

Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Module 2

Chapter 1: Crimes relevant to door supervision

The role of a door supervisor

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

Door supervisors can be seen working at pubs, wine bars, nightclubs, hotels and restaurants in most of our towns and city centres most nights of the week. All door supervisors, no matter who they are employed by, are required by law to have an SIA licence to be able to carry out their roles.

Door supervisors need to be aware of a variety of civil and criminal laws and they also need to know what powers they have to deal with different situations when laws are broken.

Types of crimes

There are many serious offences that you may have to deal with during the course of your duties as a door supervisor. These are mostly 'criminal' offences for which people can be arrested and prosecuted, and a guilty verdict in court can result in a wide range of punishments such as probation orders, fines and terms of imprisonment.

As a door supervisor, you need to be aware of the most serious and most common of these offences so that you can deal with them appropriately if you encounter someone committing any of them. Serious offences include:

MURDER

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 intending to cause grievous bodily harm.

The unintentional killing of another person is often charged as **manslaughter** (common law).



MURDER (Scots law)

This is committed when a sane person over 12 years of age, carries out any wilful act causing the destruction of life, whether wickedly intended to kill, or displaying such wicked recklessness as to imply a disposition depraved enough to be regardless of the consequences.

(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)



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ASSAULT (GBH)

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

(Sec. 20 Offences Against the Person Act 1861)

COMMON ASSAULT

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)

SCO

Aggravated assault (serious) (Scots law)

An assault is classified as serious if the victim sustained an injury resulting in detention in hospital as an in-patient, or any of the following injuries, whether or not they were detained in hospital: fractures, internal injuries, severe concussion, loss of consciousness, lacerations requiring sutures which may lead to impairment or disfigurement, or any other injury which may lead to impairment or disfigurement.

(Common law)



ASSAULT (ABH)

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

(Sec. 47 Offences Against the Person Act 1861)

RAPE

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

NI: Art 5 Sexual offences (NI) Order 2008

SEXUAL ASSAULT

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

NI: Art 7 Sexual offences (NI) Order 2008

SCO

ASSAULT (Scots law)

Assault may be very simply defined as an 'attack' upon the person of another.

An 'attack' ranges from the violent infliction of personal injury to very trivial 'attacks' and indeed need not involve any personal injury at all.

Examples would be a punch which is aimed but does not connect, a gun pointed without being fired, or a dog being set upon another person, but where that person receives no actual injury.

(Common law)



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Crimes against property and premises

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)

SCO

Reckless endangerment

A person commits the crime of reckless endangerment if the person recklessly engages in conduct which creates a substantial risk of serious physical injury to another person. 'Reckless' conduct is conduct that exhibits a culpable disregard of foreseeable consequences to others from the act or omission involved.

(Common law)

CRIMINAL DAMAGE

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)

SCO

Vandalism (Scots law)

Any person who, without reasonable excuse, wilfully or recklessly destroys or damages any property belonging to another shall be guilty of the offence of vandalism.

There must be either a deliberate intention to damage the property or an act so reckless as to show utter disregard for the consequences.

This statutory charge of vandalism is used when property is damaged in the vast majority of cases. If the value is particularly high however, the common law crime of malicious mischief may be more competent as punishment can be greater.

Attempted vandalism may be a competent charge if there has not been damage or destruction of property.

(Sec. 52(1), Criminal Law (Consolidation) (Scotland) Act 1995)

Malicious mischief

Malicious mischief consists in the wilful, wanton, and malicious destruction of, or damage to, the property of another person. There must be malice, either actual or inferred, on the part of the perpetrator, as destruction or damage caused by accident, or under a reasonable belief of right, is not criminal.

(Common law)

NI

Threats to destroy or damage property

A person who without lawful excuse makes to another a threat, intending that the other would fear it would be carried out:

- (a) to destroy or damage any property belonging to that other or a third person; or
- (b) 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; shall be guilty of an offence.

(The Criminal Damage (NI) Order 1997)

'Aggravated offence' i.e. where the life of another person may be endangered, relates to any property belonging to the accused person or anyone else.

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· THREATS TO DAMAGE

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)

· ROBBERY

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)

SCO

Robbery (Scots law)

Robbery is the felonious appropriation of property by means of violence or threats of violence.

Violence or threats of violence are an essential element of robbery and must have been used with the theft.

The appropriation of the property must be simultaneous with the violence used or threatened.

(Common law)



· BURGLARY

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)

SCO

Housebreaking (Scots law)

The offence of housebreaking refers to incidents where somebody broke (or attempted to break) into someone else's home without permission and stole (or attempted to steal) something. This includes breaking into any office, private business, etc.

(Common law)

NI: Burglary - Section 9 Theft Act 1969

· THEFT

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)

SCO

Theft (Scots law)

Theft is 'the taking and appropriating of property without the consent of the rightful owner or other lawful authority'.

In other words, taking something belonging to someone with the intention of not giving it back.

Theft (and all its aggravations) is an arrestable offence for door supervisors, as it is a crime against the common law.

(Common law)

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FRAUD

- (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)



Fraud (Scots law)

The common law of fraud in Scotland is very broadly defined. All that is required is that the accused, by a false pretence, induces the victim to do something which he or she would not otherwise have done.

An example could be obtaining services by deception.

Unlike other legal systems, there is no requirement that fraud has an economic element, or any requirement that the victim has been induced to act to his or her detriment.

(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.

Offensive weapons can be classed as any article made or adapted for use to cause injury to the person or intended by the person having it with him for such use. This includes vehicles, knives, glass and baseball bats.

(Sec. 1 Prevention of Crime Act 1953)

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

Possession of 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/7.62 cm).

(Sec. 139 Criminal Justice Act 1988)

Scotland: (Sec. 49 the Criminal Law (Consolidation) (Scotland) Act, 1995)

Examples include:



Made as a weapon:

Knuckle-dusters, batons, flick knives, swords.



Adapted as a weapon:

Razor card, chains with sharpened links, bottle smashed in half prior to use.



Intended to use as a weapon:

Hammer, baseball bat, kitchen knife, bottle, vehicle.

