

FORUM BIRMINGHAM



SEARCH POLICIES & PROCEDURES

These are the search policies and procedures for The Forum, Birmingham



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INTRODUCTION & GENERAL POINTS

- Events are categorised into 4 risk levels within the license;
 - LOW
 - MEDIUM-LOW
 - MEDIUM-HIGH
 - HIGH
- For references of searching, a guideline for ingress searching into the venue is below; these may alter specifically for each event by risk assessment.
- All SIA although having received their own SIA training, the security company will ensure that they receive in-house venue training on these procedures provided and overseen by the venue.
- Ingress searching should take place for all those re-entering if allowed to return.
- Security need to be in place prior to opening to facilitate searching of staff.
- **It is to be noted that whichever level of search is utilised, this applies to ALL persons entering the venue for the event and includes staff, patrons, artists and promoters.** The only exception being responsible authorities on visits.
- In order to prevent drugs and other illegal or offensive items being brought onto the premises, it will be a condition of entry that customers acknowledge the venue's right to conduct searches prior to entry.
- Searches will be undertaken in a polite and respectful manner by trained members of staff; of the same sex as the customer as far as is reasonable and practicable.
Where this is
- Searches should also be conducted internally where there is a reasonable belief that the customer has been using drugs, or may be in possession of drugs or other illegal or offensive items.
- The customer has the right to refuse a search, whereupon they should be advised that they will not be allowed onto the premises.
- When searching, the customer should be asked if they have anything in their possession that they wish to hand over prior to the search; including sharp objects that may cause harm to themselves or security. The customer will then be asked to empty their pockets; after which they will be searched as per the search and SIA guidelines.

Pre-Requisites

- Searches always conducted under CCTV Surveillance wherever possible. If not then recorded on bodycams
- Fully trained search operatives to conduct search
- Staff to receive searches; this includes DJ's, performers and promotional staff
- The searching area must remain sterile in order to ensure that the only person in that zone is the person being searched and the operative conducting the search to eliminate confusion of whom has been searched and to avoid passing of objects

- The search area will need to be designated and marked out in plans
- Ingress rates monitored to ensure that safety is maintained without sacrificing security and searching requirements

SEARCHING PROCEDURES

This is split into search procedures for events of either LOW / MEDIUM-LOW and MEDIUM-HIGH / HIGH.

They are generally accepted guidance but specifics may alter slightly within risk assessments.

LOW & MEDIUM/LOW RISK EVENTS

Ingress Point of Entry

- ALL SEARCHES MUST BE CONDUCTED IN THE VIEW OF CCTV CAMERAS
- Signage should be in place that declares that searching is a condition of entry
- Signage at venue entrance to display what are classed as prohibited items as standard; this may be added to for specific events as identified within the risk assessment
- For larger events where there is a separate VIP/Artist/Production entrance, this will be located at back stage shutter and have a search team in place with body cams
- Where this is not used but a separate entrance available at the main venue front entrance, this gate to be penned by barriers until searches are completed
- All customers will either pass through a search arch or be 'wanded' with a metal detecting search wand. These aids will assist to identify the presence and location of metallic items for further inspection
- Consider any reaction from the metal detection arches and/or the metal detection wand process that the customer has been through. This will give an indication as to the presence of any metallic items the customer may be carrying and must be investigated during the search
- They will also undergo a visual search by trained operatives upon their approach
- All oversized bags will be checked in line with below search procedures

Visual Searching

Visual searching will take place initially and is a technique employed in a non-discriminatory way to identify potentially higher risk individuals who need further investigation. The crowd is scanned as they approach to identify persons of interest

Examples of things that stand out initially (and this is not an exhaustive list) would be:

- Wearing of big coats in summer time warm days
- Approaching the ingress point with hands in pockets
- Headgear/face coverings
- Activation of metal detectors
- Furtive and elusive behaviour
- Specific intelligence about individuals or groups attending the venue
- Large baggage/rucksacks etc.
- Individuals that instantly stand out, e.g. not the expected fan base of an act and so on
- Consider the person's demeanour for intoxication and also any behavioural trigger that could give an indication of the person having something concealed upon their person

- Nervousness
- Stepping awkwardly indicating something in their shoe etc.
- Bulky items spotted in their clothing

Those passing the visual search will be allowed entry into the venue. For those that do not pass then the following is undertaken:

- Call the person forward to be searched
- Get permission for search
 - Signage in place as mentioned above can be used as tacit permission
 - Should somebody approach with their arms held up or similar gesture this is read as them giving permission for search
 - REMEMBER - Security have no powers of search, so when someone wants to enter a building they can refuse to be searched but then in turn security can refuse them admission to the building. If security searched them anyway (against their will) it could amount to assault.
- Confirm that the person is happy to be searched. If not, entry must be refused
- Ask the customer to empty the contents of their pockets into the search bowl. Once all items are in the bowl, check these items for any contraband
- Amnesty bins must be provided and are exactly this; AMNESTY bins

Searching (for all full searches, ingress or otherwise)

Conduct a pat down body search of the customer, asking them to open or remove any jackets/zip up over-clothes. Unzipping or removal will depend on the size of the garment. Whichever method is easiest to conduct the search should be used. Some jackets should be treated as bags (large puffer style garments).

