NHS
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**Security Services Standards
for
NHSScotland Security Leads**

Health Facilities Scotland
Facilities Management

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Contents

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Glossary of Terms

BIA	Business Impact Analysis - a systematic process to determine and evaluate the potential effects of an interruption to critical business operations as a result of a disaster, accident or emergency.
CCTV	Closed-circuit television, also known as video surveillance, is the use of video cameras to transmit a signal to a specific place, on a limited set of monitors.
Communication Strategy	Designed to help you and your organisation communicate effectively and meet core organisational objectives.
DATIX	A patient safety organisation that produces web-based incident reporting and risk management software for healthcare and social care organizations.
Emergencies	A serious, unexpected, and often dangerous situation requiring immediate action.
Job Description	A formal account of an employee's responsibilities.
MIP	Major Incident Plan - provide a framework and guidelines for an event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies.
PPE	Personal Protective Equipment - any device or appliance designed to be worn or held by an individual for protection against one or more health and safety hazards.
SAE	Significant Adverse Events - An extraordinary event that could have, or did have serious consequences, including immediate or delayed emotional reactions, physical or psychological harm for patients, public, staff or organisation, including suicides.

1.   Introduction

Security services within healthcare play a key role in underpinning the safe delivery of all services in the NHS and are often the members of staff with whom staff, patients and visitors have contact in a conflict or criminal situation.

The demands on the services provided by Security staff have therefore changed significantly to meet these new demands as they are introduced, along with statutory and legislative requirements. Changes to the design and use of healthcare buildings, the need for enhanced security across the estate and the increase in technology has increased the role and responsibilities of Security staff based within healthcare settings over recent years.

In order to provide advice, share best practice and take forward national initiatives to standardise and improve the provision of Security within healthcare settings, Health Facilities Scotland (HFS), in agreement with the Strategic Facilities Group (SFG), established a Portering and Security Services Expert Group to address the challenges facing Security within healthcare and a Short Life Working Group (SLWG), of this Expert Group, have contributed to these standards.

This document has been developed to provide a **minimum set of standards** which are to be implemented by the responsible person for the management of Security in a healthcare setting. This is not a strategic document; however, it does feed into the strategic objectives of the organisation.

The responsibility for ensuring that these **minimum standards** are correctly implemented, maintained, monitored and risks reported lies with the lead for all Security matters within the organisations, this may include a main Board executive or the Civil Contingencies/Resilience Lead or the Facilities Lead.

- Organisations with outsourced Security Services shall comply with these standards.

- In conjunction with these standards, local security policies and procedures have to be developed within your own Board area.

- Organisations shall audit themselves against the standards using the Facilities Monitoring Tool.

2. Security Standards within Healthcare

Standard 1: Governance

		Standard Statement	Rationale	Criteria
				Evidence Required
1.1		Organisations shall have a nominated lead with responsibility for management of security across the organisation.	To ensure that the Organisation is compliant with relevant legislation and is providing a safe and secure environment for staff, patients and public.	• security policy • job description
1.2		Organisations shall have an agreed reporting structure in place for Security leads.	To ensure that the Organisation is compliant with relevant legislation and is providing a safe and secure environment for staff, patients and public.	• governance structure
1.3		The nominated lead shall be appropriately trained and supported by the organisation.	To ensure that the Organisation is compliant with relevant legislation and is providing a safe and secure environment for staff, patients and public.	• training records • minutes/action notes of meeting attendance • expert group meeting attendance
1.4		Organisations shall establish a multidisciplinary committee that has part, or whole, of its agenda dedicated to the implementation and monitoring of the Board's security strategy/action plans.	To ensure that the Organisation is compliant with the relevant legislation and is providing a safe and secure environment for staff, patients and public.	• minutes/action notes of meetings
1.5		The Security Service is governed by a comprehensive set of written policies/procedures and service instructions.	To ensure that the Organisation is compliant with the relevant legislation and is providing a safe and secure environment for staff, patients and public.	• policies, procedures or instructions • job description • training programme for security services • communication strategy • risk assessments

