

The UK and Middle East's leading supplier of compliance, work-based learning and apprenticeship training materials.

TUTOR:

Enter tutor name here

Enter tutor number here

CENTRE:

Enter centre name here

Enter centre number here

15 May 2023

quality, value, service & integrity



Working as a Door Supervisor



Highfield Place, Shaw Wood Business Park,
Shaw Wood Way, Wheatley Hills, Doncaster, DN2 5TB, UK
Tel 01302 363 277
www.highfield.co.uk

© 2021 Highfield Products Limited

All rights reserved. No part of this product may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, including electronic, photocopying, recording or otherwise, without the prior permission of Highfield Products Ltd. The commission of any unauthorised act may result in civil or criminal actions. The publisher of this product has made every effort to ensure the accuracy of the information contained in this product. However, neither the author, nor Highfield Products Ltd nor anyone involved in the creation of this publication accepts any responsibility for any inaccuracies or failure to implement correctly, however caused.

The UK and Middle East's leading supplier of compliance, work-based learning and apprenticeship training materials.

- **Fire escapes**

**As a courtesy to others,
please set your mobile phone
to SILENT MODE**

- **Breaks**

**Mobile phones must
be SWITCHED OFF
and removed from the desk
during the examination.**

- **Timekeeping**



**Class
question**



**Individual
exercise**



**Key
point**

KEY POINT

Law



**Group
exercise**



**Class
exercise**



Definition



**Key
task**



Navigation





Principles of working as a door supervisor in the private security industry

Module
2



2:1

Crimes relevant to door supervision

2:2

Conducting effective search procedures

2:3

Drug-misuse, legislation, issues and procedures

2:4

Preservation of evidence relevant to the role of a door supervisor

2:5

Licensing law relevant to the role of door supervisor

2:6

Queue management and venue capacity responsibilities relevant to a door supervisor

2:7

Using equipment relevant to a door supervisor.



Crimes relevant to door supervision



The role of a door supervisor



Door supervisor:
anyone who provides a security service
in or at any premises, building or event
that is **licensed to sell alcohol** to the
public.





What are the main aims of a door supervisor?

Door supervisors are there to:

- ensure that customers and other members of staff are safe at the venue
- ensure that customers are able to enjoy themselves
- assist the venue management to comply with the licensing objectives
- enforce the venue's admissions policy and provide good customer service while doing so.



As a door supervisor there are 2 types of law you need to be aware of:

- **Civil law**
- **Criminal law**



You will need to know what powers you have to deal with different situations when laws are broken.

There are many serious offences that you may have to deal with during the course of your duties as a door supervisor, ranging from assault to murder

These are mostly **criminal offences** for which people can be arrest and prosecuted

You will need to be aware of the most serious and most common of these offences.

This is committed when a sane person over 10 years of age, through some deliberate act or omission, causes the death (which takes place within a year and a day of the attack) of a human being, either intending to kill that person or some other person, or to cause grievous bodily harm.

(Common law)

Scotland: Murder (common law)

Assault (GBH with intent)

**Whosoever shall unlawfully and maliciously by any means whatsoever, wound or cause grievous bodily harm to any person with intent to do grievous bodily harm to any person,
or with intent to resist or prevent the lawful apprehension or detainer of any person, shall be guilty of an offence.**

(Sec. 18 Offences Against the Person Act 1861)

Whosoever shall unlawfully and maliciously wound or inflict grievous bodily harm upon any person, either with a weapon or instruments shall be guilty of an offence.

(Sec. 20 Offences Against the Person Act 1861)

Scotland: Aggravated assault (serious) (common law)

It is an offence to assault any person thereby occasioning him actual bodily harm.

(Sec. 47 Offences Against the Person Act 1861)

Scotland: Assault (common law)

An offence of common assault is committed where a person either assaults another person or commits battery.

*(For very minor injuries only – not indictable)
(Sec. 39 Criminal Justice Act 1988)*

A person (A) commits an offence if:

- a) He intentionally penetrates the vagina, anus or mouth of another (B) with his penis;**
- b) (B) does not consent to the penetration; and**
- c) (A) does not reasonably believe that (B) consents**

(Sec. 1(1) Sexual Offences Act 2003)

Scotland: Sec.1(1) Sexual Offences

(Scotland)Act 2009 and common law

Northern Ireland: Art 5 Sexual offences (NI) Order 2008.

A person (A) commits an offence if:

- a) He intentionally touches another person (B);**
- b) The touching is sexual;**
- c) (B) does not consent to the touching; and**
- d) (A) does not reasonably believe that (B) consents**

(Sec. 3 (1) Sexual Offences Act 2003)

Scotland: Sec. 3(2)(b), (c), sexual offences

(Scotland) Act 2009

Northern Ireland: Art 7 Sexual offences (NI) Order 2008.

Damage with intent to endanger life

It is an offence for a person without lawful excuse to destroy or damage any property, whether belonging to himself or another, intending to destroy or damage any property or being reckless as to whether any property would be destroyed or damaged, and intending the destruction or damage to endanger life of another or being reckless as to whether the life of another would be thereby endangered.

(Criminal damage by fire is called 'arson')

(Sec. 1(2) Criminal Damage Act 1971)

Scotland: *Reckless endangerment (Common law)*

A person who without lawful excuse destroys or damages any property belonging to another, intending to destroy or damage any such property, or being reckless as to whether any such property would be destroyed or damaged, shall be guilty of an offence.

(Sec. 1(1) Criminal Damage Act 1971)

Scotland: *Vandalism*

Malicious mischief (common law)

Northern Ireland: *Threats to destroy or damage property
(The Criminal Damage (NI) Order 1997)*

A person who without lawful excuse makes to another a threat intending that the other would fear it would be carried out, to destroy or damage any property belonging to that other or a third person, or to destroy or damage his own property in a way which he knows is likely to endanger the life of that other or a third person, is guilty of an offence.

(Sec. 2 Criminal Damage Act 1971)

A person is guilty of robbery if he steals, and immediately before or at the time of doing so, and in order to do so, he uses force on any person, or puts or seeks to put any person in fear of being then and there subjected to force.

(Sec. 8(1) Theft Act 1968)

Scotland: Robbery (Common law)

The offence of burglary is committed by a person who enters a building or part of a building as a trespasser with intent to steal anything therein, or inflict grievous bodily harm on any person therein, or do unlawful damage to the building or anything therein, or having entered any building as a trespasser steals or attempts to steal anything or inflicts or attempts to inflict grievous bodily harm on any person therein.

(Sec. 9 Theft Act 1968)

Scotland: Housebreaking (Common law)

Northern Ireland: Burglary – Section 9 Theft Act 1969

A person is guilty of theft if he dishonestly appropriates property belonging to another with the intention of permanently depriving the other of it; and 'thief' and 'steal' shall be construed accordingly.

(Sec. 1(1) Theft Act 1968)

Scotland: Theft (Common law)

- (1) A person is guilty of fraud if he is in breach of any of the sections listed in subsection (2) (which provide for different ways of committing the offence)**
- (2) The sections are:**
 - a) Section 2 – fraud by false representation**
 - b) Section 3 – fraud by failing to disclose information**
 - c) Section 4 – fraud by abuse of position.**

(Sec. 1 Fraud Act 2006)

Scotland: Fraud (Common law)

Possession of an offensive weapon

It is an offence for any person without lawful authority or reasonable excuse, proof whereof shall lie on him, to have with him in any public place an offensive weapon.

