

SPRING

2022

SECURITY FOCUS

HELPING TO PROTECT NHS PATIENTS, STAFF, PROPERTY AND ASSETS



Suspect Packages

What to look out for



Terror Attack

Be prepared



Protecting property

Optimise built-in security

Welcome to the Spring 2022 edition of TIAA's Security and Risk Management Service newsletter.

This edition's themes focus on counter terror which includes;

- how to spot suspect packages and what to do,
- when to act if you suspect a firearms or weapon attack, and
- advice on how to protect your mobile data and medication.

The current national terror threat level is substantial. This indicates the likelihood of a terrorist attack in the UK is likely. The murder of an MP in Essex and a bomb incident outside a Liverpool Hospital saw the threat level rise to severe between November 2021 and February 2022, which underlines the need to be vigilant. The threat level is constantly assessed and can change at any time as different information becomes available.

Research by the ONS shows that theft and non-domestic burglary are more likely in the Spring than at other times of year. Spring tends to be the season in which we begin to spend more time outdoors. Potentially an invitation to thieves, as doors and windows are left insecure. Staff are beginning to return to a hybrid model of office and home working, with new joiners and new faces increasing the risk of allowing unauthorised intruders to enter premises unchallenged. The rise in home working has also seen a rise in cyber-crime.

Refresh your building security awareness, ensure ID badges are worn and staff challenge unescorted visitors without ID. Ensure procedures are in place for secure opening and closing of premises. Check alarms and systems are working and that there is adequate lighting at exits and car parks. Consider the use of CCTV, signage and defensive planting and hedging to deter criminals. Contact your TIAA Anti-Crime Specialist for a site security review or any security advice. We want to help you create and maintain a pro-security culture.

Security and Risk Management Service

What is Security Management?

- Engendering a pro-security approach.
- Deterring security incidents and breaches.
- Preventing security incidents and breaches.
- Detecting security incidents and breaches.
- Investigating detected security incidents and breaches.

What does Security Management cover?

- Anyone working, receiving treatment or visiting your premises has a right to feel safe and secure from violence and abuse, both verbal and physical.
- Funds and assets belonging to the NHS or used to provide NHS care should be kept safe and secure at all times.

Who regulates and manages security?

NHS England & Improvement launched the Violence Prevention & Reduction Standard in December 2020 which placed a duty on employers to protect their staff from violence and aggression.

What are the business risks associated with weak security?

- Damage to the health and wellbeing of staff.
- Harm to the health and wellbeing of patients and service users.
- Impact on resources.
- Reputational risk.
- Non-compliance with regulatory standards.
- Financial loss.

Anti-Crime Specialist (ACS) / Local Security Management Specialist (LSMS)

The role of the Anti-Crime Specialist (ACS) / Local Security Management Specialist (LSMS) is to:

- Ensure local security management meets the national standards.
- Continually improve and develop local security provisions and policy.
- Tackle violence against staff.
- Protect staff, property and assets.
- Ensure the security of drugs, prescription forms and hazardous materials.
- Protect vulnerable high-risk areas such as paediatric units.
- Ensures that crime is identified and tackled in a cohesive manner.
- Educate and inform staff about crime in the health service and other organisations and how to tackle it.
- Prevent and deter crime by removing opportunities for it to occur.
- Detecting and prosecuting offenders and seeking redress where possible.

Our aim is to ensure that staff can work and service users can experience care and treatment in an environment that is safe and secure.

Contact details for your Anti-Crime Specialist (ACS) / Local Security Management Specialist (LSMS) can be found on the final page of this document.

Security Advice: Suspect Letters and Packages

How to recognise a suspect letter or package:

- 1 If delivered by carrier, inspect for lumps, bulges, or protrusions, without applying pressure.
- 2 If delivered by carrier, balance check the package to see if it's lopsided or heavy sided.
- 3 Handwritten addresses or labels from companies are improper. Check to see if the company exists and if they sent a package or letter.
- 4 Packages wrapped in string are automatically suspicious, as modern packaging materials have eliminated the need for twine or string.
- 5 Excess postage on small packages or letters indicates that the object was not weighed by the Post Office.
- 6 No postage or non-cancelled postage.
- 7 Any foreign writing, addresses, or postage.
- 8 Handwritten notes, such as: "To Be Opened in the Privacy of", "CONFIDENTIAL" - "Your Lucky Day is Here" or "Prize Enclosed".
- 9 Improper spelling of common names, places, or titles.
- 10 Generic or incorrect titles.
- 11 Leaks, powder, stains, or protruding wires, string, tape, etc.
- 12 Hand delivered or dropped off for a friend packages or letters.
- 13 No return address or nonsensical return address.
- 14 Any letters or packages arriving before or after a phone call from an unknown person asking if the item was received.



