

Public Board Meeting, 31 May 2012

Local Security Management Annual Report 2011/2012

Presented by: Natalie Forrest

Security of the NHS affects everyone who uses or works within these services, and indirectly affects every taxpayer within the United Kingdom. The security and safety of staff, professionals, service users and property should be a priority within the delivery and development of health services.

It is the responsibility of every NHS employee to regard the importance of these issues to assist in the development of a pro-security culture, and in the prevention and detection of crime.

From April 2011 NHS Protect took on national responsibility for leading work to protect NHS Staff and resources from crime. NHS Protect is responsible for all the areas of work previously taken forward by the NHS Security Management Service (NHS SMS). National legislation and guidance around NHS security management are still in place, and the advice and support available to NHS organizations before April are still provided by NHS Protect.

NHS Protect is underpinned by the Secretary of State Directions to NHS bodies, which pay particular attention to tackling violence against staff and appropriate implementation of security management measures. Together, these form the structure and national framework within which the work is to be taken forward. They also establish a legal requirement for the nomination of a Security Management Director (SMD), as well as a Non-Executive Director (NED) to promote security work and a Local Security Management Specialist (LSMS) at each health body and clearly outline the responsibilities of these individuals, the Board and the health body in relation to managing security. These requirements are met fully at WHHT.

There have been several initiatives this year to reduce and prevent the incidence of violence towards staff. Where possible, the Trust has worked in partnership with West Hertfordshire Police and the local authorities.

Security at WHHT is a priority to ensure that delivery of care takes place in a safe and secure environment, free from the risks of crime which may arise when providing a public service, in line with the requirements of the NHS Protect.

Submission of an LSMS annual report and Work plan from WHHT to the NHS Protect is a statutory requirement following accreditation of the LSMS.

Executive Summary

This document has been prepared to report the Security Management Service the progress of the Trust achieving and developing areas of action in line with the Local Security Management Specialist (LSMS) 2011/2012

- Corporately there has been development in the protection of NHS property and assets, including staff safety with the introduction of new policies relating to security, lone working and prevention and management of violence and aggression.
- Reported assaults are investigated by the LSMS.
- Personal alarms were purchased through funding at the Joint Action Group and are being distributed to staff throughout the Trust.
- The LSMS continually delivers tool box talks to staff raising awareness.
- 'Lockdown' planning has commenced in partnership with the Trust Emergency Planning Lead.

This report provides assurance that the Trust's security management responsibilities have been met.

Introduction

The Secretary of State for Health issued a Directive in November 2003, creating the role of Local Security Management Specialist.

The underpinning principles of the Directive are to protect NHS staff from injury and ensure NHS assets are securely maintained.

The LSMS is required to produce a formal annual work plan covering four specific areas:

- Violence & Aggression
- Asset Protection
- Drugs & Pharmacy Security
- Maternity & Paediatrics
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There are also seven generic areas to be assessed and reported on:

- Creating a pro security culture
- Deterrence
- Prevention
- Detection
- Investigation
- Sanctions
- Redress

This Work Plan is agreed between the LSMS and the Trust's nominated SMD.

This report has been written in accordance with the provisions of the Secretary of State's Directions on Security, Violence and Aggression. These provisions require the Local Security Management Specialist (LSMS) to provide a written report, at least annually, to the Trust Board and the NHS SMS on work undertaken to address each of the designated priority areas of action.

Priority Areas of Action

Listed below is a summary of the NHS SMS four specific areas of action, with an overview of the security management activity undertaken by the LSMS.

1. Violence and Aggression

Violence and Aggression

The NHS SMS defines physical assault as:

“The intentional application of force to the person of another without lawful justification resulting in physical injury or personal discomfort”

The NHS SMS reported that a total of 56,718 physical assaults occurred during 2009/10 on NHS staff working in **all** care sectors.

NHS SMS – Physical Assaults Against NHS Staff 2009/10

Name of Health Body	Total Assaults 2010/2011	Total Assaults involving medical factors 2010/2011	DH Total Staff 2010/2011
West Hertfordshire Hospital NHS Trust	69	62	4062
Brighton and Sussex University NHS Foundation Trust	129	93	6615
The Royal Bournemouth and Christchurch Hospitals NHS Foundation	82	64	4300
The Princess Alexandra Hospital NHS Trust	43	42	3175

Watford General, Hemel Hempstead and St Alban's City Hospitals each hold monthly Site Management meetings at which staff from all departments, LSMS and Facilities Management participate. There is also a Health and Safety Committee, which the LSMS participates in and provides reports to. Formal minutes of these meetings are taken and agreed. Actions and ownership are agreed.