(Sec. 1 Prevention of Crime Act 1953)

Scotland: *(Sec. 47 the Criminal Law
(Consolidation) (Scotland) Act, 1995)*

Possession of a bladed or sharply pointed articles

It is an offence for a person to have with him any article which has a blade or is sharply pointed in a public place without good reason or lawful authority, the onus of proof being on the carrier. (This includes a folding pocket knife if the cutting edge of its blade exceeds 3 inches/7.62cm.)

(Sec. 139 Criminal Justice Act 1988)
Scotland: *(Sec. 49 the Criminal Law (Consolidation) (Scotland) Act, 1995)*

Examples of weapons

Made

Adapted

Intended

...to cause an injury.

Made specifically to cause injury:

- **knuckle-dusters**
- **batons**
- **flick knives**
- **swords.**



Everyday items adapted to cause injury:

- razor cards
- home-made knives
- broken bottles
- chains with sharpened links.



Intended as weapons to cause an injury

Everyday items, not adapted, but intended to be used to cause injury:

- hammers
- baseball bats
- kitchen knives
- screwdrivers
- bottles.





1

Identify **SEVEN** types of crime a door supervisor may come across.

1

.....

2

.....

3

.....

4

.....

5

.....

6

.....

7

.....



1 Identify **SEVEN** types of crime a door supervisor may come across.

1 **Murder**
.....

2 **Assault**
.....

3 **Rape**
.....

4 **Sexual assault**
.....

5 **Damage with intent to endanger life**
.....

6 **Robbery**
.....

7 **Possession of an offensive weapon.**
.....



2

Identify **FOUR** common crimes against property and premises that a door supervisor may come across.

1

.....

2

.....

3

.....

4

.....

...



2 Identify **FOUR** common crimes against property and premises that a door supervisor may come across.

- 1 **Theft**
.....
- 2 **Burglary**
.....
- 3 **Criminal Damage**
.....
- 4 **Robbery.**
.....

...



3

Provide **FOUR** examples of offensive weapons.

1

.....

2

.....

3

.....

4

.....

...



3 Provide **FOUR** examples of offensive weapons.

- 1** **Knuckle duster**
.....
- 2** **Baton**
.....
- 3** **Flick knife**
.....
- 4** **Sword**
.....

...

This list is not exhaustive.



Conducting effective search procedures

Module
2.2

Door supervisors, as private members of the public, have no legal or statutory right to search any person without permission

Under no circumstances can you forcibly search someone.

KEY POINT

It is most important, therefore, that security officers actually obtain permission from a person they wish to search (beforehand.)

Searching without permission

Searching someone without the necessary consent could result in:

criminal proceedings for assault being taken against the security officer

civil action (compensation) being taken out against the security officer and/or the security company

a criminal case against a person committing a crime failing, because the search that found the evidence was illegal as consent was not obtained.

Your venue's search policy may require you to search:

- people (and/or their bags) on entry
- people already inside the premises
- the premises (specific rooms or the whole building).



As part of a venue's admissions policy people may need to be searched before entry to stop them from bringing in any:

- **weapons**
- **drugs**
- **suspect packages**
- **other unauthorised items**

KEY POINT

Weapons are items that are made, adapted or intended to be used to cause injury to another person.

When and how often to search



Searches may be:

GENERAL
RANDOM
SPECIFIC.



Where consenting to a search at the entrance is a condition of entry, anyone refusing to be searched should be politely but firmly refused entry

If a venue has a 'point of entry' search policy, this should be clearly displayed at the entrance to explain the requirements to potential customers, and the reasons for it.



Searching people and their property

- **Search in a friendly, routine way**
- **Try to reduce any feelings of embarrassment that the person might feel**
- **Do not discriminate**
- **Be polite and courteous**
- **Talk to people as you search them, to help make them feel at ease**
- **Search as quickly and as efficiently as possible**
- **Thank them for their assistance afterwards.**



- Same sex searches
- Search with another door supervisor to act as a witness
- If you can, search within the view of CCTV

Be aware of:



- needles/sharp objects
- weapons
- drugs
- violence
- infectious diseases
- uncooperative clients

Consider having a dedicated area with search tables and PPE such as safety gloves.

Before you physically touch another person, you should ask them:

- **for their permission**
- **whether they have anything that they should not have**
- **whether they have anything that could injure either themselves or you**
- **whether they have any knives, needles or other sharps in their possession.**



Body searches need to be made in a thorough and systematic way to ensure nothing is missed

You should devise your own method of searching and should use the same system every time so that you do not forget to search particular areas

KEY POINT

A good way to search is to start from the top at the front and work your way downwards, then move behind the subject to repeat the process.

Many venues that carry out regular searches now employ door supervisors of both sexes for this very reason. The SIA has produced a guidance document called 'Trans customers: A guide for door supervisors'.

**This can be located at:
www.sia.homeoffice.gov.uk/Documents/sia-ds-transguide.pdf**

If you have any concerns as to the gender or age of the person, then self-searching is a viable option

Ask the person to empty and turn out their pockets

Ask them to take off a jacket or to show you their waistband. Jackets can be checked once removed

Ask them to show you all other high-risk areas, e.g. where jeans meet boots.

Searching rooms or buildings

Outside areas, buildings or individual rooms within the venue may also need to be searched before opening and closing

Specific pre-entry searches may be carried out by a door supervisor to ensure the premises are safe and free from any hazards prior to customers entering

Lockdown procedures and closing checks should be carried out with the duty manager to ensure all doors and windows are locked

Closing checks should ensure that no patrons are left in the toilets, VIP areas or areas which is easy to stow away (fall asleep).

Searching rooms or buildings cont.

Before conducting an area search you must ensure you:

- **have sufficient support from colleagues to be able to conduct a search efficiently, effectively and safely**
- **have any necessary equipment with you to assist in the search**
- **have a suitable method of calling for assistance if necessary.**

Searching rooms or buildings cont.

Door supervisors may be required to search for:

- **weapons**
- **suspicious or missing people**
- **criminal activity**
- **suspect vehicles**
- **suspect packages**
- **signs of intrusion**
- **stolen, missing or damaged property**



Search equipment may include:
Search wands, metal detectors or
archway metal detectors (AMDs).

Proper search records help to:

- ensure and show that search policies are being complied with
- identify reasons for individual searches
- protect security staff against malicious allegations
- protect the person who is being searched
- act as evidence in criminal proceedings.



Search records should contain details such as:

- **day, date and time(s) of search**
- **location of search**
- **details of person searched**
- **details of the door supervisor searching (and any witnesses)**
- **reason for search**
- **details of search refusal**
- **details of anything found during search**
- **any action taken**
- **signature(s).**

Dealing with property found during a search

Any stolen, illegal, suspect or unauthorised items found must be dealt with correctly, following the venue's search policy

The DPS should also be informed

Possible actions, depending on what is found and under what circumstances, may include:

- **giving a verbal warning**
- **reporting to your supervisor or line manager for advice**
- **reporting to DPS for advice**
- **looking after item for the customer until they leave**
- **seizing item and refusing entry**
- **seizing item, arresting customer and calling the police.**

Dealing with property found during a search cont.

Any items seized must be:

- kept securely (drugs amnesty box)
- properly recorded
- reported following the local policy

Always follow the procedures specified in the venue's search policy.



