

tiaa SECURITY FOCUS

HELPING TO PROTECT NHS PATIENTS, STAFF, PROPERTY AND ASSETS

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2022



New Look!
ISSUE



Preventing Violence and Aggression

WHAT YOU CAN DO TO HELP

→ SEE PAGE 4



Personal Safety

HOW TO KEEP YOURSELF SAFE

→ SEE PAGE 5



Protect NHS Staff

REPORTING INCIDENTS

→ SEE PAGE 8

Welcome

Welcome to TIAA's Security and Risk Management Service newsletter. Security and risk management is a key challenge for any organisation, and TIAA know that ensuring a safe and secure environment for your staff and visitors is paramount. No organisation wants the disruption or bad publicity that incidents of violence and aggression against your staff or crimes against your property create.

TIAA has provided business assurances services throughout the UK since 1995. TIAA is one of the largest providers of security and risk management services to the NHS in the UK. TIAA works with you to robustly tackle and fully investigate any security incidents you face. TIAA also help you put effective crime reduction measures in place to help reduce future problems and build a strong pro-security culture. Violence and aggression towards staff working in the community has been on the rise over the past few years.

Our security and risk management team at TIAA have been developing ideas and solutions to reduce the opportunity of staff being victims of aggressive behavior. These include looking at innovative ways of redesigning office space, working environments and public spaces. TIAA also design and deliver courses that not only provide staff with a tool kit to deal with aggression, but the training to deal with the public to reduce a threat before it becomes an issue.

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 pediatric units.
- Ensure 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.

Martyn's Law

Martyn's Law, more officially known as the Protect Duty legislation, is a piece of legislation currently under consultation by the UK government that creates a coherent and proportionate approach to protective security. It should apply to any place or space to which the public have access.

In preparation, organisations with publicly accessible locations are being encouraged to do their bit to protect the public from terrorist and other criminal activity, by using new awareness training to help their staff maximize safety and security.

SCaN for all staff:

→ See → Check → Notify

Is a free package with video content to introduce all staff to awareness of how to recognise suspicious activity and what to do next.

The package allows organisations, venues and event organisers to train their staff to assist in disrupting hostile reconnaissance, the information-gathering stage terrorists and criminals use to plan their attacks.

KEY POINTS

Businesses and organisations should ensure that:

- Their Training Needs Analysis includes anti-terrorism training
- SCaN training is made available to staff: **See Check and Notify (SCaN) | CPNI**

Other, existing training can be found on:

- All staff- Marauding attacks-Action counters Terrorism (ACT):
<https://ct.protectuk.police.uk/sia>
- All staff-Prevent (how to prevent and identify radicalisation):
<https://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html>
- For security officers:
<https://www.gov.uk/government/news/sia-launches-new-counter-terrorism-e-learning-today>

Organisations should review their current Counter Terrorism arrangements, especially training, and are advised to actively increase terrorism awareness.



Preventing Violence and Aggression

KEEPING OUR SERVICES SAFE FOR EVERYONE

- ✓ The staff in this Trust have the right to work in a safe and supportive environment
- ✓ Service users have a right to safe and therapeutic care
- ✓ People visiting our services have a right to be safe

IF YOU HAVE ANY SECURITY CONCERNS, PLEASE CONTACT TIAA.

0845 300 3333

VIOLENCE AGAINST OUR STAFF, SERVICE USERS AND VISITORS IS A CRIME. WE WILL TAKE ACTION AGAINST ANYONE WHO BEHAVES IN A VIOLENT OR AGGRESSIVE WAY.



SCAN CODE TO
FIND OUT MORE

If you have any security concerns, please contact tiaa.

→ **T: 0845 300 3333** | **E: security@tiaa.co.uk** | **www.tiaa.co.uk**

Personal Safety Tips

The following list of personal security tips may help secure you in your daily life.

These are just the 'tip' of the iceberg, so add your own to the list...

