

# Night-Time Economy Security 21<sup>st</sup> Century Threat Mitigation Counter terrorism

## Forward:

This book is crafted with the aim of closing knowledge and experience gaps within organisations. Its purpose is to aid in the formulation of robust security policies and procedures, actively addressing 21<sup>st</sup> century threats in a proactive and effective manner.

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## Introduction

The night-time economy introduces distinctive challenges uncommon in most other businesses, primarily due to alcohol consumption, heightening the risk of impaired judgment and unpredictable customer behaviour.

Addressing potential violent incidents, whether from individuals or groups, underscores the importance of staff's rapid and effective decision-making to safeguard both customers and personnel.

In the face of an attack, staff must adeptly guide customers to safety and swiftly implement response procedures. Achieving these demands requires credible training for staff on security plans and emergency responses.

The ability to navigate these critical situations hinges on well-prepared personnel capable of decisive actions, ensuring the well-being and security of everyone involved.

Therefore, a robust and regularly updated security plan is imperative for establishments operating within the night-time economy, where the dynamic environment necessitates heightened vigilance and proactive measures to maintain a secure and enjoyable atmosphere for patrons and staff alike.

## Staff Ability

Essential for crisis management, staff training and awareness are vital components enabling swift and effective decision-making. A well-defined security plan, and a collaborative team approach are pivotal in upholding a controlled and safe environment during challenging circumstances.

Regular and credible training sessions ensure that staff members are well-equipped to handle crises, fostering a proactive and prepared workforce.

A clear security plan serves as a roadmap for staff to navigate through emergencies, outlining precise steps and procedures. This strategic document becomes a critical reference point during crises, aiding staff in making informed decisions swiftly.

The collaborative team approach emphasises the significance of unity and coordination among staff members. A cohesive team is better positioned to respond efficiently to crisis, leveraging collective skills and knowledge. In challenging situations, the synergy within the team enhances overall decision-making capabilities, contributing to a safer and more secure environment.

A combination of ongoing staff training, a well-defined security plan, and a collaborative team approach forms the cornerstone of crisis preparedness, ensuring that staff can navigate challenges with agility and effectiveness.

## Security Plans

To ensure the security and safety of a facility within the night-time economy, thorough planning and preparedness are imperative. Managing modern-day threats and responding effectively to violent situations involves several key elements:

1. **Security Risk Assessment.** A current security risk assessment is crucial, identifying specific risks and vulnerabilities tied to the facility's operations. This assessment forms the foundation for a targeted security strategy.
2. **Staff Training Records.** Properly trained staff is essential for a coordinated and effective response to potential threats. Keeping up-to-date training records ensures that personnel are well-prepared and equipped to handle security challenges.
3. **Business Continuity Plan (BCP).** A business continuity plan is vital for navigating the aftermath of a violent incident. This comprehensive document outlines strategies for response and recovery, helping the facility to resume operations and maintain stability.
4. **Catch-All Document.** Many night-time economy establishments benefit from a comprehensive catch-all document that addresses common security and safety measures. This document serves as a unified guide, streamlining approaches and enhancing overall preparedness.

The integration of a current security risk assessment, staff training, a robust business continuity plan, and a catch-all document significantly contributes to a facility's ability to anticipate, respond to, and recover from security challenges in the dynamic environment of the night-time economy.

## Box Ticking or Real-World Impact

Relying solely on a biannual, one-hour video may result in a superficial "box-ticking" approach devoid of practical value. To genuinely enhance staff preparedness and effectiveness, comprehensive training programs are imperative to ensure real-world impact:

1. **Ongoing and Interactive Training.** Training should be continuous and interactive, enabling staff to practice responses to various scenarios actively. This dynamic approach ensures that skills are honed and retained.
2. **Situational Awareness Focus.** Emphasis should be placed on developing situational awareness skills. Staff must adeptly identify potential threats, recognise suspicious behaviours, and effectively manage escalating situations.
3. **Effective Communication Training.** Key to crisis management is effective communication. Training should equip staff with de-escalation techniques, enabling them to handle conflicts and disruptive behaviour, thereby mitigating the risk of situations escalating into violence.
4. **Simulated Drills and Exercises.** Regular drills simulating violent incidents enhance staff responses and decision-making under pressure. These exercises provide practical experience, bolstering confidence and competence during actual crises.
5. **Empowering Quick Decision-Making.** Training should empower staff with the knowledge and authority to make swift decisions in emergencies. Tailoring training to specific staff roles ensures that individuals are well-prepared for their responsibilities during a crisis.
6. **External Training Resources.** Leveraging external training resources, such as security consultants, injects real-world experience and valuable insights into the

training process. This external perspective enriches staff preparation, aligning it with industry best practices.

A multifaceted and proactive training approach, encompassing continuous practice, situational awareness, effective communication, simulated drills, role-specific preparation, and external expertise, is essential for genuine staff preparedness beyond mere box-ticking exercises.

### **Detection & Prevention**

In the contemporary security landscape, security personnel must go beyond merely occupying a role and instead possess relevant skills and knowledge. The emphasis on detection and prevention is critical for safeguarding premises in today's era.

Security personnel need to be equipped with expertise to identify individuals with potentially violent intentions, enabling them to make proactive decisions to address such threats effectively.