Additional considerations

Care should be taken when dealing with people with physical or learning difficulties and with children or young people

Searches carried out on children and young people should be conducted in the presence of another individual

Children and young people should not be asked to remove clothing, other than outer garments like coats, gloves and hats

You should also be aware of other people's cultural and religious beliefs and values, which may be slightly different to your own.

Incidents or accidents

As a door supervisor, you must record all incidents or accidents that occur during a search

You must complete an incident report form and the incident or accident should be reported to the person in charge as soon as possible

Emergency services should be contacted if needed

The venue's policy/assignment instructions must always be followed.



Search demonstration/practical activity





1

Explain the **THREE** types of searches that can be carried out by a door supervisor.

1

.....

2

.....

3

.....



1 Explain the **THREE** types of searches that can be carried out by a door supervisor.

- 1 **General**
.....
- 2 **Random**
.....
- 3 **Specific.**
.....



2

Identify **THREE** different types of search equipment.

1

.....

2

.....

3

.....



2 Identify **THREE** different types of search equipment.

- 1 Search wands**
.....
- 2 Archway metal detectors**
.....
- 3 Metal detectors.**
.....



3

Explain the precautions a door supervisor should follow when carrying out searches.

A large blue-bordered rounded rectangle containing five horizontal dotted lines for writing.



3

Explain the precautions a door supervisor should follow when carrying out searches.

- **Ask for their permission**
- **Only search individuals of the same gender**
- **Have a witness**
- **Ask whether they have anything that could injure either themselves or you.**



Drug-misuse, legislation,
issues and procedures

Module
2.3

Drugs on licensed premises

**Drug dealers like licensed premises
Customers go there to buy**

Door supervisors have a moral, professional and legal duty to prevent the use/sale of drugs on the premises:

- **to prevent abuse, overdoses and accidents**
- **to comply with the law.**

The Misuse of Drugs Act 1971

CLASS

A

- **Regulates the use of ‘controlled drugs’**
- **Defines numerous offences under the act**
- **Also defined 3 categories of drugs according to their:**
 - **toxic effect**
 - **prevalence of use**
 - **danger to society**
 - **subsequent penalties for misuse.**

CLASS

B

CLASS

C

Types of illegal drugs: Class A drugs

The most harmful drugs are found under this category, namely the narcotics and the hallucinogenic drugs



Narcotics were included in this class because of their dangerous addictive qualities, and the hallucinogenic drugs because of the violent reactions and activities of those who take them



Crack cocaine, cocaine, crystal methamphetamine, methadone, heroin, LSD, MDMA (ecstasy), psilocybin (magic mushrooms).

These are middle of the range in the seriousness of illegal drugs



Amphetamines, barbiturates, ketamine, cannabis, codeine, Ritalin.

There are many drugs listed under this category, most of which are benzodiazepines or tranquillisers



GBH, Rohypnol, anabolic steroids.

Other, less harmful, drugs are restricted under the MEDICINES ACT, and many other drugs are available by prescription from a doctor



A '**Legal high**' is the term given to a new range of substances and chemicals that can be bought easily and legally, but which can still be very dangerous to users.

- **Manufacturing controlled drugs**
i.e. growing or making them
- **Possessing a controlled drug**
i.e. having them on you or having control of them
- **Possessing a controlled drug with intent to supply**
i.e. having a large supply intending to share or sell them to others
- **Supplying or offering to supply drugs**
i.e. sharing, selling or offering them to others
- **Allowing controlled drugs on premises**
i.e. knowingly permitting someone to possess, use or supply drugs on premises over which you have some control.





What signs might indicate drug dealing is taking place?

- **Suspicious behaviour**
- **Frequent trips to the toilets**
- **Meeting with lots of strangers**
- **Lots of people approaching one individual**
- **Covert exchanges of items/cash**
- **Hiding in areas out of view of staff and CCTV**
- **Information from other customers or members of staff/neighbouring property**
- **Unusual activity in the car park/vicinity of site (especially out of hours)**
- **Drugs litter found.**

Includes any **packaging** that the drugs might come in or items that have been used to **take** the drugs, e.g.:

- syringes and needles
- magazine paper wraps
- small pieces of cling film
- small self-seal bags
- hand-rolled cigarette ends with cardboard filters
- torn cigarette paper packets



You will need to check for drugs litter while the premises is open and the end of the night.

Signs and symptoms of drug misuse

COMMON symptoms include:

- uncoordinated behaviour
- irritability or aggression
- repetitive movements or actions
- mood swings
- confusion
- overexcitement and/or talkativeness
- dilated pupils
- obvious signs of stress or anxiety
- dizziness
- traces of powder under the nose
- bloodshot or watery eyes
- repeated sniffing or twitching
- excessive sweating
- looking drowsy
- falling asleep
- unconsciousness.

Finding drugs during a search

You search a customer at the point of entry and find a small magazine wrap containing a white crystal-like substance hidden away in the back of the person's wallet

You have reasonable grounds to suspect that the substance might be cocaine

Subject to the venue's search policy, you have 2 options...

Cocaine is a class A drug.

The unlawful possession of a class A drug is an **indictable offence**, so you would have the power to:

- **seize the drug**
- **arrest the customer**
- **call the police**
- **hand both the customer and the drug over to the police**



The seizure and arrest must be properly reported and recorded.

Alternatively, you could:

- seize the drug
- refuse entry to the customer
- record the find
- report it to a supervisor or the DPS
- put the seized drug somewhere secure until it can be dealt with.

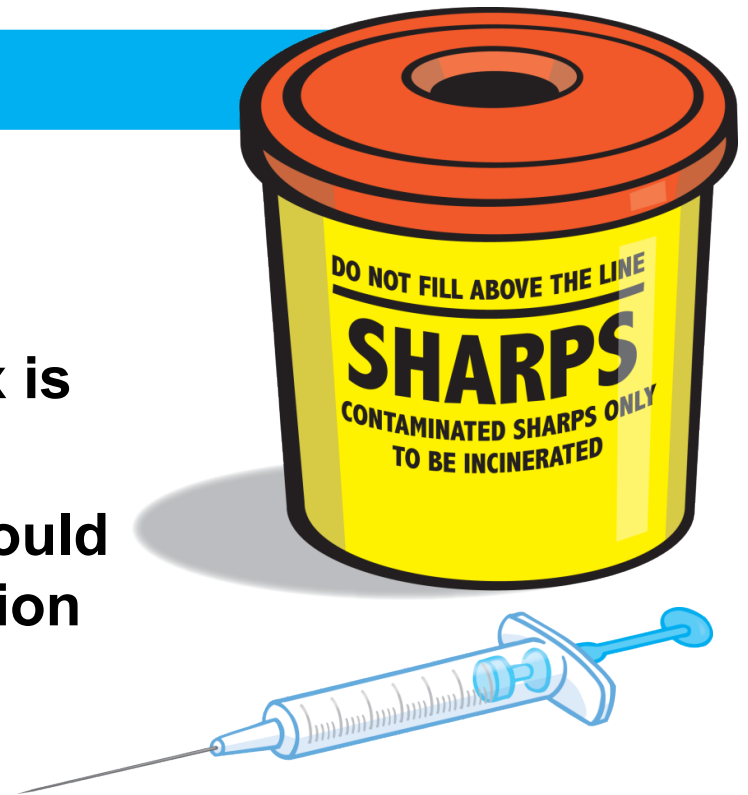


- **Only seize drugs and arrest people if it is safe to do so**
- **Never put yourself in any unnecessary danger**
- **Take special care with people who may be in possession of drugs**
- **Be aware of infection from the drugs themselves and from dirty needles**
- **Use needle-resistant/rubber gloves for searching.**



Think body fluids

- Found needles should be stored in proper sharps boxes
- Use an empty bottle if a sharps box is not immediately available
- Bloodstained tissues/bandages should be placed into a proper contamination bag or a sanitary bin.





