

The Principles of Working as a Door Supervisor in the Private Security Industry (Refresher) Self-study workbook



Name

Learner N°:

Training Provider:

Start Date:

End Date:

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The Principles of Working as a Door Supervisor in the Private Security Industry (Refresher)

Introduction

The Principles of Working as a Door Supervisor in the Private Security Industry (Refresher) self-study coursebook and workbook has been written to support the delivery of:

- 4 self-study learning outcomes from 'Unit 1: Principles of Working as a Door Supervisor in the Private Security Industry (Refresher)'.
- 3 self-study learning outcomes from 'Unit 2: Application of Physical Intervention Skills in the Private Security Industry (Refresher)'.

You must complete a minimum of **9 hours and 45 minutes** to read the content and demonstrate your understanding of each learning outcome in the workbook provided. If the workbook is being used as self-study before attending face-to-face training/assessment, it must be returned to your training provider before you attend.

The learning outcomes are listed below with a recommendation of how many hours you are to allocate to each piece of learning.

Unit 1: 4 hours 45 minutes (self-study)

Learning outcome	Content	Recommended hours of self-study
1	Know how to conduct effective search procedures	30 minutes
2	Understand how to keep vulnerable people safe	1 hour 50 minutes
3	Understand terror threats and the role of the security operative in the event of a threat	1 hour 40 minutes
4	Know how to safeguard the public from incidents of spiking	45 minutes

Unit 2: 5 hours (self-study)

Learning outcome	Content	Recommended hours of self-study
1	Application of Physical Intervention Skills in the Private Security Industry	5 hours

Important note: this course book is only to be used by delegates who have purchased or have been given an individual copy (to keep) of the Highfield book as part of their course.

The Principles of Working as a Door Supervisor in the Private Security Industry (Refresher)

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Throughout this publication there are references to country specific content. These references are highlighted by the use of the following icons:



Scotland



Northern Ireland

Unit 1: Principles of working as a door supervisor in the private security industry (refresher)

Learning outcome 1: Know how to conduct 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.



Learning outcome 1: Know how to conduct effective search procedures

NI

In Northern Ireland, discrimination is illegal under the following laws:

- The Race Relations (Northern Ireland) Order 1997
- The Sex Discrimination (Northern Ireland) Order 1976
- The Disability Discrimination (Northern Ireland) Order 2006

As a security operative, you cannot refuse entry or evict anyone on the grounds of sex, race, colour, disability or physical appearance. Should you refuse entry to or evict an individual for any of these reasons alone then you will be committing an offence. The individual who has been discriminated against has the right to make a formal complaint to the premises management requesting an apology, a commitment that such discrimination does not reoccur or even compensation. If the issue is not dealt with to their satisfaction, they may even take legal action against you and your employer.

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

Learning outcome 1: Know how to conduct effective search procedures

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.

Conducting searches on single-sex and transgender individuals:

- Guidance on conducting a search is available on paragraphs 13.57-13.60 on pages 197 to 198 of the Equality and Human Rights Commission guidance.

https://www.equalityhumanrights.com/sites/default/files/servicescode_0.pdf

Learning outcome 1: Know how to conduct 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.

Learning outcome 2: Understand how to keep vulnerable people safe

Duty of care for vulnerable people

As you go about your daily duties as a security operative, you will come across and have to deal with a whole range of people, be they customers of the premises or members of the public. Anyone who comes into the premises you work at may be or become vulnerable while you are carrying out your duties, so it is important to understand that you have a duty of care to them.

Duty of care: a moral or legal obligation to ensure the health, safety and welfare of others.

People may not always appear to be vulnerable, as a security operative it is best practice to ensure a duty of care for everyone.

Vulnerable people

As part of customer service and your role in protecting people from harm, you need to be aware of any people who may fall under the category of vulnerable people (people who may be at risk from harm). The following are factors that may put a person at more risk than others:

Drink/drugs

- Reduced inhibitions and the appearance of being over-friendly
- Uncoordinated movement increasing the risk of them hurting themselves
- Displays of aggression
- A change in perception of their own abilities and limitations
- Decreased ability to make informed decisions

Alone or receiving unwanted attention

- Apparently separated from friends and looking distressed
- Receiving apparently unwanted attention from others
- Being followed or threatened

Potential victim of domestic violence

- Victims of domestic violence can be at an increased risk of assault and harm

Young people

- Particularly children (those under the age of 18)

As a security operative, you need to carefully consider the implications for vulnerable children and young adults either using, passing or leaving venues or sites. You need to consider things like whether they require medical attention, whether they have friends or family nearby and whether they have all of their belongings with them. Think about whether they appear to be under the influence of drink or drugs, how old they are, who they are with, and whether it appears that they are being followed or harassed.

Other vulnerable people could also include those that:

- have a mental illness
- have learning disabilities
- have physical disabilities
- are elderly
- are acutely ill
- have invisible disabilities (physical, mental or neurological conditions that limit a person's movements, senses or activities and are invisible to the onlooker)

Indicators of child sexual exploitation

There are certain indicators that a child is being sexually exploited such as:

- children and young people in the company of older people or antisocial groups
- acting in an inappropriate and sexualised way
- being intoxicated
- arriving and departing a location with different adults
- getting into and out of several different cars

You must be vigilant at all times if you suspect a child is being sexually exploited, you must report it immediately and follow the organisation's policies and procedures.

Actions towards vulnerable people

In your professional judgement, if they appear to be vulnerable, you need to consider what help they might need. For example:

is there a relative or a friend close by to help them?

can you telephone anyone to come and help them?

can you call for a licensed taxi to take them home?

are there any local safe havens or other local initiatives such as those run by the St John Ambulance nearby?

can local street pastors or street marshals help them?

do you need to call the emergency services?

referral to other national or local initiatives (i.e. 'Ask Angela')

If in any doubt whatsoever, report as soon as possible to your supervisor, the police or call Crimestoppers.