Key tasks



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

1
2
3
4
5
6
7

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

1	3
2	4

3 Provide FOUR examples of offensive weapons.

1	3
2	4

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Chapter 2: Conducting effective search procedures

Rights to search

As a door supervisor, you are still a private member of the public and therefore have no legal or statutory right to search any person without permission.

It is most important, therefore, that you obtain permission (beforehand) from a person you wish to search. Searching someone without the necessary consent could result in:

- criminal proceedings for assault being taken against you
- civil action (compensation) being taken out against you and/or the venue
- a criminal case against a person who committed a crime failing, as the search that found the evidence was illegal as consent was not obtained

Types of search

The types of searches you will undertake as a door supervisor will be dependent on the types and potential customers of premises at which you work. What you are required to do will be specified in the venue's search policy, which is a part of the admissions policy. You must follow these guidelines at all times. Subject to your venue's search policy, you may be required, for example, to search:

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

Searching people

As part of a venue's admissions policy, people may need to be searched before entry. The requirement to consent to a search before being allowed entry is usually to stop people from bringing in any weapons, drugs, sharp objects, suspect packages or other unauthorised items. Weapons are items that are made, adapted or intended to be used to cause injury to another person.

The search policy should be clearly displayed at the entrance to the venue. There are 3 types of search selection policies:

- **General** – everyone is searched.
- **Random** – selection is based on a random factor such as every 5th person.
- **Specific** – a specific person is selected as there is evidence or an indication that they may be concealing an illegal or prohibited item.

Search refusals

As 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. Any refusals should be noted in the search register or incident log.



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Chapter 2: Conducting effective search procedures

• Searching people and their property

Searches should be conducted in a friendly, routine way to reduce any feelings of embarrassment that the person might feel and they must not be seen as an act of discrimination by way of any particular door supervisor. When carrying out searches of people and their possessions, it is important that consideration is given to protected characteristics identified in the Equality Act 2010 and the laws relating to discrimination in Northern Ireland (see module 1, chapter 2). This includes age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sex or gender. All searches should be carried out in a polite and courteous manner to avoid violent behaviour. Some people may feel intimidated or worried when being searched, while others may be used to it. You should talk to people as you search them to help make them feel at ease, this also gives you the opportunity to explain the search policy. If it is feasible to do so, have an empty table in a dedicated search area so that you can ask people to empty the contents of their pockets and bags onto it for inspection, prior to their outer clothing being searched.

You should try to carry out the search as quickly and as efficiently as possible, thanking them for their assistance afterwards.

To prevent any false allegations of theft being made against you, you should always try to have another door supervisor or member of staff present during a search to act as a witness or in case of violence.

If you can, try to carry out all searches within the view of CCTV.

Special care should also be taken when searching people who may be in possession of drugs as there is a possibility of infection from the drugs themselves or from dirty needles. You can now buy needle-resistant as well as rubber gloves for searching purposes, which are ideal for these situations.

When the emphasis on the searching is for weapons, you may wish to use slash-proof gloves as protection against knife injuries or you can use search wands, metal detectors or archway metal detectors (AMDs). These pieces of equipment can indicate the presence of both knives and firearms.

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

When and how often to search

Some venues will have a policy where every potential customer is searched prior to entry (**GENERAL**), whereas others only search odd customers now and again (**RANDOM**). This acts as a good deterrent.

Some venues only search customers who they believe for some reason may be in possession of unauthorised items (**SPECIFIC**).

Whatever the system for selecting people to be searched on the premises is, the same search rules apply.

Searches may be:
GENERAL
RANDOM
SPECIFIC



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'Body searches need to be made in a thorough and systematic way to ensure that 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.

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.

All searches must be carried out with consideration and respect for the person concerned. As a security operative, you should show sensitivity when searching transgender individuals.

Searching rooms or buildings

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

Door supervisors may also be required to search for:

- weapons
- suspicious or missing people
- criminal activity, e.g. drug dealing
- suspect vehicles
- suspect packages
- signs of intrusion
- stolen, missing or damaged property

Specific pre-entry searches of the venue may be carried out by door supervisors to ensure that the premises are safe and free from any hazards prior to the first customers being allowed to enter.

Before conducting such an area search, you must ensure that you have sufficient support from colleagues to be able to conduct the search efficiently, effectively and safely. You also need to ensure that you have any necessary equipment with you to assist in the search and that you have a suitable method of calling for assistance if necessary.

Lockdown procedures and closing checks should be carried out with the duty manager - this is to ensure that all windows and doors are locked. Closing checks should also ensure that no patrons are left in the toilets, VIP areas or areas in which it is easy to stow away or fall asleep.

Search documentation

Venues that require the security team to search people or their property must provide a suitable method of recording searches.

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

Most venues will provide door supervisors with a formal search register or book to record details of searches conducted at the premises. Some venues require search details to be recorded on an incident report form or just by CCTV, unless an item is found and secured.

Search records, when used, are to be completed by the door supervisor(s) conducting the search and 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)

Searching safely

For your own safety, you should only search someone of the same sex as yourself. This is to prevent any malicious allegations being made that you have indecently assaulted a person while effecting a search. There is nothing wrong with a male door supervisor asking a female to empty the contents of her handbag and pockets onto a table so that her property can be checked (often called self-searching), but he should not 'pat her down' or otherwise touch her to detect unauthorised items. Using self-search techniques will help to reduce the risk of infectious diseases.

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-trans-guide.pdf

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Chapter 2: Conducting effective search procedures

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 and control room should also be informed when unauthorised items are found. 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 the 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

Any items, including drugs that are seized, must be kept securely or placed in the drug amnesty box if available. The items should then be properly recorded and reported following the local policy.

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



Additional considerations

Although all members of the public need to be treated with respect and consideration during a search, particular care should be taken when dealing with people with physical or learning difficulties and with children and young people.

When searching children and young people, it is important to remember that the search should be conducted in the presence of another individual, ideally a parent, guardian or other responsible adult. Children and young people should not be asked to remove clothing, other than outer garments like coats, gloves and hats. They should be spoken to in an appropriate manner while informing them of what's happening and why. If you need to search a child or young person, you should obtain consent of a responsible adult. The child or young adult must fully understand what is happening and why they are being searched. Searches should be conducted by a person of the same sex as the child or as the young person.

