



Working as a Door
Supervisor Training Aid
V1 2025

Keeping vulnerable people safe

Objectives

- Recognise duty of care for vulnerable people
- Identify why someone could be vulnerable
- Identify actions you should take towards vulnerable individuals
- Identify behaviours that may be displayed by sexual predators
- Describe indicators of abuse
- Describe how to manage allegations of sexual assault
- Describe how to manage anti-social behaviour

Duty of care regarding vulnerable people

A duty of care is:

‘a moral or legal obligation to ensure the safety or well-being of others’

It is important to always consider that people may not always appear to be vulnerable so good practice would be to have a duty of care for everyone.

Factors which could make people vulnerable

- being under the influence of alcohol or drugs
- alone or receiving unwanted attention
- separated from friends
- appearing lost or isolated
- being followed or threatened
- victims of domestic violence
- young people under the age of 18
- senses or activities that are invisible to the onlooker
- physical disabilities – deafness or blindness
- mental ill-health
- religion or beliefs
- learning disabilities
- being elderly
- being acutely ill
- mental or neurological condition which limit's movements

Indicators of child sexual exploitation:

- children and young people in the company of older people or antisocial groups
- acting in an inappropriate and sexualised way
- intoxicated or using drugs
- arriving and departing a location with different adults
- getting into and out of several different cars
- unexplained gifts or money
- not going home
- excessive receipt of texts or phone calls
- spending more time online or on their devices
- using more than one phone



Actions a security operative should take towards vulnerable individuals

Seek help from other professionals: -

- police
- ambulance
- street pastors
- street marshals
- scheme representatives that are active in the area

Actions a security operative should take towards vulnerable individuals

- offer to call a relative or friend to give assistance
- offer to call a licensed taxi to take the vulnerable person home
- use of 'safe havens'
- local initiatives run by organisations such as St John's Ambulance

Remember, it is important to: -

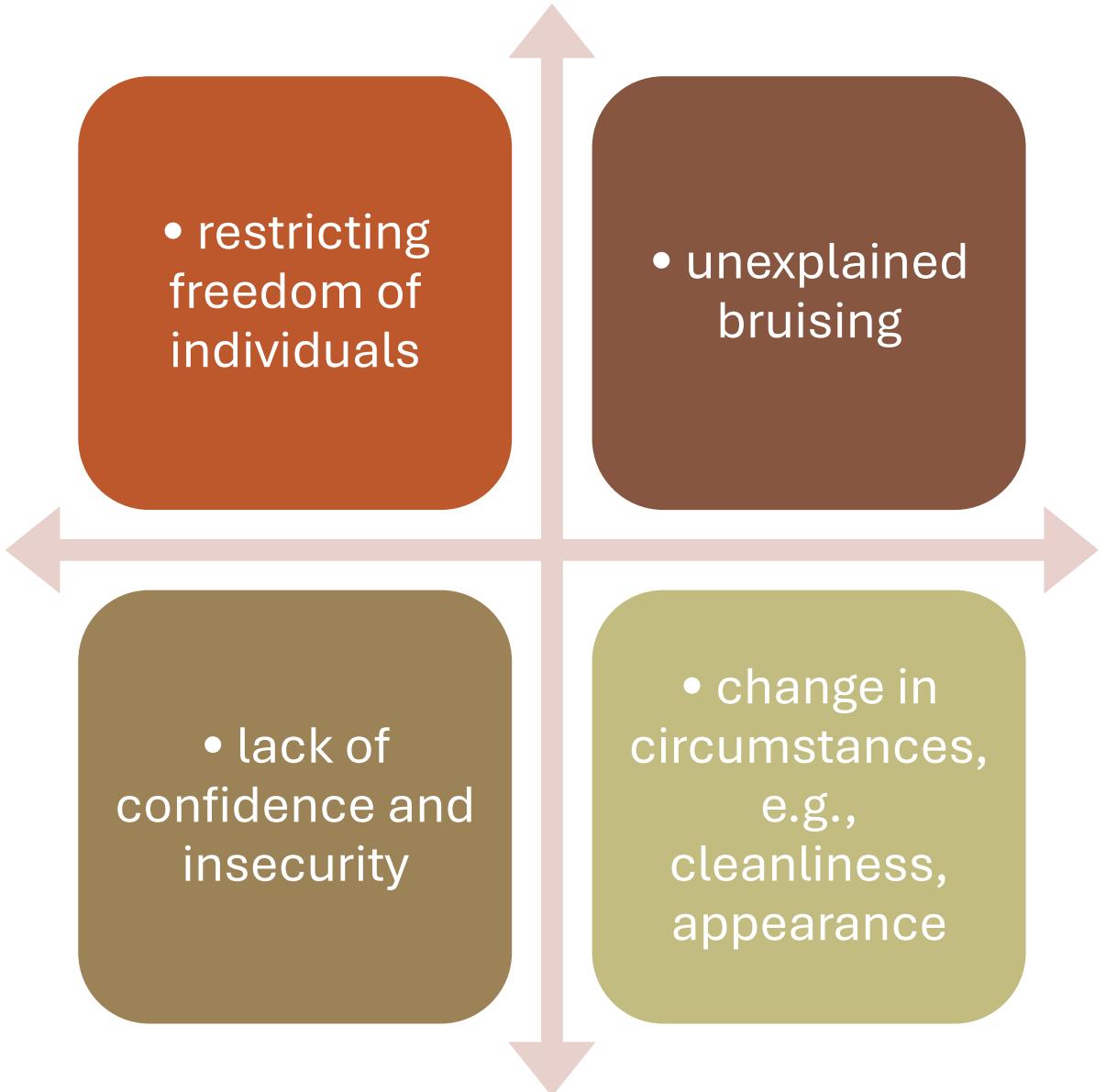
- be aware of the current safety initiatives e.g., 'Ask Angela' campaign
- report indicators of child sexual exploitation to the police, or call Crimestoppers
- and is to be reported as soon as possible

