

How to protect yourself and others: guidance for door supervisors



PUBLISHED JUL 6, 2021
BY [GOV.UK](https://www.gov.uk)

As lockdown measures are relaxed, some of you will be returning to work at licensed premises having not worked in that environment for a while.

We appreciate what a difficult job you do, dealing with members of the public in challenging circumstances and often placing yourselves in harm's way.

We want to highlight some of the guidance we have produced on good practice to help you continue to protect the public and keep yourself safe.

Protecting yourself and others

The private security industry plays an important role in the protection of the public.

We suggest that you read our advice for security operatives. This includes:

Guide to safer physical intervention for door supervisors

Safer physical intervention for door supervisor's poster

A guide to safer restraint

You can also read:

Case study - A fatal restraint

Helping vulnerable people

When working in the night-time economy you have an important role to identify and support people who may be

vulnerable.

Look out for signs of vulnerable individuals, who might be:

under the influence of alcohol or drugs

alone or receiving unwanted attention

separated from friends

lost or isolated

being followed or threatened

victims of child exploitation

under the age of 18

elderly

with mental ill-health

with learning, physical, or a range of invisible disabilities

Report concerns at once to your supervisor or the venue management.

If you are concerned about someone's ability to get home safely, please consider the following:

seek the help of street pastors, street marshals or any other active schemes

call a relative to help in the case of a younger or vulnerable adult

call for a licensed taxi to take the vulnerable person home

use 'safe havens' or other local initiatives run by organisations such as St John's Ambulance

call the police

Well-trained, professional, reliable security is an essential part of a business's front-line services to customers.

Please continue to fulfil your role to the highest standards. Thank you for your dedication and professionalism in protecting the public.

Press release distributed by Media Pigeon on behalf of GOV.UK, on Jul 6, 2021. For more information subscribe and follow us.

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