As a door supervisor, 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, with the emergency services contacted if needed.

You must always follow the venue's policy/assignment instructions.

Key tasks



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

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

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Key tasks



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

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Chapter 3: Drug-misuse legislation, issues and procedures relevant to the role of a door supervisor

Drugs

All drugs are potentially dangerous, but more so when they are misused or abused for non-medical or recreational purposes. The effects of different types of drugs vary widely, depending on the strength of the dose, the amount taken, the abuser's state of mind and health, and whether they have been taken in conjunction with other substances such as alcohol. The quality of drugs bought on the streets will also vary, with differing degrees of purity and strength.

Add to these the risks from the various methods of taking the drugs and it is easy to understand why most countries around the world have had to bring in laws to regulate their manufacture, sale, distribution and possession.

Nightclubs and pubs have traditionally been seen as good places for drug dealers to sell their wares, and it follows that buyers will go to certain licensed premises purely to buy drugs. Door supervisors working at such venues have a moral, professional and legal duty to prevent the illegal sale and use of controlled drugs and to try to reduce the effects of such abuse, such as overdoses and accidents.

In order to keep incidents like these to a minimum, it is necessary to prevent drug dealers from entering the premises to supply drugs, and to prevent users from bringing their own drugs in.

Misuse of Drugs Act

In 1971, the Misuse of Drugs Act was brought in to regulate the use of 'controlled drugs' and defined numerous offences under the act. It also defined 3 categories of drugs according to their toxic effect, prevalence of use, danger to society and their subsequent penalties for misuse.

Drugs offences

The Misuse of Drugs Act lists a whole range of different drugs offences that can be committed by the various people in the chain. It is important that as a door supervisor, you have at least a very basic knowledge of these so that you can understand what offences can be committed by whom and what powers you have to deal with them.



The main offences include:

- **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 and 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**

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Types of illegal drugs

All of the major controlled drugs found in and around licensed premises have been listed here, but there are other lesser-known and little-used drugs in each of the categories.



Class A drugs

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



Class B drugs

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

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



Class C drugs

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

GHB, Rohypnol, anabolic steroids.

Other less harmful drugs are restricted under the Medicines Act, and many other drugs are available under prescription from a doctor.

The law on so-called 'legal highs' changed in May 2016, when the Psychoactive Substances Act came into force.

This new law made it illegal to supply any psychoactive substances for human consumption, to sell them or even to give them to anyone.

The punishments for doing so range from prohibition notices, warnings or up to 7 years in prison.



Drug dealers

Drug dealers come in all shapes, sizes, races and ages, and make it their business not to stand out or bring attention to themselves. For this reason, you will need to be particularly vigilant to prevent regular dealers from starting up business on your premises.

Dealers tend to position themselves in the same place whenever they visit a venue so that their customers get to know where to find them. These places tend to be the darker, more secluded areas of the pub or club, usually as far away from the door staff and CCTV as possible.

They will often spend much of their time looking out for people who might be watching them.

Dealers also sometimes use 'runners' and 'minders' to help them carry and supply the drugs, so regular short visits to a suspected dealer by another person would warrant further observations, particularly watching for any obvious passing of cash or the drugs themselves.

Signs that might indicate that drug dealing is taking place at the venue might include:

- individuals being approached by lots of different people
- people making regular trips to the toilets with different people
- obviously covert conversations followed by exchanges
- a reduction in sales of alcohol
- information from customers or staff
- drugs litter being found



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Drugs litter

While the premises are open, and at the end of the night, you will need to check for drugs litter which might indicate that illegal drugs are being used or sold on the premises.

Drugs litter includes any packaging that the drugs might come in, or items that have been used to take the drugs.

Drugs litter includes:

- 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



Signs and symptoms of drugs misuse

It is also important that as a door supervisor, you are able to recognise when someone is suffering from the effects of illegal drugs. It is a part of your role to prevent entry at the front door to anyone showing signs that they have taken drugs, but also to be able to spot anyone inside the venue who may have taken drugs after getting in.

Because there are so many different types of illegal drugs out there, and because people react to drugs in different ways, it is often difficult for a door supervisor to tell exactly what type of drug someone has actually taken.

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

One of the main reasons that door supervisors are tasked to search customers at the entrance to the venue is to prevent illegal drugs from being brought on to the premises. The venue's search policy will explain exactly what you need to do on finding what you suspect to be an illegal drug during a search. If, for example, 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, then you would certainly have reasonable grounds to suspect that the substance might be cocaine.

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OPTION 1:

Cocaine is a class A drug, and 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 and hand both the customer and the drug over to the police when they arrive. The seizure and arrest must be properly reported and recorded (for powers of arrest for various types of drugs see the drugs offences in the 'Civil and Criminal' section).



Scotland: There is no legal right to arrest in Scots law, but there is a common law of detaining the person for the police.

OPTION 2:

Alternatively, you could seize the drug, refuse entry to the customer and then record the find and report it to a supervisor or the DPS, before putting the seized drug somewhere secure until it can be dealt with.

Which option you take will be determined by the circumstances and your venue's search policy, but both options are lawful. Some venues decide to arrest and call the police on anyone caught in possession of drugs, whereas others prefer to just refuse entry for small amounts, only arresting when large amounts indicating dealing are found.

Certainly, should you find anyone actually dealing drugs on the premises, they should be arrested and you should hand them over to the police, provided that it is safe for you to do so.

If you suspect that a customer is regularly selling drugs at the venue but you cannot actually catch them committing the offence yourself, then the DPS and the police should be informed. The police may decide to start covert or plain-clothes observations on the premises themselves.



SAFETY

Door supervisors should only seize drugs and arrest people if it is safe to do so. Never put yourself in any unnecessary danger.

PPE should always be worn before handling any form of drugs litter.

Any needles found should be stored in proper sharps boxes, or an empty bottle if a sharps box is not immediately available.

Bloodstained tissues or bandages should be placed into a proper contamination bin, such as the sanitary towel bin, or can be flushed down the toilet.