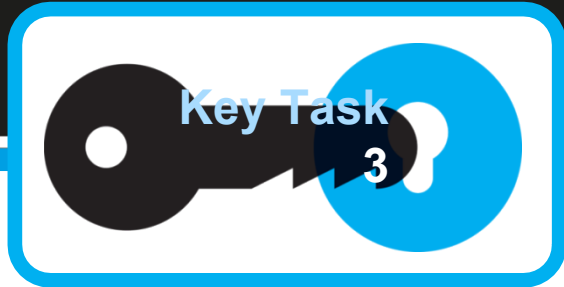
1 Explain the procedures a door supervisor should follow when an individual is found to be in the possession of drugs.

A large blue rounded rectangular box containing six horizontal dotted lines for writing.



1 Explain the procedures a door supervisor should follow when an individual is found to be in the possession of drugs.

- **Option 1. Seize the drug, arrest the customer, call the police, hand both the customer and the drug over to the police, report to and record**
- **Option 2. Seize the drug, refuse entry to the customer, record and report it to your supervisor.**



2 How should seized drugs be handled and stored by a door supervisor?

A large, light blue rounded rectangular box containing two horizontal dashed lines, intended for a handwritten answer.



2 How should seized drugs be handled and stored by a door supervisor?

Handled – given to police if attending

Stored – placed in drugs safe or handed to licence holder.



- 3 Explain how to dispose of drug-related litter and contaminated waste.**

.....

.....



3 Explain how to dispose of drug-related litter and contaminated waste.

- **Needles should be placed into a sharps box or empty bottle if a sharps box is not available**
- **Blood-stained tissues or bandages should be placed into a proper contaminated waste bin, such as a sanitary bin or tissues can be flushed down the toilet.**



Preservation of evidence relevant to the role of a door supervisor

Module 2.4

Evidence is information that may be presented to a court to decide on the probability of some point in question, and particularly as to how it may determine a person's guilt or innocence

Facts to be **proved or **disproved**:**

- **the identity of the accused**
- **whether or not they committed the offence for which they are on trial**
- **any necessary knowledge or intent connected to the crime.**

Relevance and admissibility

Relevance

Evidence is said to be **relevant** to court proceedings if its existence tends to show the truth, or otherwise, of a fact which is in issue in those proceedings



Admissibility

A fact is **admissible** when the law allows it to be proved in evidence.

Direct

Direct evidence is something that has been **seen, heard** or **experienced** by the person who relates it



It normally connects the accused directly with the offence in some way.

Circumstantial evidence can be described as presumptive or indirect evidence

Although it does not prove the offence itself, it proves other facts which, when added to other evidence, supports an inference or presumption of guilt.

Evidence is hearsay if it relates to something that a witness has heard another person (not the accused) say about the offence, but that they do not know to be true for themselves

That evidence can only be given by the person who experienced it for themselves.

Oral evidence is that given by a witness when they verbally relate to the court what happened

The witness may recount from their first-hand knowledge what they said, saw, heard, tasted, felt, smelt and did at any relevant time.



Documentary evidence

Documentary evidence includes any drawn, written or printed document in any form which communicates visual or written messages from one person to another, e.g. incident reports, CCTV footage, computer records etc.

A door supervisor's notebook or an incident log may be tendered as evidence, or a stolen cheque that has been passed as payment.



Anything that is produced as an exhibit to the court by any person who has first-hand knowledge of its existence and relevance to the matter in question

Items such as weapons or drugs found by door supervisors can be real evidence, as can any video recording of an incident filmed by CCTV.



Forensic evidence is scientific evidence, e.g. fingerprints, footprints, DNA, blood and hair

This type of evidence is vital to the police for linking suspects to scenes, victims and crimes.



It is a **SERIOUS CRIMINAL OFFENCE** for any person who is lawfully sworn as a witness in judicial proceedings, to wilfully make any statement that they:

know to be false or

do not believe to be true

At Crown Court, anyone found guilty of such an offence may be sentenced to a term of imprisonment for up to 7 years.

Preserving evidence

If a serious crime occurs on the premises, you, as a door supervisor are in an **ideal position** to be able to:

- take control
- contain potential evidence
- call for support and inform management
- inform the emergency services
- cordon off the area
- restrict access to the scene
- show the police any potential evidence
- record what you have done.



The venue's policies will give details of what to do and who to inform when serious incidents occur or when crimes are committed

Serious incidents like injuries, fires or bomb threats will require the assistance of the emergency services

Crimes, arrests, serious disorder and incidents taking place inside or outside of the premises will usually mean that the police have to be called.



What information will you need to record in an incident report?

- day, date and time of the incident
- how you were alerted to it
- where it happened
- what you saw
- what you were told
- what happened
- what action you took
- what the result was
- details of any witnesses
- any descriptions of people or property

Records need to be completed **as soon as you are able** to following the incident.

Typical incidents that would require recording properly include:

- **entry refusals**
- **ejections**
- **the use of force**
- **arrests**
- **serious crimes**
- **accidents**
- **searches**
- **seizures of drugs, weapons or other items**
- **suspicious behaviour**
- **visits by police or other authorities/agencies**
- **all other emergencies.**
- **disputes and complaints.**

Incident reports should explain:

HOW

WHAT

WHERE

WHEN

WHY

WHO.

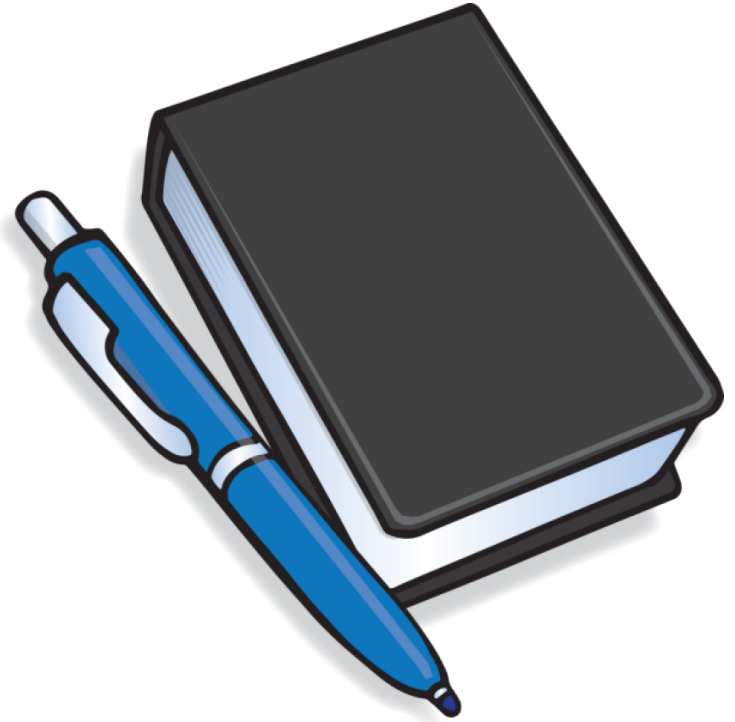
REMEMBER

- A** ACCURATE
- B** BRIEF
- C** CLEAR



All radio communication should be accurate, brief and clear.

