



Spiking & Vulnerability Policy

1. Purpose of the Policy

This policy sets out the procedures and responsibilities for preventing, identifying, and responding to incidents of drink spiking, needle spiking, and customer vulnerability within the premises. It supports the statutory licensing objectives and ensures all staff work to protect public safety and reduce crime and disorder.

2. Scope

This policy applies to:

- All staff working on the premises (bar, floor, security, management).
- Contractors and door supervisors.
- Any person authorised by the DPS (Designated Premises Supervisor).

It covers:

- Drink and needle spiking.
- Patron vulnerability through intoxication, isolation, or unsafe behaviour.
- Aftercare and safeguarding procedures.

This policy applies during all trading hours, set-up, break-down, private hires, and external events managed by the premises.

3. Definitions

Drink Spiking

The intentional addition of alcohol or drugs to a person's drink without their knowledge or consent.

Needle Spiking

The injection of a substance into a person's body through a needle without their knowledge or consent.

Vulnerability

A condition where a person is unable to safeguard themselves due to intoxication, medical condition, drugs, age, learning disability, or social circumstances.

4. Staff Responsibilities

All staff must:

- Remain vigilant for signs of spiking or customer vulnerability.
- Follow this policy's reporting and safeguarding procedures.
- Act immediately if a drink or customer safety concern is raised.
- Record incidents in the Incident Log and notify management.
- Cooperate with Police, Ambulance, and Licensing Officers.



Door supervisors must additionally:

- Monitor customer behaviour at entry and exit.
- Prevent individuals displaying predatory behaviour from entering or remaining on the premises.
- Escort and safeguard vulnerable people until they are safe.

5. Preventative Measures

The premises will implement the following:

5.1 Physical Controls

- CCTV coverage of key areas.
- Clear signage stating: "Spiking is a crime – we operate a zero-tolerance policy."
- Drink covers and anti-spiking devices available on request.
- Clean, well-lit bar areas.

5.2 Operational Controls

- Drinks must not be left unattended behind the bar.
- Staff will challenge anyone acting suspiciously around other customers' drinks.
- Bar staff will pour and serve drinks directly to customers.
- Refusal of service to customers displaying predatory or concerning behaviour.

5.3 Staff Training

All staff receive training in:

- Recognising signs of spiking and vulnerability.
- Safe intervention techniques.
- How to report and record incidents.
- Safeguarding responsibilities under licensing law.
- Annual refresher training must take place.
- All new staff must receive spiking awareness training on induction.

6. Identifying Signs of Drink or Needle Spiking

Staff should be alert to customers who display sudden:

- Confusion, disorientation or impaired balance.
- Nausea, vomiting or sudden intoxication.
- Memory loss.
- Reduced motor skills.
- Panic, anxiety, or feeling faint.
- Unexplained marks or pain in injection-prone areas.
- Staff should note if symptoms appear disproportionate to the alcohol consumed.



7. Responding to Suspected Spiking

If spiking is reported or suspected:

Immediate Actions

1. Stay with the individual and move them to a safe location.
2. Notify a manager and door staff immediately.
3. Call 999 if symptoms appear severe or the individual requests medical attention.
4. Do not allow them to leave alone or with strangers.
5. Offer water and reassurance- Do not allow consumption of further alcohol
6. Use the premises' Spiking Response Kit (if applicable).
7. Secure any drink, glass or suspected substance for the Police.
8. A staff member must accompany the person until passed into the care of paramedics or a trusted contact confirmed by management.

Preservation of Evidence

- Do not dispose of suspected drinks.
- Record any witness details.
- Preserve CCTV.

8. Responding to Customer Vulnerability

Staff must intervene if a customer is vulnerable due to intoxication or other factors.

Actions

- Speak calmly and discreetly with the individual.
- Offer seating, water, and support.
- Ensure they are not left alone.
- Contact a trusted friend or family member.
- Arrange safe transport (licensed taxi, family, friend).
- Refuse service if their consumption would create risk.

If the individual is believed to be under 18:

- Follow Child Protection & Safeguarding Procedures immediately.

9. Incident Recording & Reporting

All suspected spiking or vulnerability cases must be logged in the Incident Log, including:

- Date, time and location.
- Name or description of the person affected.
- Symptoms observed.
- Actions taken by staff.
- Names of staff involved.
- CCTV references.
- Whether Police or Ambulance attended.
- Incident logs must be stored for a minimum of 12 months

Management will:

- Notify the DPS.
- Review incidents in staff meetings.
- Report patterns or concerns to Police Licensing if necessary.
- The DPS must conduct a formal review after each suspected spiking event.

10. Zero-Tolerance Statement

This premises operates a zero-tolerance policy toward:

- Drink spiking
- Needle spiking
- Predatory behaviour
- Any behaviour that exploits vulnerable persons
- Anyone suspected of such behaviour will be removed, banned, and reported to the Police.

11. Review of Policy

This policy will be reviewed annually or earlier if required by law, local authorities, or following an incident.

Amendments will be communicated to all staff and included in training.