small and tan-coloured. Fly agaric mushrooms are red and white spotted. Both can be dried and eaten or brewed into a drink.
Opium	Tar, Black Stuff, or Black Hash. Black Jack, Black Pill, Black Russian, Hard Stuff and Mud Aunti Aunti Emma	Opium usually comes in a bitter-tasting brown or black gummy bar. It can also be reduced to an opiate powder, sold in capsule or tablet form. A user does not really smoke opium, but rather heats it indirectly, inhaling its white or yellow vapours. It can also be dissolved under the tongue or brewed as a tea.
Morphine	Cobies, Cubs, dope, emsel, first line, goods, hard stuff, hocus, junk, M, Miss Emma, morf, morphie, morpho, morphy, mud, sister, stuff, unkie, white stuff	Can be injected or taken in tablet form. In pure white crystal or brown or white power it can be smoked, although smoking is rare amongst users.

**Class B** – These are the middle of the range in the seriousness of illegal drugs.

Drug	Street names	Appearance
Cannabis	Bhang, Black, Blast, Blow, Blunts, Bush, Dope, Draw, Ganja, Grass, Hash, Herb, Marijuana, Pot, Northern Lights, Resin, Shit, Skunk, Smoke, Soap, Spliff, Weed	Cannabis comes in different forms. Hash is a brown lump made from the resin of the plant. It's quite often squidy. Herbal cannabis (grass or weed) is made from dried leaves and flowering parts of the female plant and looks like tightly packed dried herbs. Most people mix cannabis with tobacco and smoke it as a spliff or a joint. Some people put it in a bong or a type of pipe. Can make tea, cakes or brownies with it.
Mephedrone (MCAT)	Meph, MC, MCAT, Miaow 4-MMC, Meow Meow, Bubbles, Bounce, Charge, Drone, White Magic	White powder usually sold in paper wraps or small plastic bags. Usually snorted up the nose with a rolled up note or straw or swallowed 'bombed' in wraps of paper.

Codeine	N/A	Painkilling tablets normally prescribed by a doctor. It is illegal to possess unless you have a valid license for supply or personal prescription.
Methylphenidate MPH (Ritalin)	Oxy, Cotton, Blue, Vitamin R, West Coast, Rits	A central nervous system stimulant in tablet, capsule or liquid form prescribed by a doctor. It is illegal to possess unless you have a valid license to supply or personal prescription.
Barbiturates	Barbs, Downers, Sekkies, Sleepers, Goofballs, Reds, Blues	Strong sedative drugs first used in the 1960's to treat depression. Now superseded by tranquillisers because of the high rates of overdoses. Tablet and capsule form taken orally.
Amphetamines	Speed, Sulphl, Sulphate, Uppers, Wake ups, Billy whiz, Whites, Base. Methylphenidate, Ritalin, Nazi crank Dexamphetamine, Dexedrine, 'P', Product.	Amphetamine usually comes as a white, grey, yellowish or pinkish powder and snorted. Can also be sold as a putty-like substance known as base. Base is usually swallowed or, because of its bad taste, wrapped in (cigarette) paper and bombed (swallowed). It can be snorted if dried out properly.

**Class C** – These are considered the least harmful of the controlled drugs but can be very addictive.

Drug	Street names	Appearance
Rohypnol	Roofies, Rophies, Roach, Rope, R2, Mexican valium, Roche, Rib, Ruffies and the "Date Rape Drug"	The drug's brand name is flunitrazepam and belongs to the Valium family. It is, however, 10 times more potent than Valium. It is a colourless, odourless and tasteless drug. This makes it ideal for 'drink-spiking'. Prescription tablets illegally obtained are often ground down which can then be dropped into a victim's drink. Since January 1998, one of the manufacturers of legal Rohypnol has created a way to alert victims – their drink turns blue and leaves a residue on the surface. It can also come in liquid form.
Tranquillisers	Benzos, Tranx. Mogadon are sometimes called Moggies. Temazepam are sometimes called Green eggs, Jellies, Jelly babies, Rugby balls, Tams or Yellow eggs.	Tranquillisers come in all manner of shaped and size. They are usually prescribed in tablet form with the identification name imprinted on them. They are usually taken orally, though some, Temazepam for example, may be crushed and injected as a poor substitute for heroin. As tablets, they are often used by people 'coming down' from heroin, ecstasy or cocaine.
BZP (Benzylpiperazine)	Party Pills, Fast Lane, Silver Bullet, Smiley's, Happy Pills. Bolts Extra Strength, Pep Love, Pep Twisted, Pep Stoned, A2, Legal E, Legal X, Frenzy, Nemesis, ESP, Cosmic Kelly, Exodus, Blast, Euphoria	BZP comes in various forms and shapes. Pills can be red, blue, pink, white, off-white, purple, orange, tan, and mottled orange-brown. They can carry an impression such as a housefly or crown. BZP is also sold as an off-white powder, in capsules and as a liquid. BZP was originally evaluated as an anti-depressant drug. Now it is found mainly on the recreational drugs scene as a substitute for MDMA and was marketed as 'Legal Ecstasy', although it is now a class C drug.

GHB (Gammahydroxy- butrate)	G, GBH, Liquid E, Gamma-OH, Fantasy, Liquid X, Liquid Ecstasy, Scoop, Water, Everclear, Soap, Easy Lay, Salty Water, G- Riffick, Cherry Meth, Jib	GHB is an anaesthetic with a sedative quality. Colourless liquid purchased in small bottles or coloured capsules. Taken orally and on rare occasion injected. Euphoric sedative effect. Effects are noticeable within 10 minutes to 1 hour and can last up to 24 hours. Use can lead to intoxication, increased energy, happiness, talking, desire to socialize, feeling affectionate and playful, mild-disinhibition, sensuality, enhanced sexual experience.
Anabolic/Androge nic steroids	Roids. Product names include Sustanon 250, Deca-Durabolin, Dianabol, Anavar, Stanozolol	Anabolic steroids are a group of hormones that occur naturally in the body. They are responsible for growth, physical development and functioning of reproductive organs. They may come in tablet form and be taken orally or in liquid form and prepared for injection.
Ketamine	Special K, Vitamin K, K	Ketamine is a short acting general anaesthetic, used primarily for veterinary purposes, that has hallucinogenic and pain killing qualities. Tablet form, pale in colour and can be bought as a powder. Taken orally or snorted.