Learning outcome 2: Understand how to keep vulnerable people safe

Sexual predators

As a security operative, you need to be able to identify the behaviours that may be exhibited by sexual predators. It is important to remember that sexual predators don't look just one particular way but are all genders, shapes and sizes. Their behaviours could include:

- close monitoring of vulnerable people, e.g. someone looking lost or alone
- buying drinks for people who are already intoxicated or gifts for vulnerable people who may appear easy to groom
- suspicious behaviour around certain times and venues, e.g. loitering near a school at lunchtime or waiting for someone to pass by who looks vulnerable
- inappropriate use of technology, e.g. phones for upskirting (a photograph taken, usually without consent, underneath a woman's skirt or dress)

Indicators of abuse

There are several identifying indicators of abuse that security operatives can look out for, these can include:

- restricting freedom of individuals, e.g. the victim is not allowed to talk to anyone on their own
- unexplained bruising
- lack of confidence and insecurity – this may be someone you know that you have noticed has changed from a lively outgoing person to someone who is withdrawn
- change of personal circumstances, including cleanliness and general appearance

Allegations of sexual assault

Security operatives regularly wear uniforms. Some people find this reassuring and may choose to tell the operative about the abuse that they have been subjected to. This is called a disclosure.

Every organisation has a policy on what action to take if a member of staff or customer discloses information to you. You must follow the procedures when dealing with allegations of sexual assault. You must in the first instance:

- safeguard the victim by making sure they have a safe space to stay that is separate from the assailant
- inform your manager or your supervisor as soon as possible
- notify the police
- record and document all information at the first opportunity

Anti-social behaviour

As a security operative, you should always try to be positive and productive in your attitude when dealing with members of the public that are demonstrating anti-social behaviour.

You should:

- follow your organisation's policies and procedures
- speak to the person
- explain the situation and the risks of the anti-social behaviour
- explain the consequences if the anti-social behaviour continues
- remain calm
- ensure that your colleagues know about the situation and that you have back-up if needed
- remain vigilant
- conduct high-profile patrols
- promote early intervention
- use positive, non-aggressive communication
- promptly report incidents
- accurately record incidents
- liaise with police and other appropriate agencies



Learning outcome 3: Understand terror threats and the role of the security operative in the event of a threat

Terrorism

Terrorism is the use of violence, threats and intimidation especially in the pursuit of political aims. It is used to create a climate of fear within a population, with the intent of bringing about a particular change.

Some terrorist groups work on an international basis, whereas others fight for domestic issues. Certain terrorists target just one particular organisation or company for a specific reason, while others may be more indiscriminate in their targeting.

Public, commercial and retail premises, as well as places of entertainment, could become targets of either a bomb threat or an actual terrorist attack. As a security operative, you will need to be aware of:

- what is currently happening around the world and in your particular area
- any recent terrorist attacks or threats
- the location of your own site in relation to other possible targets nearby
- whether the site itself is famous or important in its own right
- whether the site is significant to any terrorist groups or causes
- the vulnerability of the site to attack
- the current level of threat nationally



Counterterrorism measures will help to reduce the chances of a site becoming a target. Managers and security operatives can significantly reduce the threat by:

- being vigilant at all times
- maintaining good housekeeping
- properly using physical security measures
- making regular, obvious patrols of the site
- implementing strict access control procedures
- using effective search procedures
- visibly using CCTV systems
- reporting suspicions to supervisors or managers immediately

Non-urgent information about terrorism should be passed to the **Anti-Terrorism Hotline** on:



0800 789321 or 101

This line is covered at all times by specialist counterterrorism police officers. Terrorism can also be reported online at:

www.gov.uk/report-terrorism

Urgent information should be passed on using the 999 system.

All reporting methods are equally valid as they will always be redirected to the right place.

Know what information emergency response require and have an awareness of emergency response times.

THREAT LEVELS

Threat levels are designed to give a broad indication of the likelihood of a terrorist attack.

CRITICAL

means an attack is highly likely in the near future

SEVERE

means an attack is highly likely

SUBSTANTIAL

means an attack is likely

MODERATE

means an attack is possible, but not likely

LOW

means an attack is highly unlikely

Threat levels themselves do not require specific responses, however it is important that you, as a security operative, are aware of the different response levels and what moving from one level to another means for the location you are working in and the plan that is in place.

www.mi5.gov.uk/threat-levels

Learning outcome 3: Understand terror threats and the role of the security operative in the event of a threat

In the rare event of a terrorist attack, security operatives should encourage members of the public to:

RUN

to a place of safety

HIDE

if you cannot run, hide

TELL

call 999 (response times may vary according to locations)

See, Check and Notify (SCaN) is a current awareness strategy that aims to help businesses and organisations maximise safety and security using their existing resources.

ACT Awareness e-learning has been developed to support the United Kingdom's Strategy for Countering Terrorism. This e-learning provides nationally recognised corporate CT guidance to help people better understand and mitigate against current terrorist methodology. This course is free to access via the following link: <https://ct.highfieldlearning.com/>

Common terror attack methods

Once terrorists have identified a target, the potential attack will be moved into the planning phase, this phase involves the gathering of information to identify vulnerabilities and levels of security, which will inform the preferred method of attack. If required, a period of training and rehearsal will precede the actual attack. The most current terrorist attack methodologies have included:

- marauding terror attack (MTA) including firearms, knives, blunt objects, etc.
- explosive devices, including improvised explosive device, (IED), person-borne improvised explosive device (PBIED), vehicle-borne improvised explosive device (VBIED)
- vehicle as a weapon (VAAW), also known as vehicle ramming
- hazardous substances including chemical, biological and radiological (CBR)
- cyberattacks

Actions to take

The role that security operatives are expected to play during a terror attack will be outlined in the policies and procedures for the venue/site.

There could be occasions when a terrorist attack occurs without warning. In the unlikely event of this happening, you should encourage members of the public to keep safe by following the 'Run', 'Hide', 'Tell' principles.

- Consider your route, act quickly and quietly, insist others come with you but don't let their indecision slow you down. Once you've identified a safe route: **RUN**. Consider your route as you leave, will it place you in the line of fire, is it safer to wait for the attacker to move away before you continue?