Key tasks



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

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

Handled	Stored

Key tasks



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

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Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 4: Preservation of evidence relevant to the role of a door supervisor

Evidence

When working as a door supervisor, whenever you arrest someone for committing an offence, or you witness something that you are later asked to provide a statement about, you may ultimately have to give evidence in subsequent court proceedings.

The rules of evidence are very strict, so it is important that you have a clear understanding of them and you should at least know what is acceptable to a court and what is not. Evidence, in its simplest form, 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.

All court proceedings are governed by the laws of evidence that determine what facts may be proved in order to decide whether the accused is guilty or not, and how and by whom those facts may be proved.

The facts in most criminal cases that need to be proved or disproved by evidence are the identity of the accused, whether or not they committed the offence for which they are on trial and any necessary knowledge or intent connected to the crime.

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. All facts admissible in evidence must be relevant to the proceedings, but not all relevant facts may be admissible in evidence due to legal rules.

Admissibility

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

Types of evidence

Direct

Direct evidence is something seen, heard or experienced by the person who relates it. It normally connects the accused directly with the offence in some way.

Circumstantial

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, support an inference or presumption of guilt.

Hearsay

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

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 or did at any relevant time.



Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 4: Preservation of evidence relevant to the role of a door supervisor

• Documentary

Documentary evidence includes any drawn, written or printed document in any form which communicates visual or written messages from one person to another. A door supervisor's notebook or the incident log may be tendered as evidence, or a stolen cheque which has been passed as payment. The original document itself is primary evidence, and any copy of it is secondary evidence. Such evidence can be presented to the court by a witness, who can explain its relevance orally. Other documentary evidence could include footage from fixed CCTV, body-worn cameras, company mobile phones or computer records.

• Real

Real evidence can be anything else 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.

• Forensic

Forensic evidence is scientific evidence like fingerprints, footprints, DNA, blood and hair. This type of evidence is vital to the police for linking suspects to scenes, victims and crimes.

• Perjury

Under the Perjury Act of 1911, 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 a 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, as a door supervisor, you are in an ideal position to be able to take charge of the scene and act in a way that can preserve valuable evidence for the police. At a serious incident or at the scene of a crime, you should:

- 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

You should always consider CCTV evidence, items used during a crime and evidence like fingerprints, footprints, DNA, blood, hair and tool marks. Forensic evidence like this is invaluable to the police when investigating crimes and prosecuting offenders.



Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 4: Preservation of evidence relevant to the role of a door supervisor

Reporting procedures

You may have to deal with a variety of events during the course of your normal duties as a door supervisor. You may also have to become involved in serious incidents or be called to the scene of a crime.

The venue's policies will give details of what to do and who to inform when serious incidents occur or when crimes are committed, and these must be followed.

Serious incidents like injuries, fires or bomb threats will all require the assistance of the emergency services. You must know how to inform them and be able to provide them with as much information about the incident as possible, so that the appropriate help can be sent to deal with it.

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

Incident reports will need to show:

- the day, date and time of the incident
- what happened
- how it happened
- where it happened
- how you were alerted to it
- what you saw
- what you were told
- 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 possible following the incident.

As a door supervisor, you will need to ensure that you record as much information about the incident or crime as you can at the time it occurs, so that a proper report can be made once the matter has been dealt with. A notebook is the ideal place to record such details at the scene. This information can be put into a formal incident log later if required.

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
- disputes and complaints
- suspicious behaviour
- visits by police or other authorities/agencies
- all other emergencies

Incident reports should explain:

HOW

WHAT

WHERE

WHEN

WHY

WHO

REMEMBER

A ACCURATE

B BRIEF

C CLEAR



Reports should be **accurate**, **brief** and **clear**.

They should be purely factual, without personal opinion, and each separate report should be signed, dated and timed.

Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 4: Preservation of evidence relevant to the role of a door supervisor

Using notebooks

While full incident reports can be completed in the relative comfort of an office or staffroom, there are occasions when you may need to make accurate, timely notes while working at the scene of an incident. To ensure that sufficient details about a routine or unusual event are taken at the time, you will often need to use notebooks. A fuller report can be made of the incident later, using the information in the notebook that was taken at the time. Security notebooks are still official documents, however, so should be used properly at all times. They should only be used to record work-related matters. For these reasons, notebooks should be kept securely as they may contain confidential information about the venue, the client, the security company or operational procedures.

Remember, your notebook may need to be produced and used as evidence in court.

Notebooks need to be completed in black ink, and notebook rules should apply. The mnemonic 'NO ELBOWS' is a useful way of understanding and remembering the general rules for when using notebooks.



- NO Erasers**
- NO Leaves (pages) torn out**
- NO Blank spaces**
- NO Overwriting**
- NO Writing between the lines**
- AND Statements in direct speech**

Notebooks should be used to record both routine and unusual events. As well as recording day-to-day information like duty or shift times, they should also be used at incidents or during emergencies to record descriptions, names and addresses of witnesses, vehicle registration numbers and timings.

Notebooks should only ever be used to record workplace information, and never to record personal information or reminders. 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



You need to ensure that you know what records you are required to use at the venue, where they are kept and how to complete them.

These various reports provide a permanent written record of incidents that have happened and can be used as evidence in court. They can also be used to assist in identifying offenders, assist other outside agencies, protect you from malicious allegations and can help to justify any actions you have taken.

Key tasks



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

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

A large rectangular box with a light blue border, containing horizontal dashed lines for writing.

Key tasks



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

A large rectangular area with a light blue border, containing horizontal dashed lines for writing.

Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 5: Licensing law relevant to the role of a door supervisor

Licensing laws

This section is intended to bring to your attention some of the basic licensing laws that you should be aware of to enable you to carry out your duties as a door supervisor working on licensed premises. It is not a comprehensive guide to licensing but it will highlight some of the common regulations and offences you are likely to encounter as front-of-house security.

With many of the offences in licensing law, the licence holder may be liable for the actions of the people working for them, even if they are not actually present when the offence is committed. The license holder may be convicted of a licensing offence, even if the employee has acted with total disregard of their express instructions.

As a door supervisor, you act as an agent of the licence holder and as such, can in certain circumstances be held responsible for the observance or breach of those laws.

