



# tiaa SECURITY FOCUS

HELPING TO PROTECT NHS PATIENTS, STAFF, PROPERTY AND ASSETS


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# Welcome

## Welcome to TIAA's Security and Risk Management Service newsletter.

Security management includes violence and aggression, anti-social behaviour, theft, burglary, criminal damage, harassment, counter terrorism or suspicious behaviour you may wish to report.

There has been significant change in our working patterns since the pandemic, with different ways of working meaning that we should remain vigilant and don't allow ourselves or our organisation to fall victim to criminal activity.

Inflationary rises and widespread unrest about living standards are, unfortunately, moments when organisations and people are most distracted or volatile. Over the last two years we've seen rising crime levels and increased levels of violence and aggression.

The overwhelming majority of people, companies and professionals remain respectful and courteous and do not resort to threats or violence. Most would not dream of committing acts of abuse, violence or theft. However, a small minority of patients, suppliers and health service staff do just that. Every time this happens, patient care suffers. Violence and aggression can take different forms – verbal abuse, physical violence. Thefts can often range from relatively low value to extremely valuable items committed by skilled criminals.

Doing nothing when suspecting criminal activity can undermine the reputation, integrity and professionalism of services and perceptions about the quality of the services provided, which could lead to a loss in public confidence. Success in combating crime depends on the co-operation and involvement of staff at all levels across the whole organisation.

The NHS has published the national Violence Prevention Reduction Standard (VPRS), which complements existing health and safety legislation. Employers have a general duty of care to protect staff from threats and violence at work.

**Report Your Concerns** and please don't be afraid to raise any security related concerns that you may have. You can report your concerns via your organisations incident reporting system and contact us for advice and support using these contact details.

[security@tiaa.co.uk](mailto:security@tiaa.co.uk)

# Identity Theft inc. Managing Your Online Presence

## WHAT IS IT?

Identity theft is when your personal information is stolen and used to open bank accounts apply for plastic cards and loans or for government benefits and documents such as passports, and driving licences in your name.

Impersonation fraud - these scams often begin with a phone call, text, message or email that appears to be from a trusted organisation or person. A criminal might say your bank account is at risk and ask you to move your money to a 'safe account'. They might get in touch impersonating a police officer, saying your money needs to be analysed as part of a police investigation. They may also get in touch via social media, sending you messages or by creating posts. When criminals impersonate a friend or family member, they often invent reasons to ask for money, such as being stranded overseas or urgently needing to pay a debt, rent or a bill.

## REMEMEBER

- Don't give anyone remote access to your computer following a cold call or unsolicited text.
- Don't give anyone remote access to your computer following a cold call or unsolicited message.
- Contact your bank or an organisation directly using a known email or phone number.
- Only give your personal or financial information to services you have consented to and are expecting to be contacted by.
- Your bank or the police will never ask you to transfer money to a safe account or ask for your full PIN, password or passcode.
- You can forward suspicious emails to [report@phishing.gov.uk](mailto:report@phishing.gov.uk) and suspected scam texts to your mobile network provider by forwarding them to 7726. An easy way to remember 7726 is that they are the numbers on your telephone keypad that spell out the word 'SPAM'. Phone numbers operating scam calls can be reported by texting 'CALL' to 7726 and following the prompts.
- Provide as little personal information about yourself on social media as possible, including responses to those posts that ask tonnes of questions such as where were you born, and only accept invitations from people you know.
- Be aware what you post on social media, for example don't publicise when you will be or are away on holiday, or that you will be away from home for a period of time.

Source: <https://www.takefive-stopfraud.org.uk/advice>

### 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.

# Increase security of your windows

## *Can window film improve the security of buildings?*

The window film industry has come a long way since NASA first asked 3M to invent a lightweight product to use in space exploration to reduce heat and glare.

### **Protection from blast**

Although a terrorist attack with an explosive device is thankfully a rare occurrence, the effects can be devastating, resulting in death, serious injury and major damage. When a blast occurs, windows and glass wall panels are shattered. The glass particles from toughened or annealed glass fly with incredible force and it is these particles that cause the damage and trauma.