- If you can't move to safety, **HIDE**. When finding a hiding place, consider your exits and escape routes, avoid dead ends and bottle necks. Try to find places with reinforced walls, try to lock yourself in a room and move away from the door, be as quiet as possible, switch your mobile phone to silent and switch off vibrate. Don't shout for help or do anything that will give away your hiding place. The best hiding place with protection from gunfire will have a substantial physical barrier between you and the attacker.
- If you're able to evacuate, get as far away from the danger area as possible, try to stop others from entering but only if this won't put you in danger. Call the police, dial 999 and **TELL** them clearly the location of you and the attackers, descriptions of the attackers: their clothing and weapons, information about casualties and building access. Include anything else you think is important.

Security operatives may need to evacuate or invacuate the venue/site. Being aware of the organisation's procedures for both will help you to determine the course of action you need to take.

- **Invacuation/lockdown** – staff members and members of the public are moved to the most sheltered area of the venue/site away from windows and other exposed areas. All external doors and windows are locked.
- **Evacuation** – the orderly removal of staff members and members of the public to a safe place away from the immediate vicinity of the building. Evacuation will normally happen in situations such as a fire.

As a security operative, you need to remember that an early assessment of the situation is vital. If a terrorist attack begins outside, a quick lockdown procedure could protect everybody inside the site/venue, however, if the lockdown procedure is slow, incomplete or causes a state of confusion, the threat could move into the site/venue, putting the people inside at great risk.

Learning outcome 3: Understand terror threats and the role of the security operative in the event of a threat

Invacuation and evacuation both have their pros and cons including:

	Pros	Cons
Invacuation	Locks staff and members of the public away from the perpetrator, providing a physical barrier.	Potential lack of exits limits the ability to run should the perpetrator gain access or the attack zone spreads.
Evacuation	Allows staff and members of the public to get as far away as possible from the scene of the incident.	Some evacuation routes may put staff and members of the public at risk of being in the line of fire, or the perpetrator may attempt to pursue along the evacuation route.

As a security operative, you must have knowledge of the location you are working in, and make dynamic decisions based on available information to keep yourself and the public safe.

Public sector counterterrorism experts:
National Protective Security Authority (NPSA)

<https://www.npsa.gov.uk/>

National Counter Terrorism Security Office (NaCTSO)

www.gov.uk/government/organisations/national-counter-terrorism-security-office

Suspicious packages

As a security operative, you need to be aware of suspicious packages and the procedures to follow should one be identified. You need to know what looks out of place at the venue you are working at. Using the **H.O.T** protocol will help you to determine if the items are suspicious or not.



HIDDEN - has someone deliberately tried to conceal it from view?



OBVIOUSLY SUSPICIOUS - does its appearance seem odd or out of the ordinary? Maybe it's even showing wires, batteries, or liquids?



TYPICAL - is it typical for the location? For example, a large rucksack would be expected at an outdoor festival, but would be out of place at an indoor concert venue.

If you come across a suspicious package, you will need to double check your concerns by asking people/customers or other members of staff in the area if they know who it belongs to. If you're still not happy then there are simple immediate actions that you must follow.

- First, don't touch the item. If you've gone through the **H.O.T** protocol and think it's suspicious, any contact with the item could be very dangerous.
- Take charge, be polite but firm, and start to move people and yourself to a safe distance away from the item, even for a small package, like a briefcase, you need to clear 100m around the object, starting from the centre and moving out. Large items or small vehicles need a clear area of around 200m and large vehicles 400m or the length of a football pitch.
- Try to keep yourself and other people out of line of sight of the item, it's a broad rule but, generally, if you can't see the item, then you're better protected from it should it prove to be dangerous. Also, think about what you can hide behind, pick something substantial, and keep away from glass, such as windows and skylights.
- Communicate - who do you need to tell about the current situation? Include the police within those that need to be informed, however, some explosives can be triggered by the signal from a phone or radio. So, don't use mobile phones or walkie-talkies within 15m of the item (that's about the length of a bus).

It is vital to identify what the threat level is and where it is before any **invacuation** or **evacuation** decisions are made.

Learning outcome 3: Understand terror threats and the role of the security operative in the event of a threat

- If you have to leave to get help, first, cordon off the area to make sure people don't get too close to the item. You'll need to do this anyway to control access to the area. Members of the public should not be able to approach the item until it is deemed safe.
- Finally, try and keep eyewitnesses on hand, if the item was reported to you by a customer/visitor or a staff member ask them to stay close so they can tell the police what they saw.

The 4 steps to remember are:

- confirm if the package is suspicious
- clear the area as best you can
- communicate to your team and the police
- control others getting into that area

Suspicious activity

Suspicious activity is any observed behaviour that could indicate terrorism or terrorism related crime. As a security operative you will need to be familiar with the different methods of observing suspicious activity.

Hostile reconnaissance is the term used to describe how terrorists gain information on potential targets. They will often visit potential targets a number of times prior to an attack to try to find out as much as they can about the location itself, and to discover the best time and method of attack. You need to be vigilant at all times when working as a security operative, as you must try to recognise suspicious behaviour that may indicate a terrorist interest in your site.

You should use your customer service skills to disrupt potential hostile reconnaissance, having a professional, visible presence is a tool that all security operatives can use to deter hostile reconnaissance.

Suspicious behaviour may include:

- a particular interest in the outside of the site
- an interest in the CCTV systems and other security measures that are in place
- parked vehicles with people inside
- empty parked vehicles left unattended for long periods
- making unusual requests for information
- individuals avoiding security staff
- taking pictures of the site (overtly/covertly)
- making notes or drawing diagrams of the site
- taking an interest in the timings of activities
- false alarm activations (testing response times)
- damage to perimeter security
- breaching restricted areas
- attempts to disguise identity/ inappropriately dressed for the season/ location
- trespassing or loitering with no good reason
- tampering with utilities
- individuals carrying out activities inconsistent with the nature of the building or area
- asking unusual or very specific questions about the site or security arrangements
- nervousness
- reluctance to be noticed or seen
- multiple sightings of the same suspicious person, vehicle or activity
- use of forged/altered or stolen identity documents/carrying large amounts of cash

Learning outcome 3: Understand terror threats and the role of the security operative in the event of a threat

There are actions that can be taken to deter or disrupt hostile reconnaissance, including:

- ensuring a visible presence of vigilant security staff
- regular patrols by security operatives
- maintaining organised search procedures
- ensuring emergency exits are secured when not in use to prevent unauthorised entry

Responding to suspicious behaviour

Don't be afraid of taking action, have the confidence to ACT. Your actions could help avert an attack and save lives. If you see suspicious behaviour in work, then ACT immediately - report it to your line manager, supervisor or the venue manager and the police.