**Medicines Act** There is a second law affecting the supply of drugs, which is the Medicines Act. This divides medical drugs into three categories:

1. Prescription medicines. These can only be supplied by a doctor or pharmacist
2. Pharmacy medicines that can be sold by a pharmacist without prescription
3. General sales list medicines which can be sold by any shop

Possession of a prescription only drug without a prescription is only an offence if the drug is covered by the Misuse of Drugs Act. Therefore possession is dealt with under the Misuse of Drugs Act

Supplying a prescription only drug, even if it is not a controlled drug under the Misuse of Drugs Act is an offence.

### Legal highs

Legal highs are substances used like illegal drugs, but not covered by current misuse of drugs laws, and so legal to possess or to use. The risks are: • Health risks as the chemicals and compounds have often not been passed as safe for human consumption. The side effects are unknown • Combination with alcohol or other illegal drugs can have unknown and sometimes fatal consequences • They can reduce inhibitions, increase drowsiness, excitement or paranoia, lead to seizures • It is likely that legal highs will contain illegal substances.

#### Approach to legal highs

The approach to dealing with customers in possession of legal highs will depend upon the policy of the venue. Many venues ban legal highs on the grounds of: • Safety • Difficulties for venue staff in distinguishing between substances that are illegal or not illegal • The risk of illegal drugs being used in the formulation of 'legal highs.'

### Signs of drug dealing

One of the most significant concerns of a licensee in relation to drugs misuse is the dealing of drugs on their premises. The principle signs that drug dealing is taking place relate to the behaviour of suspected dealers and the locations where drug dealing often occurs. It is important to recognise that drug dealing in operations in clubs in particular can be elaborate, with different people playing different roles: primary dealer, floor dealer, referrer, spotter/protector. It should also be recognised that drug dealing can often take place around as opposed to in a venue, allowing customers to enter the premises already having taken illegal drugs. This can result in health and behavioural issues that door staff may have to deal with and it is important that door staff remain alert to what is happening in the local environment and report concerns to the police where appropriate and in accordance with venue policy.

Behaviour of drug dealers can include: Frequent visits to the toilet, garden or car park, followed by different people • Regular short visits to a suspect by a runner or minder • A person on the alert for being observed. *Suspected dealers are likely to spend time looking out for other people who might be observing them* • A person protected by, or having their movements hidden by a screen of minders. *If the dealer is arrested the minders may try take the drugs into their possession before the bust, to protect the dealer* • A person that stays awhile and has a lot of friends that stay short periods • Lots of hand or body contact with people.

Drug dealing hotspots: Toilets • Outdoor smoking areas • Cars that are frequently visited and draw a crowd • Blind spots not usually covered by cameras & management • Dark secluded areas of the venue.

Other indicators: Drug litter • Reduction in alcohol sales • Information and intelligence from other customers • Changes in client profile.

#### Dealing with customers in possession of drugs

At some point in your duties as a door supervisor, you will come across a patron who is or suspected of being found in possession of drugs. There are a number of ways you may find someone in possession of drugs, which could include: During a search that is carried out as part of a condition of entry • Whilst on a routine check of the toilets or other areas, you notice someone either passing what appears to be drugs to another or taking the drugs themselves • Whilst monitoring suspicious activity.

1. Ask permission to search the suspect. 2. Carry out a full search following the correct method. 3. Maintain observation to ensure that evidence is not disposed off (swallowed). 4. Confiscate/seize any drugs that are found. 5. Refuse entry or eject the customer. 6. Record, store and dispose of the drugs as defined in the procedures related to seizure. 7. Inform management and call the police. 8. Write a witness statement and incident report.

Always follow venue policies. In England and Wales you have the power to arrest someone in possession of drugs. There is no power of arrest in Scotland. Follow local policy with regard to arrest.

#### Handling seized drugs

1. Think and act safely. Use the Protective Personnel Equipment and in particular protective gloves
2. Follow local policy and procedures
3. Ensure that drugs are held securely and that your supervisor or other nominated person is informed
4. Ensure that the seizure is properly recorded.

Information to be recorded: Date and time item seized • How item was found • Where the item was found • Description of the person it was found on • Details of witnesses • Description of item • Disposal of item (where it was stored) • Action taken against the person found with the item in their possession • Name of supervisor/manager notified • Details of police attending • Signature of person making the entry.

#### Safe disposal of contaminated waste and drug litter

- When clearing waste of any nature, always wear **protective gloves** such as latex or needle proof and change them regularly as they may split with wear.
- Ensure cuts, grazes or skin breakages are covered with a **sterile dressing** as soon as they occur.
- Always be aware of unguarded needles that are found in the venue or on a person. Wear gloves when handling the needle and avoid any contact with the sharp end. Place the discarded needle in a **sharps box**. Where sharps boxes are not available, sharps should be safely stored until a preferred method of disposal is available. A glass bottle can be a good alternative.
- When dealing with accidents or illnesses, protect yourself from contact with vomit, blood, excrement, etc, by using the **first aid protection** provided. If possible avoid contact with the victim. After carrying out such tasks, wash your hands with copious amounts of **hot soapy water**.
- When cleaning up after accidents or injuries and washing clothes, use the recommended concentration of **detergent** in hot soapy water.
- Dispose of the waste carefully and preferably using approved **disposal bags**.
- Do not put your hands into **areas you cannot see**, i.e. behind toilet cisterns, into bags or clothing.