The risk assessment for new build projects will determine which damage limitation measures should be specified. Existing or historically protected buildings may need a different solution. The National Protective Security Authority (NPSA) recommends the use of Anti Shatter Film (ASF).

Retrofitting ASF to existing glazing is a low-cost option to replacement: the existing glazing will be upgraded by its application to laminated glass standard. It should be noted that film will need replacing after 10-15 years.

### **Security with glass safety film**

The glazing in your building is likely to be the weakest point of entry for any would-be intruder. An attempt to enter premises is usually by force: either by damaging locks or breaking a pane of glass. Most intruders want to be in and out quickly, giving you, your neighbours and response agents little time to apprehend them. Breaking a pane of glass with a few quick blows can be easy in some instances: the entry and exit is established and is relatively quiet save for one crash of glass – usually ignored by those that hear it.

Safety film retrofitted to glass can significantly increase the time taken to break through the glass and require repeated hammering to break through. The noise and time taken is your protection; no intruder will continue to attack glass that is strengthened in this way, and if they do, the chances of apprehension improve as each second ticks by.

### **Improving privacy**

The greatest asset of glass is its transparency. Unfortunately, it is also its weakness. The use of glass in buildings and homes provides for easy viewing for anyone to see what you may have or what you are doing. Blinds and curtains provide protection, but for reasons of fashion, safety, cost, and cleaning, may not be practicable.

Privacy window film retrofitted can be the solution to the problem of clear glazing. There are many options available, ranging from slightly obscure to fully mirrored. There is an option for the ability to switch from clear to obscure: and combined films for security, anti-glare, and privacy. Installation of this type of window film can also improve energy efficiencies, leading to large cost savings on energy bills.

# Stalking

More than 1.5 million cases of stalking are reported each year in the UK. The [Suzy Lamplugh Trust](#) campaigns on behalf of those being stalked to increase awareness and provide practical advice. They also campaign to improve the response of the agencies involved in supporting victims, like police, criminal justice and social services.

## What is stalking?

The Suzy Lamplugh Trust (SLT) defines stalking as a pattern of unwanted and persistent behaviour that is motivated by a fixation or obsession that causes a victim to suffer alarm, distress or a fear of violence. The law states that it's illegal for a person to pursue a course of conduct that they know or ought to know amounts to stalking. A course of conduct refers to two or more incidents of unwanted behaviour.

Stalking can involve a wide range of offences and behaviours, including persistent emails, non-stop phone calls, loitering, spying, threats, tracking, threatening suicide, upsetting letters, hacking email, or social media abuse.

[CPS guidance on stalking states](#): "There is no such thing as a 'typical' stalking perpetrator or a 'typical' stalking victim. This crime disproportionately affects women and girls; however, it is important to recognise that men and boys may be victims too. Stalking affects people of all ages, and victims come from a wide range of backgrounds – stalking is not restricted to public figures and celebrities. People with a longstanding illness or disability are disproportionately likely to be victims of stalking.

Stalking often makes a huge impact on the individuals being stalked. It can mean they have to change daily routines and make big changes in their lifestyle. Of course, this can have a serious impact on mental health and wellbeing.

Stalking is a crime in England and Wales under the Protection from Harassment Act 1997. Of the 1.5 million cases reported between April 2019 and March 2020, there were just 1,558 convictions for stalking (all offences).

The Suzy Lamplugh Trust campaigns to get more convictions of stalking and to improve the response of the agencies involved in supporting victims, like police, criminal justice and social services.

## Working with the police

The Suzy Lamplugh Trust works with the police to help understanding of the complex nature of stalking and how it is often a pattern of behaviour that is hard to identify. The risks can be underplayed, and the SLT aims to help officers understand the forms it can take and the risks involved. The support and training also involve explaining and promoting the use of Stalking Protection Orders (SPOs).

These became available under the Stalking Protection Act in 2019 and enable early police intervention in a stalking case. They can be effective in helping to stop stalking or prevent it escalating.

