




# 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:

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- 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: -**

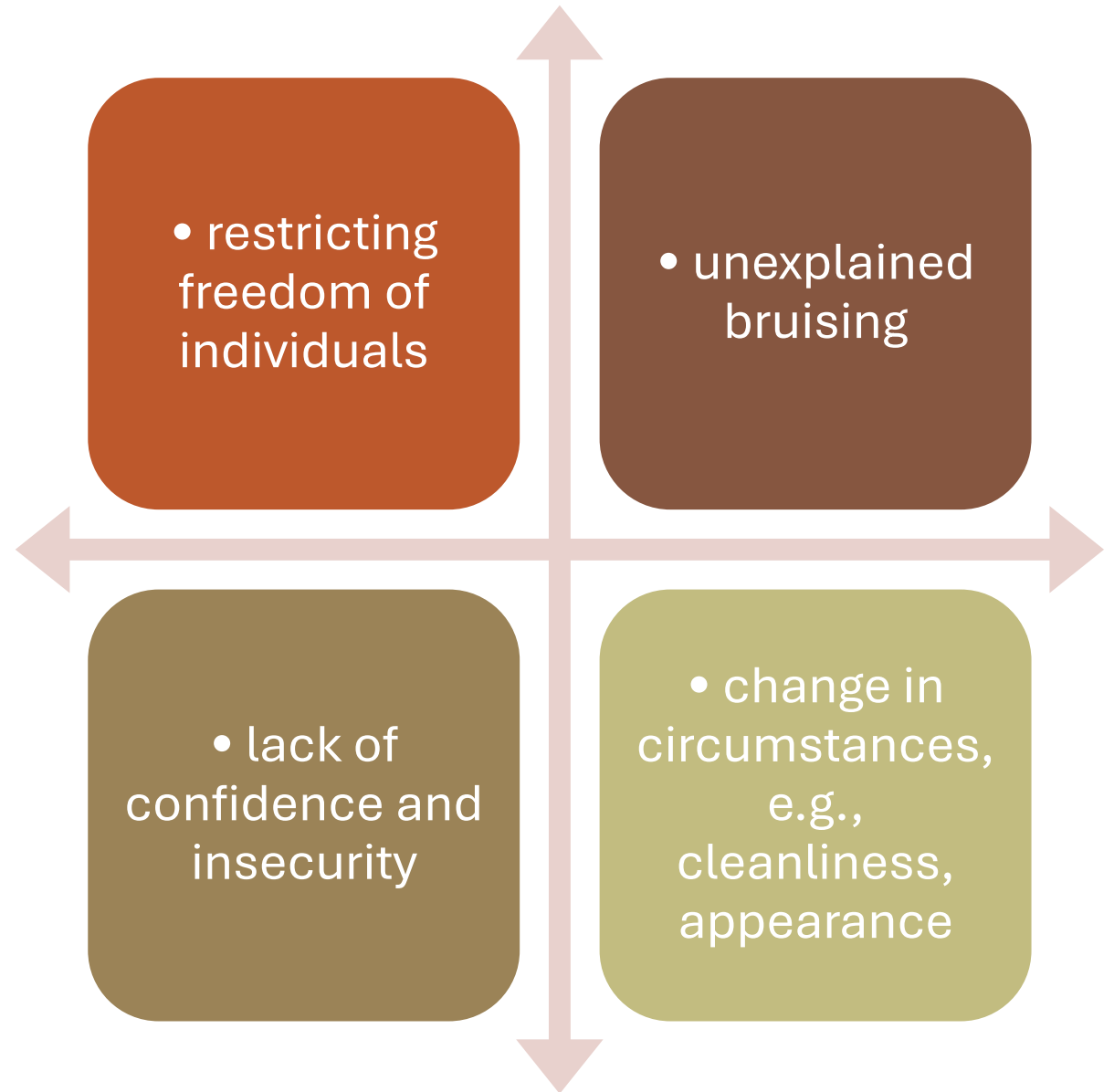
- be aware of the current safety initiatives e.g., 'Ask Angela' campaign
- report indicators of child sexual exploitation to the police, or call Crimestoppers
- and is to be reported as soon as possible


# 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
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# 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 of 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)

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## ○ 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