- For making accurate, timely notes while working at the scene
- Ensure that sufficient details about a routine or unusual event are taken at the time
- Fuller report can be made of the incident later
- Notebooks are official documents
- Must be used properly at all times
- Only used to record work-related matters
- Must be kept securely as they may contain confidential information.



Notebook rules

No Erasers

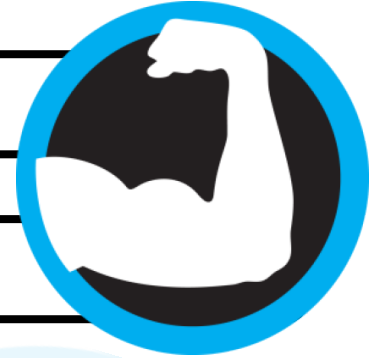
No Leaves (pages) torn out

No Blank spaces

No Overwriting

No Writing between the lines

And Statements in direct speech.



Other documents used to record details might include:

- incident reports
- logbooks
- search registers
- visitors' registers
- key registers
- duty sheets
- accident reports
- lost/found property registers
- message books
- handover reports
- police statements
- other venue specific reports.



- 1 Explain why it is important to preserve the crime scene.**

A large, empty rectangular box with a light blue border and a dashed blue line inside, intended for the student's answer.



1 Explain why it is important to preserve the crime scene.

It may determine a person's guilt or innocence.



- 2 Identify how different evidence can be obtained at a crime scene.

A large, empty rectangular box with a light blue border and rounded corners, intended for a student's response. The box contains two horizontal dashed blue lines, one near the top and one near the bottom, to indicate the writing area.



2 Identify how different evidence can be obtained at a crime scene.

**CCTV, forensic evidence, witness accounts
(direct evidence).**



3 Describe the different circumstances under which a door supervisor should call the police.

A large, light blue rounded rectangular box with a double-line border. Inside the box, there are two horizontal dotted lines, one near the top and one near the bottom, defining a space for a written answer.



- 2 Identify how different evidence can be obtained at a crime scene.

**Crimes, arrests, serious disorder and incidents taking
place inside or outside of the premises.**



Licensing law relevant to the role of door supervisor

Module
2.5

The Licensing Act 2003 is focused on the promotion of 4 main licensing objectives

It introduced the separate licensing of the actual **premises** used to sell alcohol, and of the **individuals** that manage them

Its key aims are to:

- **protect the public from alcohol-related crime, nuisance and anti-social behaviour**
- **provide police and other authorities with powers to deal with problem premises**
- **recognise the role of licensed premises in the community.**

You must know the 4 licensing objectives and understand how they impact how the premises you are working at must operate

The 4 licensing objectives are:

- **the prevention of crime and disorder**
.....
- **public safety**
.....
- **the prevention of public nuisance**
.....
- **the protection of children from harm.**

4

The Licensing Act refers specifically to premises and individuals engaged in what are called **licensable activities**

Licensable activities include:

- the sale of alcohol by retail
- the supply of alcohol on club premises
- the provision of regulated entertainment
- the provision of late-night refreshment.





Types of businesses regulated by the Licensing Act

What types of businesses, organisations and individuals are normally regulated by the act?

- Pubs, wine bars and nightclubs
- Members' clubs
- Off-licences
- Supermarkets
- Corner shops
- Restaurants
- Hotels
- Cinemas
- Charities
- Late-night takeaways and burger vans.

- Issued by the local licensing authority
- Allows specific premises to be used for any of the licensable activities

Can be granted to:

- an individual over the age of 18
- a company that wants to run a business from there
- organisations such as charities or educational institutions.



A premises licence that has been granted for a specific venue will remain in force until:



- **it is revoked**
- **it is surrendered**
- **the venue is no longer being used for licensable activities**
- **the actual premises licence holder dies, becomes incapacitated or goes bankrupt.**

A personal licence, however, can be granted to an individual who wishes to sell or authorise the sale of alcohol at a venue with a premises licence

Personal licences currently last indefinitely, unless revoked or surrendered.

Personal licences (not applicable in Northern Ireland)

Designated premises supervisor (DPS)

Designated premises supervisor (DPS)

- **Person who holds their own personal licence**
- **Has been nominated by the person who holds the premises licence to run the venue on their behalf**
- **Only one DPS for each premises**
- **The person responsible for the day-to-day running of the premises**
- **Main point of accountability**
- **Must be named on the operating schedule**
- **Should be easily identifiable by the police and other authorities as the person in overall charge of the venue**
- **Devises and implements admissions policies and other venue-specific house rules.**

Door supervisors



Act as agents of the DPS

Need to work under the direction of the DPS at all times

Enforce the admissions policy and house rules on the DPS's behalf

Work to help run the venue in line with the 4 licensing objectives.

- **Numbers of customers and staff inside the premises at any one time**
- **All venues have maximum capacity (or occupancy) figures**
- **Based on how many people can be safely evacuated from the premises in an emergency**
- **Monitoring of venue capacity ensures compliance with health and safety legislation and fire safety regulations**
- **Ensures the safety, comfort and enjoyment of those inside.**

To provide proper control at the **point of entry**, it is important to:

- use your judgement fairly to and effectively to enforce the law and venue's policies
- meet and greet potential customers in a courteous and professional manner
- provide good customer service
- display a professional appearance and attitude at all times



A good first impression can reduce the potential for conflict at the point of entry and inside the venue.

Refusing entry to unsuitable people is an important and necessary part of a door supervisor's job role

Door staff and other staff members have the right to refuse access to anybody whose presence on the premises would subject the DPS to possible prosecution

Entry can be refused for a number of reasons, for example if a customer appears to be or is drunk.



When should entry be refused?

- **the venue is already full (capacity figures)**
- **the customer is under the influence of alcohol or drugs**
- **the customer is underage or cannot prove age suitably**
- **the customer does not comply with the venue's dress code**
- **inability or refusal to pay the entry fee**
- **a refusal to be searched**
- **known troublemakers**
- **banned or subject to an exclusion order**
- **poor attitude**
- **any other breaches of other reasonable venue-specific entry conditions.**

As a door supervisor working on licensed premises, you:

- must maintain order
- may have to ask people to leave a pub or a club as the result of their behaviour
- may, as a last resort, have to physically eject people from the premises if they refuse to leave when asked

Licensed premises offer what is called an ‘**open invitation**’ to members of the public to enter, whether on payment or otherwise, for an evening’s entertainment

That invitation may, however, be **withdrawn** at any time.

Door supervisors:

- act on behalf of the DPS
- have the right in law to refuse entry or eject anyone whose presence is not or no longer welcome.

Customers already on the premises may become trespassers if the invitation to remain is withdrawn and they refuse to leave

**Door supervisors need to use the rules of trespass to remove unwanted people from the premises.
Only use reasonable and necessary force.**



The Licensing Act 2003 gave the police and other authorities specific powers in relation to licensed premises. They:

- have the right to enter licensed premises at any reasonable time to assess the venue against the licensing objectives
- can enter to investigate whether the licensable activities taking place, or about to take place, are:

actually licensed

being held in accordance with the premises licence itself and any of its specific conditions.