Standard 2: Managing Security Services

	Standard Statement	Rationale	Criteria Example Evidence Required
2.1	Organisation provides appropriate security resources and budgets where required, to manage the provision of security services.	To ensure that the Organisation is compliant with the relevant legislation and is providing a safe and secure environment for staff, patients and public.	• budget statement • post outline • asset register
2.2	The Security Services lead is supported in the planning and delivery of Security Services where site development or change may impact on the delivery of Security Services.	To ensure that the security lead can advise on site redevelopment that may impact security service delivery.	• minutes of meetings • inclusion in business plans
2.3	The security lead shall collaboratively engage with key stakeholders in the delivery of security services.	To ensure that the Organisation is compliant with the relevant legislation and is providing a safe and secure environment for staff, patients and public.	• minutes of meetings • communication strategy • community police contacts
2.4	Security Services have been appropriately risk assessed.	To ensure staff, patients and visitors are safe and secure within all NHS premises.	• risk assessments • risk register • H&S meeting notes • SAE (Datix reporting)
2.5	The security lead shall be responsible for auditing and monitoring their security service including developing KPI's. *(See Appendix 3 as an example of a KPI which could be used to measure response times)*	To give assurance that the organisation is compliant with NHS Scotland security standards and the performance is measured.	• results from the Facilities Monitoring Tool (FMT) - Security Audit Tool • performance review • benchmarking returns

Standard 3: Service Delivery

		Standard Statement	Rationale	Criteria
				Evidence Required
3.1		All staff within the organisation are aware of the remit of the service and procedure for accessing it, and have an effective communication process in place.	All staff members have a knowledge and understanding of the service and how to access it.	• induction programmes • security services handbook/departmental hand book • a written schedule of tasks and functions performed by security services, categorised into areas of priority • communication plan and minutes
3.2		Written complaints relating to Security Services are integrated into the organisation's complaints process. Verbal complaints relating to Security Services are dealt with timeously by the Security Services Manager/Supervisor.	Ensure that all complaints made in regard to Security Services are dealt with in the required timescale and, following investigations of the complaint, draw experience to review and improve these services.	• complaints procedure • complaints register
3.3		Appropriate Security equipment is provided, regularly maintained and staff are fully trained on its use.	To allow security to carry out their roles safely and effectively.	• maintenance records • helpdesk calls • security handbook • training records
3.4		Security staff shall maintain their appropriate Appearance, Attitude and Conduct.	To ensure the reputation and professionalism of the service is maintained.	• written organisational procedure setting required standards for security staff appearance, attitude and conduct • presenting a positive image of herself/himself and the service • procedure to include reference to the wearing of identity badges, uniform and Personal Protective Equipment (PPE)

Standard 4: Training (Security Services)

	Standard Statement	Rationale	Criteria
			Evidence required
4.1	All Security staff shall meet their statutory/mandatory training requirements including any additional requirements identified within their Board.	To ensure security staff are adequately trained to provide a Security Service maintaining a safe and secure environment.	• training plans • statutory and mandatory training • risk assessments • staff certificates • Learnpro/AT Learning • security services workbook • KSF
4.2	The organisation has detailed training plans for dealing with incidents/emergencies.	To ensure that Security staff are trained to respond appropriately as per local policy for emergency incidents.	• training plans • training records • emergency procedures • staff attendance sheets

Standard 5: Resilience and Business Continuity

	Standard Statement	Rationale	Criteria
			Evidence Required
5.1	The organisation shall have a business continuity plan in place.	To ensure that the Organisation is compliant with the relevant legislation and is providing a safe and secure environment for staff, patients and public in the event of an adverse incident.	• business continuity plan • Major Incident Plan (MIP) • Business Impact Assessment (BIA)

Standard 6: Building Security

	Standard Statement	Rationale	Criteria
			Evidence Required
6.1	CCTV - The organisation shall ensure that they have a data protection officer in place.	To ensure that the Organisation is compliant with the relevant legislation and is providing a safe and secure environment for staff, patients and public.	• CCTV policies and procedures • training plan • training records • maintenance records • job description
6.2	Appropriate staff are trained in the use of CCTV.	To ensure that the Organisation is compliant with the relevant legislation and is providing a safe and secure environment for staff, patients and public.	• training plan • training records
6.3	The organisation has appropriate access control measures where applicable.	To safe guard the organisation against unlawful entry, vandalism terrorism etc.	• security policy • access control procedures • risk assessments • patrol records • lock down policy

Appendix 1: Membership of Security Standards Review Short Life Working Group 2016