The Licensing Act 2003

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



(Northern Ireland Licensing (NI) Order 1996)

- Offence for a minor (<18) to be on licensed premises
- Offence for a minor to purchase/consume intoxicating liquor
- Offence to sell/permit consumption/deliver for consumption on or off the premises
- Offence for minor to represent themselves as 18+ to purchase intoxicating liquor



Licensing objectives

It is important that you know the 4 licensing objectives and understand how they impact how the premises you are working at must operate.



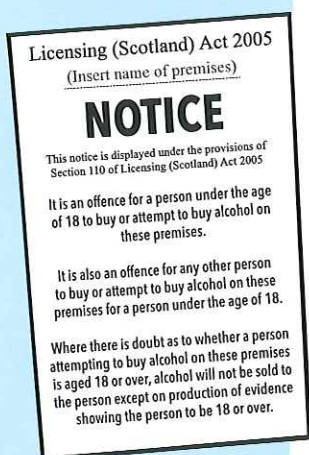
The 4 licensing objectives are:

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

All licensing authorities must promote these objectives in everything they do concerning licensed premises. The person managing licensed premises must implement practices and measures to promote them as well, and all members of staff working on the premises, including door supervisors, must be made aware of their roles in promoting the licensing objectives in everything they do.

Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 5: Licensing law relevant to the role of a door supervisor



The Licensing (Scotland) Act 2005

The Licensing (Scotland) Act 2005 came into force on 1 September 2009 and focused on the promotion of 5 main licensing objectives. It introduced the separate licensing of the actual premises used to sell alcohol and of the individuals that manage them. It has increased powers for police and licensing boards to deal with problem venues and close down licensed premises for breaching the Licensing (Scotland) Act 2005. Therefore, door supervisors have a direct role in ensuring licensed premises are compliant with the law.

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

Licensable activities

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

The types of businesses, organisations and individuals that are normally regulated by the act include:

- pubs
- wine bars
- nightclubs
- members' clubs
- off-licences
- supermarkets
- corner shops
- restaurants
- hotels
- cinemas
- charities
- late-night takeaways
- burger vans

There are 2 types of licence required before any premises can be used to conduct any of the licensable activities; a premises licence and a personal licence.

Premises licences

A premises licence is the single licence, issued by the local licensing authority, that allows specific premises to be used for any of the licensable activities. A premises licence can be granted to an individual over the age of 18, a company that wants to run a business from there and/or organisations such as charities or educational institutions. Once a premises licence has been granted for a specific venue, it will remain in force until it is either revoked or surrendered, or until such times as the venue is no longer being used for licensable activities, or the actual premises licence holder dies, becomes incapacitated or goes bankrupt.

5

If you are working as a door supervisor in Scotland, it is important that you know the 5 licensing objectives and understand how they impact how the premises you are working at must operate.

licensing objectives:
SCOTLAND

The 5 licensing objectives are:

- preventing crime and disorder
.....
- securing public safety
.....
- preventing public nuisance
.....
- protecting children and young persons from harm
.....
- protecting and improving public health

Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 5: Licensing law relevant to the role of a door supervisor

It is illegal to operate a licensed premises without the relevant licenses being granted by the local authorities.

Personal licences

(Not applicable in Northern Ireland)

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.

Designated premises supervisor (DPS)

'The designated premises supervisor (DPS) is a person who holds their own personal licence and has been nominated as the individual for the time being specified in that licence as the premises supervisor.' There can only be one DPS for each premises and they are the person responsible for the day-to-day running of the premises.

The DPS is the main point of accountability and should be easily identifiable by the police and other authorities as the person in overall charge of the venue. The DPS must be named on the operating schedule and will, for example, devise and implement the venue's admissions policy and other venue-specific house rules.

SCO

Scotland: The premises manager (PM) is the person responsible for the day-to-day control of the licensed premises. One (and only one) PM is required where the sale of alcohol by retail takes place.

NI

In Northern Ireland the role of the designated premises supervisor (DPS) is known as a 'responsible person'.

Door supervisors

Door supervisors, acting as agents of the DPS, need to work under the direction of the DPS at all times. They need to 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.

Point of entry

The first contact that potential customers have with the premises or event is at the point of entry (the entrance). It is the first 'point of sale', and the door staff are the first members of the venue's staff that they will meet. It is important, therefore, that all members of the door team display a professional appearance and attitude at all times.

It is here, at the entrance, that you will get the chance to improve the image of your profession in the eyes of the public. The way that a customer is treated here can have a significant impact on their perceptions of the whole venue.

It is at the point of entry that you are required to use your judgement fairly and effectively while enforcing both the laws of the land and the venue's own policies and conditions.

Refusals

Refusing entry to unsuitable people is an important and necessary part of your job as a door supervisor. Acting on behalf of the DPS, and under licensing laws, door supervisors and other members of staff have the right to refuse entry to anyone who is drunk, for example, or anyone whose presence on the premises would subject the DPS to possible prosecution.

Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 5: Licensing law relevant to the role of a door supervisor

Each venue will have its own admissions policy and house rules. In fairness to customers, and to help the door supervisors working at the entrance, a notice should be displayed outside the premises explaining what those policies and rules are. This helps potential customers to assess for themselves whether they are likely to be allowed entry before joining the queue, and shows the grounds on which people are likely to be refused entry, showing that it is not just a decision made by a particular door supervisor at the time.

When refusing entry to customers, it is important that you do so in a polite and professional way, fully explaining the reasons for the refusal.

Entry can and should be refused for the following reasons:

- 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

Ejections

As a door supervisor working on licensed premises, one of your main tasks is to maintain order. Furthermore, the prevention of **crime** and **disorder** is one of the licensing objectives.

During the course of your duties, you may well have to ask people to leave a pub or a club as a result of their behaviour, and as a last resort may have to physically eject them 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, acting on behalf of the DPS, have the right in law to refuse entry to anyone whose presence is not welcome. Further to this, customers already on the premises may become trespassers if the invitation to remain is withdrawn and they refuse to leave when asked to.

As a door supervisor, you will need to use the rules of trespass mentioned in chapter 2 of this module to remove unwanted people from the premises.

Police powers

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

The police, the licensing authority and other responsible authorities have the right to enter and inspect licensed premises at any reasonable time to assess the venue against the licensing objectives.