The police:

- may enter *at any time* and search any licensed premises
- do not need a search warrant
- can use reasonable force to enter to carry out their duties

It is an offence to obstruct or prevent them from carrying out their duties.



The police also have the power to close specific licensed premises for up to 24 hours if they believe that:

- **there is a risk to public safety from disorder**
- **it is necessary to prevent noise nuisance**

The police are allowed to use reasonable force to close a premise if they need to.

The police can apply to a magistrates' court for a closure order to close all licensed premises in a specific area for up to 24 hours if:

- **they anticipate public disorder or nuisance problems due to a demonstration or a large sporting event**

It is an offence to open the premises while it is subject to a closure order.

Other authorised persons

Other authorised agencies that are allowed to enter the premises to carry out their duties include:

- **licensing authority officers**
- **fire safety inspectors**
- **environmental health officers**
- **health and safety inspectors**
- **weights and measures officers from Trading Standards**
- **HM Revenue and Customs**



Representatives of these agencies, once their identities have been verified, must be allowed to enter to conduct their statutory duties.

Children and young people

The protection of children from harm is one of the 4 licensing objectives

The aim is to protect children from any form of harm arising from licensable activities, including:

- **psychological harm caused by 'adult' entertainment**
- **physical harm from unsafe premises or alcohol**
- **It is a moral as well as legal duty to protect children and young people.**



Selling alcohol to under-18s

It is **always** against the law to sell alcohol to anyone under 18 – without exception

Fines of an unlimited amount for doing so can be imposed by the courts

A premises licence holder whose premises are caught selling alcohol to under-18s on 2 occasions within a 3-month period:

can be fined an unlimited amount

can have their licence suspended for up to 3 months.



Selling alcohol to under-18s cont.

Bar staff commit an offence if they knowingly allow the sale of alcohol to anyone under the age of 18, particularly when they could have prevented the sale from taking place

Adults are committing a separate offence if they buy or even attempt to buy alcohol for someone under 18.

Allowing under-18s to drink alcohol

Even just **allowing** a person under the age of 18 to consume alcohol on the premises is an offence

With one exception...

Anyone aged 16 or 17 may be allowed to drink the beer, wine or cider bought for them by an adult, provided that it is consumed with a proper table meal while accompanied by the adult.

**This exception does not apply in Northern Ireland*



Collecting or taking delivery of alcohol

- **Illegal for an adult to send anyone under 18 to collect alcohol for them**
- **Offence for alcohol to be delivered to a person under 18, or to allow that delivery to take place**

A person under 18 can only take delivery of alcohol that has been ordered by an adult when:

- **at home**
- **working on licensed premises, if it is a part of their duties.**

The sale of alcohol by under-18s

It is against the law to allow anyone under 18 to sell alcohol, unless:

18+

- **each and every sale is specifically approved by a responsible person on the premises**
- **the sale of the alcohol is for consumption with a table meal in a dining area.**

- If any doubt at all as to whether a person is over 18, they must be asked to provide reliable photographic proof of age before the sale can be allowed
- All licensed premises need to have an age verification policy
- Challenge 21 or Challenge 25 schemes
- Anyone unable to provide such evidence should be refused service/entry.





What documents can be accepted as proof of age?

- a valid passport
- a valid EU photographic driving licence
- a 'Proof of Age Standards Scheme' (PASS) card with a hologram.



Remember LADS

L**A****D****S**

L LOOK carefully at the person attempting to buy alcohol

A ASSESS their likely age. Do they look under 18, 21 or 25?

D DECIDE whether to ask them for appropriate documentary proof of age

S SURE? Make sure that they are old enough before the sale is allowed.

- **Where a person under the age of 18 is legally sent into licensed premises to attempt to buy alcohol**
- **To find out if those premises are complying with the law regarding the sale of alcohol to children and young people**
- **By either the police or the weights and measures department of Trading Standards**
- **£90 on-the-spot fine or up to an unlimited amount in court to the person who served the underage person**
- **Police or Trading Standards can ask for a review of the premises licence, possibly leading to its suspension or revocation.**



Offence to knowingly allow **DISORDERLY CONDUCT** to take place on licensed premises

- **Fine of up to £1,000**
- **Legal duty to prevent disorderly conduct**
- **Careful selection of customers at the point of entry**
- **Monitor behaviour of those already inside the venue**
- **Anyone displaying disorderly or anti-social behaviour should be asked to leave or must be ejected if they refuse to do so.**

Offence to allow someone who is drunk and/or disorderly to remain on the premises

- **Anyone who is obviously drunk should be asked to leave**
- **Must be ejected if they refuse to do so**
- **Further offence if they re-enter or attempt to re-enter the venue.**



Selling alcohol to someone who is drunk

Offence to sell or allow the sale of alcohol to someone who is drunk

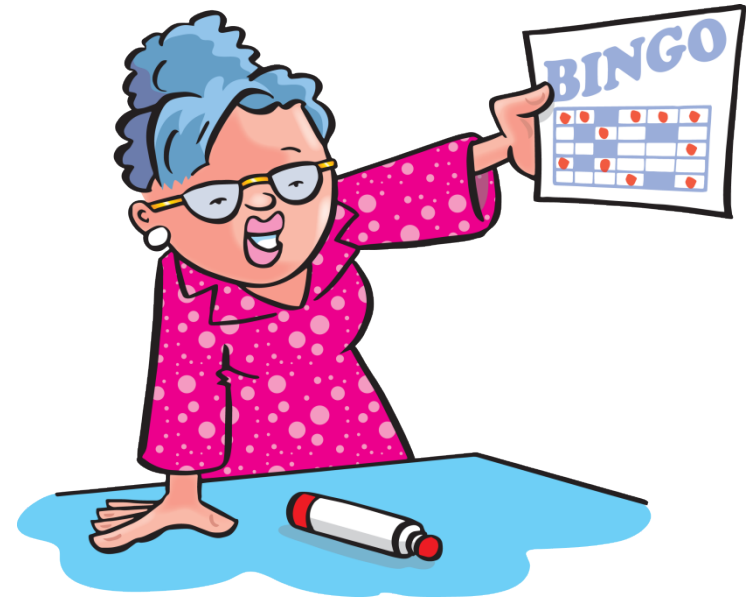
- **On-the-spot fines or court fines of up to £1,000**
- **Vigilance at the point of entry**
- **People who arrive already drunk must be refused entry to prevent them from receiving more alcohol once inside.**



The Gambling Act 2005 states that certain gambling activities are permitted without authorisation on licensed premises

Gambling activities now allowed include:

- equal chance games (with stake/winnings limits)
- poker and poker-style games (with stake/winnings limits)
- small incidental raffles
- customer lotteries
- bingo.



Smoking on licensed premises

Smoke-free legislation aims to protect both employees and the public

In 2007 (2006 in Scotland) it became illegal to smoke in virtually all enclosed (or substantially enclosed) public places or workplaces

Door supervisors should remind customers of the legislation and ask customers to leave if they are not following the rules.

It is an offence to allow prostitutes to **solicit for business** on any licensed premises

They are allowed to come onto the premises for a drink or a meal but cannot ply their trade from there

It is also against the law to allow any licensed premises to operate as a **brothel**.