However, the responsibility for enhancing security extends beyond dedicated security personnel. All staff members should undergo basic training to recognise suspicious behaviours and understand indicators of violent intentions.

This inclusive approach empowers the entire workforce to contribute to a safer environment by being vigilant and responsive.

By broadening the scope of security training to encompass all staff, organisations create a more comprehensive defence against potential threats.

This holistic strategy not only strengthens the security posture but also fosters a collective sense of responsibility for the well-being of the premises and its occupants.

In an era where detection and prevention are paramount, this collaborative effort ensures a more resilient and proactive approach to security.

### **Atmospherics**

Atmospherics, whether positive or negative, wield significant influence in shaping environments and steering the behaviour of customers. Despite being often underestimated by management and security, atmospherics profoundly impact footfall and the clientele a business attracts.

A negative atmosphere, marked by poorly maintained exteriors or interiors, inadequate security approaches, and an overall lack of control, communicates a clear signal to customers and passers-by that the premises may be unsafe or poorly managed.

Conversely, a positive atmosphere exuding a sense of safety, order, and control intuitively conveys that the premises or area is secure. It's crucial for management and security to recognise that atmospherics contribute significantly to the overall perception of a space.

Creating a safe and controlled environment should be a primary goal of management. By addressing atmospherics positively, businesses not only enhance safety perceptions but also influence customer behaviour and the overall reputation of the establishment, ultimately contributing to its success.

## **Subcontracted Security Staff**

Business owners and senior management bear a pivotal responsibility in safeguarding their establishments. To bolster security measures, consistent oversight of subcontracted security staff is essential.

Ensuring these personnel possess crucial skills such as situational awareness, observation, and behavioural analysis and a decision-making method is paramount.

Additionally, professionalism and appropriate attire are vital considerations in maintaining a secure and reputable environment. Opting for security providers that prioritise training their personnel in these key areas is crucial in today's society.

Well-trained security staff are equipped to detect and respond to potential threats effectively, thereby diminishing risks to the business and its customers.

By investing in the development of these essential skills and qualities, business owners and senior management contribute to creating a secure atmosphere, fostering trust among patrons, and fortifying the overall safety and success of the establishment.

This proactive approach aligns with contemporary security needs and establishes a foundation for a robust and reliable security infrastructure.

## **Criticality of a Violent Event**

Although the probability of a terrorist or hybrid attack may be low, the potential consequences are severe. Business owners and senior management shoulder the responsibility and accountability for security preparedness.

Implementing effective mitigation measures not only diminishes the critical impact of a violent event but also strengthens the organisation's capacity to respond adeptly to various forms of criminality.

Recognising that the severity of the consequences outweighs the likelihood of such incidents, proactive security measures become paramount. The diligence in preparation and mitigation not only safeguards the well-being of individuals but also safeguards the continuity and reputation of the business.

In a world where security threats are diverse and evolving, a comprehensive and well-executed security strategy is a proactive stance against potential harm.

Business owners and senior management, by prioritising security preparedness, contribute to creating a resilient and secure environment, mitigating risks, and fortifying the overall safety and stability of their facility.

## Cost & Time

The implementation of a comprehensive security strategy often faces misconceptions regarding time requirements and associated costs. The reality, however, differs significantly from common perceptions. For many night-time economy venues, a practical solution involves the utilisation of a catch-all document.

This document can be initially created by a member of the management team, potentially with support from a security consultant, or through independent efforts.

When it comes to ongoing staff training, the Toolbox Talks system emerges as an efficient and proven method. These talks, lasting no more than 5 to 6 minutes each, focus on specific subjects and are ideally delivered just before the start of a shift.

This approach minimises the impact on normal working hours while establishing a continuous system for developing and educating staff on the venue's security plan.

The Toolbox Talks method, employed internationally for decades, has proven to be effective in enhancing safety and security training, aligning with the dynamic needs of the night-time economy.

In essence, the perceived challenges of time and costs associated with implementing a robust security strategy can be effectively addressed through practical and targeted approaches, ensuring sustained staff education and venue security.

## Conclusion

Establishing a secure and resilient environment involves a multifaceted approach that encompasses several key aspects. The night-time economy presents unique challenges, particularly with the consumption of alcohol, necessitating ongoing staff training and a robust security plan.

The effectiveness of staff training lies in its continuous, interactive nature, focusing on situational awareness, effective communication, and the empowerment of quick decision-making.

Security measures extend beyond personnel training to include thorough risk assessments, business continuity planning, and the utilisation of external resources. The integration of atmospherics as a crucial element in shaping perceptions further underscores the importance of a positive and controlled environment for both customers and passers-by.

Subcontracted security staff, chosen with careful consideration of their skills and professionalism, play a pivotal role in maintaining the safety and reputation of an establishment.

While the likelihood of a terrorist or hybrid attack may be low, the severity of potential consequences underscores the importance of effective mitigation measures.

Business owners and senior management bear the responsibility for security preparedness, ensuring the organisation's ability to respond appropriately to various forms of criminality.

In essence, a comprehensive security strategy, encompassing training, risk assessment, environmental considerations, and proactive measures, is essential for creating a secure, resilient, and thriving environment for both businesses and their customers.