**6. Incident reporting and crime scene preservation****Types of evidence**

<b>Direct</b>	Observed by the security officer
<b>Circumstantial</b>	The situation appears to indicate a person's guilt
<b>Documentary</b>	Statements, incident reports, technical records, pocket book notes, logs & registers, etc
<b>Real</b>	Objects produced for inspection at trial
<b>Primary</b>	Original documentation or CCTV footage
<b>Secondary</b>	Copies of original documentation
<b>Forensic</b>	Hair, blood, skin cells left by a person
<b>Oral</b>	Spoken evidence given by a witness in court, usually on oath
<b>Expert</b>	A person who is a specialist in a subject, often technical, who may present his/her expert opinion without having been a witness to any occurrence relating to the lawsuit or criminal case
<b>Hearsay</b>	Evidence based on the reports of others rather than the personal knowledge of a witness and therefore generally not admissible as testimony

**Preserving evidence**

Door supervisors are often the first people to arrive at the scene of a crime and play an important role in keeping the area clear and ensuring that evidence is not contaminated. The important aspect is that as a member of the security team, you take control of a crime scene until the police arrive.

**Contamination:** Unauthorised handling of evidence or entry to a scene of crime (whether intentional or not) and disturbing, removing, altering or destroying evidence or adding traces to a scene of crime.

Crime scenes and evidence can be contaminated by: Persons entering the scene adding fingerprints, footprints or leaving traces of hair and saliva • Persons entering the scene and tidying up the area • Persons entering the area and disturbing, removing, or destroying items, which could contain valuable evidence • Persons entering the scene and moving bodies for the purpose of administering first aid • Persons using the scene as a thoroughfare • Inadequate warning given to those within the area not to touch, disturb or interfere with the crime scene.

To reduce the risk of contaminating evidence or crime scenes, the security officer should:

- Cordon off the scene and surrounding areas – Use tape or a suitable alternative to seal off the scene and surrounding areas – Block off or lock access points (considering Health and Safety)
- Call the relevant authorities as soon as possible
- Do not enter the scene yourself and control access to and from the scene – Only allow authorised personnel into the scene
- Record the time and details of those entering and leaving
- Do not leave the scene unattended – Guard the area at all times
- Protect the scene from weather conditions – Close windows – Cover exposed evidence such as footprints to prevent contamination
- Make notes of what you discovered on arrival
- Make a note of any changes in the crime scene
- Do not allow tampering with or removal of items
- Do not allow clean up operations until authorised by a Scenes of Crime Officer
- Ensure confiscated evidence is kept under guard – Make a note of any evidence that is removed from the scene, by whom it was removed, the given reason for its removal, on whose authority it was removed, and precisely when it was removed

**Personnel authorised to enter a crime scene**

Detective officers (or internal investigations officers where the matter is to be dealt with internally) • Police photographers • Fingerprint officers • Dog handlers • Supervisory officer • Paramedic, doctor or first aid trained staff (for the purpose of administering medical treatment) • Key client staff, if requested by the police or solely in non-serious crimes where this is company practice • Fire service personnel if arson is suspected • Accident investigators and loss adjusters, where authorised.



**Continuity of evidence**

When a case goes to a court of law, the determining factor in the success of a prosecution will be the quality of evidence submitted to the court officials and the jury. Without sufficient evidence, the case will not be heard or it may lead to a failed prosecution. In order to ensure the case proceeds and that a satisfactory outcome is reached, the evidence should be reliable. Continuity of evidence therefore is essential. What do we mean by continuity of evidence?

Continuity of evidence requires that: Witness statements, incident reports and notes must be factual, accurate and a true account of what happened • Completed by those present at the time of the incident, or those who can give factual material evidence relevant to the incident (such as the condition of an item before the incident, or the value or cost of an item) • Physical evidence should correspond to that detailed in statements and incident reports • Physical evidence should be handled by as few people as possible, and whenever possible only handled by the appropriate authorities to avoid contamination. Evidence bags are often used to prevent contamination.

**Chain of custody**

Evidence may also have to be examined by several authorities when it is removed from the scene so a chain of custody must be maintained. A chain of custody simply means a record of all those persons handling or examining the evidence from leaving the scene to it being presented in a court of law as a part of the prosecution's case.

**Types of records**

- **Duty register (known on many sites as the daily occurrence book or DOB).** Routine and significant events are recorded, such as book on and book off times, start and finish times of patrols and specific incident headlines cross-referenced to report numbers.
- **Personal security notebook.** The personal notebook is possibly the single most important document that you will complete. It is a document that will be with you at all times, and the document in which you can record significant facts and events at the time of their occurrence, or as soon as possible afterwards. Being an official document, you should only record operational information in it.
- **Incident report.** This document includes fire report, accident report, health and safety report, spillage record, and CCTV incident report and many more.
- **Search register.** Register kept of articles found during a search.
- **Accident book.** This document is required by law and details all incidents, injuries, illnesses and dangerous occurrences.
- **Site specific documentation.** Door supervisors may also be required to complete specific documentation relating to the site they are working on. For example this could be documents relating to the use of force, including where force was used, the reason for and the outcomes of the use of force.
- **Visitor and contractor records.** Used to record the arrival and departure of non-staff, including who they are visiting, where they are visiting, and the authority for the visit.
- **Property reports – lost and found property**
- **Police witness statements**

**Reasons for recording incidents**

Provide a permanent record of events. The emphasis here is on 'permanent'. Records will be made either in pen (rather than pencil), or in a permanent electronic file (suitably backed up to ensure resilience) • Report and present the facts for prosecution or defence, or for use in internal investigations • Alert and inform other members of the team of events that have occurred • Enable the client or the employer to monitor the effectiveness of the service • Legal compliance (e.g. accident book) • Information can protect yourself and others.