## Mental health and wellbeing training

The impact of stalking can be traumatic and often the effect on the individual can be comparable to Post-Traumatic Stress Disorder (PTSD). It is therefore important that people who provide support to victims of stalking understand its impact and the best ways of offering support. The SLT provides training for those responsible for supporting victims of stalking.

## Multi-agency stalking intervention

The SLT has piloted the multi-agency stalking intervention programme (Masip) across three sites in London, Cheshire and Hampshire. This was started in 2018 in response to the fact that 50% of those convicted of stalking re-offend. There is an obvious need to break this cycle. The SLT continues to manage the Stalking Threat Assessment Centre in London, where individuals are provided with a tailored package of interventions to help them cease this damaging and criminal behaviour.

## Contacting the National Stalking Helpline

The National Stalking Helpline is run by the Suzy Lamplugh Trust, in partnership with Network for Surviving Stalking and Protection Against Stalking. The National Stalking Helpline is freephone, including free from most mobiles.

Calls to the Helpline are confidential

Freephone: 0808 802 0300

[www.stalkinghelpline.org](http://www.stalkinghelpline.org)

[advice@stalkinghelpline.org](mailto:advice@stalkinghelpline.org)

# Lone Working

According to The Health and Safety Executive (HSE), the definition of a Lone Worker is: “those who work by themselves without close or direct supervision.”

It lists some examples as; people working alone in premises, people who work from home, people working separately from others, people working outside normal hours. For a GP, this would include home visits, or working out of hours.

**Lone working should be reduced as much as possible. However, where it is not avoidable, the basics below should be in place:**

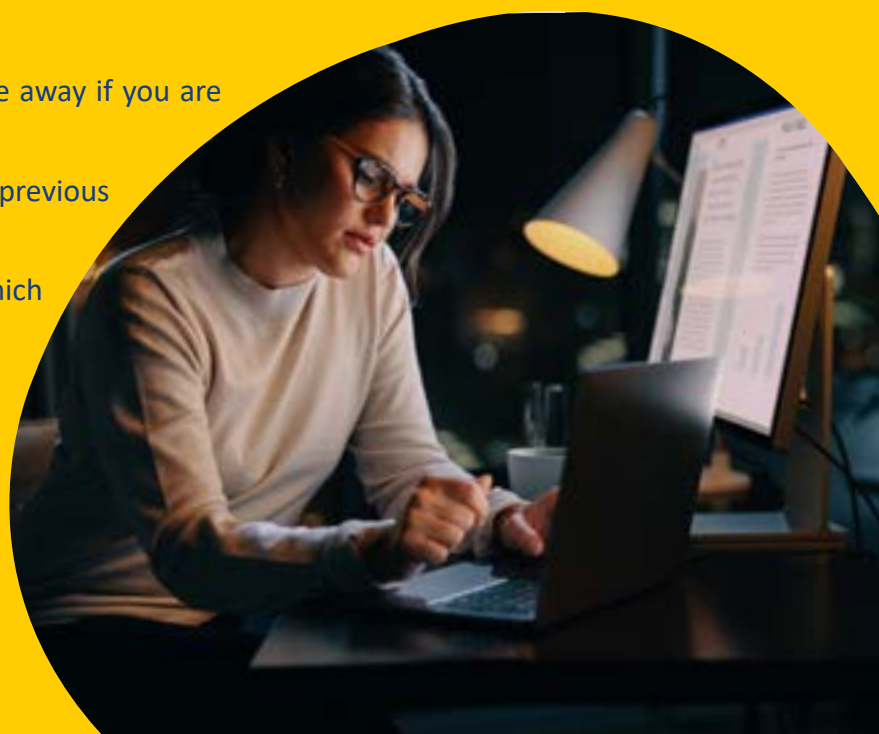
- Colleagues should have access to details of next of kin, if needed, in case they expected a person to already be at work or an appointment, but isn't
- Next of kin should have access to details of colleagues or manager to enquire if a member of staff is late, or has not come home
- Expectations regarding lone working should be communicated clearly to staff
- Lone worker alarms should be considered
- Prepare and research: check patient notes (especially for alerts), collect any other intelligence that indicate you might be at risk
- Ensure you are aware of the risks specifically for your team, through risk assessments, carried out by managers