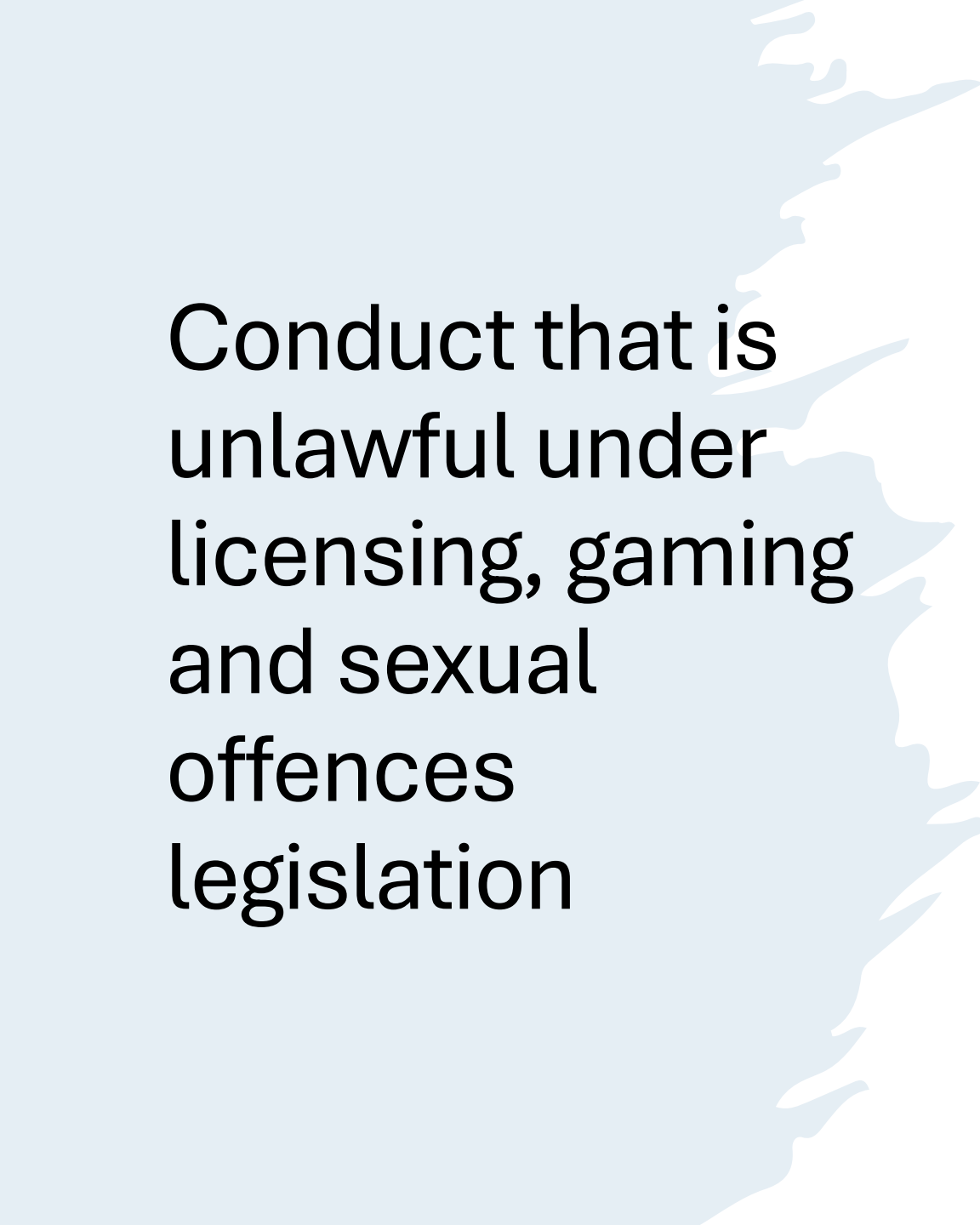
## The law regarding children and young persons on licensed premises

### 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: -**

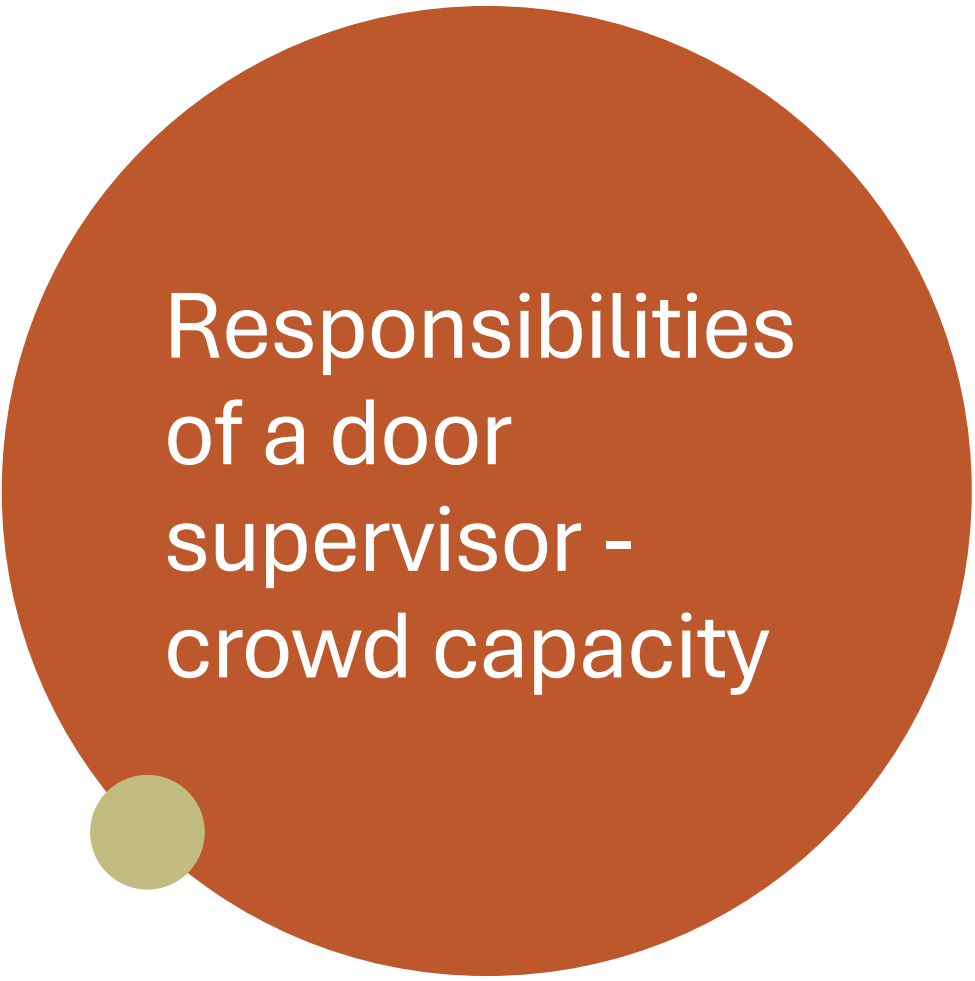
- if instructions are not clear – this may cause confusion and may put people at risk



# 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.