If you have a suspicious letter or package:

- DO NOT handle it.
- Vacate the room where the parcel or letter is kept.
- Report it immediately to your manager/supervisor and contact the police.

If you have a suspicious letter or package: <https://www.youtube.com/watch?v=rv5aMGjO8y0>

Protect Duty Martyn's Law

In the wake of the 2017 Manchester Arena attack, the Government has prepared legislation, "Martyn's Law" which is likely to be enacted in 2022. The legislation is likely to have resourcing and accountability implications for owners of spaces where large numbers of people congregate.

Our webinar held in March drew upon real life experiences of the speakers which most of us have thankfully not had to encounter. These insights provided the context for your organisation's moral, current and future legal obligations to provide safer spaces for the public.



In summary, Martyn's Law, which may form the model for the Protect Duty, is comprised of four requirements:

- That certain sections of the community, spaces, and places engage with freely available counter-terrorism advice and training.
- For those places to conduct vulnerability assessments of their operating places and spaces.
- For those places to have a mitigation plan for the risks created by the vulnerabilities.
- For those places to have a counterterrorism plan based on Guide, Shelter, Communicate.

The webinar explained that:

- There are currently no laws in the UK that are aimed at providing counter-terrorism protective security or preparedness outcomes.
- Vulnerabilities can be mitigated at little to no cost.
- This could be as simple as implementing a search policy at your business, venue or event.
- Good security often brings good counter terrorism security.
- There is still no clear understanding of the government's policy direction on Martyn's Law. Analysis of the consultation however was published on 10 January 2022.
- The starting point of Counter Terrorism security should be a threat assessment followed by an assessment of how vulnerable the place or space is to that threat.
- Training, awareness, campaigns and guidance are all seen as providing value.

Guide



Direct people to safe place. This could be invacuation as well as evacuation.

Nowhere to go - then shelter.

Shelter



It's best to hide than confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can.

Only emerge when it is safe.

Communicate



Have a means of communicating effectively and promptly and have staff capable of giving clear instructions to your patrons.

Tell the police by calling 999.



Suspicious or Threatening Activity

Report any of the below activity if you believe it to be suspicious or cause threat.

Research

- Do you know someone who travels but is vague about where they are going?
- Do you know someone with multiple passports in different names?
- Do you know someone who looks at extremist material? Or shares or creates content that glorifies terrorism?
- Have you noticed somebody promoting hateful ideas or extremist views?

Gathering Materials

- Have you noticed someone receiving deliveries for unusual items?
- If you work in commercial vehicle hire or sales, has a sale or rental seemed unusual?
- Have you noticed someone buying large amounts of chemicals or gas cylinders for no reason?
- Have noticed someone acquiring illegal firearms?

Storing Materials

- Have you noticed anyone storing large amounts of chemicals, fertilisers, or gas cylinders for no reason?
- Have you noticed anyone storing firearms which could be used for an attack?

Hostile Reconnaissance

- Observation and surveillance help terrorists plan attacks. Have you noticed anyone taking photos and observing CCTV or security arrangements?

Financing

- Cheque and credit card fraud are ways of generating cash. Have you noticed any unusual bank transactions?

It may not be anything, but if you see or hear anything that could be terrorist-related, trust your instincts and call the Anti-Terrorist Hotline on 0800 789 321.

