

Security Policy

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1.0 Introduction

- 1.1 NHS Lancashire recognises and will ensure that all reasonably practicable measures are taken to deliver a properly secure environment for all who work and visit NHS Lancashire premises

2.0 Purpose

- 2.1 The Secretary of State Directions 2003 require those responsible for the security within NHS premises to:

- Appoint a nominated Executive Director to lead work to tackle violence against staff.
- Record physical assaults and verbal abuse on a national incident reporting system
- Appoint a trained Local Security Manager Specialist (LSMS) to investigate cases of physical assault where the police are not investigating and to liaise with the police service.

- 2.2 NHS Lancashire is also required to:

- ensure the personal safety of staff, patients and visitors as well as other employers and contractors at all times
- protect NHS property against fraud, theft and damage.
- create a consistent approach and standards for the management of security across the whole organisation.
- work in partnership with local agencies e.g. police and local authority for a safe and secure environment within all NHS Lancashire locations.
- support all staff who have been a victim of assault (both physical and verbal), through the course of their work, supporting civil prosecution where the Crown Prosecution Service (CPS) will not pursue this.
- Build the internal and external profile of NHS Lancashire as an organisation that takes security seriously from prevention of crime through to prosecution of those committing crime against it.

3.0 Scope

- 3.1 This Policy applies to all directorates, services and departments of NHS Lancashire and in all aspects of its activities.
- 3.2 This Policy covers the security of staff, patients and visitors and property within and focuses on improving and sustaining physical and personal security.
- 3.3 NHS Lancashire Security Policy is based on the framework recommended as best practise by NHS Protect.

- 3.4 There are many security issues to be addressed. Physical assaults and abuse are of particular concern both locally and as part of the broader NHS and are dealt with as a matter of priority. This is in line with the requirements of NHS Protect whose aim is simple:

To protect the NHS so that it can better protect the public's health.

- 3.5 The guiding principle is to achieve a secure environment that protects patients, staff and visitors and their property and the physical assets of the organisation are those as outlined by NHS Protect.

4.0 Definitions

NHS Protect

- 4.1 NHS Protect supports NHS Lancashire as a specialist organisation with the commitment to protect the NHS by ensuring that resources made available to patient care and services are not lost to fraud and corruption. (See also national and local Whistle-blowing Policies)

Physical Assault

- 4.2 The intentional application of force to the person, without lawful justification, resulting in physical injury or personal discomfort.

Non-Physical Assault

- 4.3 The use of inappropriate words or behaviour causing distress and or constituting harassment.

5.0 Policy

Managing Violent Incidents and Verbal Abuse

- 5.1 All building/ line managers need to ensure the following actions are carried out:
- Risk Assessment
 - Implementation of risk control measures, including staff training.
 - The reporting of incidents of violence and aggression.
 - The well-being of the victim following an assault.
 - That all assaults on staff are reported to the police and also to NHS Protect through the LSMS
 - That a member of staff is provided with appropriate support and if necessary, referred for counselling via the Employee Assistance Programme or Occupational Health Department.

Managing Physical Security

- 5.2 The following steps should be taken to ensure the management of physical security is maximised at all times:

Security of Departments

- 5.3 Where possible, all departments should be secured when not in use. Authorised personnel, who must complete the key register and sign their entry, should only remove keys. Records should be auditable in cases where an investigation is subsequently required

Visitors/Contractors

- 5.4 Contractors and other personnel, who visit a department, are to be issued with a visitor's identification badge that must be displayed at all times when personnel are on the premises.
- 5.5 This will be signed for in the register held at the appropriate reception area. The member of staff who is responsible for the contractor will then arrange for the visitor to be escorted to the relevant department.
- 5.6 On leaving, the visitor's badge should be reclaimed. All relevant times should be recorded in the register held within the department.

Staff Identification

- 5.7 NHS Lancashire's Security Policy requires that all staff wear identification badges. Photographic identification badges for staff will be produced in accordance with the ID Badge systems of local PCT's.

CCTV

- 5.8 The installation of the CCTV at sites identified as benefiting from the facility is for the primary purpose of deterring criminal activity against the PCT, its staff or visitors.
- 5.9 Where crime is committed any relevant data captured by CCTV will be used as evidence to support criminal or civil prosecution of the perpetrator/s.
- 5.10 Access to images will be governed in accordance with ICO guidelines and Subject Access legislation.

Managing Violence and Aggression towards Staff

- 5.10 NHS Lancashire recognises the problem of violence and aggression to staff as a major priority (see policy - Management of Violence and Aggression at Work
- 5.11 The Security Management Services has developed definitions of the types of assault that the NHS will not accept:
- **Physical Assault** – The intentional application of force to the person, without lawful justification, resulting in physical injury or personal discomfort.
 - **Non-Physical Assault** – The use of inappropriate words or behaviour causing distress and or constituting harassment.