The LSMS continues to engage with staff in order to secure their adoption of a more “pro-security” culture. It is still evident that a number of incidents trust wide go unreported. This can be attributable to a number of reasons to include.

- Staff(s) perception that violence forms part of their job
- Unsure about who to report an incident too.
- Concerned about possible repercussions
- Who responsibility it is to report incidents.
- Failure by the legal system to prosecute encourages a 'why bother' attitude.

Changing the Security Culture Trust wide is crucial to the success of reducing the levels of violence throughout the Trust and is a key are of priority, through it will be a slow process to achieve.

Amongst the action taken to provide a safe and secure environment the trust reviews its Policies and Procedures for violence and aggression on a regular basis. These policies are available on the Trust's intranet for all staff.

The LSMS is still encouraged to report that while initial take-up was slow, this has now started to be adopted and the LSMS is now being invited to more areas, in order to assist staff within their actual workplaces to assess security risks and issues. The Trust also offers an in house Conflict Resolution Training (CRT) module for any staff that feels it to be necessary.

The LSMS has reviewed Datix returns for 2010/11 in order to identify any areas experiencing high levels of assaults and to further analyse the potential cause of those assaults. Further the LSMS has been able to identify areas where repeated thefts and loss of assets occur again identifying probable causes where possible.

The LSMS continues to develop partnership working with PCT's, Community Safety Partnerships and West Hertfordshire Police and the community catchment area crime prevention teams covering our hospital, the new partnership has proven effective.

For this year the upward trend continues as staff are more aware of the violence against NHS staff agenda and incidents are more likely to be reported.

2. Asset Protection

The LSMS undertakes security assessments in particularly high-risk areas; this has resulted in the installation of several further security deterrent devices and increased police presence, for example:

- Continuous Installation of CCTV across the three (3) sites
- Added Access Control Restriction
- Additional specified security patrols
- Increased lighting
- Re-positioning of access doors
- Advice on key management
- Lockdown assessments of areas/departments
- Risk Assessments.

Detailed Security Reviews are carried by the LSMS across all three (3) sites where either specific security issues have been raised by staff or where requested by the manager of the area concerned.

These reviews have generated reports along with action plans to address the identified shortcomings. Many of these action plans will require additional funds (capital or revenue) to complete. Common issues raised throughout the Trust included:

- Insufficient security staff and patrols
- Locks on doors
- Limited CCTV in car park areas
- Unmonitored CCTV
- Incomplete and unsuitable door access control
- A “no challenge” culture of staff towards strangers.
- Tailgating

3. Protection of Drugs, prescription forms and Hazardous Materials

West Hertfordshire Special Branch office carryout annual site visits to assess the Trust’s safe use and storage of radioactive and biological materials. The review does not require any adjustments to be undertaken. The Trust complies with all necessary control of Pharmaceutical measures.

4. Protection of Paediatric & Maternity Units

Maternity and Paediatric services are only primary provided by the Trust at Watford General Hospital from the Women’s & Children’s block (sometimes known as Maternity).

There is a card control access system in place to restrict unauthorised visitors and staff entering the area, the main front door to the building is timed to lock down out of hours leaving intercom access only; Wards on all three (3) floors are accessed by swipe card only.

Under Phase one (1) of the CQC registration outcome (10) CCTV in the Women’s & Children’s block has been vastly increased due to the funding provided by ‘Joint Action Group’ for Safer Watford which the LSMS attends monthly. The IP addressed CCTV system is independent and (not connected to the trust server) live images of the cameras can be viewed through a computer (access is restricted). West Hertfordshire Police have agreed as one of our stakeholders to have the IP addresses to the Trust’s CCTV so they can monitor as and when they received a concerned call from the trust, they will also be able to download images from their headquarters for evidence purposes in accordance with the Data Protection Act 1998

A security review has been undertaken by the LSMS for the Women’s & Children’s block, the review concentrate on several vulnerable area’s for example, security of babies, tailgating, challenging unknown persons, safeguarding cases and high risk Police Protection Order (PPO) cases. The LSMS attends Multi-Agency Public Protection Arrangements (MAPPA) meeting which are applicable to the Trust with other outside stakeholders to ensure all safety mitigating measures are put in place. Staff ‘toolbox’ talks are frequent carried out and proving successful.

