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Iechyd Cyhoeddus
Cymru
Public Health
Wales

Security Procedure

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1. Introduction

Public Health Wales NHS Trust is committed to providing a safe and secure environment for their service users, visitors, staff and all workers engaged within the Trust and the population we serve and also protect the property, assets, service delivery and the reputation of the Trust. In particular, the trust will not tolerate harassment, violence and/or aggression without lawful justification or excuse.

This will be achieved by providing:

- 1.1 A safe and secure environment with regards to persons, functionality and physical assets;
- 1.2 A unified, structured and proactive approach to the management of security and violence and aggression within the Trust with all due consideration of legislative, regulatory and mandatory obligations;
- 1.3 Information to ensure all persons are aware of their roles, responsibilities and obligations regards to security matters.

2. Building Security

- 2.1 Building security throughout the Trust remains the responsibility of the individuals who work in each room/area of each building. This will be achieved through the co-operation of every individual, under the direction of their line manager or supervisor who is responsible for the room/area/team concerned.

3. Personal Security of Staff

The Trust has introduced measures to protect the personal security of its employees which include:

- The installation of security and panic attack alarms in departments where a need has been identified.
- A lone worker process for community workers through a risk based approach.
- Access control measures.
- Use and promotion of CCTV systems where deemed appropriate.
- The use of appropriate sanctions to support staff.
- Mobile phones.

4. Identification of Personnel

- 4.1 Identification Cards.

All staff employed by the Public Health Wales will wear their identification card at all times whilst on duty. It is the responsibility of every member of staff to ensure that their identification card is valid and displays a current

image of themselves. It is a requirement that the identification card is displayed on the person.

- 4.2 Staff members are positively encouraged to politely challenge anyone who does not wear identification when in non-public areas of Public Health Wales property (owned or leased). Managers should give active support to any member of staff experiencing difficulty through carrying out the challenging procedure.

5. Visitor Access

- 5.1 Visitor access to the Trust is only permitted through authorised entrances. Staff should direct visitors to only use the authorised entrances to Trust premises. This procedure is to be enforced for visitor and staff safety and all visitors are to sign in and out of the building and be issued with a visitor's badge.

6. Escalation of Security Incidents

- 6.1 In the event of a security threat level being significantly increased, Public Health Wales will escalate the threat as in line with the Public Health Wales Emergency Plan.

Appendix 1.

Guide to Good Practice for the Security of Premises

1. Introduction

1.1 To enable Public Health Wales to be successful in its security aims it is important that staff share in the commitment to maintain a secure environment. This can be carried out by following good practice and thereby reducing the risk.

2. Responsibilities

2.1 All staff are responsible for ensuring that they take adequate precautions to protect their own personal property and that of Public Health Wales.

- Staff should ensure that they always report crime or security breaches as soon as possible to their line manager and enter the incident on to the Datix system.
- Report suspicious, criminal and illegal activity to Security.
- The loss or theft of an identification card or access card/fobs.
- To visibly wear staff identification at all times when in a Public Health Wales facility except if it has been decided that this is not appropriate for reasons of personal safety.
- Never tailgate people (or permit others to) through access controlled points.
- Never share identification cards or access/fobs.
- Challenge (where appropriate) that people have permission to access secure staff areas.
- Ensure all visitors (for whom they are responsible for) are escorted whilst within secure staff areas and wear their visitors badge.
- If there are any visible access codes, these must be removed with immediate effect.

Familiarise yourselves with

- Bomb and Suspicious Packages Procedure
- Major Incident Policy

Any breaches of safety and security should be reported to line managers in the first instance, and escalated to Estates (facilities) and Health and Safety team as appropriate.

We all have a vital role to play in helping keeping ourselves, our colleagues and our sites safe. **REMAIN VIGILANT** and report any suspicious activity in a timely manner to line managers and Public Health Wales Estates (facilities) and Health and Safety team on 029 20 227744.

3. Preventative Measures

3.1. The following principles can be very effective in deterring crime:-

- If you see suspicious individuals or groups in non-public areas or causing concern then, if you feel safe to do so, challenge them politely by asking them if they require any help and noting their response. If they appear nervous, unsure, or over confident and you are not happy with their response, inform your line manager and/or the reception team immediately. A simple "Can I help you?" can prevent would be offenders from committing crimes in that area.
- If you challenge someone who states they are a member of staff, ask to see their identification and remind them that Public Health Wales identification badges should be worn at all times.
- Always lock offices, rooms or store areas that are not in use. This measure will deter the opportunist thief. Don't prop open doors.
- Never leave personal valuables such as handbags, wallets or clothing etc. in view from windows or open doors. Always lock attractive items away.

3.2 Theft is not always the motivation, and, unfortunately, attacks on staff and arson are not unheard of in healthcare establishments. Following the above guidance may help to deter any person with a violent intent towards either staff or service users.

4. Room Security

4.1 Any room that contains valuable or vulnerable items of equipment should remain locked at all times when not being used. The following good practice will assist in deterring or denying a potential criminal valuable information or access:-

- Draw curtains or lower blinds as you leave your office in the evening if fitted. (this is only applicable to sites that have curtains or blinds)
- Lock all sensitive documentation or data media away and out of sight.
- When establishing an office environment, wherever possible plan for any attractive, moveable items to be situated in a position that is out of view of the opportunist thief where practicable to do so

- Always double check that the windows are firmly closed and that the window catch has been placed into the locked position (especially for sash type windows). Any broken catches or locks should be reported through your line manager who will report to the Estates (Facilities) and Health and Safety Department immediately. (this is only applicable to site that have windows that open)
- At the end of the working day, the last person to leave, or the person responsible, should ensure that the relevant alarms are set and double check that all doors and windows within their area of responsibility have been locked.

5. Staff Responsibilities.

- Co-operate with the employers safety and security arrangements
 - Take reasonable care for their own safety and security
 - Consider the safety and security of other persons who may be affected by their acts or omissions
 - Work in accordance with information and training provided
 - Refrain from intentionally misusing or recklessly interfering with anything that has been installed/placed/fitted etc. For health, safety and security reasons to ensure safe and secure work practices
 - Report all building/facilities security defects to the estates department and/or shared services and hosting organisation where appropriate
 - Report incidents and near misses in accordance with the Incident Reporting Policy
 - Not undertake any task for which authorisation and/or training has not been given
- 5.1 It is the responsibility of individual staff to ensure that the identification badge is worn at all times whilst on duty and that it is clearly visible.

6. Visitors / Contractors

- 6.1 All visitors (including contractors) are to sign in and out of the building and must be made aware that visitors badges must be worn at all times while in the building/premises and must hand them back to reception prior to exiting the building/premises.
- Co-operate with the Public Health Wales safety and security arrangements
 - Consider the safety and security of other persons who may be affected by their acts or omissions
 - Report suspicious, criminal and illegal activity to reception or manager on site

7. External agencies

- 7.1 Staff belonging to external agencies, which are required to work on Public Health Wales premises, will be required to wear visitor badges. This badge must be worn at all times when on Public Health Wales premises and be clearly visible.