- 5.12 NHS Lancashire expects that patients, clients, relatives and any users of its services will behave in a manner that respects its staff while providing care in a patient's home or premises.
- 5.13 NHS Lancashire will not tolerate any form of violence. Behaviours that are unacceptable include:
- Damage to NHS Lancashire property
 - Threatening or abusive language involving excessive swearing or offensive remarks
 - Derogatory racial or sexual remarks
 - Malicious allegations relating to members of staff, other patients or visitors
 - Offensive sexual gestures or behaviours
 - Theft
 - Threats or threatening behaviour
 - Excessive noise e.g. loud or intrusive conversations or shouting
 - Abusing alcohol or drugs on its premises.
- 5.14 NHS Lancashire will and does fully support all staff members when an incident is reported. When an offence is committed against persons or property it is the policy of NHS Lancashire to report the matter to the police and seek redress where appropriate.
- 5.15 An incident form will be completed for all security incidents.

Managing Fire Safety and Security

- 5.16 The overlapping interests of security and fire safety policies are fully recognised and there is full co-operation between the Fire Safety Officer and security managers

Managing Information Security

- 5.17 Information relating to the management of information security can be found in the following policies:
- Data Protection Policy
 - ICT Security Policy

Managing Counter Terrorism Security Issues

- 5.18 Whilst there is no evidence to suggest that the NHS is more at risk from terrorism than other organisations, counter terrorism guidance can be found on the MI5 and Centre for Protection of the National Infrastructure websites:
- www.mi5.gov.uk
 - www.cpni.gov.uk

6.0 Roles & Responsibilities

NHS Lancashire Board

- 6.1 The Trust Board has overall accountability for the activities of the organisation. The Board will ensure that they receive the appropriate

assurance that the requirements of security directions and legislation are being met.

The Chief Executive

6.2 The Chief Executive is responsible for ensuring that the Trust complies with current security directions and legislation and is ultimately accountable for all matters of security.

6.3 The Chief Executive has nominated a Board Director (Security Management Lead) who will be accountable to the Chief Executive for all aspects of operational security matters.

Security Management Director (SMD)

6.4 A SMD is nominated to take overall responsibility for all aspects of operational security matters, with priority for dealing with matters of violence against staff, ensuring the following are considered:

- Appropriate policies are developed
- Ensuring reports and returns are made to the NHS Security Management Services;
- Serious incidents are reported to the CFSMS
- Co-ordinating the investigations of serious violence
- Working with the police and/or CFSMS in seeking prosecution of perpetrators of violence and verbal abuse
- Providing feedback to staff involved in the more serious incidents

Non-Executive Director (NED)

6.4 A NED will lead on the promotion of a pro security culture within NHS Lancashire is required to work with the SMD to ensure viability of all aspects of the implementation of the Security Policy.

Directors

6.5 It is the responsibility of all Directors to:

- Disseminate the Security Policy within the area of their responsibility
- Ensure the co-ordination of security issues with other employers who share the worksite with the Trust
- Ensure the co-ordination of security issues with other employers who share the worksite with the Trust
- Ensure the implementation of the Security Policy within the area of their responsibility by providing support and advice to their managers.

Local Security Management Specialist (LSMS)

6.6 The nominated Local Security Management Specialists (LSMS) will provide professional skills and expertise to tackle security management issues.

6.7 The overall objective of the LSMS will be to work on behalf of NHS Lancashire to deliver an environment that is safe and secure so that the highest standards of clinical care can be made available to patients.

6.8 The LSMS will:

- Provide advice and support to the Trust on all security matters
- Be responsible for advising on the security of all the locations within NHS Lancashire (consistent definition here from earlier comments!), carry out inspections, write reports and advise NHS Lancashire on all matters of security.
- Work closely with the NHS Security Management Service (SMS) and respond to all SMS initiatives and security alerts.

- Assist the SMD in the implementation of all NHS SMS initiatives.
- Provide advice to managers at all levels on security measures and dealing with violence.
- Provide assistance to managers implementing risk reduction measures and post-incident management.
- Monitor the effectiveness of implementation of the Security Policy by means of Security Surveys/Risk Assessments.
- Report the results of Security Surveys/Risk Assessments undertaken to the appropriate Manager and to the Health and Safety Committee.
- Ensure there is a prompt review of any significant violent incident and that actions identified are implemented.
- Provide assistance to managers undertaking violence at work risk assessments and report to the NHS Lancashire Health & Safety Committee on the implementation of risk assessments by Directorates.