Name	Surname	Title	Organisation
Neil	Redhead	Facilities Support Manager	Health Facilities Scotland
Natalie	Macdonald	Facilities Manager	NHS Borders
Annette	McCafferty	Facilities Manager – Corporate Services	NHS Greater Glasgow and Clyde
Gerry	McDermott	Support Services Manager	NHS Dumfries and Galloway
James	McNee	Site manager PFI	NHS Lothian
Belinda	O'Shea	Project Support Officer	Health Facilities Scotland

Appendix 2: Example security categorisation and sub category response time

Category	Sub-Category	Response time	Action
Access/Egress	Forced entry alarm Pharmacy Cashiers office Stores Residential Non-residential On –call rooms	Immediate Immediate Immediate Immediate 15 mins 15 mins 15 mins	Investigate /police Investigate/police Investigate/police Investigate/police Investigate/secure Investigate/secure Investigate/secure
Accidental Damage	Accidental Damage	15 mins	Action
Activism/Protester's Indicators	Demonstrations Graffiti Leaflets Letters Posters Telephone calls Other	As required/immediate Immediate As required As required As required As required As required	Police /Observe Police/helpdesk Discard Discard Discard Escalate if malicious /police As required
Alarm Activations	Building alarms Medical gases Fire Alarms Personal attack alarms Patient Wander guard	Immediate Immediate Immediate Immediate Immediate	Attend /Investigate Per procedures Per procedures Attend/Police Clinical staff/Attend
Baby Tagging Alarm	Activated in error Fault Incident/Crime Test	Immediate in all cases	Contact Clinical staff Helpdesk Police /bleep holder Inform clinical start
Civil Disputes	Between - members of staff Patients and Visitors Patients and Visitors and Staff	Immediate in all cases	Police/Action
Cleaning problems	Fluids Rubbish Dirt Other	15 mins 30 mins 30 mins 30 mins	As per policy Remove/helpdesk Helpdesk Helpdesk Report to domestic management

Category	Sub-Category	Response time	Action
Complaints of Noise	Loud speaker Radios Verbal Other	15 mins 15 mins 15 mins 15 mins	Investigate in all cases then refer to Bleep holder/contact police/Action
Complaints to Security by public **Complaints to Security Staff by Staff**	About other staff/ department About Security Services About Security Staff Other About other Staff or Departments About Security Service About Security Staff Other	30 mins 30 mins 30 mins 30 mins 30 mins 30 mins 30 mins 30 mins 30 mins	Complaints department through Site Managers Site Managers and logged
Dangerous Waste/Debris	Clinical waste Chemical waste Sharps Building waste Other	15 mins 15 mins 15 mins 30 mins 30 mins	As per policies Helpdesk /remove Helpdesk
Disturbances	Abusive Patient Abusive Staff to Patient Abusive Visitor to Staff Physical Violence Patient to Staff Fights/Altercations Physical Violence Staff to Staff Physical Violence Visitor to Staff Drunk In-coherent people Drug misuse Excessive numbers of visitors	Immediate Immediate Immediate Immediate Immediate Immediate Immediate Immediate Immediate Immediate 15 mins	Police to be contacted/Action
Escorts	Cashiers Pharmacy Catering Patients Personal on request	15 mins 15 mins 15 mins 15 mins 30 mins	As required
Estates and Maintenance - General	Broken windows Dangerous roads/ footpaths Dangerous Structures Door Security Unprotected Hazards Vehicle Access Systems Defective Lighting Other	Immediate Immediate Immediate Immediate Immediate Immediate 15 mins As required	Helpdesk/secure if possible

Category	Sub-Category	Response time	Action
Money/lost property logging of Items	Money Mobile phone I-Pads/Tablets etc Clothing	30 mins in all cases	Logged
Traffic Management	Unauthorised parking Car park barriers jammed Permit jammed Broken entry system Children in car parks Service users parking contrary to policy Traffic Accident Traffic Control Management	Immediate Immediate Immediate Immediate Immediate Immediate Immediate As requested	Security in attendance/ Helpdesk Security to attend Escalation/ police Escalation
Thefts	Equipment Bicycles Motor Vehicles Lockers being broken into Personal belongings	As soon as possible	Observe and call police/Action Observe and call police/Action
Unauthorised Entry	Intruder Wanderer Mischievous Children Vehicles Hawkers Sellers	Immediate Immediate Immediate Immediate Immediate immediate	Police/observe/Action Action Approach Approach Approach
Utility Problems	Access Control Alarms CCTV Electric Gas IT networks Communication equipment Security PC	Immediate Immediate Immediate Immediate Immediate Immediate Immediate Immediate	Helpdesk/Action Helpdesk/Action Helpdesk/Action Helpdesk/Action Helpdesk/Action Helpdesk/Action Helpdesk/Action Helpdesk/Action