CHECK:

- **All pockets**
- **Any headwear** –consider any religious headwear as this may not be able to be searched for religious reasons
- **Back**
- **Front**
- **Legs**
- **Bags**

OTHER POINTS

- **REMEMBER** Search arches, wands and other search aids are only tools to assist you when conducting a search. They complement a professional and thorough assessment of the individual and the subsequent search, they do not replace it. The person searching must be thorough and professional every time
- Consider what someone is wearing as they approach you
- A supervisor and a suitably competent member of the venue management should be in place at all times during ingress to oversee the search processes
- Should the customer express any concern over any part of the search, you should politely explain that this process needs to be done in order to gain entry. The customer

can refuse and leave the venue at any point should they not wish to continue with the search. If a customer refuses a search their details should be obtained, where possible, to record as a 'refused search' and consideration for banning

- It is permissible in such cases for male door supervisors to search female patrons (and vice versa), but these searches must never be physical in nature. A female customer may turn out her pockets or empty a handbag at the request of a male door supervisor, but she must not be touched, so this needs to be considered when laying out search lanes and allocating resources. In cases where such a search is to take place, this must be witnessed and under CCTV
- For females wearing religious clothing such as Hijabs etc these should be taken to an internal search room and searched only by a same sex SIA. This needs to be covered by CCTV or bodycam

MEDIUM HIGH & HIGH RISK EVENTS

Ingress Point of Entry

- ALL SEARCHES MUST BE CONDUCTED IN THE VIEW OF CCTV CAMERAS
- Signage should be in place that declares that searching is a condition of entry
- Signage at venue entrance to display what are classed as prohibited items as standard; this may be added to for specific events as identified within the risk assessment
- For larger events where there is a separate VIP/Artist/Production entrance, this will be located at back stage shutter and have a search team in place with body cams
- Where this is not used but a separate entrance available at the main venue front entrance, this gate to be penned by barriers until searches are completed
- All customers will either pass through a search arch or be 'wanded' with a metal detecting search wand. These aids will assist to identify the presence and location of metallic items for further inspection
- Call the person forward to be searched
- Get permission for search
 - Signage in place as mentioned above can be used as tacit permission
 - Should somebody approach with their arms held up or similar gesture this is read as them giving permission for search
 - REMEMBER - Security guards have no powers of search, so when someone wants to enter a building they can refuse to be searched but then in turn the security guards can refuse them admission to the building. If a security guard searched them anyway (against their will) it could amount to assault.
- Consider any reaction from the metal detection arches and/or the metal detection wand process that the customer has been through. This will give an indication as to the presence of any metallic items the customer may be carrying and must be investigated during the search
- Consider the person's demeanour for intoxication and also any behavioural trigger that could give an indication of the person having something concealed upon their person
 - Nervousness
 - Stepping awkwardly indicating something in their shoe etc.
 - Bulky items spotted in their clothing
- Confirm that the person is happy to be searched. If not, entry must be refused
- Ask the customer to empty the contents of their pockets into the search bowl. Once all items are in the bowl, check these items for any contraband
- Amnesty bins must be provided and are exactly this; AMNESTY bins

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CHECK:

- **All pockets**
- **Any headwear** –consider any religious headwear as this may not be able to be searched for religious reasons
- **Back**
- **Front**
- **Legs**
- **Bags**

OTHER POINTS

- **REMEMBER** Search arches, wands and other search aids are only tools to assist you when conducting a search. They complement a professional and thorough assessment of the individual and the subsequent search, they do not replace it. The person searching must be thorough and professional every time
- Consider what someone is wearing as they approach you
- A supervisor and a suitably competent member of the venue management should be in place at all times during ingress to oversee the search processes
- Should the customer express any concern over any part of the search, you should politely explain that this process needs to be done in order to gain entry. The customer can refuse and leave the venue at any point should they not wish to continue with the search. If a customer refuses a search their details should be obtained, where possible, to record as a 'refused search' and consideration for banning
- It is permissible in such cases for male door supervisors to search female patrons (and vice versa), but these searches must never be physical in nature. A female customer may turn out her pockets or empty a handbag at the request of a male door supervisor, but she must not be touched, so this needs to be considered when laying out search lanes and allocating resources. In cases where such a search is to take place, this must be witnessed and under CCTV
- For females wearing religious clothing such as Hijabs etc these should be taken to an internal search room and searched only by a same sex SIA. This needs to be covered by CCTV or bodycam