They can also enter to investigate whether the licensable activities taking place or about to take place are actually licensed, and whether they are 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 if they suspect that an offence under the Licensing Act is taking place or is about to take place. The police do not need a search warrant to be able to do this, and it is an offence for a door supervisor or any other member of staff to obstruct or prevent the police from carrying out their duties. Furthermore, the police are allowed to use reasonable force to enter licensed premises to carry out their duties if they need to.

Closure of all premises

A police superintendent may apply to a magistrates' court for a closure order requiring all licensed premises in a specific area to close for up to 24 hours.

Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 5: Licensing law relevant to the role of a door supervisor

Environmental health officers (EHOs) also have the power to close specific licensed premises to prevent noise nuisance. Again, the police can use reasonable force to close a premises if they need to.

They can also apply to a magistrates' court (sheriff court in Scotland) for a closure order to close all licensed premises in a specific area for up to 24 hours. They may do this if they anticipate public disorder or nuisance problems due to a demonstration or a large sporting event.

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



Other authorised persons

Other authorised agencies that are allowed to enter licensed 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 in England and Wales and one of the 5 licensing objectives in Scotland. This is to protect children from any form of harm arising from licensable activities. This might include psychological harm caused by 'adult' entertainment, or physical harm from unsafe premises or alcohol itself.

Everyone working on licensed premises has a moral as well as legal duty to protect children and young people. The following information will focus on the law regarding children on licensed premises, and in particular on the consequences of selling alcohol to those under the age of 18.

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.

Furthermore, a premises licence holder whose premises are caught selling alcohol to under-18s on 2 occasions within a 3-month period can be fined up to an unlimited amount and can have their licence suspended for up to 3 months (Policing and Crime Act 2009).

Bar staff are committing 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; the maximum penalty if convicted is an unlimited fine.

Also, adults are committing a separate offence if they buy or even attempt to buy alcohol for someone under 18; fines of an unlimited amount can be imposed by the court for doing so.



Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 5: Licensing law relevant to the role of a door supervisor

Proof of age

If there is any doubt at all as to whether a person attempting to buy alcohol is 18 or not, then they must be asked to provide reliable photographic evidence that they are 18 before the sale can be allowed.

All licensed premises need to have an age verification policy in place to ensure that underage sales are not allowed to take place. Premises that operate a Challenge 21 or Challenge 25 scheme will request photographic documentary evidence from those that appear to be under the ages of 21 or 25, before they can be served alcohol. Those unable to provide such evidence should be politely but firmly refused service. Acceptable documents are passports, driving licences and some proof of age schemes. Proof-of-age scheme cards and local Challenge 21 and Challenge 25 schemes are not applicable in Northern Ireland.

Allowing under-18s to consume alcohol

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

There is, however, one exception to this. 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 when accompanied by the adult. (This exception does not apply in Northern Ireland.)



Scotland: A person who is 16 or 17 may consume beer, wine, cider or perry, only if it is bought for them by an adult and provided that it is consumed with a proper table meal when accompanied by the adult.

Collecting or taking delivery of alcohol

It is illegal for an adult to send anyone under the age of 18 to collect alcohol for them, from an off-licence for example.

It is also an offence for alcohol to be delivered to a person under the age of 18, or to allow that delivery to take place.

There are only two situations when a person under 18 can take delivery of alcohol that has been ordered by an adult:

- at home
- when 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 each and every sale is specifically approved by a responsible person on the premises.



Scotland:

In Scotland, Challenge 21 is no longer permitted and the Challenge 25 Scheme is enshrined under Section 6 of the Alcohol etc. (Scotland) Act 2010 and must be followed.

Age verification policy

There must be an age verification policy in relation to the sale of alcohol on the premises. An 'age verification policy' is a policy in which steps are to be taken to establish the age of a person attempting to buy alcohol on the premises ('the customer') if it appears to the person selling the alcohol that the customer may be less than 25 years of age (or such older age as may be specified in the policy).

When you, as a door supervisor, or any other members of staff are checking the age of someone attempting to buy alcohol, you should remember

LADS.



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.

Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 5: Licensing law relevant to the role of a door supervisor

Test purchasing

Test purchasing is 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.



Test purchasing operations are usually carried out by either the police or the weights and measures department of Trading Standards.

If, during such an operation, the underage person manages to buy alcohol, then the police can issue an on-the-spot fine of £90 to the person that actually sells the alcohol.

If the person is taken to court for the offence and found guilty, they could be fined up to an unlimited amount.

The police or Trading Standards may even ask for a review of the premises licence itself, which could ultimately lead to its suspension or revocation.

Disorderly conduct

It is an offence to knowingly allow disorderly conduct to take place on licensed premises. The maximum penalty for this offence is a fine of up to £1,000. Everyone working at a venue, including door supervisors, has a legal duty to prevent disorderly conduct from being allowed on the premises. This is why it is so important that as a door supervisor, you are careful in your selection of customers at the point of entry, and that you monitor the 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.

Drunkenness

It is also an 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 or must be ejected if they refuse to do so. Anyone removed from the premises for being drunk or disorderly commits a further offence if they re-enter or attempt to re-enter the venue.

Selling alcohol to someone who is drunk

It is a specific offence to sell or allow the sale of alcohol to someone who is drunk. Selling alcohol to someone who is already drunk can result in on-the-spot fines or court fines of up to £1,000.

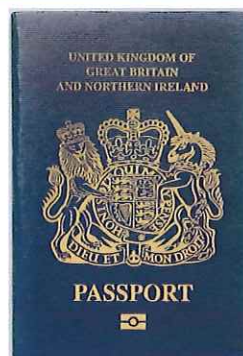
This is why it is so important that all door supervisors are vigilant at the point of entry, so that people who arrive already drunk are refused entry, to prevent them from being allowed more alcohol once inside.