Under the **Policing and Crime Act 2009**, certain licensed premises are licensed by the local authority so that they can operate as sex establishments

A sex establishment is essentially any premises at which lap dancing or nudity is provided as entertainment for profit.

Local authorities can grant a licence for such activities on licensed premises, but will always attach stringent policies and conditions to it

It is an offence to:

run a sex establishment without a licence

contravene any of the terms, conditions or restrictions of the licence

All sex establishment licences prevent anyone under the age of 18 from entering.

If working as a door supervisor at a licensed sex establishment, you will need to:

- make sure that you know and fully understand the terms, conditions and restrictions covering the venue
- help the DPS to ensure that the premises are run according to the law.





1 List the **FOUR** licensing objectives.

1

.....

2

.....

3

.....

4

.....



1 List the **FOUR** licensing objectives.

1

Prevention of crime and disorder

2

Public safety

3

Prevention of public nuisance

4

Protection of children from harm.



2

What are the rights and duties of the licensees and door supervisors?

.....

.....

..

.....



2 What are the rights and duties of the licensees and door supervisors?

- Door supervisors act as agents of the DPS. They will enforce the admissions policy and house rules on the DPS's behalf and work to help run the venue in line with the 4 licensing objectives.
- Licensees (DPS's) are responsible for day to day running of the premise. They will devise and implement the venue's admissions policy.



3 List **THREE** acceptable forms of ID.

1

.....

2

.....

3

.....



3 List **THREE** acceptable forms of ID.

1

Passport

2

EU driving licence

3

Proof of age standards scheme (PASS).



Queue management and venue capacity responsibilities relevant to a door supervisor

Module
2.6

Responsibilities when controlling queues and crowd capacity regulations

It is important for all door supervisors have access to the most up to date guidance from the government to ensure they comply with current legislation

Websites include:

- www.hse.gov.uk/event-safety/crowdmanagement-assess.htm
- www.gov.uk/government/organisations/security-industry-authority
- <https://www.gov.uk/government/publications/queue-management-and-sia-licensing>

You must regularly check relevant websites to receive alerts and notifications directly from the SIA and HSE.

Venue management is managing queues to prevent conflict and exceeding the venue's capacity

Venue capacity includes customers and staff stated on the premises licence

You need to be aware of access points, including accessibility access points for wheelchairs.

Social distancing is also a consideration of queue management and maybe an ongoing requirement for infection control

Social distancing will help prevent conflict developing in queues due to individuals not having sufficient personal space.

Personal protective equipment (PPE) has always been considered important whilst searching but with the emergence of COVID-19, PPE has become even more essential

You should:

- **wear gloves when contact is made with other people's possessions or body**
- **change gloves or sanitise them in between contact with people's possessions or body**
- **wear a face covering which covers the nose and mouth (COVID requirement)**

This is in addition to all other PPE covered in module 1.

Responsibilities when managing queues

When managing queues you should:

- **have a professional appearance and attitude**
- **ensure that only appropriate people can enter**
- **ensure that only the appropriate numbers of customers can enter**
- **ensure safe entry for customers.**



What are the 4 main principles of the SIA's standards of behaviour?

- **Personal appearance**
- **Professional attitude & skills**
- **General conduct**
- **Organisation/Company values and standards**

The standards of behaviour can be found on the SIA's website:

<https://www.sia.homeoffice.gov.uk/Documents/sia-standards-of-behaviour.pdf>



Entry control/Admissions policy

To provide proper control at the **point of entry**, you must know:

- what time customers may enter
- what time the venue is likely to close
- the queue management procedures
- any payment requirements
- what types of people should be refused entry
- any age restrictions for entry, e.g. over 25
- what types of ID can be accepted
- the dress code
- items that are prohibited/illegal
- the search policy
- standards of behaviour
- the venue capacity.



Entry control/Admissions policy cont.

In order to provide proper control of the queue at the point of entry, it is important to:

- **monitor the queue at all times**
- **meet and greet potential customers in a courteous and professional manner**
- **build positive relationships with the customers to encourage them to return to the venue in the future**
- **maintain observations throughout the queue**
- **provide good customer service**
- **reduce the chances of conflict at the entrance.**

Entry control/Admissions policy cont.

- **safely control the entry of customers and ensure safety inside**
- **enforce the admissions policy on behalf of the DPS**
- **carry out search procedures where required**
- **monitor and assess the attitudes and behaviours of potential customers**
- **assess the sobriety of the customers**
- **deny access to unwelcome or unsuitable people**

Tally counters can be used to count customers in and out of the premises and entry should be halted once capacity has been reached.

Entry control/Admissions policy cont.

Queues should be managed effectively with the use of:

- **barriers**
- **lines**
- **signs.**

Entry control/Admissions policy cont.

Talking to customers and using effective communication techniques helps to:

- **build good relations**
- **manage customers' expectations**
- **reduce incidents of conflict**

This will enhance the reputation of the staff and the venue.



An effective admissions policy will go a long way towards ensuring that:

- **customers can enjoy themselves**
- **there is a safe environment for everyone.**

A safe environment also ensures compliance with:

- **Health and safety legislation**
- **Fire safety regulations**
- **The venue premises licence including not breaching the maximum capacity (number of customers and staff) of the venue**
- **The FOUR licensing objectives.**
 - **The prevention of crime and disorder**
 - **Public safety**
 - **The prevention of public nuisance**
 - **The protection of children from harm.**

The venue you work for will also have a clear dispersal procedure in place. The dispersal procedure will include and ensure:

- **the safe exit of customers**
- **help to prevent disorder**
- **that good customer service is demonstrated**
- **that licensing objectives are complied with**
- **that the police or other outside agencies are assisted.**

People that are ejected from or refused entry to a venue are often more vulnerable to specific crimes or attacks

It is important that you are aware of the factors that are often linked with vulnerable people, including:

- **sobriety**
- **drug use**
- **age**
- **mental capacity**
- **attitude**
- **crimes and licensing offences.**





1

What are the responsibilities of a door supervisor when controlling queues?

.....

.....

.....

.....

.....

.....

.....

.....



1 What are the responsibilities of a door supervisor when controlling queues?

- Meet and greet customers
- Maintain observations throughout the queue
- Provide good customer service
- Reduce the chances of conflict at the entrance
- Safely control the entry of customers and ensure safety inside
- Enforce the admissions policy
- Monitor and assess the attitudes and behaviours of potential customers

This list is not exhaustive.



2 Why is communication important throughout the queueing process?

A large, light blue rounded rectangular box with a double-line border. Inside the box, there are two horizontal dashed lines, one near the top and one near the bottom, defining a space for a response.



2 Why is communication important throughout the queueing process?

To build good relations, manage customers' expectations and reduce incidents of conflict.



3 What factors should be considered when ejecting or refusing entry to a person who may be vulnerable?

1

.....

2

.....

3

.....

4

.....

5

.....

6

.....



3 What factors should be considered when ejecting or refusing entry to a person who may be vulnerable?

1

Sobriety

4

Mental capacity

2

Drug use

5

Attitude

3

Age

6

Crimes and licensing offences.



Using equipment relevant
to a door supervisor

Module
2.7

Venues, as a part of their licensing conditions, have a maximum capacity (or occupancy) figure, which is based on how many people can be safely evacuated from the premises in an emergency

Strictly monitoring and adhering to this figure ensures compliance with:

- **health and safety legislation**
- **fire safety regulations**

It also ensures the safety, comfort and enjoyment of those inside.