**When working late/early in the office:**

- Ensure you are aware of security systems in place (access control, panic alarms, burglar alarms, CCTV) etc, and use them where needed
- Park in a well lit area close to the building
- Know who to expect and when
- Know how to raise the alarm, and which response to expect

**When working in the community:**

- Plan as much as possible
- Ensure your car is reliable, so you can drive away if you are concerned or scared
- Go in two's if you can (first visits, or where previous incidents were identified)
- Know how to raise the alarm, and which response to expect
- Don't be distracted (by phone, head phones etc)
- Be vigilant



# Preventing Bike Theft

BICYCLES CAN BE SOME OF THE EASIEST VEHICLES FOR THIEVES AND VANDALS TO TARGET. YOU CAN PROTECT YOURSELF FROM BECOMING A VICTIM BY FOLLOWING SOME SIMPLE STEPS:

## PARK YOUR BIKE SAFELY



- ✓ Many businesses provide cycle parks for their employees, so be sure to make use of these if available.
- ✓ At home, if possible, keep your bike in a secure garage or shed and keep the door locked.
- ✓ Avoid parking your bike in isolated places. Leave your bike where a potential thief will be seen.
- ✓ If you have a quick release saddle, you may wish to remove it and take it with you.

## LOCK YOUR BIKE:



Many people spend considerable amounts of money on good quality cycles and then buy cheap light weight padlocks because they want to reduce the overall weight they are carrying. This make the cycle even easier to steal. It is important to lock your bike following these guidelines:

- ✓ Get a good bike lock, and if you can, use two high quality locks. D locks or combination locks are best. Where possible, ensure your padlock conforms to Sold Secure standards.
- ✓ Lock your bike to something secure, such as one of the many bike racks around our towns and cities.
- ✓ Make the lock and bike difficult to move. Keep the lock away from the ground and keep the gap between the bike and lock small.
- ✓ Where possible, lock up removable parts (for example, wheels) and take light fittings with you.
- ✓ Have your bike's frame security-marked or engraved.

## RECORD AND REGISTER YOUR BIKES DETAILS:



- ✓ Record and register your bike at [bikeregister.com](http://bikeregister.com)—you'll receive stickers to place on your bike to deter thieves and, if your bike is stolen, it makes it a lot easier to recover it. Register your bicycle model, make and frame number.
- ✓ Take a clear colour photograph of your bike and make a written record of its description, including any unique features.

A little time and action in keeping your bike safe will help to avoid the misery of bike theft. In these unprecedented times, getting on your bike as a way of exercising or a means of transport may one positive change you can make.

# Martyn's Law

## Q: What are the key components of Martyn's Law?

A: The Law will require stronger partnerships between the property management sector, their security partners, and law enforcement agencies. It will also require joint risk assessments and the implementation of proportionate security measures to maintain public safety.

Figen Murray the mother of Martyn Hett, one of the 22 victims of the 2017 Manchester Arena terrorist bombing, explained that her proposal set five straightforward measures that we should follow to maintain public safety. These include engaging in free counter-terrorism guidance and training, conducting terrorism risk assessments, mitigating any risks identified in these assessments, working with local authorities to create a strategy, and establishing a counter-terrorism action plan.

## Q: Why is this Law important?

A: The introduction of Martyn's Law is a crucial step towards ensuring public safety in the UK, and it carries profound implications for the security professionals and public venues across the UK.

There is an ever-present threat of terrorism. The UK has experienced several terrorist attacks resulting in fatalities since the Manchester Arena tragedy, underscoring the need for better security measures. This creates a need for new ways to respond. It is our responsibility to ensure the safety and well-being of those around us, and by operating in compliance with Martyn's Law, we can do just that. Martyn's Law will help prevent terrorist attacks and reassure occupiers, clients, and visitors that they are safe when attending public venues and events. Martyn's Law will help us prevent acts of terrorism, reassure the public, and increase safety and security.