Generic Areas of Action

1. Pro- Security Culture Development

The monthly site management meetings for each of the three (3) sites are an opportunity for the LSMS to report back and address concerns about security matters. As a prescribed member of the Trust's formal Health and Safety Committee further opportunities are afforded for the reporting of security concerns, issues and needs. The LSMS has requested that all departments complete a security related risk assessment. This is to include consideration of:

- Physical Assaults
- Verbal Abuse
- Lone working
- Theft
- Secure environment (area of work)

The Estates Department and Project Team include the LSMS on all new projects for security advice on 'secure by design'

A national security awareness magazine called 'Secure' is produced by the Security Management Services (SMS) and is issued via The Trust's newsletter 'The week in focus'. 'Secure' aims to keep staff informed about developments designed to enhance staff protection within the NHS security arena.

Strong working relationships continue to be developed with the police including regular meetings with local neighbourhood police teams, local joint action groups (JAG) and dealing with individual officers whilst investigating criminal acts.

Hertfordshire Police and PCSO's carry out on a frequent basis police surgery's across all three (3) sites for members of staff and the public.

National alerts issued from the NHS Security Management Service are sifted by the LSMS and issued to any relevant departments when needed. These have included warnings on potentially dangerous persons and highlighted the threat of theft of high-risk and potentially vulnerable equipment.

2. Deterrence

Work is continuous with local community officers and site security officers to work with staff on site in reducing crime and the fear of crime. It was reported in the 2009/10 report that the current contract for the security provision at WHHT with CPplus is to be reviewed. This was an action for the LSMS and Hotel Services Director as outlined in the 2011 CQC registration outcome (10) to strengthen instructions and services for security. Security training and uniforms for the officers was enhanced.

IP addressed CCTV has been installed on all three (3) sites under phase one (1) priority areas. The plan for phase two (2) of the CQC registration outcome (10) is to achieve coverage of all stair and lift lobbies at all levels of all publicly accessible clinical buildings, phase three (3) is to provide coverage of stair and lift lobbies in non-clinical buildings to be conducted in the next (12/13) installed immensely on all three (3) sites, with phases (2&3) being completed over the next two (2) years.

3. Prevention

Department security reviews have been carried out by the LSMS in a number of vulnerable and high-profile areas and recommendations made.

The process of departments completing risk assessments raises awareness of security issues within the areas and assists in providing targeted preventative measures in a Trust wide programme of works. Security staff and WWHT staff report failing or failed security systems where installed to ensure effected repair and intervention. Security patrols and reports are completed on a daily basis and forward to the manager of Hotel Services.

The CCTV system is not monitored by security on any of the three (3). Under the CQC registration outcome (10) to strengthen instructions and services for security, this is one of the areas that will be reviewed and a strong recommendation to have the CCTV system monitored 24/7 by security.

Conflict Resolution Training (CRT) is being undertaken by front line staff (Secretary of state directions 3(b) issued November 2003 SMS Guidance SMS/VAS/01/04 refers). Attendance at the current CRT training continues to rise with the Training and Development department achieving 66% compliance rate for the end March 2012.

The LSMS is working closely with the Trust Emergency Planning Lead and the Counter Terrorism Security Advisor, from Hertfordshire Constabulary Beds & Herts Protective Services, in co-coordinating 'project Argus' training, which is an awareness session for counter terrorism for Trust employees, and in developing Lockdown Plans throughout the organisation as directed by the Cabinet Office and the NHS SMS.

'Lockdown is the process of controlling the movement and access – both entry and exit – of people (NHS staff, patients and visitors) around a trust site or other specific trust building/area in response to an identified risk, threat or hazard that might impact upon the security of patients, staff and assets or, indeed, the capacity of that facility to continue to operate. A lockdown is achieved through a combination of physical security measures and the deployment of security personnel.' The LSMS is on target with NHS SMS guidelines.

4. Detection

The LSMS attends a monthly 'Joint Action Group, JAG that looks at ways of working together to prevent crime in our community surrounding the Trust.

Ongoing investigations are implemented to identify the theft within any departments on site. The LSMS in conjunction with the West Hertfordshire Police is looking at implementing covert operations in accordance with all current legislation, to help identify those committing the offences and to secure sanctions against them.