Line Managers and Departmental Heads' Responsibilities

- 6.9 It is the individual manager's responsibility to ensure that safe and secure environments are maintained, that all incidents are fully reported and that action is taken when necessary.
- 6.10 Security is the responsibility of all managers who must ensure that preventative measures for the safety of staff and property are in place.
- 6.11 They should ensure that the right policies, procedures and systems are in place in their local areas and that such policies are kept under constant review.
- 6.12 They will carry out risk assessments and ensure that staff receive appropriate training.
- 6.13 Line managers and department heads should also
- Ensure that arrangements are made to secure the Department/Directorate out of working hours together with the safe custody of keys.
 - Ensure the setting of any security alarm or device to protect the property out of hours.
 - Seek advice from the LSMS to ensure that the highest standard of security is maintained within their Department/Directorate.

- Ensure all staff employed by NHS Lancashire, staff from other organisations working in NHS Lancashire, Contractors and Official Visitors wear an ID badge at all times.
- Ensure that all staff are made aware of this Security Policy and fully understand its content and their responsibilities.
- Assess the impact on security of new projects and changes

Responsibilities of the Employee

- 6.14 Employees are expected to co-operate with management to achieve the aims, objectives and principles of the Security Policy. Great emphasis is placed on the importance of co-operation of all staff in observing security and combating crime.
- 6.15 Staff should be aware of their responsibilities in protecting at all times, the assets/property of patients, visitors and the Trust. Where specific security procedures exist, staff must abide by them at all times. Where staff know or suspect a breach in security, they must report it immediately on an Incident Form or to their manager, or LSMS.
- 6.16 All staff are reminded that it is an offence to remove property belonging to the Trust without written authority. Failure to seek authority from their line manager could result in disciplinary action or criminal proceedings being taken.
- 6.17 Staff are responsible at all times, for the protection and safe keeping of their private property. The LSMS will if requested, advise staff on the security of their property. Any loss of private property must be reported without delay. If private property has been stolen, then it is the owner's responsibility, not the PCT's responsibility to contact the police.
- 6.18 NHS North Lancashire will not accept liability for the loss of, or damage to private property including motor vehicles or other modes of transport. Motor vehicles are brought onto the sites entirely at the owner's risk. The Trust will take reasonable steps to safeguard vehicles.
- 6.19 All staff, official visitors and contractors working on behalf of NHS North Lancashire or its representative, must wear an approved security identification badge at all times.
- 6.20 Should a member of staff be vulnerable for any reason or have a disability that could impact upon their security needs, they should bring this to the attention of their line manager who will make the necessary arrangements for drawing up a Personal Security Plan if required

7.0 Training & Equipment

- 7.1 Training will be provided as detailed in the Statutory and Mandatory training policy.

8.0 Dissemination and implementation

8.1 The policy will be made available to all staff.

9.0 Monitoring, Audit and Review

9.1 The effectiveness of this policy is monitored by the Health and Safety Committee through the means of:

- The investigation of adverse incidents
- The monitoring of Security Surveys/Risk Assessments and resultant action plans

10.0 References & Bibliography

Directions to NHS Bodies on Security Management Measures 2004

<http://www.cfsms.nhs.uk/doc/sms.general/sms.strategy.pdf>

Concordat between Health and Safety Executive & CFSMS

<http://www.cfsms.nhs.uk/doc/sms.agreements/concordat.sms.hse.pdf>

Memorandum of Understanding between the Associations of Chief Police Officers (ACPO) and the NHS Security Management Service

<http://www.cfsms.nhs.uk/doc/cfs.agreements/mou.acpo.cfs.pdf>

'Not Alone' – A Guide for the Better Protection of Lone Workers in the NHS.

<http://www.cfsms.nhs.uk/doc/lone.worker/not.alone.pdf>

Non Physical Assault – Explanatory Notes

<http://www.cfsms.nhs.uk/doc/sms.general/non.physical.assault.notes.pdf>

Conflict Resolution Training

<http://www.cfsms.nhs.uk/doc/crt/crt.implementing.syllabus.pdf>

CCTV Code of Practice

<http://www.ico.gov.uk/documentUploads/cctvcop1.pdf>

11.0 Associated Documents

11.1 The following documents should be consulted alongside this policy:

- Prevention and Management of Violence and Aggression Policy
- Statutory and Mandatory Training Policy

12.0 Peer Review

12.1 The document has been peer reviewed by the following people:

Name (Print)	Post Held	Date	Signature
Keith Savage	Head of Risk Management	04/10/12	
Tim Woodward	Risk Manager	04/10/12	
Don Clarkson	Assurance Manager	04/10/12	
Lisa Stott	Integrated Risk Manager	04/10/12	

13.0 Appendices

13.1 There are no appendices to this policy.

JOINT AGREEMENT OF POLICY
SECURITY POLICY

This policy document has been considered and approved by the representatives of Staff and management on the Joint Negotiating and Consultative Committee.

It is open to continual review and agreed change on the giving and receiving of at least 6 months' notice in writing where matters of principle are concerned. If both parties are agreed, the six month period may be reduced to suit the circumstances. Administrative amendments may be made on an on-going basis.

Signatories:

Director of OD & HR for Chief Executive

Date _____

Lead Staff Representative

Date _____