**Keeping records secure**

- **Legal** – There are clear legal obligations under the data protection act 1998 to maintain the security and confidentiality of both electronically stored information and structured hardcopy records relating to living individuals.
- **Reputation** – The compromise of security records can seriously damage the reputation of the company and the individual, may lead to adverse publicity, and may affect the outcome of prosecutions.
- **Financial** – Such information in the public domain could adversely affect the company's share price by causing a crisis in confidence.
- **Security** – The compromise of security information may highlight vulnerabilities and weaknesses to persons or organisations that would do the client harm.

**Incidents which need to be recorded**

Refused entry • Items found or seized during a search • Ejections from site • Use of force • Reported crimes • Arrests • Police/statutory agency visits • Fire • Security related incidents • Accidents • Health & safety near misses • Injuries and seizures (staff or customer) • First aid given • Emergency calls • Customer disputes or complaints • Lost or found property • Use and service of safety and security equipment • Suspicious incidents.

**Factors influencing whether to call the police**

Whether the police will be called or not, will depend very much on the seriousness of the incident, the urgency of the response required, the resources available to the door supervision team, and management instructions or advice. We have already seen that local procedures and protocols (for example, site assignment instructions and agreements with local public disorder committees), will largely define when we call the police. However, some incidents are so serious that, regardless of any protocols or instructions, we will have no choice but to call the police immediately: Serious assault and sexual assault • Drug dealing and possession • Firearms and knife crime • Theft and serious disorder • Serious incidents outside of the venue.

**Incident records**

There is a simple acronym that provides the reader with rules for recording handwritten logs and notes. Entries should be made in ink and completed at the time of the incident or as soon as possible afterwards.

<b>MUST DO</b>	<b>S</b>	Signature of the writer must be added to the note. Ensures no additional notes can be made.
	<b>T</b>	Time and Date.
<b>NEVER DO</b>	<b>R</b>	Ripping pages out of a log book is forbidden. If you do miss a page write MISSED IN ERROR. Where possible a book with sequentially numbered pages should be used. This is essential because if pages are removed anyone reviewing the notes could claim that parts of the evidence have been discarded.
	<b>O</b>	Overwriting and obliterating words is forbidden. To alter, draw one line through the incorrect information and initial.
	<b>B</b>	Blank spaces should not be left.
	<b>E</b>	Erasures should never be made with liquid paper or other similar products.

**Notebook**

This document enables door supervisors to take brief notes of incidents, occurrences, or events that occur whilst they are on duty. The notebook must be completed as soon as possible after an event or activity because it will be a key source of information for any reports that are required at a later date and therefore needs to be accurate. Without it, you will have to rely on your memory.

The notebook should be kept on your person at all times. When it is full, do not dispose of it as you may require the information within it for evidence in the future. When completing your notebook, the following rules apply:

Always ensure that: You complete your notebook line-by-line, page by page • You should (if not provided) draw a margin down the left hand side of the page for dates and times and number the pages sequentially (pages of official pocket notebooks should be numbered before issue, so no accusations of removing pages and numbering them subsequently can be made) • Your notebook should always be completed in dark ink and never pencil • Personal details should not be made in your notebook, i.e. address details, telephone numbers, etc • Alarm, keypad or computer login codes should not be entered into your notebook.

**Best practice**

Given the potential use of the document, it should always be completed with care: When writing it, be aware that it could be read by a third party such as official agencies or even used in court. Make sure that the contents will not be an embarrassment to you if they are read by others • Complete it as soon as is possible after an event to ensure that the events are fresh in your mind. Use your notebook as a memory jogger • Stick to the facts and avoid passing opinion.

Avoid guesswork, conjecture, and exaggeration • Use plain language and ensure that you are accurate, brief and concise • Only circulate incident reports to authorised personnel.

**Incident reports**

This official record can protect you and your company from disputes about events that have happened. Drawing together all other reports and information sources, its function can range from a primary source of criminal evidence through to a report on the state of equipment, assets and resources, or even an intelligence report. One significant thing about the incident report is its versatility – it is used to report *all* incidents of significance,

not just criminal events.

An incident report can be used as a record of events if the incident is taken to court. It can protect the guard and the company by providing valuable evidence that may be used for a variety of reasons including: Operational Investigations • Investigations by organisations such as the Health and Safety Executive • Criminal investigations and the composition of criminal charges • Disciplinary hearings or tribunals • Insurance and injury claims, etc • Auditing and the provision of monitoring information, used to inform process and operational improvements.

It is particularly important that the report answers the 'six questions' (What, When, Where, Why, Who, and How), as fully as possible. This document is to be completed immediately after any incident or occurrence on the site.

**Format of an  
incident report**

Many companies complete reports on standardised incident report templates. These templates provide a framework for the user to provide the information that is required. If a template is not used, the report should include the following information:

Time and date • Location • Description of incident • Names and details of suspect • Names and details of witnesses • Names and details of injured persons • Details of evidence and seized items – including time, date and names if evidence is removed • Actions taken by you and by others • Weapons or force used • The time, date and name if an arrest was made • The time, date and name if the police were called • Time of police arrival, number of attending officers • Location and length of time that the suspect was held • Official reference numbers • Your name and signature.

## 7. Understanding licensing law and social responsibility

### Introduction

As a door supervisor, you will be working on licensed premises and as such, it is a requirement that you have an understanding of licensing legislation. The principle law in relation to licensing is the Licensing Act 2003. The Act establishes a single integrated scheme for the licensing of premises that supply alcohol, regulated entertainment or late night refreshment.

Although the responsibility for ensuring compliance with licensing legislation falls on the venue operator, you will be acting as an agent of the venue operator in preventing any breaches of the law. It is a big responsibility and if it is not carried out correctly, the venue could lose its licence, or your actions could even lead to prosecutions (and the possible loss of your door supervisor's licence). The legislation is complex and this lesson provides only a brief summary relevant to the role of a door supervisor.