18+

Acceptable documents to prove age include:

- a valid passport



- a valid EU photographic driving licence



- a Proof of Age Standards Scheme (PASS) card with a hologram



Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 5: Licensing law relevant to the role of a door supervisor

Other relevant offences

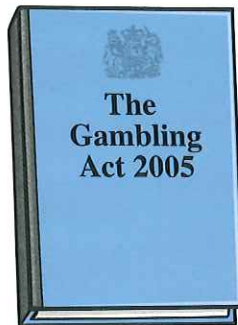
There are a variety of other offences that the licence holder or other members of staff may knowingly or unwittingly commit while working on licensed premises, and so it is important that everyone working at the venue, including door supervisors, is aware of what those offences are, and how to deal with them when they occur.

Door supervisors need to check with the DPS as to what gambling activities are permitted on any premises they are working at.



Gambling

The Gambling Act 2005 states that certain gambling activities are permitted without authorisation on licensed premises (**Northern Ireland The Betting, Gaming, Lotteries and Amusements (Northern Ireland) Order 1985**).



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

Owners and managers of all licensed premises are expected to comply with the Code of Practice on gambling and gaming machines published by the Gambling Commission. It is recommended that specialist advice is sought before allowing other types of gambling to take place on the premises.

Smoking on licensed premises

Smoke-free legislation aims to protect both employees and the public from the damaging effects of second-hand smoke.



In 2007 (2006 in Scotland) it became illegal for anyone to smoke in virtually all enclosed (or substantially enclosed) public places or workplaces. This includes licensed premises like pubs, clubs, hotels and restaurants. Smoking rooms are no longer allowed.

As a door supervisor, you should familiarise yourself with the areas around your premises where staff and customers are allowed to smoke and you must ensure that customers refrain from smoking inside the venue itself.

If anyone smokes in an area where they are not allowed to, then the person smoking as well as the venue could be fined. Customers who do not comply with your requests regarding smoking should be asked to leave the premises.

Prostitutes/Soliciting

It is against the law 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.

Sex establishments

Under the Policing and Crime Act 2009, certain licensed premises are licensed by the local authority so that they can operate as sex establishments (**Northern Ireland The Local Government (Miscellaneous Provisions) (Northern Ireland) Order 1985**).

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 against the law to run a sex establishment without a licence, and to contravene any of the terms, conditions or restrictions on the licence.

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

Door supervisors working at licensed sex establishments need to make sure that they know and fully understand the terms, conditions and restrictions covering the venue, so that they can effectively help the DPS to ensure that the premises are run according to the law.

Key tasks



1 List the FOUR licensing objectives.

1	
2	
3	
4	

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

Door supervisors	Licensees

Key tasks



3 List THREE acceptable forms of ID.

1

2

3

Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 6: Queue management and venue capacity responsibilities relevant to a door supervisor

Responsibilities when controlling queues and crowd capacity regulations

It is important that all door supervisors have access to the most up to date guidance from the government to ensure they comply with current legislation. This may require individuals to regularly check relevant websites and receive alerts/notifications directly from the SIA and the Health & Safety Executive. Current useful sources of information are (this list is not exhaustive):

www.hse.gov.uk/event-safety/crowd-management-assess.htm

www.gov.uk/government/organisations/security-industry-authority

<https://www.gov.uk/government/publications/queue-management-and-sia-licensing>

The role of the door supervisor at the point of entry, including refusals and ejections is discussed in module 5. Another vital part of venue management is managing queues to prevent conflict and exceeding the venue's capacity (maximum number of customers and staff). The venue capacity is stated on the Premise Licence.

You need to be aware of all venue access points, including accessibility access points such as for wheelchairs.

A consideration of queue management is now social distancing. Social distancing may be an ongoing requirement for infection control but also helps to prevent conflict from developing due to individuals not having sufficient personal space.

Personal protective equipment (PPE) has always been considered important whilst carrying out bag searches or search of a person due to the possibility of contact with bodily fluids or sharps. Since the emergence of COVID, PPE has become even more essential. Gloves should always be worn when contact is made with other people's possessions or body. Gloves should be changed or sanitised in between contact with each individual's possessions or body. Additional PPE should include face coverings, high visibility jackets, etc. PPE is discussed in module one.

Responsibilities of a door supervisor when managing queues include:

- having a professional appearance and attitude
- ensuring that only appropriate people can enter
- ensuring that only the appropriate numbers of customers can enter
- ensuring safe entry for customers

All door supervisors must have a professional appearance and attitude as per the information on page 102.



Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 6: Queue management and venue capacity responsibilities relevant to a door supervisor

Personal Appearance

A security operative should at all times:

- Wear clothing which is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines; and
- Wear his/her Security Industry Authority licence on the outside of their clothing whilst on duty, displaying the photograph side (except Close Protection Operatives).

Professional Attitude & Skills

A security operative should:

- Greet visitors to the premises in a friendly and courteous manner;
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the security operatives' responsibility;
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others;
- Behave with personal integrity and understanding;
- Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues;
- Be fit for work and remain alert at all times; and
- Develop knowledge of local services and amenities appropriately.

General Conduct

In carrying out his/her duty, a security operative should:

- 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 individuals;
- 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; and
- Cooperate fully with members of the police and partners, Local Authority, Security Industry Authority, and other statutory agencies with an interest in the premises or the way they are run.

Organisation/Company Values and Standards

A security operative should:

- Adhere to the employing organisation/company standards;
- Be perceptive of the employing organisation/company culture and values; and
- Contribute to the goals and objectives of the employing organisation/company.



Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 6: Queue management and venue capacity responsibilities relevant to a door supervisor

Entry control/Admissions policy

It is a key responsibility that all door supervisors know and understand the venue admissions policy and the maximum capacity for the venue.

The admissions policy is there to ensure that the premises complies with the licensing laws, as well as any venue-specific requirements detailed in the premises licence.

You need to be aware of the admissions policy for each venue that you work at and you must ensure that it is adhered to.

It will advise the door supervisors working at the entrance as to:

- what time customers can be allowed in from
- what time customers must be stopped from entering
- queue management to prevent exceeding the maximum capacity of the venue
- payment requirement
- what types of people should be refused entry
- any specific age restriction for entry
- what forms of ID are acceptable for proof of age
- the dress code
- any illegal or prohibited items
- the search policy
- what to do with any illegal or prohibited items found
- standards of behaviours required
- the maximum numbers of customers allowed on the premises at any time (you may be required to use counters/clickers to count people in and out of the venue).

