

tiaa SECURITY FOCUS

HELPING TO PROTECT PEOPLE, PROPERTY AND ASSETS

Edition 12



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and Staff Safety**

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Welcome

TIAA's Security and Risk Management Service newsletter

Welcome to the Spring 2026 edition of Security Focus. As we move into the spring months, it is important to remain mindful of seasonal security risks, with longer daylight hours and more open environments creating additional opportunities for crime and disorder. We recognise that we are operating in a period of significant change, both within the NHS and across the wider community, which continues to shape the security landscape we face.

In this issue, we highlight key areas impacting staff safety and security across the NHS. We explore the growing impact of community tensions, reflect on emerging trends from the past 12 months, and reinforce the importance of reporting security incidents promptly and effectively. We also provide an update on Martyn's law and introduce you to your Security Management Team and the work they do to keep our staff and environments safe and secure, to enable the highest standards of healthcare to be delivered.

Community Tensions and Staff Safety

Operational Implications

Rising community tensions are increasingly influencing behaviour within healthcare settings. Security management teams are seeing a shift toward more emotionally or ideologically driven incidents. In response, a more intelligence-led approach is required:

- Maintain strong situational awareness through liaison with police and partners
- Regularly review and update dynamic risk assessments
- Provide staff with clear guidance on de-escalation and personal safety
- Ensure a visible security presence to deter and reassure

Supporting Staff Wellbeing

The cumulative impact of hostility on staff should not be underestimated. Organisations should ensure:

- Access to post-incident support
- Simple, encouraged reporting processes
- Clear feedback to staff so concerns lead to action

Strategic Considerations

Community dynamics must now form part of core security planning:

- Incorporate community intelligence into Security Management Plans
- Strengthen links with local resilience partners
- Align with violence prevention reduction strategies

Conclusion

The NHS does not operate in isolation. As community tensions rise, so too does the complexity of maintaining safe healthcare environments. Addressing this challenge requires a coordinated, proactive approach that combines robust security measures with a deep understanding of the social context in which services are delivered.

By recognising and responding to these emerging risks, security professionals can play a critical role in protecting staff, supporting service delivery, and maintaining public confidence in the NHS.

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.

Security Alerts over the last 12 months

Security Alert	Summary	Action
1. Martyn’s Law gains Royal Assent	The new Terrorism (Protection of Premises) Act 2025 gained Royal Assent and became law. This legislation introduces legal duties on sites to reduce the risks of terrorism.	Identify sites which may re-quire action, staff training and introduction of two new roles: competent person in the workplace and counter terror security specialist.
2. Security Focus newsletter edition #9	Introduction of security management team, how to report a security incident, update on impending arrival of Martyn’s Law, prevention of violence and aggression poster.	For information
3. Crown Prosecution Service (CPS)	The CPS offers new standards to support for victims of crime. Encompassed in two key initiatives; the Victim Service Standards and a new set of Special Measures complemented by online video guides.	For information
4. NHS Unauthorised access incidents	Highlighting the large numbers of unauthorised access security incidents occurring across the NHS.	Staff training, reporting mechanisms, policy reviews.
5. The evolving nature of the terrorism threat	A strategic assessment of the most recent terrorist incidents, identifying trends and proactive measures to mitigate threats.	For information
6. Security Focus newsletter Edition #10	Special edition focusing on the introduction of new legislation – The Terrorism (Protection of Premises) Act 2025 aka Martyn’s Law and its impact on the healthcare sector.	For preparation of compliance with new security legislation.
7. Addressing antisemitism	Highlighting the increased risks to the Jewish community following the Manchester Synagogue terror attack.	Staff training on Equality & Diversity, reporting mecha-nisms, policy reviews, com-munications on hate speech.
8. Bomb threat to GP Practice	Actions taken following a bomb threat made to a Dorset based GP practice.	Ensure bomb threat and evacuation plans up to date, staff drills, review suspect package handling protocol.
9. Security Focus newsletter Edition #11	Winter edition focusing on the seasonal security risks to be vigilant for at this time of year, including its effect on personal safety and Lone Working.	For information
10. New roles relevant to Martyn’s Law	An update on the roles of the Competent Person in the Workplace (CPIW) and the Counter Terror Security Specialist (CTSS) to be rolled out in Spring 2026, relevant to new Terrorism Act 2025 (Martyn’s Law).	For preparation of compliance with new security legislation.
11. Community Tensions	Heightened community tensions in areas across England, with increased risks of confrontations involving NHS staff in public areas.	Staff personal safety advice on ID cards, parking safely, lone working, being safe on social media.