- Always be alert and aware of your surroundings and of the people around you. This is called situational awareness.
- Make casual eye contact with people when walking.
- Do not be easily distracted by your 'smart phone' (e.g., 'texting'). Keep your head up.
- Whenever possible, buddy-up to walk out into dark car parks.
- Always inform family or friends if you are travelling, and give them dates, times and locations you will visit.
- Try to stay away from bushes and trees when walking or running. Always be prepared to run away from an attacker and scream.
- Turn and go in the opposite direction of the car if a stranger approaches you offering a ride. If possible, write down the vehicle registration number and description of the car.
- Do not respond to conversation from strangers on the street.
- Walk confidently, at a steady pace, and have your keys ready in your hand.
- Avoid being on a mobile phone or with earbuds in your ears (listening to music) - which dulls the awareness of your surroundings - which makes you an easier target.
- Avoid dangerous places at night time, visit them during day time hours.
- Stop and look around if you feel unsafe entering an area. You may want to return at a different time. Trust your instincts.
- Don't open your purse or wallet while boarding the bus; have your fare ready.
- Keep flashy jewelry out of sight.
- Sit as close to the bus driver as possible while on a bus during off-hours.
- Check your purse or wallet if someone is jostling, crowding or pushing you.
- Never leave your purse, backpack or briefcase in plain view. Lock it up when you leave your desk or office.
- Keep the office door locked if you work before/after normal business hours.
- Try to find another worker or a security guard to walk out with you if you work late.
- Do not get in the lift with another person if you do not feel comfortable with that person; take the next one. If you have to get in, stand next to the control panel so that if you are attacked, you can press the alarm and as many of the control buttons as possible.
- Be alert for pickpockets especially in crowded areas.
- Be aware of escape routes for emergencies. Make yourself aware of more than one way out.
- Avoid passing stationary cars with their engines running and people sitting in them.
- Avoid danger spots like quiet or badly lit alleyways, subways or isolated car parks. Walk down the middle of the pavement if the street is deserted.
- Consider heading for a public place; somewhere you know there will be other people, for example a garage or shop.
- Try to keep both hands free and don't walk with your hands in your pockets.
- Trust your instincts and take action if you think you are being followed. As confidently as you can, cross the road, turning to see who is behind you. If you are still being followed, keep moving. Make for a busy area and tell people what is happening.

Trust your instincts and be aware of your surroundings.

Frequently Asked Questions

IF I AM ASSAULTED OR VERBALLY ABUSED, WHAT DO I NEED TO DO?

Report the incident to your line manager, a colleague or your Anti-Crime Specialist (ACS) / Local Security Management Specialist (LSMS). You must also complete an incident form.

WHAT HAPPENS NEXT?

The incident will be reported to the appropriate authorities:

- The ACS / LSMS, who will provide support.
- The Police.
- The Health & Safety Executive, if required by law.

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 organisation is not satisfied with the outcome the ACS / LSMS will undertake an investigation.

WHAT WOULD THE INVESTIGATION INVOLVE?

You may be required to speak to the police and/or the ACS / LSMS. If appropriate you and any witnesses would be asked to make a formal statement.

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 is not 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.

NUISANCE AND DISTURBANCE BEHAVIOUR ON NHS HOSPITAL PREMISES

Creating a nuisance or disturbance on NHS premises and refusing to leave is an offence under the Criminal Justice and Immigration Act 2008 and authorised NHS staff have the powers under the act to remove a person who has committed an offence from hospital premises.

IF I SUSPECT A THEFT HAS OCCURRED, WHAT DO I NEED TO DO?

Report the incident to your line manager, a colleague or your ACS / LSMS.

HOW CAN I ASSIST IN THE PREVENTION OF THEFT ON NHS HOSPITAL PREMISES?

All authorised staff should have an ID badge. Challenge strangers in a restricted area, this should only be undertaken where you feel safe to do so; otherwise report the incident to the security desk immediately.

HOW CAN I PROTECT MY PERSONAL ITEMS?