- If you feel it is a life-threatening emergency, you can report it by calling 999 and providing the operator with the following information:
 - your place of work and the specific building
 - location of the suspicious package inside the building
 - whether all customers and employees have been evacuated from the building
- You can also contact the confidential anti-terrorist hotline on:



0800 789321

- Or use ACT (Action Counters Terrorism) online reporting:
<https://act.campaign.gov.uk/>
- If you feel it is a non-emergency, then dial 101

See it. Say it. Sorted.

The British Transport Police's nationwide campaign, designed to encourage train passengers and people visiting train stations to report any unusual items or activity. Passengers and visitors can report any issues by texting **61016** or by calling **0800 405040**.



Learning outcome 4: Know how to safeguard the public from incidents of spiking

Spiking

As a door supervisor, it is crucial to understand what spiking is, and how to recognise it and prevent incidents from occurring.

What is spiking?

- Adding alcohol or drugs to a person's drink or food without their knowledge or consent
- Using a needle (to put substances into food/drink or directly injecting into a person)
- Drugging someone through cigarettes or vapes

Legislation (EWNI)

Under legislation designed to ensure individual safety and protection from spiking, it is an offence to spike someone without their consent.

Current provisions for England, Wales and Northern Ireland (EWNI) under the Sexual Offences Act 2003 state:

- 'It is illegal to administer a substance to someone without consent with the intention of 'stupefying or overpowering' them to enable another person to engage in sexual activity'

Under the Offences Against the Person Act 1861:

- 'It is illegal to maliciously administer poison so as to endanger life or inflict GBH (grievous bodily harm)'

Legislation (Scotland)

Current provisions for Scotland under the Sexual Offences (Scotland) Act 2009 state:

- 'A person can also be prosecuted under the common law offence of 'drugging' where the intent to stupefy the victim is required'

Visual and non-visual indicators

Visual indicators that drinks could have been spiked include:

- discolouration
- a cloudy appearance
- fizzing
- a separation line in the drink
- looking unusually flat

Non-visual indicators include:

- an unusual odour or taste

Behavioural signs of individuals attempting to spike drinks

Behavioural signs indicating someone might be spiking a victim's drink include:

- hovering a hand near the drink
- quickly drawing the hand away from the drink
- swapping drinks secretly or purposefully or offering a 'taste' of their drink
- surveying their surroundings
- adding a shot or additional liquid to a drink

This could occur when the victim is alone or separated from friends.

Individuals at higher risk of spiking

Circumstances where individuals are at higher risk of drink spiking include:

- being vulnerable to potential sexual offences or practical jokes
- already being intoxicated
- being separated from friends

How might you tell if someone has been spiked?

The victim is suddenly:

- very tired
- unresponsive
- nauseous
- dizzy
- unsteady
- experiencing blurred vision
- experiencing hallucinations
- experiencing paranoia
- behaving out of character

Other indicators can include:

- spiking via injection, for example:
 - localised pain
 - a small puncture wound

Learning outcome 4: Know how to safeguard the public from incidents of spiking

Managing a spiking incident

To manage a spiking incident effectively:

- prioritise the welfare of the potential victim
- provide/offer first aid or call an ambulance if required
- contact the police
- conduct a risk assessment and ensure safeguarding by analysing the situation (is the victim in immediate or potential danger if they leave the venue?)

Verification of those accompanying the victim:

- how well does the victim know them?
- are they friends?
- are they people the potential victim met at the venue?
- how concerned do those accompanying the potential victim seem about their state?
- is there a safeguarding plan for such incidents in place at the venue?
- consider detaining the person who has potentially spiked the victim if they attempt to leave when police involvement is mentioned.
- if unsafe to detain them, ensure a full description and direction of travel is provided to the police.
- secure the glass/bottle from which the potential victim was drinking as evidence.
- secure any CCTV footage likely to have captured the potential victim and criminal activity.
- seek witnesses/witness footage if available.

How to prevent spiking incidents

You and the venue can take preventative actions to minimise the risk of spiking. Here are some suggestions:

- provide an attended table near toilets or smoking areas for customers to leave their drinks safely
- monitor for abnormal-looking fluids in glasses or bottles
- respond to signs that a customer's drink does not taste right, including visual cues from the face, body language or by inspecting the glass/bottle
- remove unattended glasses or bottles
- focus on individuals who show unusual behaviour
- speak to suspected victims, approach them and do not wait to be approached
- increase the opportunities to catch offenders with regular, overt patrolling
- provide advice and awareness inside and outside the venue

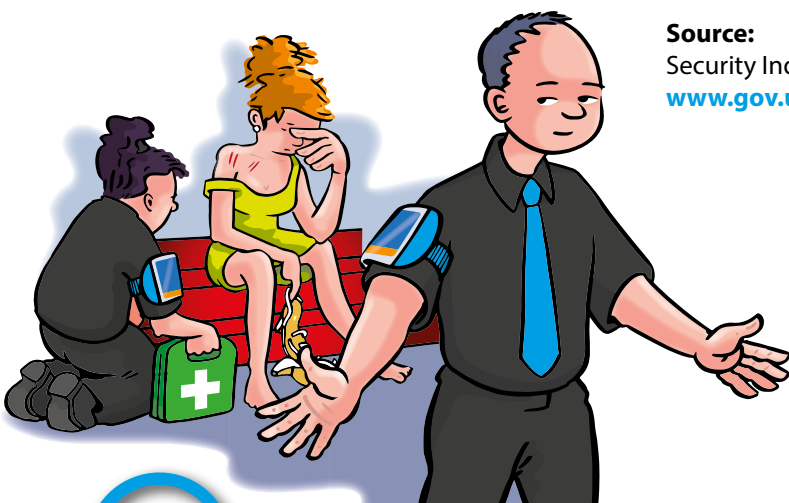
Information could include:

- keeping the thumb on top of the bottle
- holding the glass with fingers and the palm near the top
- not accepting any drugs
- not accepting cigarettes from strangers
- accompanying individuals who offer to purchase drinks
- making it clear that spiking is an offence, including adding extra shots of alcohol to a drink

Encourage bar staff to allow customers to keep the caps/tops on their drinks if it's a screw-top bottle.