Behaviours that may be exhibited by sexual predators

These behaviours look like: -

- close monitoring of vulnerable people
- buying drinks or gifts for vulnerable people (close contact – overbearing)
- suspicious behaviour around certain times and venues
- unusual use of technology, e.g., up skirting with phones
- controlling behaviour
- pushing boundaries (physical and sexual)
- the use of manipulative language
- when challenged – they may lie and twist information

Indicators of abuse



Dealing with allegations of sexual assault

We can we do this by: -

- following organisational policies and procedures
- notifying the police
- safeguarding the victim
- separate the victim from the assailant
- record and document all information

Dealing with anti-social behaviour

**Security operatives can
achieve this by: -**

- following organisational policies and procedures
- speaking to the person
- explaining the situation and the risks of the anti-social behaviour
- explaining the consequences if the anti-social behaviour continues
- remaining calm (this is very important)
- ensuring that your colleagues know about the situation and that you have backup if needed
- being vigilant
- conducting high-profile patrols
- early intervention
- positive non-aggressive communication
- prompt reporting of incidents
- accurate recording of incidents
- liaising with the police and other appropriate agencies

Licensing Law

Objectives

- Identify the licensing objectives
- State the law in relation to refusing entry and ejecting customers
- Identify police powers regarding licensed premises
- State the rights and duties of licensees and door supervisors as their representatives
- State the role of the designated premises supervisor (DPS)/premises manager (PM)
- State the law regarding children and young persons on licensed premises
- State conduct that is unlawful under licensing, gaming and sexual offences legislation
- Identify acceptable forms of proof of age

Licensing objectives

Listed in the Licensing Act 2003 are four objectives: -

- prevent crime and disorder
- securing public safety
- preventing public nuisance
- protection of children and young persons from harm

The law in refusing entry and ejecting customers

Remember: - be positive, polite and professional.

Security operatives (door supervisors) act on behalf of the licence holder.

Door supervisors can: -

- refuse entry to any person
- refusal can particularly be used to enforce the licensing objectives
- anyone refusing to leave the premises, when asked, are a trespasser!
- trespassers can be lawfully ejected from the premises
- lawful ejection from the premises using force as is reasonable and necessary

Police powers regarding licensed premises

- have right of entry and inspection
- have right to search premises
- have powers of closure
- the police are also ensuring that customers are safe (public safety)
- the police are there to support - community safety
- security operatives are to cooperate with the police
- develop professional relationships
- work together for a stronger sense of community

Rights and duties of licensees and door supervisors as their representatives

The licence holder: -

- is responsible for ensuring that the premises complies with licensing objectives
- is responsible for complying with relevant legislation
- decides on the admission policy
- decides on other house rules

Door supervisors : -

- act on behalf of licence holders
- should promote those policies

Role of the designated premises supervisor (DPS)

- + •
- **The DPS:** -
 - only one DSP for the premises is required
 - DPS manages the day to day of the premises
 - ultimately responsible
 - point of contact for the police
 - point of contact for local government
 - named on the operating schedule
 - liaising with door supervisors
 - ensures compliance with the licence
 - does not necessarily need to be on the premises all the time
 - there can be more than one DPS on premises



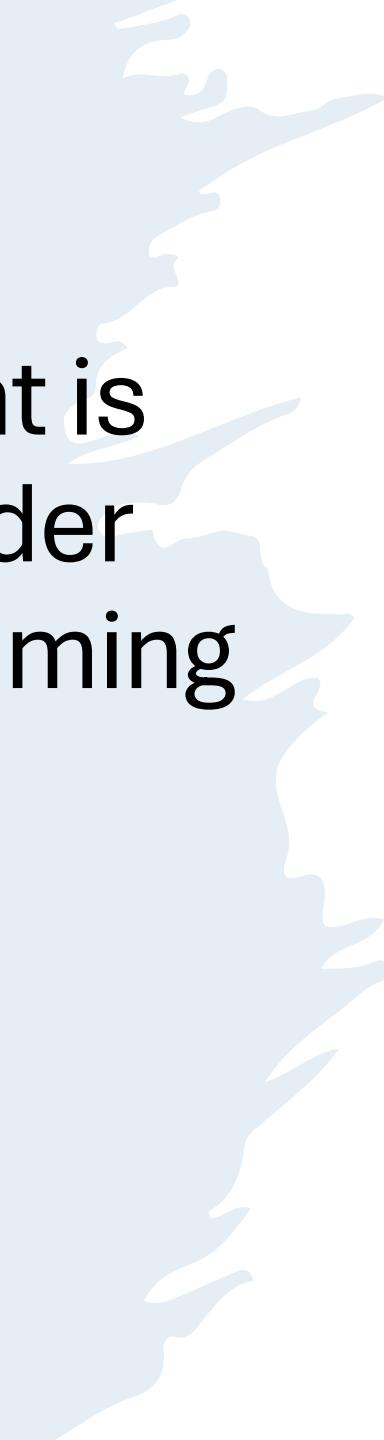
The law regarding children and young persons on licensed premises