### Licensing objectives under current licensing legislation

The Licensing Act lists four types of licensable activity: • The sale of alcohol by retail, e.g. pubs, clubs, hotels, restaurants, off licenses • The supply of alcohol by clubs to members, e.g. private clubs, rugby clubs • The provision of regulated entertainment, e.g. theatres, cinemas, dance and music venues • The provision of late night refreshment. Businesses selling hot food between 2300hr and 0500hr.

The four key objectives of the Licensing Act 2003 are:

- **The prevention of crime and disorder.** The activities of particular concern are:
  - The sale and distribution of class A drugs and laundering the proceeds of drug crime
  - The sale and distribution of illegal firearms
  - The evasion of copyright in respect of pirated or unlicensed films
  - The purchase a consumption of alcohol by minors
  - Prostitution or the sale of unlawful pornography
  - Use by organised groups of paedophiles
  - As the base for the organisation of criminal activities
  - The organisation of racist activity
  - Unlawful gaming or gambling
  - The sale of smuggled tobacco and alcohol
  - Disorderly behaviour
- **Public safety**
  - Licence holders are expected to act in a socially responsible manner
  - Adequate and responsible use of door supervisors
- **The prevention of public nuisance**
  - Their activities and customers should not affect the local community or create a public nuisance
  - Be involved in joint initiatives with the local police and local crime reduction partnerships
  - Commitment to promoting safe and responsible drinking
- **The protection of children from harm**

### Rights and duties of licensees

**Premises licence**—Gained by applying to the Licensing Authority and approval is based on an agreed operating schedule. This includes: Details of the activities to be undertaken on the premises • The hours during which the licensable activities can be undertaken • The duration of the licence • Where alcohol is supplied, whether it is to be supplied for consumption on and/or off the premises • Arrangements for door security and crime prevention methods • Details of the Designated Premises Supervisor (DPS). All premises where alcohol is supplied and which require a premises licence must have a named DPS. The DPS will be the contact point for the Licensing Authority and the emergency services.

**Personal licence** – Also issued by the Licensing Authority and is a requirement for the DPS in any licensed premises that sells alcohol • Those gaining a personal licence complete a training course and must gain an approved qualification • The licence holder can move freely between licensed venues and it lasts for ten years, subject to requirements being met. The licence is renewable at the end of that ten-year period.

There are two sets of circumstances in which licences are not required; when the venue concerned qualifies as a club under the regulation, or when the event is regarded as a temporary event as defined by the legislation.

The Act recognises that some clubs, such as sports, social or political clubs are organisations where members join for a particular reason or interest, and combine to purchase alcohol in bulk for the benefit of

members. Access to the premises is usually restricted to members and alcohol is supplied other than for profit. In this situation a Club Premises Certificate is issued and there is no need for anybody to hold a Personal License.

A Temporary Event Notice is required if you intend to carry out a licensable activity on unlicensed premises or wish to operate outside the terms of your existing Premises Licence or Club Premises Licence, e.g. activities that might be arranged by parent associations at schools. TENs can be used to authorise small-scale events (maximum 499 people at any one time), which are planned on an ad-hoc basis where licensable activity will take place.

Door supervisors have the right to act as if he has the authority of the premises owner. Such powers are delegated and defined by the premise owner. In general and depending upon site assignment instructions, door supervisors can:

- Refuse entry
- Withdraw consent to be on the premises
- Eject the customer
- Request assistance from the police
- Enforce entry conditions/house rules
- Search in accordance to policy
- Maintain good order

### Refusing entry and ejecting customers

In general, customers can be evicted for:

**Breaching conditions of entry.** These conditions could relate to a variety of issues but could include behaviour, dress code, maximum party size, the circumstances around which could have changed since entry was granted.

**Breaking the law.** This could relate to both licensing law/objectives and criminal law.

**Unacceptable behaviour.** This could encompass a wide range of activities including noisy, intimidating or lewd behaviour. In short, it is behaviour that is likely to cause offence to others, perhaps lead to accident or injury or failure to follow the requests and instructions of venue staff.

**Trespassing.** If a person enters the premises when permission to enter has been withdrawn. Conditions of entry must be displayed and the customer must have been informed permission has been withdrawn.

### Dealing with ejections

- Check that the individual is actually a trespasser  
*Ask the individual for proof of entry i.e. ticket, hand stamp*
- Politely ask them to leave
- Escort them from the premises
- Involve the police or management if the situation does not resolve itself
- Inform colleagues
- Complete the incident report/daily occurrence book
- Inform other venues, if appropriate

### Police powers with regard to licensed premises

The Licensing Act (2003) provides the police with significant powers. Not only are they consulted before a licence is granted, the police also have the power of entry:

- To investigate licensable activities or licensable offences
- To search or inspect premises (e.g. for drugs offences, breach of the peace)
- To arrest someone for an arrestable offence
- To re-capture someone who has escaped from custody
- To arrest any child or young person that has been committed to local authority accommodation
- A constable has the right to speak to the licensee, staff and customers
- To instantly close down licensed premises that are disorderly, are causing a nuisance as a result of noise, or in the interests of public safety
  - Any closure can only be authorised by a police officer at inspector level or above
  - Durations of the closure can be up to 24 hours (some exceptions can be made such as extending the closure order)
  - Closure does not necessarily mean clearance of the premises – it can mean halting the licensable activity (e.g. a customer commits no offence if they are not asked to leave and remain on the premises)

**It is an offence for a member of staff or a door supervisor to refuse entry to the police or an officer of the licensing authority.**



**Powers of entry of authorised persons**

The other agencies who have statutory powers of entry and to whom it would be an offence to refuse entry, include:

- Authorised officers of the UK Border and Immigration Agency (UKBIA)
- Authorised officers of the Security Industry Authority (SIA)
- HM Revenue and Customs
- Health and Safety Executive
- Inspecting officers from the local fire authority
- Licensing authorities
- Public health authorities

Some of these authorised officers, particularly those from the UKBIA or the SIA, may insist that you do not announce their presence by radio, but rather take them directly to the person in charge.