Handheld counters

- One counter used to record all those entering
- Another to record those leaving
- The difference between the two numbers will tell you exactly how many people are inside the venue at any given time.





What PPE might be issued to a security operative?

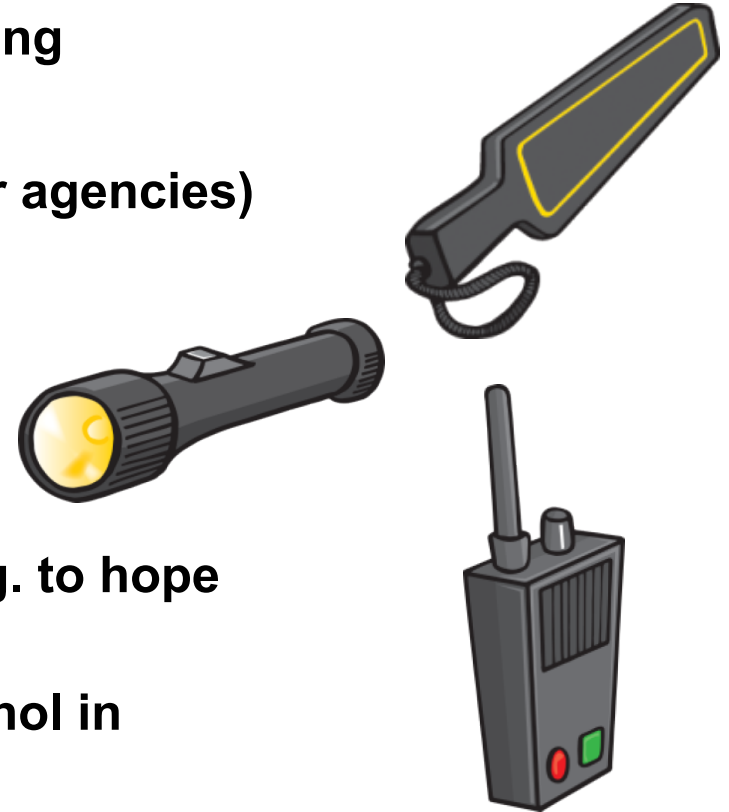
Personal protective equipment (PPE) for security operatives could include:

- **waterproof clothing**
- **high-visibility clothing**
- **headwear**
- **gloves (needle/slash-resistant)**
- **rubber gloves and face shields (body fluids)**
- **stab-resistant vests**
- **ear defenders**
- **eye protection**
- **safety footwear.**



What equipment might a security operative use?

- Metal detectors and/or mirrors for searching
- Body-worn CCTV
- Radios (internal and networked with other agencies)
- Ear pieces
- Mobile phones
- Personal alarms
- Torches
- Equipment as it applies to the incident e.g. to help control infections
- Breathalysers for testing the level of alcohol in the blood



Remember, all equipment must be checked as fully charged and tested as working at the beginning of your shift.

A body-worn camera (BWC) is a hands-free video recording device

The purpose of body-worn cameras (BWC) is to:

- **deter crimes**
- **secure evidence against offenders**
- **curb behaviour of customers and door supervisors**
- **identify offenders**
- **self-protection against malicious allegations.**

Communication devices used within the security industry can include:

- **radios and earpieces**
- **mobile telephones**
- **internal telephone systems**
- **internal public address systems (Tannoy)**
- **the venue DJ**

All radio equipment should be tested and fully charged prior to use.

Telephone communications

When using the telephone to communicate, always:

- **be polite and professional**
- **answer appropriately and in line with company guidelines**
- **bear in mind confidentiality**
- **record correct information for all calls**
- **log the calls**
- **use polite and clear language**
- **pass the message on promptly and accurately**

**Never
promise to
do things
you are not
allowed to
authorise
yourself.**

Although radio procedures, call signs and protocol vary between different organisations, there are a few basic guidelines that all security staff should follow

REMEMBER

A ACCURATE

B BRIEF

C CLEAR



All radio communication should be accurate, brief and clear.

When using the radio:

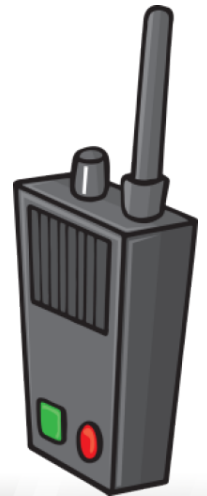
- **think about what you want to say**
- **check that no one else is already transmitting**
- **press the transmission button**
- **position the microphone about 5cm away from your mouth**
- **speak clearly at normal speed**
- **use company protocol.**

Phonetic alphabet

LETTERS

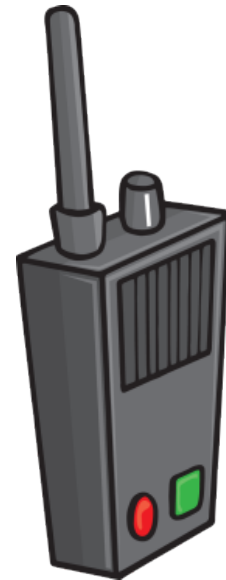


A Alpha	H Hotel	O Oscar	V Victor
B Bravo	I India	P Papa	W Whiskey
C Charlie	J Juliet	Q Quebec	X X-ray
D Delta	K Kilo	R Romeo	Y Yankee
E Echo	L Lima	S Sierra	Z Zulu.
F Foxtrot	M Mike	T Tango	
G Golf	N November	U Uniform	



NUMBERS

0	Zero	5	Fife (five)
1	Wun	6	Six
2	Two	7	Seven
3	Tree (three)	8	Ait (eight)
4	Fower (four)	9	Niner (nine).





1 What is the purpose of a body-worn camera?

Four horizontal dashed blue lines for writing an answer.



1 What is the purpose of a body-worn camera?

- **Deter crimes**
- **Secure evidence against offenders**
- **Curb behaviour of customers and door supervisors**
- **Identify offenders.**



2 List the **FOUR** main communication devices that may be used by a door supervisor.

1

.....

2

.....

3

.....

4

.....



2 List the **FOUR** main communication devices that may be used by a door supervisor.

1

Radios and earpieces

2

Mobile telephones

3

Internal telephone systems

4

The venue DJ.



3 Identify **THREE** different types of equipment that could be used to help manage venue capacity.

1

.....

2

.....

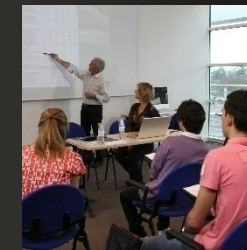
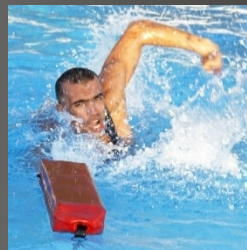
3

.....



3 Identify **THREE** different types of equipment that could be used to help manage venue capacity.

- 1 **Radio**
.....
- 2 **Handheld counters**
.....
- 3 **CCTV.**
.....



The UK and Middle East's leading supplier of compliance, work-based learning and apprenticeship training materials.

The important things to do now are...

- 1 to put into practice what you have learnt
- 2 to develop competency in your work activities
- 3 to keep your knowledge up to date
- 4 to pass the examination.

Thank you for listening

quality, value, service & integrity