Source:

Security Industry Authority - GOV.UK
www.gov.uk



Unit 2: Application of physical intervention skills in the private security industry (refresher)

Learning outcome 1: Know the implications of physical intervention

What is physical intervention?

Physical interventions cover a range of professional actions taken in the workplace in response to extreme behaviours offered towards the user.

In the security industry, the following definition is used to describe the phrase 'physical intervention':

'The use of direct or indirect force (bodily, physical or mechanical) to limit another person's movement.'



Physical intervention should never be used as routine, to cause pain, out of spite, as a source of punishment or in any way that restricts a person's breathing or impacts the airways. Furthermore, physical interventions should only be used when all other options have failed or are likely to fail, when it is not possible or appropriate to withdraw or when someone is in immediate risk of harm. Interventions should be used for no longer than is necessary and should cease as soon as the danger or incident is over.

While the careful, professional application of physical intervention may help deal with a range of situations in the workplace, the improper use of force against a member of the public could:

- make the situation worse
- spoil the team's reputation
- cause complaints
- cause disciplinary proceedings
- cause civil action
- cause criminal proceedings
- result in loss of SIA licence
- result in injury or death

Physical intervention is normally only used to:

- protect someone from a dangerous situation
- break away or disengage from harmful contact
- separate a person from a 'trigger' which is likely to set off a course of events

For the purposes of this training, you will follow the SIA's requirements for non-restrictive and non-aggressive physical interventions, allowing a greater degree of freedom where the subject can move away from the physical intervention if they wish to. This includes prompting or guiding individuals to move where you want them to go or protecting yourself from assault using non-pain compliant, low-level methods.

Learning outcome 1: Know the implications of physical intervention

Legal implications

The main reason that some door supervisors have had negative reputations in the past is the excessive force that some have used in the execution of their duties.

As a door supervisor, you have an ethical duty to work within the law. Unless you use the necessary constraints when dealing with unruly or violent customers, you may find yourself liable to an assault charge, a fine and/or claim for compensation. Working within the professional security sector, you must learn to carry out your duties without hurting the very customers you are hired to protect.

You will occasionally need to use force to carry out your duties, and the law allows you to do so in specific circumstances. The authority for you as a security operative to use force when necessary can be found in the following parts of the law.

Trespass

DEFINITION:

'A trespass is committed by a person who is improperly on someone else's property without consent.'

One of your duties as a door supervisor is to ensure that only authorised people are allowed into the premises. During the course of your duties, you may well have to ask customers to leave a venue, and as a last resort may have to physically eject them if they refuse to leave when asked.

***The law allows you to do this, provided that:
'no more force is used than is necessary to remove the trespasser from the premises.'***

Furthermore, a person who is asked to leave licensed premises by a member of staff and refuses to do so is committing an offence under the Licensing Act 2003.

Under the rules of trespass, as a door supervisor you are allowed to physically eject customers from a venue when all other methods of persuasion have failed. You can effect lawful arrests for a variety of offences, and are allowed to protect yourself and others from attack. What the law does not allow is the excessive use of force or causing unnecessary or malicious injuries to any person.

Common law

***The rules of self-defence:
'If any person has an honestly held belief that he or another is in imminent danger, then he may use such force as is reasonable and necessary to avert that danger.'***

A person who is about to be attacked does not have to wait for their assailant to strike the first blow. Circumstances may justify a pre-emptive strike.



All physical interventions need to be justified, however, the higher-level restrictive techniques will require higher levels of justification.

Learning outcome 1: Know the implications of physical intervention

This essentially means that if, while carrying out your duties, you feel that you or other persons are about to be hurt, then you are allowed to use force to protect yourself or others. If, for example, you come across a man physically attacking another man, then the law allows you to use force to stop the attack. If the assailant then turns on you and assaults or tries to assault you, then you may use force to protect yourself.

***Preventing a breach of the peace and saving life:
'Any person may use such force as is reasonable in the circumstances to prevent a breach of the peace or to save life.'***

In a 1981 court case, it was stated that every citizen in whose presence a breach of the peace is being, or reasonably appears to be about to be committed, has the right to take reasonable steps to make the person who is breaking or threatening to break the peace refrain from doing so. These steps may include the use of reasonable force. Once again, however, what force is reasonable will depend on the circumstances of the particular situation.

You are also allowed to use force to save someone's life. If, for example, an assailant is running at another human with a knife, then you would be entitled to use force to stop the assailant from killing the other human.

Reasonable

What constitutes 'reasonable' is not always easy to define. It will depend on the particular circumstances, and careful thought will need to be given when assessing the seriousness of the threat.

It would not, for example, be reasonable to punch someone who merely verbally abuses you. The use of physical force should only be considered when there is a real possibility of physical harm to yourself or to someone else, and even then, the amount of force used should be appropriate and reasonable to the situation.



The Scottish definition of a breach of the peace is where any person (including a door supervisor) may arrest any person committing a breach of the peace. A breach of the peace is where something is done in breach of public order or decorum which might reasonably be expected to lead the lieges (public) being alarmed, upset or tempted to make reprisals at their own hand.

Sec. 3 Criminal Law Act, 1967

This act gives everyone, including door supervisors, the authority to use:

'such force as is reasonable in the circumstances in the prevention of crime, or in effecting (or assisting in) the lawful arrest of offenders, suspected offenders or persons unlawfully at large.'

The 'prevention of crime' element applies to any crime where the preventative use of force is reasonably required. This would include protecting property from damage or theft, and protecting people from physical injury. This piece of legislation allows you to use force to stop a crime from being committed, such as breaking up a fight (assault) or stopping someone from smashing a window (criminal damage), and also allows you to use force if needed, for example to arrest someone to stop them from running away before the police arrive. These 3 parts of common and statute law use the words 'reasonable' and 'necessary' when describing how much force can be used in those circumstances, and security operatives need to know what these words mean.

Learning outcome 1: Know the implications of physical intervention

As a door supervisor, you need to ensure that you use graduated and appropriate levels of force in response to the varying levels of aggression and violence used against you.