**Relevant legislation regarding children and young people**

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

- **It is an offence to allow an unaccompanied child under 16 on licensed premises** used exclusively or primarily for the supply of alcohol. This would include pubs and bars where restaurant and food facilities are not provided as a permanent feature.
- **For any person to sell alcohol to a child or young person.**
- **To knowingly allow the sale of alcohol to a child or young person.**
- **For a child or young person to buy or attempt to buy alcohol.**
- **For a child to knowingly consume alcohol** on premises holding a premises licence, although the same exceptions apply when it comes to young people consuming beer, cider, wine and perry with a meal.

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

Conditions would be likely to be set in premises:

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

**Proof of age**

You are entitled to ask for proof of age as a condition of entry into 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
- Local Challenge 21 and Challenge 25 schemes
- Photo driving licence
- 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. Where data is stored, it must be handled in a way that complies with the Data Protection Act.

**Unlawful activities**

The Act places significant emphasis on offences relating to: Unauthorised licensable activities • Drunkenness and disorderly conduct • The keeping of smuggled goods • Children and alcohol.

Clearly, offences relating to other aspects of criminal and employment law also apply, but are not considered within this module.

**Drunk and disorderly people**

It is an offence:

- To obtain alcohol for a drunk person.
- To sell alcohol to a drunk person.
- For the licence holder or their staff to allow a breach of the peace, drunkenness or other disorderly conduct to take place on a licensed premises. It is their responsibility to show that they took all reasonable precautions and exercised due diligence, or could not have reasonably stopped the behaviour from happening.
- If a person behaving in a disorderly manner or at closing time fails to leave a licensed premises when asked by the licence holder, premises manager or their staff. Reasonable force can be used to remove the individual. In addition, police constables can assist in the removal process if requested.
- If after the end of any period of licensed hours, a person fails to leave licensed premises when asked by the licence holder, premises manager or their staff, or a constable. Again, if the person continues to refuse to leave the licensed premises, the licence holder, premises manager or venue staff, are entitled to

use reasonable force to remove the individual. In addition, police constables are required to assist in the removal process if requested by the licence holder, premises manager or duly authorised staff.

The offence may be committed by: • Any person who works at the premises, whether paid or unpaid, in a capacity that gives him the authority to sell the alcohol • The premises licence holder • The Designated Premises Supervisor • An officer of the club who is present in the case of a qualifying club • The premises user in respect of TEN's.

It should also be noted that should anti-social behaviour due to drunkenness occur following sales made from a licensed premises when the person concerned was already drunk, can also lead to prosecution.

There is no legal definition of drunkenness and a door supervisor has no powers of arrest over a person who is deemed to be drunk. However, a person is deemed to be drunk if they have consumed so much alcohol that they have lost the power of self-control.

In such circumstances, licensees and their agents door supervisors should: Refuse entry to licensed premises to any person deemed drunk • Escort anyone found to be drunk from the premises.

### Prostitution on licensed premises

The Sexual Offences Act 2003 states that a person is committing a criminal offence if he keeps a brothel, or benefits from or controls the activities of a prostitute (sex worker).

Known prostitutes/sex workers are allowed onto licensed premises for the purpose of buying reasonable refreshment, but not for soliciting.

### Unlawful gaming on licensed premises

A licensed premises cannot allow any game to be played where goods or money are won or lost unless the premises is licensed for gaming under the Gambling Act (2005). However, this does not apply if: The game is one of 'pure skill'. Games such as snooker and darts may be played, and players may place stakes on the outcome of the game. However, if it is played to entertain an audience a gaming licence is required • Games of combined skill and chance, such as cribbage and dominoes are permitted by the licensing justices.

The Gambling Act classes gaming machines under four categories, A, B, C. or D. The classification is determined by the maximum stake and the size of the minimum prize money.

<b>Category A</b> machine has an unlimited stake and unlimited prize money
<b>Category D</b> machine limits the stake to between 10 pence and 30 pence, and the maximum payout is between £5 (on a 10 pence stake) and £8 (on a 30 pence stake)

People under the age of 18 are not allowed to gamble, the exception being on category D gaming machines, where there is no legal minimum age. Local licensing authorities may impose an age restriction and staff may request players for proof of ID.

### Sex Establishments

There are additional requirements under the Policing and Crime Act 2009 affecting sex establishments, and door supervisors working in a premises such as a lap dancing club should be aware that it is an offence to:

- Run an establishment without a license
- Contravene the terms, conditions or restrictions of the license
- To allow anybody under the age of 18 to enter the premises

Make sure that you understand the terms of the license as it affects you.

## 8. Emergency procedures

**Knowing the venue's evacuation procedures**

On occasions, buildings are required to be evacuated for other reasons such as: • Bomb threats • Floods • Fights • Serious crimes.

The purpose of an evacuation is to move people to a point of safety and this can require different types of evacuation.

**Evacuation procedures for a bomb threat**

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.

General threat: **Evacuate and Assemble**: Sound the fire alarm → Assemble at the fire assembly point

Terrorist bomb threat: **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.

- Be familiar with the different approaches to evacuation defined in the organisations assignment instructions
- Know where all of the exits are. Remember that in an emergency it is possible
- Understand your responsibilities in response to specific emergency situations

Recognise that people respond in different ways to emergencies and security staff should provide assistance but be assertive when called upon to get the necessary response from those being evacuated

**Common human responses in an emergency situation**

Few situations can be more demanding than dealing with emergencies. In the context of door supervision, the emergencies with which you may have to deal may range from managing violence and aggression, fire, dealing with a medical emergency, through to dealing with a terrorist attack.

