Nottinghamshire Hospice
adding life to days

POLICY/PROCEDURE INFORMATION (Policy no OP014)	
Subject	**Building Security Policy** *(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).*
Applicable to	All staff of Nottinghamshire Hospice.
Target Audience	Directors and those staff nominated as key holders. All other staff and volunteers who work in or from the Woodborough Road site or at retail premises.
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Lead responsible for Policy	Director of Finance and Resources
Policy written/reviewed by	Facilities and Transport Manager
Notified to (when)	Strategy and Corporate Governance Committee 31 Oct 2023
Authorised by (when)	Strategy and Corporate Governance Committee 31 Oct 2023
CQC Standard if applicable	
Links to other Hospice Policies	Lone Worker Policy OP001 Fire Safety Policy OP005 Information Security Policy OP007 CCTV Policy and Procedure OP009
Links to external policies	
Summary	This policy details the baseline physical security measures ensuring the security of the Hospice building and retail premises including the property, equipment and information held within.
This policy replaces	N/A

VERSION CONTROL		
Status	**Date**	**Review date**
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1.	**Introduction** The Nottinghamshire Hospice is situated just outside the centre of Nottingham and operates 9 retail outlets situated around the city and the wider county. There are approximately 150 full and part time employees and a complement of 200 volunteers, as well as patients, visitors and customers who visit hospice operated sites each day. The purpose of this policy is to provide a framework and procedures for identifying and dealing with a security risk facing the hospice, its staff, volunteers and visitors. It further will ensure, as far as is reasonably practical, the prevention of arson, theft, loss, or malicious damage to property, equipment or information belonging to or retained by Nottinghamshire Hospice.
2.	**Policy Statement/Aims** The Policy: • Defines the roles and responsibilities of relevant persons. • Confirms the Hospice's determination to minimise the security related risk facing the business. • Affirms the Hospice's commitment to have in place security systems, procedures and control measures that ensure staff, volunteers, visitors, customers and patients can conduct their business in a safe and secure environment.
3.	**Scope** This policy applies to all employees, volunteers, visitors, patients and contractors who make use of or work on Hospice property or operated sites. There is also a general responsibility to give due consideration to personal security issues. They should follow security advice and any procedures designed to protect them whilst on Hospice property. A visitor's host or manager has the responsibility to ensure security advice and any specific procedures are made available if required.
4.	**Responsibilities** It is essential that adequate resources are made available for managing and

	mitigating the risks arising from security related issues across the Hospice. It is important that all persons/contractors involved in implementing this policy are competent, trained and aware of their responsibilities. **Chief Executive Officer** is responsible for all strategic aspects of security across the Hospice properties. **Director of Finance and Resources** will ensure that external contractor support, resources and funding are available to implement the security policy. This role has the responsibility for the development of strategic security and will draft the Security Policy on behalf of the CEO. They will take a key role in its implementation and will propose amendments to the CEO and wider SLT that may be necessary in future. On a day-to-day basis the Director of Finance and Resources shall be responsible for managing and implementing the policy and related procedures. **Facilities and Transport Manager** will ensure the day-to-day implementation of this policy and the maintenance/inspection/repair of security equipment, alarm systems, CCTV, security doors, locks and secure cabinets at the Woodbrough Road site. **Shop Support Manager** will ensure the day to day implementation of this policy and the maintenance/inspection/repair of security equipment, alarm systems, CCTV, security doors, locks and secure cabinets at retail sites. **Leadership Team**, supported by the Facilities & Transport Manager, is responsible for security within their team areas. **Retail managers**, guided by the Shop Support Manager, are responsible for their retail premises security. **Staff and volunteers** must be knowledgeable of and adhere to the Buildings Security policy and any area specific Standing Operating Procedures. **Patients and carers** are expected to follow any security procedures and co-operate with requests from staff or volunteers, especially in emergency or evacuation situations. **Visitors and customers** are expected to follow any security procedures and co-operate with requests from staff or volunteers, especially in emergency or

