

Safeguarding Vulnerable People

A Security Guide

Key Responsibilities, Recognising Risks, and Responding Professionally

1: Understanding Your Role as a Security Officer

Why Safeguarding Matters

As a security officer, you are often the first point of contact for vulnerable people. Your role is crucial in ensuring their safety, preventing harm, and responding effectively when they need help.

Who Are Vulnerable People?

- Children and young people
- Elderly individuals
- People with disabilities
- Victims of abuse or exploitation
- Homeless individuals
- People affected by mental health issues

Key Responsibilities of a Security Officer

- **Be observant** – Recognize signs of distress or vulnerability.
- **Stay professional** – Treat everyone with respect and dignity.
- **Act appropriately** – Follow company policies and legal requirements.
- **Report concerns** – Inform the appropriate authorities or management.
- **Maintain confidentiality** – Handle sensitive information responsibly.



Recognising Signs of Vulnerability

- **Physical signs** – Bruises, injuries, poor hygiene, malnutrition.
- **Emotional distress** – Fear, confusion, withdrawal, excessive nervousness.
- **Unusual behavior** – Wandering aimlessly, avoiding eye contact, appearing lost.
- **Signs of exploitation** – Being controlled by another person, reluctance to speak, inconsistent stories.

Example: A young woman appears anxious and hesitant near an exit. A man stands close to her, speaking aggressively. As a security officer, you should approach calmly, assess the situation, and offer assistance if needed.

2: Responding to Vulnerable Individuals

How to Respond Professionally

- **Approach with care** – Be calm, polite, and non-threatening.
- **Ask open-ended questions** – “Are you okay?” or “Do you need help?”
- **Listen actively** – Show empathy and avoid judgment.
- **Offer assistance** – Guide them to a safe area, provide contact details for support services.
- **Follow procedures** – If immediate danger is present, call emergency services.

Handling Different Situations

- **A lost child:** Stay with them, reassure them, and contact the appropriate authority.
- **An intoxicated or confused person:** Ensure their safety, offer help, and call for medical assistance if needed.
- **A distressed victim of abuse:** Provide reassurance, offer a safe space, and report concerns discreetly.

When to Escalate the Situation

- **If someone is in immediate danger** – Call emergency services.
- **If you suspect abuse, neglect, or trafficking** – Report to management or safeguarding teams.
- **If an individual refuses help but seems at risk** – Document and report your observations.

Tips: Always trust your instincts. If something feels wrong, take action. It's better to report a concern than to ignore it.



Call- 020 8050 4108

info@londonsecuritycollege.co.uk