Security Alerts over the last 12 months

Security Alert	Summary	Action
12. People sheltering in waste containers	Winter reminder of the dangers associated with homeless individuals and seasonal revellers sleeping in waste containers. Rough sleeping is an offence section 4 of the Vagrancy Act 1824 and is often associated with activities such as begging, street drinking, and anti-social behaviour.	Ensure external waste bins are stored locked in a well-lit, secure area. Be vigilant for signs of sleepers in waste containers, such as open lids or dispersed waste.
13. Violent incidents against NHS staff during Festive season	Two separate violent incidents of members of the public attacking NHS staff, including use of blunt instruments. These both occurred at reception areas during the Festive season.	Underscoring the risks of violence and aggression posed to NHS staff carrying out their duties.
14. UK Terrorism threat update	Highlighting five recent terrorist incidents in the UK, identifying risks, motivations and extremist pathways.	Contact your SAC for planning, counter terror assessment, staff training and policy support.
15. Stabbing incidents at publicly accessible locations - educational settings	Examining four recent stabbing incidents which took place in publicly accessible locations, in this case in educational settings.	Ensure staff receive personal safety, lone worker and security awareness training.
16. Martyn's Law – Real progress, rising hype	Explanation of how TIAA supports organisations to prepare for compliance with the Terrorism (Protection of Premises) Act 2025.	For information
17. NHS survey reveals attacks on NHS staff reaches 3 year high	The poll of 766,000 NHS staff in England showed some 14.47% reported at least one incident of violence from patients or other members of the public in the past 12 months – the highest figure since 2022.	Ensure staff receive regular conflict resolution, de-escalation training. Review violence and aggression re-reporting policies and ensure staff support mechanisms are in place.



Martyn's Law Update

On 15 April 2026 the Home Office published the s.27 statutory guidance for Martyn's Law, giving organisations a practical guide to what the Terrorism (Protection of Premises) Act 2025 means in practice, including which premises and events are in scope, who the responsible person is, and what security steps may be needed once the law begins to apply. The guidance is designed to be easy to follow and includes practical examples. On the same day, the Security Industry Authority (SIA) began its consultation on how it will regulate and enforce compliance, which will run until 12 June 2026. Organisations in scope have until April 2027 to prepare for compliance with the new legislation. Contact your TIAA Security Advisory Consultant for further advice, preparation and planning.

[Link to the latest Home Office guidance](#)

[The Terrorism \(Protection of Premises\) Act 2025 - GOV.UK](#)

[Link to the SIA consultation](#)

[Martyn's Law: draft section 12 statutory guidance - GOV.UK](#)



How to Report Incidents

Your Security Advisory Consultant 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 Security Advisory Consultant
- Health & Safety Executive (if required by law)
- Police
- NHS Protect

Your Security Advisory Consultant 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 Security Advisory Consultant will undertake an investigation.

WHAT WILL THE INVESTIGATION INVOLVE?

You may be required to speak to the police and/or your Security Advisory Consultant. If appropriate, you and any witnesses would be asked to make a formal statement.

WHO WILL SUPPORT ME?

Your Security Advisory Consultant 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

Meet your Security Management Team

Our mission is to champion and embed a robust, proactive security culture—protecting people, assets and property from criminal threats—so that organisations can deliver the highest standards of care in a safe, resilient environment.

- Creating a pro-security culture – promoting awareness and best practice throughout the organisation.
- Protecting staff, assets, and property – through prevention, deterrence, investigation, detection, and applying sanctions where necessary.
- Raising security awareness and training staff – providing practical guidance on personal safety and security responsibilities.
- Reviewing and maintaining key policies, including:
 - Lone working
 - Personal safety
 - Violence and aggression
 - Lockdown and invacuation
 - Counter terrorism
- Conducting site security reviews – identifying risks and recommending improvements.
- Liaising with other agencies, including the police, to address security threats and share intelligence.
- Providing expert advice on any security-related matters.

Jonathan Gladwin MSc PC.dp ACFM ACFS ASMS

Jon is our Security Advisory Director, having been with the company since 2006. Jon's experience includes serving with the British Army and the US Department of Defence. Jon has over three decades of experience in the field of intelligence, counter terrorism, security management and data protection. Jon is responsible for oversight on all aspects of the service including strategic plans, presenting to audit committees, reviewing individual assignments and strengthening assurance. Jon has the knowledge and experience to carry out complex investigations, security reviews and provide real assurance and peace of mind to our clients.

Carver Tedstone MSc PC.dp ACFS ASMS CPSL BA (Hons)

Carver has over 30 years service in security, law enforcement and regulatory environments. A former Police Officer with extensive experience in serious crime investigation, deterrence, prevention and detection, he brings a strong operational background to his role. An accredited security management specialist since 2006, his career includes service as an Investigator with the Security Industry Authority (SIA) and as an Inspector with the Care Quality Commission (CQC), giving him deep insight into regulatory environments and achieving compliance. In 2025, Carver completed the Level 5 Enhancing Leadership for Healthcare Security Managers programme and earned recognition as a Certified Professional Security Leader (CPSL).

Robert Street ASMS ACRT MIHSM IOSH MHSC BSc (Hons)

Robert has extensive experience working across a range of NHS sectors, following service with HM forces. A former NHS Head of Department, managing more than 360 staff, providing him with a practical understanding of healthcare security. Qualifying as a Security Management Specialist in 2007, Robert is also a qualified Conflict Resolution Trainer, a Physical Restraint and Equipment Restraint Instructor. Robert has provided Counter Terrorism advice to London boroughs, resulting in a paper being read in the House of Commons and associated funding approved. An elected co-Chair of the National Association of Healthcare Security London Regional SMS meetings.

If you have any security concerns, please contact tiaa;

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