It is illegal to: -

- sell alcohol to a person under 18
- to buy or try to buy alcohol for young person
- to drink alcohol in licensed premises (such as a pub or restaurant - rules)

Rules: if you're 16 or 17 and accompanied by an adult, you can drink (but not buy) beer, wine or cider with a meal

- penalties can be imposed on the venue
- test purchasing may take place



Conduct that is unlawful under licensing, gaming and sexual offences legislation

Unlawful activity, such as: -

- allowing drunkenness on licensed premises
- serving someone who is drunk
- serving alcohol to someone under the legal age
- unlawful gaming
- contravening the Policing and Crime Act 2009
- contravention of licence terms, conditions and, or restrictions as described by local authorities
- running establishments without a licence granted by the local authority
- soliciting on licensed premises

Acceptable forms of proof of age

These are: -

- passports
- photocard driving licenses
- proof-of-age scheme cards
- local Challenge 21 and Challenge 25 schemes

Remember to follow venue policy,
and assignment instructions.

Queue Management and Venue Capacity Responsibilities Door Supervisors

Objectives

- State the responsibilities of a door supervisor when controlling queues
- Recognise the benefits of queue control
- Identify the importance of following dispersal procedures
- State why communication is important throughout the queuing process
- State the responsibilities of a door supervisor in relation to crowd capacity regulations
- Identify how and when to monitor a queue for potential safety issues
- State the factors to consider when ejecting or refusing entry to a person who may be vulnerable



Responsibilities of a door supervisor when controlling queues

What is our role when controlling queues?

- venue management (public safety)
- rules that impact socialising
- venue access
- monitor professional appearance and attitude
- ensures that only appropriate people can enter (dress code)
- ensures that only the appropriate numbers of customers can enter
- ensures the safe entry for customers

Recognise the benefits of queue control

The benefits to controlling queues: -

- decreases the potential for conflict outside of the venue
- demonstrates good customer service
- allows assessment of attitude and behaviour of different customers
- can help develop rapport – positive image
- allows enforcement of admissions policy
- improves customer safety
- ensures customer enjoyment

The importance of following dispersal procedures

Following dispersal procedures: -

- ensures safe exit of customers
- prevents disorder if managed correctly
- shows good customer service
- assists outside agencies (emergency services; police and fire brigade)
- compliance with licensing objectives
- clear roles and responsibilities
- supports the decision-making process

Remember to be calm, firm and provide clear instructions: -

- if instructions are not clear – this may cause confusion and may put people at risk



The importance of communication throughout the queuing process

Communication is key because: -

- customer expectations can be managed
- it decreases potential conflict
- it provides good customer service
- assessments of the customer's attitude and sobriety can be made early on
- positive relationships can be built
- customers may want to return to the venue
- professional behaviours from licenced operatives are expected
- trust can be developed (approachable; from a vulnerable person)
- displays confidence to the venues staff/DPS, onlookers and customers

Responsibilities of a door supervisor - crowd capacity

Door supervisors: -

- must monitor the queue at all times
- use of devices to count customers in and out of the premises
- halt entry once capacity is reached

Door supervisors must ensure compliance with: -

- health and safety
- fire safety
- licensing objectives
- venues licence

How and when to monitor a queue for potential safety issues

Door supervisors: -

- must monitor the queue at all times (walk the line)
- should monitor for attitude and welfare issues (duty of care; vulnerable persons)
- are to maintain observations throughout the queue
- can use barriers; safety of customers and the public
- reinforce signage to ensure safe entry
- lines
- manage their own safety
- minimise risk from assault through good team working

Remember good communication as a team, clear lines of sight.

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

Door supervisors have a duty of care. Please remember from earlier: -

- people may not always appear to be vulnerable so good practice would be to have a duty of care for everyone

People could be vulnerable because: -

- being under the influence of alcohol or drugs
- alone or receiving unwanted attention
- separated from friends
- appearing lost or isolated
- mental ill-health

Lawfully ejecting and refusing entry to a person who may be more vulnerable: -

- are more vulnerable to specific crimes or attacks which are more common in the nighttime economy
- sobriety
- drug use
- age
- mental capacity
- attitude
- crimes and licensing offences



Working as a Door
Supervisor Training Aid
V1 2025 Thank you.