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Appendix 3: Recommended training

Topic	Training
Alarms	Intruder alarms Fire alarm Medical gas Personal attack
Car parking Barriers	Introduction to the car park system Barrier operation Intercom system Procedures for access without a permit Permit Jam Emergency vehicle access Reporting abusive behaviour
CCTV	CCTV Policy and legislation CCTV authorisation paper work How the CCTV cameras operate How the multiplex screens operate Camera recognition Camera Functions - Fixed/PTZ Fault finding and reporting of faults Burning a CD and storing the image Illegal viewing of images Who is allowed to view CCTV images Police requests Data Protection Act Information Governance Policy Redacting awareness
Desk PC	PC functions Outlook Microsoft Saved Images Email
Fire Panel	Locations Print outs Silence of alarms Reporting faults
Familiarisation of the control room	Lay out of the control room Key cabinets Alarm codes Telephone numbers Radios Pagers Rules of the control room PPE Vehicle logs
Issuing of Keys	Identifying keys Authorised signatory lists for keys
Local Security procedures **Local Car parking procedures**	See local files See local files
Lost property	Logging procedure Returning procedure Safe code /key Cashiers office (hours)

Topic	Training
Local Policies	Organisation Security policy Site Lockdown Infection Control Policy Violence and Aggression Car parking Policy Healthcare Support Workers Portfolio Uniform policy Risk assessment Health and Safety Lost and Found Policy Major Incident Policy Lone Worker Policy Missing Persons Policy Infant Abduction Policy
Reporting of Faults	Local help desk
Specific Security Policies	Prisoners attending sites Telephone Bomb threat /verbal Suspicious Packages
Site Familiarisation	Emergency doors (locations) Morseman watchman system Wards Departments Visiting times Shop opening closing times Bus routes Taxi stances Introductions to key personnel Locations of phones Locations of Cameras Bleep holders location Hospital at Night location Escalation process
Security as a Service to the Organisation	The role of the Security officer within the NHS
Shadow Supervisor and experienced officer all shifts to be covered	All duties Days Lates Nightshift
Torches	Operation How to change bulbs /batteries
Use of a two way radio	Familiarisation of the two way digital radio Frequencies/ channels Call signs Earpieces Charging of batteries

Relevant legislation

Civil Contingencies Act 2004
http://www.legislation.gov.uk/ukpga/2004/36/contents

Data Protection Act 1998 http://www.legislation.gov.uk/ukpga/1998/29/contents

Fire (Scotland) Act 2005 http://www.legislation.gov.uk/asp/2005/5/contents

Health and Safety at Work etc Act 1974
http://www.hse.gov.uk/legislation/hswa.htm

In the picture: A data protection code of practice for surveillance cameras and personal information 2015 https://ico.org.uk/for-organisations/guide-to-data-protection/cctv/

Managing the Risk of Healthcare Associated Infection in NHSScotland, HDL (2001)53 http://www.scot.nhs.uk//sehd/mels/HDL2001_53.htm

Preparing for Emergencies Guidance for Health Boards in Scotland 2013
https://www.aber.ac.uk/.../Preparing-for-Emergencies-(HM-Government).pdf

Provision and Use of Work Equipment Regulations 1998 (PUWER)
http://www.hse.gov.uk/work-equipment-machinery/puwer.htm

Scottish Health Planning Note 00-07 – Resilience Planning for the Healthcare Estate http://www.hfs.scot.nhs.uk

The Fire Safety (Scotland) Regulations 2006
http://www.legislation.gov.uk/ssi/2006/456/contents/made

The Health and Safety (Display Screen Equipment) Regulations 1992
http://www.legislation.gov.uk/uksi/1992/2792/contents/made

The Manual Handling Operations Regulations 1992 (as amended) (MHOR)
http://www.hse.gov.uk/foi/internalops/ocs/300-399/313_5.htm

The Personal Protective Equipment at Work Regulations 1992
http://www.legislation.gov.uk/uksi/1992/2966/contents/made

The Workplace (Health, Safety and Welfare) Regulations 1992
http://www.legislation.gov.uk/uksi/1992/3004/contents/made