	evacuation situations.
5.	**Hospice Site Security Systems** The Hospice operates several security systems in order to keep both the Woodborough Road site and the retail premises safe and secure for staff, volunteers, patients and visitors. These are: • Intruder Alarm Systems • Fire monitoring and alarm Systems • CCTV systems
6.	**Intruder Alarm Systems** Intruder alarm systems where fitted are to be regularly maintained and tested by a suitably qualified and competent person. Service and testing records are to be retained for a period of two years. Where fitted, intruder alarms are to be set when the premises are closed and secured. ***If an intruder alarm is found to be faulty or not working as intended, this is to be reported as a security incident; Section 21 of this Policy refers.***
7.	**Fire Monitoring and Alarm Systems** Fire monitoring and alarm systems, where fitted, are to be regularly maintained and tested by a suitably qualified and competent person. Service and testing records are to be retained for a period of two years. Further information can be found in the Hospice's Fire Safety Policy OP005.
8.	**CCTV** The Hospice uses CCTV systems which cover vulnerable areas, public access points and shop floors. The systems where fitted and all the recordings are owned by Nottinghamshire Hospice. **Purpose of CCTV.** The Hospice uses CCTV to protect staff/property as a visible deterrent and to prevent crime. The images captured are recorded and retained if they may be needed as evidence of criminal activity in case they are required.

	Privacy and disclosure of images. All images from the CCTV system are treated in accordance with the Data Protection Act 2018. Further information is detailed in the Hospice's CCTV Policy.
9.	**Security Risk Analysis** All departments are responsible for assessing and mitigating security risks arising from their activities. Periodic risk assessments should be undertaken to determine the specific security needs. Appendix 1 - Security Risk Analysis Principles, can be used as a guide to the considerations and factors which should be covered.
10.	**Security Awareness and Reporting of Incidents** All staff and volunteers must report any incident of crime or suspicious activity to their line manager immediately, even if not of an apparent criminal nature. Line managers are to treat any reports seriously and respond accordingly. Appendix 2 – Crime prevention and security awareness should be used as a guide to the considerations and arrangements which can reduce crime and increase security.
11.	**Personal Security** The Hospice site and the associated retail premises are run to encourage an open and free environment to benefit our staff, volunteers, patients, customers and visitors. Whilst it is the Hospice's responsibility to take all reasonable measures to provide a safe and secure working environment, it is also the responsibility of all to take all reasonable measures to ensure their own personal safety.
12.	**Access Control** All Hospice employees and volunteers are issued with an identification card. Cardholders must ensure the security of their card and report any loss as soon as possible. Identity cards should be worn on a lanyard and displayed by employees and volunteers when they are working within the Hospice and the retail locations. Cards are not to be loaned out to anyone for any purpose. The identity card remains

	the property of Nottinghamshire Hospice and must be returned when no longer required. Staff, volunteers and visitors to the Hospice are to sign in and out of the daily register book held at reception. Staff or volunteers who work at retail premises are to sign in and out of the daily register held at each shop location. Any other Hospice employees or volunteers visiting retail premises as part of their duties are to also sign in and out of these registers.
13.	**Enhanced Access Levels** Employees and volunteers based at Woodborough Road may be issued a door access token to enable entry through the front security door. Where issued, the employee or volunteer must ensure the security of the token. If the token is lost it must be reported as soon as possible. The token remains the property of Nottinghamshire Hospice and must be returned to the line manager / People Services when no longer required.
14.	**Coded Door Access and Key Safes** Where fitted, access codes are only to be given to those employees or volunteers who are specifically allowed access to these areas. Offices, stores and workspaces with coded or secure key access should be locked when not occupied. Codes for all doors and key safes must be recorded and given to the Director of Finance and Resources who will hold these securely in the event they are needed for out of hours emergency access. When codes are changed by departments, the new code must be recorded and communicated prior to any physical change of the access codes.
15.	**Control of Cash** Employees and volunteers who handle cash on behalf of the Hospice must adhere to the Nottinghamshire Hospice cash handling policies and standard operating procedures.