Necessary

The law is quite clear on the term 'necessary' with regards to the use of force, and there are many precedents in old cases that explain it.

Necessary force is not what is deemed necessary by someone considering the facts from a safe and comfortable place well after the event, but what the person carrying out the acts in question considered necessary at the time.

As mentioned earlier, only the person using the force can say whether and why they thought it necessary to use the force at the time, whereas a court may have to ultimately decide whether the amount of force used was reasonable or not. In the first instance, any force used must be necessary, and secondly, the amount and type of force used must be reasonable.

Pre-emptive use of force

The law supports the pre-emptive use of force only where it is 'reasonable and necessary'. The pre-emptive use of force as a means of physical defence is proper in the right circumstances, and it has already been used as a defence in court. In the past, the courts have also commented that for a person to wait to be hurt before doing something is no defence at all. Defence is all about not being hurt. Provided that no more force than is reasonable is used to repel an attack, then such force is not unlawful.

Justification

If you consider that every time you use force against another person that you may well have to justify your actions, then you should be able to act reasonably in any given situation. If, however, you are reckless as to how much force you use, or deliberately use excessive force, then you will have to answer to the police and possibly even to a court. The questions that are likely to be asked about any use of force are:

- was there a need to use the force?
- was the amount of force used reasonable or not?
- what was the extent of the injuries compared to the amount of resistance given?
- what was the size and build of the injured party compared to the door supervisor?
- were any weapons used or threatened by the other party?
- at what stage did the door supervisor stop using the force?
- was the force applied in good faith or in a malicious way?

When deciding whether to use force or not, and then how much force to use, you will have to quickly assess situations, contemplate the risks, consider the consequences and then act. The decision as to how much force can be justifiably used in any situation must be made by taking into account the other person's behaviour and any relevant impact factors. You must always be able to justify your actions, and if you remember this during every potential confrontation with a member of the public, then you should prove to be effective within the security function, while reducing the risk of prosecution.



Learning outcome 1: Know the implications of physical intervention

Other legislation

When considering the use of physical intervention in the workplace, you will also need to ensure that you do not accidentally or recklessly breach any other laws.

The Health and Safety at Work etc. Act 1974

As a door supervisor, your responsibilities are to:

- take reasonable care of your own health and safety
- ensure that your own acts or omissions do not adversely affect the health and safety of others

As a door supervisor, you must:

- follow health and safety policies provided and keep up to date
- practise safe working habits and obey all safety rules
- use protective equipment properly
- be aware of emergency procedures and ensure that they are followed when necessary

The Employment Rights Act

Section 44 of the Act protects employees from being disciplined or dismissed if they leave their place of work because they think that they are under serious threat of attack. It also allows them to take appropriate measures to protect themselves and others from danger.

Professional implications

As well as abiding by the various laws in relation to using force in the workplace, you need to be aware of the professional implications relating to the use of physical intervention.

You will need to familiarise yourself with any sector-specific and professional guidance and standards relevant to your area of employment for example in health and social care, prisons etc.

Duty of care - monitoring the person's safety

During all physical interventions, it is vital that you talk to and listen to the person being restrained and manage and monitor their safety. Specifically, you need to ensure that nothing impedes the person's circulation or their ability to breathe. Signs that a person may be having difficulties include:

- effort with breathing
- blocked airway and/or vomiting
- passivity or reduced consciousness
- being non-responsive
- signs of head or spinal injury
- facial swelling
- evidence of alcohol or drug overdose
- blueness around the lips, face or nails (signs of asphyxia)
- complaining of difficulty breathing
- high body temperature, sweating/hot skin
- exhaustion
- confusion, disorientation and incoherence
- hallucinations, delusions, mania, paranoia
- bizarre behaviour
- extreme fear
- high resistance and abnormal strength

And remember – the longer the restraint is used for, the greater the exposure to risks and complications.

Positive alternatives to physical intervention

Because of the possible medical and legal implications when using physical interventions, it is imperative that such methods are only used as a last resort, when all other attempts to resolve the situation have failed.

Furthermore, you must ensure that you implement as many positive primary and secondary controls as alternatives to the use of force as possible, as some of these systems may negate the need to use physical interventions in the first place.



Learning outcome 1: Know the implications of physical intervention

Primary controls

- Following employer safety and security policies, procedures and working practices, use of safety and security
- Equipment and technology (e.g. radio for summoning assistance, CCTV, access control)
- Positive and proactive service delivery

Secondary controls

- Positive and effective interpersonal communication
- Knowledge and skills of conflict management in reducing the need for physical intervention

Defensive physical skills and physical interventions

Defensive physical skills

Defensive physical skills are methods used to try to prevent yourself getting into problems in the first place.

They include ensuring that you recognise possible dangers, and then putting yourself in the best possible position to be able to either avoid the trouble, get away from it, or to react to it appropriately and safely.

Defensive physical skills enable you to:

- recognise danger
 - avoid it
 - manage it
 - react to it safely
- usually involving no use of force

Defensive physical skills include:

- risk assessments
- calling for support
- position
- stance
- communication skills
- boundaries (of premise)
- barriers
- exit routes

Physical intervention

Physical interventions, on the other hand, are where you proactively or reactively use a lawful amount of low-level force to either protect yourself or someone else, or to help you get the job done, for example by removing someone from the premises or moving one aggressor away from another to prevent a situation escalating.

Physical intervention skills enable you to:

- protect yourself
 - protect others
 - escort people away from incidents
- using low levels of force

Physical intervention skills include:

- guides
- deflections
- blocks
- escorting holds
- disengagement techniques
- restraints



Learning outcome 2: Know the risks associated with using physical intervention

Risk factors when using physical interventions

Whenever force is used on another person, there is always the risk of causing a physical injury.

Proper training and proper care when applying the techniques will help reduce the risk of hurting the subject.

Extra consideration needs to be given to which techniques are used, and how and for how long they are applied, to avoid causing injuries or unnecessary pain or discomfort to the subject.