In dealing with such situations you will find that the people with which you interact (colleagues, clients, customers and those on the periphery), will each respond differently. All living beings have three basic survival instincts. When the body prepares itself in response to fear we will either:

<b>Fight</b> <i>Defence</i> Protect ourselves from further injury When fleeing is not an option The instinct to remove or neutralise the cause or effects of the problem	<b>Flight (run away)</b> <i>Fear</i> To avoid injury or death To seek help or safer conditions	<b>Freeze</b> <i>Shock</i> Camouflage themselves or reduce retaliation
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Where 'flight' is the chosen option, it is often used to create an opportunity to communicate with others at risk, and to gather together the appropriate resources to deal with the risk. In this way, it is a sensible tactical approach and can hardly be considered to be 'cowardice'.

**Human motivations to the way that they respond**

People's responses will break down into two types, the hedonistic and the altruistic.

<b>Hedonistic</b> Self-serving and self-centred. "What's in it for me?" The hedonistic response is essentially about self-preservation - how do I get out of here, how do I survive, or how can I preserve my property?	<b>Altruistic</b> Wishing to serve the immediate and long-term needs of the group. "How can we benefit?" At the other end of the scale we have the altruistic response, where the individual does not think of themselves but rather thinks of others - what can I do to help? Or they may assist a victim at the cost of their own opportunity to escape.
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**Reactions to an incident**

Whilst different people will react in different ways, the first responses to an incident are quite often as follows:

- **Disbelief or doubt.** The view that it is just a drill. In the venue situation this may be accompanied by a disdainful or aggressive response. Display some firmness and assertion to get the message across.

- **Panic and fear.** This is possibly the most dangerous phase. Door supervisors must quickly take firm control and offer authority, clear direction and reassurance as appropriate. If the panic and fear is allowed to get out of control there may be serious or fatal crush injuries at escape points and on stairwells.
- **Increased co-operation,** we are all in this together.
- Some people may behave **irrationally**, or make irrational decisions, and possibly shout or scream.
- **Calmness**, now that someone has taken charge. As long as they believe that the door supervisor is 'in control' they are likely to remain calm, but this calmness is likely to be fragile and can be shattered if they feel that the situation is slipping out of control.
- The focus may be **on irrelevant or trivial issues**, e.g. collecting belongings.
- **'Herd' mentality.** People tend to follow the crowd and use the exit they know best, this may not always be the closest fire escape or the safest route.

The hedonists will continue to have an immediate desire to get to somewhere that they believe is safe. It is the job of the door supervisor to assist them in doing this.

Some people may have an altruistic response, where they only want to help. Where there are large-scale injuries, they can be instructed and delegated to carry out duties within their capabilities. If it is judged that they may get in the way, the most effective response will be to thank them and tactfully ask them to report to the incident manager outside of the building.

## Threats of terrorism

Suspicious behaviour might include:

- Someone asking unusual questions about the venue, for example:
  - How many people it holds
  - What sort of people attend
  - Questions about procedures, e.g. "What would you do if this happened?"
- 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.
- People making a **brief visit** to the premises and leaving immediately.
- 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.
- **Isolated items** such as bags or packages left anywhere in the venue or any **object 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.
- Behaviour that is **'out of place'**.

Role of the door supervisor: • Be vigilant. You should be aware of what is happening in the premises, but also beyond the immediate front entrance and on approach routes • People loitering nearby who have no connection with the venue or behaving suspiciously should be spoken to • Be alert to the possibility of hostile reconnaissance (discussed in the WWPSI module) • Record and report all incidents of suspicious activity, reporting to the Head Door Supervisor if appropriate • In reporting, provide as much detail as possible to aid with identification • Adopt a "see and be seen" approach • Monitor queues for suspicious activity • Search individuals on entry in accordance with venue procedures • Patrol in an active way in accordance with assignment instructions • Be alert to suspicious vehicle movements, or parked vehicles • Avoid complacency – be alert and if in doubt speak up.

Advice from the National Counter Terrorism Security Office (NaCTSO) when dealing with a suspicious item:

1. Do not touch suspicious items
2. Move everyone away to a safe distance
3. Prevent others from approaching
4. Communicate safely to staff, visitors and the public
5. Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover
6. Notify the police
7. Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.

**Sources of information on terrorism awareness**

At a national level: • The National Counter Terrorism Security Office (NaTSCO) provides excellent guidance on counter terrorism, and produces specific guidance for pubs and clubs. [www.nactso.gov.uk](http://www.nactso.gov.uk) • The Police run co-ordinated national campaigns and hotlines • Project Argus provides three hours of free training to businesses, guiding businesses to think through how well they are prepared for terrorist attack • NaTSCO have produced a self-assessment tool – the Crowded Places Vulnerability Self-Assessment Tool (VSAT) to help businesses consider their vulnerability • Project Griffin has been designed to bring together and co-ordinate the resources of the police, emergency services, local authorities business and the private security industry to counter terrorism • Operation Fairway delivers counter terrorism briefing to raise awareness of suspicious activities and encourage reporting to the anti-terrorism hotline • The Home Office and security service web-sites provide information on threat levels.

At a sector level, trade bodies often provide good advice which is specific to the sector. Membership of professional organisation such as the International Professional Security Association can help the individual keep up to date.

At a local level: The police co-ordinate local initiatives • Licensing forums and local business community schemes provide information.

As a member of security staff, you should try to keep up to date with what is going on.

**Appropriate responses to situations requiring first aid**

Know who the qualified 1<sup>st</sup> Aiders are at the venue • In a situation requiring 1<sup>st</sup> Aid, always call for a 1<sup>st</sup> Aider • In the absence of a 1<sup>st</sup> Aider, do not exceed the limits of your capability • Call the emergency services if required • Keep calm and reassure the casualty and bystanders where required • Keep the area around the casualty clear • Always be conscious of your own safety and security, and that of others • Where PPE and avoid contact with bodily fluids if you can • Always report 1<sup>st</sup> Aid incidents in accordance with procedures.