16.	**Security of Buildings** Nominated and approved staff are responsible for the opening and securing of all entrance/exit doors to the Hospice and the retail locations. It is, however, the responsibility of all staff to secure their own office or workspace. Access codes to the Nottinghamshire Hospice site will change periodically: • Every six months or • When directed by the CEO or • When a member of the approved staff ceases employment or • Where it is believed that the access code has been compromised. The process for the authorisation, notification and change of access codes at Appendix 3 is to be used on all such occasions.
17.	**Hospice Equipment, Property and Vehicles** Hospice employees and volunteers are to make all possible efforts to ensure that equipment, property and vehicles are protected from the possibility of theft or damage. Employees have a special responsibility to take appropriate measures to ensure that equipment, property and vehicles directly under their control is kept safe and secure.
18.	**Personal Property** It is the responsibility of all employees and volunteers to take reasonable measures in ensuring that their personal property and possessions are safe and secure. The Hospice offers lockers and lockable drawers for personal belongings. Further detail and other tips for keeping personal property safe are found in Appendix 4 – Personal Safety.
19.	**Control of Keys** Hospice access keys are issued by the Finance and Resources department to the nominated staff authorised to open and close the Woodborough Road site. All other keys to offices, rooms and stores are held securely within the Hospice key

	safe or within coded blisters. These keys are to be used by staff to open their respective workspace or offices at the beginning of the working day. When not in use, these keys are to be replaced within the key safe or their specific coded blister. Keys are not to be retained by individuals, nor are they to be removed from the Hospice premises. Retail outlet keys are controlled by the Shop Support Manager and are issued to Shop Managers. The security and control of these keys is the responsibility of the shop manager. All keys issued for use remain the property of Nottinghamshire Hospice. When individuals cease employment with the Hospice, all keys are to be returned. ***The loss of any Hospice key is to be reported as a security incident. Section 21 of this policy refers.***
20.	**Emergencies** Staff and volunteers are encouraged to familiarise themselves with what to do in an emergency. Contact details for the On Call Director, Clinical Lead are available via the Care Coordinators or the N Drive On Call Folder. In the event of a Fire Alarm activation, all persons should evacuate the location in accordance with the SOPs and Fire Action Posters contained within the Hospice Fire Safety Management Plan. In the event of an accident or incident which leads to an injury or an individual is taken ill, first aid assistance is to be given. Employees and volunteers must be aware of who within their workplace or office is trained as a first aider and the location of the nearest AED equipment. Clear signage and lists of trained first aiders will be displayed in all Hospice sites.
21.	**Security Incident Reporting** The following are to be considered as security incidents and are to be reported as follows (Reporting of Incidents and Accidents Policy OP002): • ***Loss of sensitive information*** – Report immediately to Line Manager and

	the Director of Finance and Resources and record via Vantage system. • ***Loss of IT, mobile phones or tablet*** – Report Immediately to Line Manager and the Director of Finance and Resources and record via Vantage system. • ***Loss of Keys or Hospice access tags*** – Report Immediately to Line Manager and the Director of Finance Resources and record via Vantage system. • ***Loss or suspected theft of Vehicle Keys or Fuel Cards*** – Report Immediately to the Facilities and Transport Manager and the Director of Finance and Resources. • ***Loss or suspected misuse of Hospice Credit Card*** – Report Immediately to the Director of Finance and Resources and record via Vantage system. • ***Loss or suspected theft of funds*** – Report Immediately to Line Manager and the Director of Finance and Resources and record via Vantage system. • ***Loss or suspected theft of Hospice property*** - Report Immediately to Line Manager and the Director of Finance and Resources and record via Vantage system. • ***Discovery of break in or suspected attempt to gain access*** - Report Immediately to Line Manager and the Director of Finance and Resources and record via Vantage system. ***The examples given above are not an exhaustive list. Staff and volunteers must report any suspected crime or possible security risks they encounter. Where a criminal act is being committed and witnessed, and/or an employee or volunteer has concerns for their personal safety or that of others, they should contact the Police directly by calling 999.***
22.	**Standard Operating Procedures** • SOP39 Opening Woodborough Road Site • SOP40 Closing Woodborough Road Site