FOUND ITEMS DURING SEARCH

During this search, you are looking for the following items:

- **Weapons** - to include anything that could be used as a weapon
 - detain the person and call for Head Doorman, Security Manager and Venue Management. That person will then be escorted to the search room and the Police called
- **Drugs** – illicit and prescription. Observe an individual's demeanour when searched, are they nervous? Do they try and steer the searcher away from areas of the body or distract them? If in any doubt refuse entry
 - If detected detain the person and call for Head Doorman, Security Manager and Venue Management. The drugs will be exhibited in an evidence bag and the decision taken as to whether the customer will be taken to the search room, ejected, arrested or let into the venue Every customer will have had access to an accredited drugs disposal box by this stage
 - Be wary of decoy proffering of drugs; i.e. somebody giving up smaller quantity to distract searcher away from larger quantities. If this happens then the search must continue
- **Prescription drugs** – welfare/first aid to be called to assess and decide upon validity. In some cases these may be allowed in at advice of first aid/welfare and final decision of DPS, and in some cases the drugs may be held by first aid team to be dispensed in their presence
- **CBD or similar prescription vapes** –these are starting to appear at events now and having taken advise on this we may allow provided that the person has:
 - Relevant original prescription (FP10PCD form which is pink in colour)
 - Proof of ID that matches the name and address of the prescription
- **Alcohol** - All drinks will be confiscated and destroyed. If the customer does not want to have the drink confiscated then they must be refused entry to the venue. (Do not hand back drinks that have been confiscated, sealed or opened, when individuals leave the premises as it will encourage drinking in the street and reflect negatively on the venue)
- **Other items** - Where items are discovered that are not illegal or dangerous but otherwise not allowed into the venue, such as large perfumes etc., the venue CANNOT take responsibility for repatriation and this should be made clear by searching staff. Supervisors to be informed of such items to avoid accusations of theft and the such
- After recent terrorist incidents, we must be vigilant for any devices, either body worn and concealed in bags. Things to note during the search – do items of clothing feel right? Is a bag unduly heavy?

8-Point Drugs Confiscation Procedure

1. Drugs confiscated
2. Details of customer taken, if safe and appropriate to do so
3. Drugs passed to duty manager
4. Drugs secured in sealed evidence bag and placed in drugs safe by duty manager

5. Incident recorded and signed by duty manager and security staff or bar staff (two people)
6. Record made in handover book for next day (or next duty manager changeover)
7. Where the Designated Premises Supervisor (DPS) is not duty manager, details of incident passed to the DPS as soon as possible
8. Incident discussed at monthly meeting and arrangements made for transfer of sealed evidence bag to Police

Weapons Policy

A weapon is given its broadest meaning and can be anything designed or used for inflicting bodily harm or physical damage.

Where searches are carried out and weapons are found the person is to be denied entry and the police to be called immediately. Any offensive weapons found within the premises are to be confiscated and placed in the safe box and a record made in the incident log.

If weapons are found on a person inside the premises, if safe to confiscate then do so and place in the safe box, but if not then evacuate the area and inform the police.

If a firearm is found inside the premises then the area is to be cordoned off, the premises evacuated and police called immediately.

If any firearm is found on search, the door staff should retreat into the premises immediately, secure the doors, call 999 and move customers away from the front of the building and windows.

Make sure that you check suspicious bottles for acid, and if you suspect then confiscate the item and report to the DPS. If an Acid attack occurs - See Acid attack policy (Remove, Remove, Remove)

If there is any uncertainty whether an item is a weapon or not, seek guidance from the DPS/Premises License Holder and refuse entry, unless authorised by the DPS/License holder.

Weapon Physically Identified -

- Member of Public immediately detained by Response Team
- DPS/Security Manager Informed – No further directions given unless through DPS/Security Manager
- Police to be informed (decided and actioned by DPS/Security Manager)
- Offender immediately isolated and removed from front door to other designated safe holding area (to be decided)
- Further search to be conducted at this point
- Weapon put into evidence bag and photographed

- DPS/Manager to log with time and number for CCTV and other evidential requirements
- If firearm, door ingress may be temporarily halted whilst others identified and advice sought from DPS/Security Manager/Police
- At NO POINT should staff put themselves in position of harm