Nature of the restraint:

- method of restraint (bodily or mechanical, standing or walking can increase the likelihood of trips and falls)
- position held (consider positional asphyxiation - see separate section)
- duration of the restraint (the longer the time of restrain the higher the likelihood of injuries)

Situational factors:

- setting and location of constraints and risks (open, crowded, confined spaces)
- environmental hazards such as rain, ice on surfaces outside of the venue
- number of staff, location of your team members
- availability of staff (the one-person venue)
- access to medical attention (ambulance or first aid)
- threats from others, e.g. partners, friends, good Samaritans
- options available to you - remember TACT and SEW from your conflict unit

Individual factors:

- existing physical injuries
- size
- age

- weight
- physical state (medication conditions, exhaustion, recent ingestion of food, alcohol, drugs)
- mental health (history of violence, prior experience of abuse and trauma)

Vulnerable groups:

- children and young people
- older adults
- individuals with mental health issues

Staff working routinely with vulnerable individuals should receive additional training in the use of verbal and physical intervention.

Acute behavioural disturbance (ABD)

Acute behavioural disturbance may be caused by head injury, tumours, high temperature, heat exhaustion, high or low blood pressure, or anti-psychotic drug abuse.

Subjects suffering this condition often display unexpected levels of strength and a significantly diminished sense of pain. Subjects can die unexpectedly of cardiac arrest and are often at greater risk from positional asphyxia when being physically restrained.

Signs and symptoms of acute behavioural disturbance (ABD)

ABD is a term used to cover a combination of physical and psychological factors such as:

- high temperatures (skin feels hot to the touch)
- bizarre behaviour
- sustained mental and physical exhaustion and metabolic acidosis

Features include extreme agitation, excitability and paranoia, coupled with great strength, aggression and resistance to pain-compliance techniques.



SUBJECTS

Who are you dealing with?

Age, height, size, drink/drugs, emotional state, previous history, etc.



ENVIRONMENT

Where is the situation taking place?

Remote/secluded area, stairs, roads, furniture, escape routes etc.



WEAPONS

Is there anything nearby that could be used to hurt you?

Knives, bricks, bottles, wood, syringes, tools, furniture, etc.

Learning outcome 2: Know the risks associated with using physical intervention

Psychosis

Psychosis can be the result of an underlying mental illness or may be drug induced.

Signs of this include hallucinations, paranoia or extreme fear as a part of delusional beliefs.

ABD and psychosis can result in sudden death. Both should be treated as a medical emergency. Use de-escalation (verbal and non-verbal communication, distraction and calming techniques) as appropriate to the situation.

Physical intervention incidents on the ground

While they can occur in a variety of positions, restraint-related deaths are more common during ground restraints. Deaths can occur when a person is forcefully held face up, face down or bent forwards in hyper-flexed seat restraints.

During forceful takedowns or falls to the ground, it is both you, as a door supervisor, and customers who are at risk from injuries, particularly when you make impact with the ground or other objects.

While on the ground, you are also at risk from glass or other debris on the floor, and may be vulnerable to assault by others in the vicinity.

Takedowns should therefore be avoided if at all possible.

Reducing the risk of harm during physical interventions

As a door supervisor, you can significantly reduce the risk of causing injury or suffering to a subject by using dynamic risk assessments in the workplace and by ensuring that there are enough properly trained staff to deal with incidents.

You will need to undergo appropriate training in physical intervention skills and need to keep that training up to date. You need to apply the techniques correctly and exercise suitable levels of self-control when dealing with violent incidents.

Subjects must be properly monitored during and after incidents where physical interventions have been used, and first aid may be needed in extreme circumstances.

Types of harm

Serious injury or death can result from:

- strikes and kicks
- an individual falling or being forced to the ground
- interventions involving the neck, spine or vital organs
- restraint on the ground (face up or down) or other positions that impair breathing and/or circulation and increase risk of death through positional asphyxia
- any forceful restraint (can lead to medical complications, sudden death or permanent disability especially where situational and individual risk factors are present)
- stress and emotional trauma (physical methods and restraints can be particularly difficult for individuals who have experience of abuse and trauma)

As a door supervisor, you must respect the dignity of the individuals you are managing, however challenging you may find them.



Learning outcome 3: Know how to reduce the risks associated with physical intervention

Reducing the risk of harm:

- choose the least forceful intervention practicable (the physical intervention with the least force and potential to cause injury to the subject in achieving the legitimate objective)
- avoid high-risk positions including ground restraints
- avoid high-risk methods or restraints, such as neck holds, that can adversely affect breathing or circulation
- maintain ongoing communication between staff, and between staff and the subject during and following the restraint
- monitor the well-being of the subject for adverse reactions
- work as a team and designate a team leader
- follow established procedures (take care not to deviate)
- de-escalate at the earliest opportunity to reduce exposure to risk
- immediately release and provide assistance if subject complains of, or shows signs of, breathlessness or other adverse reactions.

Dynamic risk assessments when using physical intervention skills

When working as a door supervisor, you should not only risk assess the workplace at the start of your shift, but should continuously assess people and situations while you are working so you are immediately aware of any possible dangers to yourself or others.

Risk assessments need to be ongoing so that threats can be met with an early response, allowing time for sufficient people and resources to be allocated, so that the situation can be dealt with effectively and safely.

As a situation escalates, you might become worried, upset, frightened or may even feel threatened. However, as mentioned earlier, it is vital that you do not do anything that could escalate things further and make the situation any worse than it already is.

You will need to try to control your own emotions and demonstrate the correct behaviour towards the other person. You will certainly not want to do anything that might make the other person feel threatened or frightened, as this may **trigger** them to act negatively against you.

Dynamic risk assessment was covered at length in the conflict management unit. When applying this model in physical intervention, you are considering whether to use physical intervention or not, identifying when assistance is needed, monitoring risks to all parties during and following an intervention and finally, making an informed decision on when and how to de-escalate the use of force and withdraw.



Dynamic risk assessment

Before you start to deal with a situation you need to use **TACT**:



THINK safety first

Do not rush in, think about your personal safety first.



ASSESS the situation (subjects, environment, weapons)

What are the possible threats involved?



CONSIDER your options

Consider what help you may need and possible action you could take.



TAKE action

Select the safest and most appropriate action and take it decisively.

Remember, whatever action you take could have serious short and long-term effects on you, your colleagues and the subject.

