



Item 8 - Safeguarding & Duty of Care **for Management & Door Supervisors**

- a) It is the responsibility of all Management and Doorstaff to care for the safety and wellbeing of all patrons and staff, wherever possible.**
- b) All customers & staff fall under this duty of care, irrespective of the circumstances that have led up to them requiring assistance or safeguarding.**
- c) Anyone requiring assistance should be looked after and not left alone where possible.**
- d) Please remember that the venue is happy to provide Free plastic bottles of water where required.**
- e) Staff should call for First Aid assistance if required.**
- f) Staff are to make themselves fully aware of the “Ask Angela” scheme.**

“Ask Angela” is a national scheme that tries to help females who are feeling intimidated, threatened or harassed. It is designed to raise an alarm in a discreet way so if a member of public asks you to “Call Angela” or “Is Angela in?”, please do not panic and choose the best way to calmly call a member of management. This could be saying to the customer “Let me just call her for you” and radio for management. Staff could be asked for Angela on a bar or on the floor.

Should Staff be asked this while not on a bar, they must ask the person to follow them to the nearest point where someone with a radio is located. This could be a static member of Doorstaff, a roaming member of Doorstaff, reception areas, cloakrooms or bars. The staff member with a radio will contact a Manager. Once a manager attends, they will take over. Persons asking for Angela are not to be left unattended, as they may be in a vulnerable situation and require our help.

- g) Female customers looking like they may be leaving the venue on their own, or maybe leaving with someone else, but look under duress or are upset, should be talked to and asked if they know the people they are leaving with, how they are getting home and where their friends are etc. Staff are encouraged to utilise any female security staff that may also be working, as they can often add a further element of calm to some situations.**
- h) Lone/distressed females should not be left on their own.**



Drink Spiking Information **for Management & Door Supervisors**

Drink spiking is defined as putting drugs or (more) alcohol into someone's drink without their knowledge or permission in order to take advantage of the person (predominantly to subdue someone for the purposes of sexual assault or robbery). The drugs can take as little as 5 minutes to work and the effects can last from 30 minutes to several hours.

How can we spot signs of tampered drinks:



How can we spot if something isn't right?

- Hard to speak or move
- Slurred speech
- Inability to concentrate or poor concentration.
- Feeling dizzy and sick
- Lack of consciousness

These signs are also common to someone who may have drunk too much. Should someone have these symptoms, it is important that a First Aider is called to assess them and decide on the correct course of action. If possible, the drink in question should be isolated, in case it needs to be examined or tested at a later time.

Staff are to be vigilant at all times and report any suspicious behaviour (eg. seeing someone touching other peoples drinks or pouring something into them). All bars have “spikies” to be used with a straw for bottled products and “Stop Topps” are available for non-bottled drinks. If a customer asks for either, they are given out free of charge.

As with any incident or issue, Doorstaff should listen to bar/support staff. They often see things before anyone else and can often provide more accurate information to help Doorstaff make informed decisions about what to do next.