## Q: Does technology have a role to play?

A: Yes, as in many fields, technology can be a real enabler. Although older technologies such as access control systems and vehicle barriers are still very important, there are new technologies which offer lots of promise. For example, facial recognition technology advances are already helping police to identify and apprehend suspected terrorists, while big data and machine learning help analyse and interpret vast amounts of information in real time, keeping potential threats at bay.

The ProtectUK app, acts as a central hub for counter-terrorism and protective security advice. The app assists users in identifying vulnerabilities and linking them to the best resources to ensure their security measures are in place.

However, technology alone is not enough. Other measures will be needed such as improved training to ensure staff are familiar with new procedures and can respond effectively in emergency situations.

## Q: What kind of training will need to be provided?

A: Venue operators and their security partners may need to provide their teams with additional and proportionate training in security procedures, emergency response, and communication with visitors and law enforcement officials. This could include identifying potential security risks, responding in emergency situations, and using new security technologies or measures introduced. Additionally, staff should be trained in basic first aid and emergency medical procedures to ensure they are prepared to handle any injury situations. First Person on Scene training enables teams to assess and treat individuals who are experiencing serious medical emergencies, helping to ensure the safety and well-being of people using the area.

## Q: How can property owners and operators prepare for Martyn's Law?

A: Property owners and operators can start by conducting risk assessments of their public spaces to identify any potential security risks and areas that may need improvement. They should also consult with security experts and law enforcement officials to ensure they are taking appropriate measures to secure their public spaces. Staff training should focus on the new law's requirements, including security procedures, emergency response, and communication. Finally, property owners may want to invest in additional security measures to enhance their public spaces' safety.



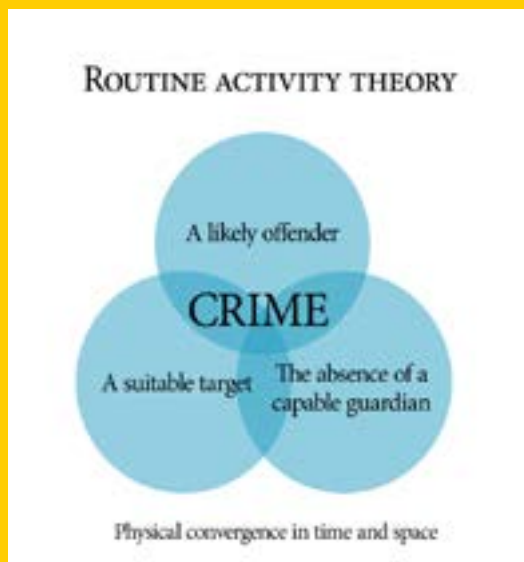
# Routine Activity Theory – Crime reduction

Two wise men called Marcus Felson and Lawrence Cohen once wrote (in *Social Change and Crime Rate Trends: A Routine Activity Approach*) that the opportunity for crime occurs when there are three elements in place; a likely offender, a suitable target, the absence of a capable guardian.

## The likely offender

The first element of the so-called Routine Activity Theory is that of a likely offender, who can become a motivated offender when the other two elements are in place: a suitable target and the absence of a capable guardian. Their theory states that anyone could become a motivated offender, when the opportunity to commit a crime emerges.

To give an example, if a likely offender walks by an opened car window without any cameras or people around and sees an envelope with a large amount of cash, the chances are high that this person will steal the envelope. Of the three elements that are present within the opportunity of crime, we can at least influence two: the suitable target and the (absence of a) capable guardian. By influencing these two elements, chances are high that we can also influence the third and most important element: the likely offender. By taking away the opportunity, the likely offender will not become a motivated offender.



## Identifying the suitable target

The suitability of a target depends on its a) Value (for instance, if one plans a symbolic attack), b) Inertia (weight, height, can I carry it?), c) Visibility (is it exposed enough to invoke a crime?) and d) Access (a filled envelope within reach). Together, these create the easy- to-remember acronym VIVA.

## Creating the capable guardian

Creating the capable guardian can be done before, during or after the risks take place. Creating a capable guardian works best in a preventative manner.

The capable guardian can be observant members of the public or members of staff. It could also be a security or Police patrol. The guardian could be a social or technological innovation to prevent crime, such as smart sensors or CCTV.



# 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**