To watch the Stay Safe film, visit: https://www.youtube.com/watch?v=QUCW_mk35Xc

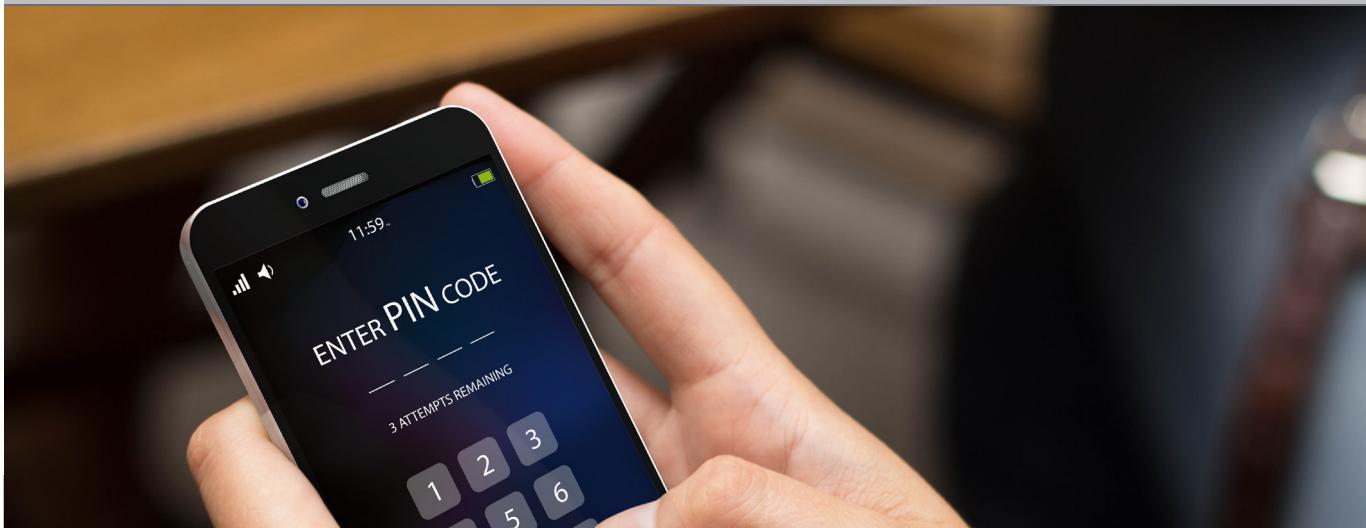
Protecting Your Mobile Phone

One of the most commonly items to be stolen - the mobile phone.

Not only are our phones valuable in themselves, but many of them will also contain valuable data, whether that is downloaded music and films, or personal information. As a result, they can be a very tempting target for thieves.

However, there are some simple steps that you can take to protect your mobile phone:

- Use the security features provided.
- Know how to identify it when it is stolen.
- Be aware of your surroundings.



Security Features

Most mobile phones have a range of security features that are intended to stop anyone else accessing and using them should they be stolen. These security features include:

- Creating a straightforward PIN code that locks your handset.
- Tracing the location of, wiping data from, or locking your handset remotely using another internet enabled device.
- Needing to enter a separate password or account ID to prevent thieves from simply resetting your handset to its factory setting, and therefore resetting any codes or other security features you have set.

However, these features will only protect your mobile phone if you switch them on.

Medicine Security Top Tips

- Medicine security is the responsibility of all staff.
- Keep all medicines securely stored when not in use.
- Ensure medicine cabinet keys are with an authorised person or stored securely at all times.
- Don't leave medicine deliveries unattended, secure immediately.
- Report discrepancies in medicine orders immediately.
- Report medicine theft or loss to your AMS / LSMS (and your Controlled Drugs Accountable Officer if appropriate).



How to Report Incidents

Your Anti-Crime Specialist (ACS) / Local Security Management Specialist (LSMS) can only help with an incident, or suspected incident, if you report it.

If I need to report an incident, what should I do?

Report the incident on your incident reporting system.

This will allow appropriate support staff to be notified, in order to follow up on relevant actions.



What happens next?

What happens next will depend on the seriousness of the incident.

In the first instance, a line manager or relevant expert will identify the most appropriate way forward.

In the case of a serious incident, this will then be reported to the appropriate authorities;

- Your organisation's ACS / LSMS
- Health & Safety Executive (if required by law)
- Police

Your ACS / LSMS will acknowledge that a report has been received and ensure that the appropriate action is taken promptly.



Who will investigate the incident?

The investigation of violent incidents falls primarily with the police. If the police do not take action or the Trust is not satisfied with the outcome, your LSMS will undertake an investigation.



What will the investigation involve?

You may be required to speak to the police and/or your ACS / LSMS.

If appropriate, you and any witnesses would be asked to make a formal statement.



Who will support me?

Your ACS / LSMS will provide support until any investigation or other action has been concluded and will keep you informed throughout the process.



Will I have to go to court?

Anyone who makes a statement may be required to go to court, but this is not always necessary.

An assailant may plead guilty in the early stages of proceedings and attendance at court would therefore not be required.



What will happen to the person who assaulted/abused me?

If the incident is the result of their illness, the case will be reviewed by the clinicians involved in their care. If the incident is investigated, the following sanctions are available;

- Criminal prosecution
- Civil action
- Warning letters
- Restricted access to hospital premises
- Withdrawal of treatment

Disclaimer: The content of this document is intended to give general information only. Its contents should not, therefore, be regarded as constituting specific advice, and should not be relied on as such. No specific action should be taken without seeking appropriate professional advice.

For more information about how our Anti-Crime Team can help you, please contact:

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