NHS SMS Security Incident Reporting System (SIRS)

Understanding the scale of security incidents within the NHS is a key step towards the building of a safer NHS where people and property are protected.

Security Incident Reporting System (SIRS) provides a clearer picture, both locally and nationally of security incidents across the service.

SIR's allows health bodies to report incidents electronically making reporting easier and more efficient. SIRS will also allow health bodies to monitor the rate and types of security incidents on their premises, spot trends, run reports and compare their performance against the national picture using a range of business intelligence tools provided.

5. Investigation

The LSMS works in partnership with the police to thoroughly investigate NHS-related crimes to maximise potential of effective prosecution through the legislative system.

In accordance with the Police and Criminal Evidence Act 1984, obtains and secures items of evidence in relation to security and criminal incidents wherever possible.

The LSMS is involved in multi-agency investigations where the perpetrator or suspect activity affects all agencies.

6. Sanctions

Incidents are reviewed to establish whether some form of sanction is appropriate. This includes following up incidents reported to the police to ensure, where possible, there is a criminal prosecution.

Whenever possible, the Trust must call upon the Police to deal with offenders on its behalf to gain convictions and establish criminal records. The LSMS will ensure that all offenders are prosecuted whenever possible.

7. Redress

The LSMS is working in liaison with the police in obtaining 'Neighborhood Resolution' outcomes which require the perpetrator to compensate the victim, in a criminal damage incident the aggressor would need to pay the Trust for the cost of the damage.

Other LSMS News

There has been enormous progress in security across all three (3) sites staff are starting to embrace the new security culture by challenging people, locking doors to protect the trust assets and personal belonging, attending site meeting to hear what is happening on their site, asking for 'tool box' talks for their staff. The estates/facilities management are working alongside the LSMS to ensure all actions from the security reviews are carried out immediately to protect and for safety

The LSMS is continuously looking at new methods and technology that will enhance the safety and security of WHHT staff, patients and assets, enhancing the patient experience.

Recommendations

A full review of the security services and location currently provided to CP Plus, to include proposals of an **enhanced service** to include: - more detailed patrols and reports, (in particular Women's & Children's and A&E) fault reporting, key management for the whole

site, lone worker tracker facility, management of the access control system and ID system, lockdown capabilities, designated main site reporting area for staff and visitors.

A significant increase in CCTV coverage and full CCTV monitoring should be conducted, with a view to establish a fully functioning CCTV control room, which is fully licensed and enables security to monitor CCTV as opposed to viewing it following an incident

Summary

Acting on advice from the LSMS and the West Hertfordshire Police, the Trust continues to improve security arrangements, enhancing both staff and asset security.

Staff CRT training and awareness are vital in achieving continued yearly reductions in injuries to staff from assault.

The first stage of installation of CCTV across all three sites has been a vital achievement and one that will help ensure the safety of staff and assets of WHHT; it was also done at much reduced cost to the Trust as part funding was sourced via the Joint Action Group (JAG) Watford by the LSMS.

A Lockdown programme continues to be created to control the sites in an untoward event.

The partnerships of sharing information continues to strengthen between the Trust, Hertfordshire Police, Local Councils, Probation Services, Licensees, HMP Services, Special branch, Counter Terrorism Advisors, local Fire Service, at the Joint Action Group JAG meeting that the LSMS attends and the Night time economy group.

Conclusion

Security management activity has been intense over the last year and the LSMS is making good progress in implementing the national agenda at West Hertfordshire Trust. Awareness of the issues around violence against staff has increased and this has been evidenced by a rise in reporting. The LSMS has developed networks internally and externally with stakeholders in order to maximise protection of staff, property and assets.

The role of the LSMS has become much more embedded in the organisation and positive feedback from staff indicates they feel better supported in the management of violence and aggression. The LSMS partnership working with the police aims to facilitate a more safe and secure workplace for our staff to deliver excellent mental health care services.

The LSMS has thoroughly enjoyed her new role and will endeavour to deliver an excellent standard of security management advice and activity within the Trust in the future.

The LSMS aims to improve the reporting and sanctions applied against offenders who assault staff or steal assets from West Hertfordshire NHS Trust sites.

The LSMS will support and advise the reviewing and amending of the existing security contracts, ID badges and access control.

Front line staff must attend mandatory Conflict resolution training in line with Secretary of State guidance (NHS Security Management Service document SMS/VAS/01/04 refers) This is the first step in reducing violence against NHS staff.

Action

The Board is asked to accept the annual report.