- Remove temptation.
- Put bags and property away SAFELY and SECURELY.
- DO NOT bring large amounts of money to work.
- DO NOT leave valuable items visible in vehicles.

HOW CAN I PROTECT TRUST PROPERTY AND EQUIPMENT?

Report equipment found in an area where you would not expect it to be, i.e. X-ray equipment in a corridor. All NHS property should be marked, report unmarked items to your line manager.

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
- NHS Protect

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.

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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.

Helping to Protect NHS Staff

REPORTING INCIDENTS

Any violence or abuse directed at NHS staff by patients, relatives or members of the public is unacceptable. Action is being taken to tackle this behavior, but more needs to be done. NHS England encourages a culture in the NHS where staff report all incidents of violence and abuse to the Local Security Management Specialist at their health body and, where appropriate, the police.

It is essential that staff translate their experiences into reports. Without these, action cannot be taken, support cannot be made available and offenders may go unpunished.

NHS England uses two definitions to establish a nationally consistent reporting standard.

PHYSICAL ASSAULT IS DEFINED AS:

The intentional application of force against the person without lawful justification resulting in physical injury or personal discomfort. Spitting is included in the definition of a physical assault.

NON-PHYSICAL ASSAULT IS DEFINED AS:

The use of inappropriate words or behavior causing distress and/or constituting harassment. Non-physical assault includes:

- offensive or obscene language
- brandishing weapons, or objects which could be used as weapons
- intimidation
- offensive gestures
- damage to buildings, equipment or vehicles which causes fear for personal safety
- inappropriate sexual language or behavior
- verbal abuse and swearing
- attempted assaults
- threats
- harassment or stalking
- offensive language or behavior related to a person's, race, gender, nationality, religion, disability, age or sexual orientation

Regardless of precise definitions, you should report any incident YOU feel should be recorded.

All frontline NHS staff should receive conflict resolution training (CRT). The course teaches staff the skills needed to respond appropriately where their work may expose them to situations that could result in abuse or violence. If you have not yet received this training, contact your manager or your Anti-Crime Specialist (ACS) / Local Security Management Specialist (LSMS).

Keep Your Staff & Practice Safe

SECURITY MANAGEMENT TIPS

Have you ever carried out a security risk assessment at your surgery?

MAKE SURE YOU INCLUDE:

- ✓ **Reception and Waiting Areas:** Are staff able to stay safe should an incident occur?
- ✓ **Access Control:** Are staff using digi locks, swipe cards and keys the way they were intended - to secure valuable items or to keep staff safe?
- ✓ **Panic Alarms:** Is the response sufficient/efficient?
- ✓ **Burglar Alarms:** Are all occupied areas covered?
- ✓ **Valuable Items:** Drugs and prescription pads should get specific attention.
- ✓ **Lighting:** Make sure that staff can come and go in well lit areas.
- ✓ **CCTV:** If you have CCTV, is it fit for purpose? Would you be able to identify people featuring in the footage?

SECURING VULNERABLE AREAS

Reception and waiting areas are generally the most vulnerable and exposed to challenging and unacceptable behavior. Reception desks should provide a first barrier to keep staff safe and should be designed as such.



PROVIDING EVIDENCE

CCTV can be used to provide evidence. However, this means CCTV cameras need to be aimed at high-risk areas, and the quality need to be sufficient. If it is not, you might need an upgrade.



BETTER PREPARATION

Imagine scenarios, where your practice is targeted, and check how you would react and protect staff in those different situations. Thinking ahead of possible issues, will allow you to be prepared better.



AUDIT TRAILS

Ensure a full audit trail of your prescription pads. Report missing or stolen ones.



RESPONDING TO ALARMS

Panic alarms only work if users know what to expect, and if a well thought out response is carried out.



CONTROLLED ACCESS

Doors fitted with access controls should not be propped open or disabled.



LIMITED LONE WORKING

Lone working should be limited, to ensure your staff are not at risk of suffering undetected harm or injury.