Common first aid situations:

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

**Common causes of injury**

As discussed in the health and safety lesson, we learnt that 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.

**Violence**

The basic principles of first aid action cover are the same as for any impact injury where cuts, bruises or fractures have taken place. However, shock may also be a significant factor in cases dealing with violence. Typically, injuries might include:

- Cuts and bruises
- Concussion
- Broken bones, dislocations and fractures
- Loss of consciousness
- Significant head wounds
- Internal bleeding due to stab or impact wound
- Psychological trauma

**Drugs overdose**

The symptoms of a drug overdose may differ greatly between the types of drugs that have been taken and are likely to include: • Abnormal pupil size or non-reactive pupils (pupils that do not change size when exposed to light) • Agitation and convulsions • Delusional or paranoid behaviour • Difficulty in breathing • Drowsiness • Hallucination • Nausea and vomiting • Staggering, unsteadiness and clumsiness • Extremely dry hot skin or sweating • Tremors • Unconsciousness • Violence and aggression.

The basic response to drugs overdose 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 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)
- Try to keep the patient calm, warm, and offer reassurance



- Treat the patient for shock if required
- Ask the patient what drugs they have taken, and where possible retain any pill containers to be given to the emergency service staff when they arrive
- Try to prevent the patient from taking any further drugs
- Try to establish who the patient is and where they live
- Continue to monitor the patient's airway, breathing and pulse
- If the patient is unconscious and vomits, try to retain a sample of the vomit to be given to the emergency service staff when they arrive if this can be done without compromising your own or anyone else's safety (by being exposed to skin contact or clothing contamination with the vomit)

## Epilepsy

There is more than one form of the condition and it can present in many ways. Be careful, as symptoms may appear to indicate that someone is drunk, on drugs or just generally aggressive. Common triggers of epileptic attacks are bright flashing lights.

The symptoms include: Muscle spasms • Seizures • Aggression, anger and agitation • Twitches and tics • Hallucinations • Mood changes • Muscle pain • Muscle tremor • Biting of tongue and cheek.

**Response:** Keep calm • Don't try to move or restrain the person • To protect the person from injury, remove any nearby harmful objects and cushion their head • Even if the person is biting their tongue, don't put anything in their mouth • When the seizure stops, put the person in the recovery position • After regaining consciousness, reassure the person and let him or her rest quietly in a safe place.

**Call for emergency help if:** You know it's the person's first seizure or if the seizure lasts more than five minutes or longer than usual (if you know or the person can tell you how long his or her seizures usually last) • The convulsions stop and then happen again without the person regaining consciousness • The person injures him or herself during the seizure or has difficulty breathing.

**If someone has a seizure but does not lose consciousness:** Guide him or her away from any possible danger, such as traffic - but be careful not to put yourself at risk • Protect him or her from injury by removing any harmful objects nearby • Talk to the person and reassure him or her • Stay with the person until he or she feels well again.

**9. Keeping vulnerable people safe**

<b>Refusing entry or ejecting vulnerable people</b>	<p>People under the influence of drugs and/or alcohol can be vulnerable because they can:</p> <ul style="list-style-type: none"> <li>• Have reduced inhibitions,</li> <li>• Lack spatial awareness increasing the likelihood of hurting themselves or others</li> <li>• Display aggression</li> <li>• Become overly gregarious</li> <li>• Have changed perceptions of their abilities and limitations</li> <li>• Have decreased ability to make considered decisions</li> <li>• 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</li> <li>• Victims of domestic violence can be at an increased risk of harm or assault, which can be fuelled by alcohol</li> <li>• Young people, particularly those under the age of 18 can be especially vulnerable in a lot of situations</li> <li>• Someone who has been targeted by a sexual predator can be more vulnerable</li> <li>• Somebody with disability such as a learning disability.</li> </ul>
<b>Risks</b>	<p>Dependant on the vulnerability, the risks can include:</p> <ul style="list-style-type: none"> <li>• The full range of offences against the person, including all classifications of assault, sexual assault and robbery.</li> <li>• A number of offences against property including theft and criminal damage</li> <li>• Coercion</li> <li>• Serious accident/injury including life threatening situations</li> <li>• Becoming involved in criminal behaviour</li> </ul> <p>The list is not exhaustive.</p>
<b>Factors to consider</b>	<p>The following should be considered when refusing entry or ejecting someone from a venue who may be vulnerable:</p> <ul style="list-style-type: none"> <li>• Is the individual under the age of 18 and in need of particular help?</li> <li>• Is the individual vulnerable as they are under the influence of drugs or alcohol?</li> <li>• Are they alone or do they have friends nearby?</li> <li>• Do they have all of their belongings?</li> <li>• Do they need medical attention?</li> </ul> <p>If you judge an individual to be vulnerable, you need to consider what help can be provided:</p> <ul style="list-style-type: none"> <li>• Seek help from Street Pastors, Street Marshalls or any other scheme active in the area to help people get home safely at night,</li> <li>• In particular when considering young people, is there a relative you can call to assist them,</li> <li>• Calling a licensed taxi to take the vulnerable person home,</li> <li>• Using 'safe havens' or other local initiatives run by organisations such as St John's ambulance,</li> <li>• Call the police.</li> </ul>
<b>Behaviours that may indicate potential sexual predators</b>	<p>A sexual predator will often target victims based on the following factors: Appearance • Race • Location • Gender • Availability • Vulnerability.</p> <p>How to spot sexual predators and what actions you can take:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>

## 10. Queue management and venue capacity responsibilities

Purpose and  
benefits of  
queue control

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 of queue control is:

- **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**
- **To provide an opportunity to assess the attitude and behaviour of customers**
- **To allow early enforcement of the admissions policy**
- **Demonstrates good customer service**

## Communication

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.

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.