Learning outcome 3: Know how to reduce the risks associated with physical intervention

Responsibilities of all involved during a physical intervention

All staff involved in a physical intervention have a responsibility to ensure the safety of persons during and after the intervention.

Responsibilities include:

- duty of care to the subject at all times (during and after restraint)
- duty of care to colleagues
- respecting the dignity of the subject
- providing appropriate care for any person who appears to be injured or at risk
- challenging unnecessary and excessive use of force by colleagues

Supporting colleagues:

- switch roles within the team where appropriate
- monitor staff safety
- monitor the subject and inform colleagues if you have any concerns for their well-being
- contain the immediate area and manage bystanders
- monitor the situation and communicate with others, e.g. staff from other agencies

Responsibilities immediately following a physical intervention

Responsibilities include:

- duty of care to the subject at all times (during and after restraint)
- duty of care to colleagues
- providing appropriate care for any person who appears to be injured or at risk
- briefing emergency services about the circumstances, position, duration and any difficulties experienced in a restraint event
- preserving evidence and securing witnesses testimony
- all staff involved must complete a full report individually accounting for their actions

Keeping physical intervention knowledge and skills current

It is important that you keep your knowledge and skills up to date so that you can remain effective in the workplace and keep yourself safe.

Laws do change from time to time, and as a professional security operative, you need to keep knowledge of your powers and responsibilities current so that you can protect yourself and your company from civil litigation or criminal prosecution.

Refresher training (CPD) is required to keep your physical skills up to date. If you do not practise motor skills regularly, your body forgets how to perform them. Lack of practice can lead to a loss of confidence in the system taught, and the loss of the ability to perform physical interventions correctly and safely when required.

There are also health and safety implications if skills and training are not kept up to date.

It is recommended that physical intervention skills are refreshed regularly by practising with other individuals using the handouts given to you on your course.



Appendix 1

Definitions - Working within the private security industry

Access and egress control:

a method or system of restricting access to and exit from a particular property or site by unauthorised people or vehicles.

ACS:

the SIA's approved contractor scheme.

Arrest:

the taking or restraint of a person from his liberty in order that he shall be forthcoming to answer an alleged crime or offence.

Assignment instructions (A.I.s):

documents that are used to describe what the client requires of the security company. Primarily used for security sites and retail sites. Assignment instructions are not commonly used in licenced premises.

Authorised persons:

agencies that are allowed to enter a site to carry out their duties.

CCTV:

A basic closed-circuit television (CCTV) system is a fixed communication link between a camera and a monitor.

Civil laws:

rules that help govern our daily lives.

Communication:

the imparting or exchange of information, ideas or feelings between human beings by speech, body language, gestures, behaviour, writing or other means.

Confidential information:

information that must be kept securely so that unauthorised people do not have access to it.

Criminal laws:

prevent people from committing more serious offences, usually against people or property, and punish people when those laws are breached.

Customer care:

how we deliver our services and how we provide security to our customers on a day-to-day basis.

Direct discrimination:

when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have, or because they associate with someone who has a protected characteristic.

Emergency:

any unplanned incident that is so serious that it must be dealt with immediately.

Evidence:

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.

False alarm:

a false report of an emergency, causing unnecessary panic and/or bringing resources (such as the security/emergency services) to a place where they are not needed.

Hazard:

something with the potential to cause harm.

Hostile reconnaissance:

how terrorists gain information on potential targets.

HSE:

the Health and Safety Executive.

Indirect discrimination:

when a policy or practice which applies to everyone particularly disadvantages people who share a protected characteristic.

Invacuation:

the controlled process of moving people to somewhere safe inside a building when there is danger outside or in another part of the building.

Lawful occupier:

someone who owns, occupies or has control over the property.

Private Security Industry



Appendix 1

Definitions - Working within the private security industry

Private Security Industry

**Manned security:**

where one or more security operatives work on a site providing both a deterrent against crime and an immediate response to incidents as they occur.

Marauding terrorist attack:

Fast-moving, violent incidents where assailants move through a location aiming to find, kill or injure as many people as possible. Attacks can be carried out using a variety of weapons, including firearms, knives and blunt objects.

PACE:

Police and Criminal Evidence Act 1984.

PPE:

personal protective equipment.

Physical security:

physical deterrents such as locks, alarms, barriers, grilles to help reduce crime.

Prejudice:

a hostile attitude towards someone who belongs to a certain group, simply because they belong to that group and are therefore assumed to have all of the characteristics ascribed to that group.

RIDDOR:

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

Risk:

the likelihood of harm occurring.

Risk assessment:

the identification of hazards, the calculation of risk and the reduction of that risk, either completely or to an acceptable level.

Sec.3 Criminal Law Act:

using such force as is reasonable in the circumstances in the prevention of crime, or in effecting (or assisting in) the lawful arrest of offenders, suspected offenders or persons unlawfully at large.

Security:

a state or feeling of being safe and secure.

Security operative:

the general term used throughout this book to describe any person providing any kind of manned security to a client or premises.

Self-defence:

if any person has an honestly held belief that he or another is in imminent danger, then he may use such force as is reasonable and necessary to avert that danger.

Sexual predators:

persons who commit sexual crimes, very often targeting vulnerable children and young adults.

SIA:

the Security Industry Authority.

Stereotyping:

lumping certain groups of people together, assuming that they are all the same simply because they belong to that group.

Systems:

electronic and other technical systems to monitor premises for crime and other dangers, such as intruder alarms, fire detection systems and closed-circuit television (CCTV) systems.

Terrorism:

the use of violence, threats and intimidation in the pursuit of political aims.

Trespass:

committed by a person who is improperly on someone else's property without consent.

VAAW:

vehicle as a weapon.

Vulnerable person:

anyone who may be at risk from harm.

Workplace violence:

any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.

Useful websites for further information

Websites

Security Industry Authority (SIA)

www.sia.homeoffice.gov.uk

Health and Safety Executive

www.hse.gov.uk

Victim Support

www.victimsupport.org.uk

Criminal Injuries Compensation Authority

www.cica.gov.uk

Skills for Security

skillsforsecurity.org.uk

British Security Industry Association

www.bsia.co.uk



Notes

Notes

The Principles of Working as a Door Supervisor in the Private Security Industry (Refresher)

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