23.	**Legislation** Health and Safety at Work etc. Act 1974 (legislation.gov.uk) Working alone - Health and safety guidance on the risks of lone working (hse.gov.uk) Data Protection Act 2018 (legislation.gov.uk) Freedom of Information Act 2000 (legislation.gov.uk) First aid in work - What do you need to do? - Overview - HSE

Appendix 1

Security Risk Analysis Principles

The starting point for understanding the security environment is to evaluate security related risk. This evaluation should be based on:

- Location and nature of the site.
- Building construction and design.
- Premises use.
- Current access control or other security measures.
- Past security record and incidents.
- Value and desirability of contents.
- Value and nature of information held

A security risk assessment should be carried out annually or more frequently if there have been changes to the building or the security environment. Once a risk analysis has been prepared it should be evaluated by the SLT and the Executive Board. A decision will then be made on the level of exposure to security related risk and the appropriate mitigating measures to deal with such risk.

Appendix 2

Crime Prevention and Security Awareness

- All employees and volunteers must observe the following:
- All suspicious activity must be immediately reported to a line manager.
- Personal valuables should be locked away, placed out of sight or kept on the person. Personal property should never be left unattended.
- Offices, rooms and workspaces must be locked upon leaving, with all windows being closed and locked (where locks are fitted.)
- Laptops, mobile phones and tablets should be locked out of sight when not in use, particularly overnight. Retail outlets and the Woodborough road site have lockers available for this purpose.
- Window blinds or curtains where fitted, should be closed at dusk and the lighting (except security lights) should be turned off when leaving.
- All incidents of crime on Hospice premises, real or suspected, must be reported to a line manager as quickly as possible.

Appendix 3

Authorisation and notification for the changing of access codes

Once authorisation has been received by email from the CEO, the Facilities and Transport Manager will conduct the following actions:

- Create the new access code and provide a copy to the Director of Resources and Finance.
- Distribute by email a 5 day advance notification of the access code change to all Directors, CEO PA, Care Service Managers and Hospice at Home Care Team RN's and those staff authorised to conduct the opening and closing of the site.
- After 5 working days have elapsed allowing the dissemination of the new access codes, the codes are to be changed. A further email notification will inform that the new access code is now in use.

Where possible, access code changes will be made mid working week and not immediately before or after a Hospice closure period or public holiday.

- Report any suspicious activity or security concerns to your line manager.
- If you are faced with threatening or abusive behaviors, stay calm, avoid raising your voice and the use of body language which could be seen as aggressive. Call for help from colleagues or other members of the public.
- Lock your vehicle doors from the inside when driving
- Park where possible in well lit areas or areas covered by on street CCTV.
- Do not leave valuables, laptops, mobile phones or tablets unattended within your vehicle.
- Ensure you have enough fuel to complete your journeys during hours of darkness; you won't need to refuel your vehicle during the night.
- Always make family and friends aware of your plans, where you are going and when you are expected to return.
- Ensure you have the contact numbers of friends, families and work colleagues on your mobile phone for use in an emergency.

Appendix 4

Personal Safety

- Avoid walking alone at night
- Keep your valuables out of sight and carry your bag close to you.
- Be aware of people when using a cash machine and preferably withdraw cash during daylight hours.
- Always use cash machines inside a bank or shop when you can. Have a friend or partner accompany you to the cash machine, especially at night.
- Be suspicious of e-mails or phone calls requesting your personal information and destroy any correspondence carrying bank account or credit card details.
- Lock valuables and keys in personal drawers or staff lockers.