

**Security Services Standards
for
NHSScotland Security Leads**

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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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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	Immediate	Investigate /police
	Pharmacy	Immediate	Investigate/police
	Cashiers office	Immediate	Investigate/police
	Stores	Immediate	Investigate/police
	Residential	15 mins	Investigate/secure
	Non-residential	15 mins	Investigate/secure
	On –call rooms	15 mins	Investigate/secure
Accidental Damage	Accidental Damage	15 mins	Action
Activism/Protester's Indicators	Demonstrations	As required/immediate	Police /Observe
	Graffiti	Immediate	Police/helpdesk
	Leaflets	Immediate	Discard
	Letters	As required	Discard
	Posters	As required	Discard
	Telephone calls	As required	Escalate if malicious /police
	Other	As required	As required
Alarm Activations	Building alarms	Immediate	Attend /Investigate
	Medical gases	Immediate	Per procedures
	Fire Alarms	Immediate	Per procedures
	Personal attack alarms	Immediate	Attend/Police
	Patient Wander guard	Immediate	Clinical staff/Attend
Baby Tagging Alarm	Activated in error	Immediate in all cases	Contact Clinical staff
	Fault		Helpdesk
	Incident/Crime		Police /bleep holder
	Test		Inform clinical start
Civil Disputes	Between - members of staff	Immediate in all cases	Police/Action
	Patients and Visitors		
	Patients and Visitors and Staff		
Cleaning problems	Fluids	15 mins	As per policy
	Rubbish	30 mins	Remove/helpdesk
	Dirt	30 mins	Helpdesk
	Other	30 mins	Helpdesk Report to domestic management

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

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

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	See local files
Local Car parking procedures	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](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>