

Spiking is – Administering a substance **without** consent with the **intent** to **harm**, **incapacitate**, and/or to **facilitate** a crime.

There are 3 forms of spiking these are spiking drinks with alcohol, with drugs or using needles with drugs.

Spiking with alcohol

How is it done?

- Adding alcohol to a non-alcoholic drink
- Adding more alcohol to an alcoholic drink

Watch out for

- Suspicious/unusual behaviour
- Unattended drinks
- Be aware of unusual requests

Spiking drink with drugs

How is it done?

- Placing legal or illegal drug to a drink
- Hard to notice – no smell, taste, clear
- Can take place at anytime that a drink is unwatched by the intended victim

Watch out for

- Suspicious/unusual behaviour
- Unlikely to be aware until substance takes affect

Spiking dugs with needle

How is it done?

- Delivery of substance through hypodermic needle, epi pen or similar implement
- Requires close contact
- Would normally show a wound site (ie redness or a small mark)
- Customer more likely to be aware at the time of spiking

Watch out for

- Suspicious/unusual behaviour
- Time Delay

Symptoms can include

Confusion

Nausea or vomiting

Hallucinations

Disorientation

Inability to communicate

Paranoia

Poor Coordination

Poor Visibility

Unconsciousness

Watch out

Venue

- Communicate with customers
- Remove unattended drinks
- Encourage people not to take drinks from strangers
- Use positive messaging – posters & signage

Security

- Searching – display a policy at the door
- Remove unattended drinks
- Explain the consequences of drink spiking
- Know your venue and Company drugs policies

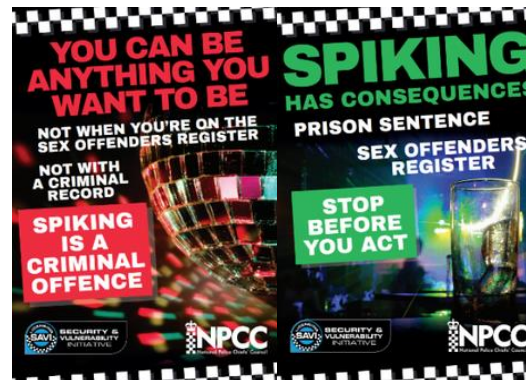
Measures

- Signage
- Drinks covers, lids & stoppers
- Spike kits
- Remove unattended drinks
- Communication
- Refuse service
- Ejection
- Reporting to pub-watch and potential bans
- Challenge any unwanted behaviour

Listen up

Listening and believing are the vital first steps in supporting someone who has been affected.

- Listen
- Avoid judgement
- Know your procedure
- Gather information
- Ensure everyone's safety



Act

Act quickly to ensure the safety of those affected, and to provide the greatest possible chance of apprehending and prosecuting the offender.

- Report to the police as soon as possible
- Call an ambulance
- Log the incident
- Seize the drink (if applicable) for evidence
- Take customer to a safe space
 - See if the customer has a friend you can contact for support
- Get a description & try to find the offender
- If the alleged offender is found, take to a safe location, detain out of line of sight of the customer ready for the Police
- Seek out potential witnesses
- You may need to handle any evidence carefully to avoid contamination so wear gloves
- Secure the crime scene

What makes someone vulnerable?

- Age
- Being on their own/separated from friends
- Effects of drink or drugs
- Gender
- Gender identity
- Sexual orientation
- State of mind
- Language
- Religion
- Presence of an offender
- Use of walking stick, crutches, wheelchair, in fact any disability
- Unfamiliar surroundings

Recognising the signs of vulnerability

- Unsteady on feet
- Incoherent
- Irrational
- Eyes
- Dishevelled appearance
- Lost
- Alone
- Being plied with alcohol or drugs
- Drowsy
- Upset
- Being controlled by somebody
- Injury
- Quiet
- Excitable
- Missing clothing
- Someone else answering direct questions

How can you intervene?

- Build rapport on entry
- Refuse unruly groups
- Challenge undesirable behaviour
- Refuse service
- Check people have their belongings
- Provide a safe space
- Provide a welfare officer to monitor people in difficulty
- Check in dark areas
- Random searches at the door or bar
- Offering soft drinks
- Ejection
- Making sure people are with friends or put into a taxi
- Clear signage
- Ask for Angela campaign

ASK FOR ANGELA – WHAT TO DO

IF A CUSTOMER USES 'ASK FOR ANGELA' OR LOOKS VULNERABLE, there are a number of steps which you may take to assist them and ensure they are safe.

1. Invite them to a safe place to wait for 'Angela'
2. Inform your manager of the situation
3. Ask the customer what has happened and what they need
4. Consider recording the details of the individual and the incident for reference
5. Call 999 if it's an emergency or a crime is in progress.



How to respond to an incident

Incident response

- Separate the parties
- Customer affected to be taken to a quiet, safe location
 - where they can talk freely
 - state the assistance they require and why
- Customers are made aware that a crime is alleged, this may mean Police involvement
- Reporting to the venue does not replace calling 999 or 101
- If spiking is suspected drinks are retained for testing
- If assault is alleged the crime scene is preserved
- Ask the person causing distress to leave the building
 - Advise the security team, manager and senior staff
- Use CCTV or body worn camera
- If the situation escalates use conflict management skills to resolve the situation

Location

- Don't use a high security area like a stockroom or office or a high traffic area
- Do use spaces like a first aid room, chill out area or closed off area
- Allow line of site of other staff
- Ensure there is cctv or body worn camera coverage (to protect yourself from claims of harm)
- Keep out of line of site of offender
- Keep the same member of staff with the customer where possible
- Ask customer if they want a friend with them
- Treat the area and customer as a crime scene
- Keep incident area as sterile as possible
- Avoid all but essential contact with the customer

Record details

- Date and time
- Customers (victims) details
 - Name
 - Address
 - Description
- Alleged suspect details
 - Name
 - Address
 - Description
- Summary of the incident/assistance given
 - Location in venue
 - Witness names and contact details
 - Police collar numbers if they attended
 - Whether an ambulance was called
 - If customer leaves with friends and declines Police/Ambulance presence