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
- 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

Door supervisors have a responsibility in relation to crowd capacity regulations, devices such as manual tally counters should be used to count customers in and out of the premises and entry should be halted once capacity has been reached.

Talking to customers and using effective communication techniques helps the door team to build good relations, manage customers' expectations and reduce incidents of conflict, therefore enhancing the reputation of the staff and the venue itself.

An effective admissions policy, if it is enforced fairly and equally, will go a long way towards ensuring that the customers can enjoy themselves and that door supervisors and other members of staff work in a safe environment.

Ejections and refusals

People that are ejected from or refused entry to a venue are often more vulnerable to specific crimes or attacks. It is important that as a door supervisor, 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

A safe environment 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.

These regulations were covered in module 1 and earlier within this module.

As well as having effective entry control, the organisation will also have a clear dispersal procedure in place, these procedures must be enforced. The dispersal procedures will include and ensure:

- the safe exit of customers
- the prevention of disorder
- good customer service is demonstrated
- licensing objectives are complied with
- police or other outside agencies are assisted

Key tasks



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

A large rectangular box with a light blue border and rounded corners, containing ten horizontal dashed lines for writing.

2 Why is communication important throughout the queueing process?

A large rectangular box with a light blue border and rounded corners, containing ten horizontal dashed lines for writing.

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

A large rectangular box with a light blue border and rounded corners, containing ten horizontal dashed lines for writing.

Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 7: Using equipment relevant to a door supervisor

Venue capacity

In order to ensure compliance with health and safety legislation and fire safety regulations, it is vital that door supervisors monitor how many customers and staff are allowed inside the premises at any one time. 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 adhering to this figure helps ensure the safety, comfort and enjoyment of those inside.

Radio calling

Staying in constant contact with door supervisors working within the premises will ensure that the venue capacity is not breached and the comfort, security and safety of the customers will not be compromised.

Using CCTV

Used alongside radios and handheld counters to ensure that the venue capacity is protected, as well as the staff and customers' safety and security.



Safety equipment for door supervisors

As a door supervisor, you will often be outside of a venue in all weathers. You will also be vulnerable to a variety of hazards. The venue risk assessment will determine what personal protective equipment (PPE) is required to be worn and what security equipment is needed to carry out the various tasks while controlling entry and exit.

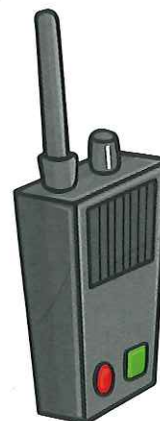
Examples of personal protective equipment (PPE) for door supervisors include:

- 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



Security equipment:

- metal detectors and/or mirrors for searching
- body-worn CCTV
- radios
- 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



Handheld counters

Handheld counters are useful when monitoring venue capacity, with one counter being used to record all those entering and another to record those leaving.



Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 7: Using equipment relevant to a door supervisor

• **Body-worn cameras**

A body-worn camera is a 'hands-free' video recording device that is worn by a door supervisor. They record images and verbal evidence and are often seen as a tool to help:

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

• **Communication devices**

Door supervisors working internally and externally of the premises need to stay in constant contact with each other and must have communication channels available to the police, fire service, ambulance and other external services such as street pastors and St John Ambulance. Communication devices used within the security industry can include:

- radios and earpieces
- mobile telephone
- 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**

As a door supervisor, you may well have to use the telephone during the course of your duties, whether to speak to other members of staff or to answer the phone to outside organisations or members of the public.

It is important that this is always done professionally and politely.

Phone calls need to be answered appropriately, in line with company guidelines. Enquiries should be answered correctly, but also bearing in mind company confidentiality. Important and/or urgent telephone calls or enquiries must be recorded correctly (phone logs) and all messages should be passed on promptly and accurately.

As a door supervisor, you will need to use effective communications when using the telephone, only using polite and clear language.

Although you should try to help enquirers if you can, you must not promise to do things that you are not allowed to authorise yourself.

• **Radio communications**

Radios are important or even life-saving tools in your armoury. Care needs to be taken to ensure that radios are kept in good repair, that they are fully charged before a tour of duty and that they are used correctly.

Effective radio communication between security teams and other people on site is essential and helps to deal with incidents swiftly and efficiently.

Although radio procedures, call signs and pro-words 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**.

You will need to familiarise yourself with local radio etiquette and you will need to know the call signs of other members of staff and other partners who may have access to the channel (police, CCTV operators, site management, etc.). You will also need to know how to use the radio correctly.



Module 2: Principles of Working as a Door Supervisor in the Private Security Industry

Chapter 7: Using equipment relevant to a door supervisor

Before using the radio, you should think about what you want to say, and then check that no one else is already transmitting. After pressing the transmission button, position the microphone about 5cm away from your mouth and speak clearly at normal speed. Common procedure words (pro-words) are often used to assist in the communication process. Check with your venue as to the radio protocol to start and end messages. Remember, when using a radio or writing a report be:



The phonetic alphabet

The NATO phonetic alphabet was developed in the 1950s to be intelligible and pronounceable to all NATO allies in the heat of battle. It is now widely used in business and telecommunications in Europe and the rest of the world. The phonetic alphabet requires words to be spelt out by their letters during a conversation. All the letters sound different, so there is no confusion about what people are saying. You may need to use the phonetic alphabet during the course of your duties as a security operative, as you may well have to use the telephone or radio to communicate with other members of staff, outside organisations or members of the public. It is important that this is always done professionally and politely - always remember to use clear language. Effective telephone/radio communication between security teams and other people on-site is essential and helps to deal with incidents swiftly and efficiently.

LETTERS

The Phonetic alphabet

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



NUMBERS

Numbers

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

Key tasks



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

Handwriting practice area for task 1, consisting of a light blue rounded rectangle with horizontal dashed lines.

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

Handwriting practice area for task 2, consisting of a light blue rounded rectangle with four numbered blue boxes (1, 2, 3, 4) on the left side and horizontal dashed lines for writing.

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

Handwriting practice area for task 3, consisting of a light blue rounded rectangle with three numbered blue boxes (1, 2, 3) on the left side and horizontal dashed lines for writing.