Weapons Do's & Don'ts

- ❖ DO keep Management informed at all times
- ❖ DO keep all actions covered by CCTV
- ❖ DO prioritise safety over security at all times; this applies to staff/customers
- ❖ DO keep others out of the situation who are not directly involved
- ❖ DO isolate the situation from the event as quick as possible
- ❖ DO ensure everybody is searched fully no-matter what the pressure is on the door

- ❖ DON'T act on suspicion or instinct – Facts to be ascertained first
- ❖ DON'T act unless directed by control – this only to be broken is imminent risk to life or risk of serious injury can be justifiably proven
- ❖ DON'T escalate any situation
- ❖ DON'T physically contact the weapon unless cannot be avoided
- ❖ DON'T get involved in arguments
- ❖ DON'T get involved unless directed to do so
- ❖ DON'T put yourself in harm's way unnecessarily

ENHANCED SEARCH & SEARCHING OF PEOPLE INSIDE THE VENUE

The same search procedure for all MEDIUM & HIGH RISK EVENTS will be used in the secure search room. A person will only be escorted to the secure search room should there be intelligence that a search is warranted. It is important that all staff are proactive in identifying behaviour that may warrant a search. Behaviours that could trigger the need for a search include (not an exhaustive list):

- Is a person noticed using the smoking area noticeably more frequently than expected
- Is anyone seen jumping from group to group
- Is anyone seen trying to evade security attention
- Is a person or group conducting behaviours that could be linked to illegal activity
- Has somebody been reported to staff and such report is either corroborated or deemed credible

If such a person is identified they are to be taken to the secure search room. At that point, the situation will be explained to them and they are to be asked for their consent to be searched. If the person consents, we conduct the search as per the guidelines above. If they refuse the search, they are to be ejected from the premises. If we believe that someone is concealing something on their person and they do not consent to a search, the DPS shall have discretion to detain that person and call the Police (for example, if we believe that a weapon is concealed, or that illegal drugs that would indicate an intent to supply is suspected)

Any search is to be attended by a key member of staff who is wearing a body camera wherever possible. One of the space body cameras will be stored in the secure search area and turned on to record in the event that key members of staff who are issued a body camera are unable to attend

EXIT SEARCHING

Should we be in a position where we have to initiate exit searching, please do the following:

- Please explain why we are searching upon exit – e.g. we are looking for stolen phones or items on contraband such as drugs etc. This is a search looking for something specific, such as stolen mobile phones. Should somebody refuse the search please detain that person and call Head Doorman, Security Manager and Venue Management.
- Conduct a thorough pat-down search of the customer as detailed above. The exception is that we do not need to empty pockets as any items felt in a pocket that could be any item that we are looking for can be investigated once felt. This search needs to be conducted in a swift manner to ensure that disorder does not occur. People are far less accepting of an exit search than they are of a search upon entry or a search throughout the evening.
- Search all bags thoroughly.
- Should you find anything suspicious – e.g. multiple mobile phones that match the descriptions of phones reported stolen – please detain that person and call for Head Doorman, Security Manager and Venue Management. Management will be responsible for updating ID scan where appropriate.
- If you find nothing to raise any suspicion during the search, please thank the customer for allowing the search and wish them a good night with a smile.

SEARCHING OF THOSE UNDER THE AGE OF 18

Some events will attract an audience of under 18 and these obviously will have extra search considerations to be considered. When running events involving such audiences it is prudent that the Safeguarding Officer for the venue be in attendance at the searching point to oversee and check compliance.

Although we say that those under 18 are classed as children, 16-17 year olds will usually be relied upon to make their own adult decisions to enter the venue and this includes searching. That being said we need to be mindful of safeguarding principles and the venues own safeguarding policies and procedures. Those under the age of 16 however require more careful considerations as laid out below:

- Security should always identify themselves Good practice is to have two SIA present for the search
- They should not need to touch the child during the search, as the procedure is to guide the child or young person to demonstrate that they are not carrying/hiding any dangerous or prohibited items
- Explain the reason for the search
- Ask the child for permission to undertake the search, explain that the person has a right to refuse, but doing so can lead to non-admittance; if an adult is present with the child, obtain their permission to conduct the search
- Ask the child if they are carrying anything which may be dangerous or prohibited
- Ask if anyone else has asked them to carry anything into the venue for them
- Explain what they think they may find in the search
- Ask the child to empty and turn out their pockets
- Ask the child to take off any outer jacket(s) and pass them over to the other SIA for searching
- Ask the child to roll up their trousers to the knees and roll down their socks
- If wearing trousers, ask them to pull out the shirt at the waist and visually ensure there is nothing in the trouser belt area
- Request that they replace all clothing before moving on
- Only search people of the same gender as themselves
- Follow the correct venue procedure when finding unauthorised items and explain these procedures to the people involved
- Keep people only for as long as necessary