



SECURITY POLICY

1. POLICY STATEMENT

The purpose of this policy is to detail DRH's responsibility for the effective management of security in relation to staff, service users, visitors and property. DRH is also committed to the provision of safeguards against crime and the loss or damage to DRH property and equipment.

2. POLICY OBJECTIVES

- To develop a culture which recognizes the importance of security
- To provide and maintain a working environment that is safe, secure and free from the dangers of crime for all people who may be affected by its activities including staff, service users and visitors.
- To protect life from malicious criminal activity or other hazards
- To prevent loss of, or damage to, DRH assets and property as a result of crime, malicious acts, damage and trespass.
- To preserve good order on premises under DRH control
- To provide support for staff or service users involved in a security incident and supply up to date information for all parties especially after any incident

3. RESPONSIBILITIES

3.1 **The Chief Executive** has overall responsibility for:

- The organization and management of security measures across DRH
- Monitoring the implementation of this Policy throughout DRH

3.2 **Managers of DRH facilities have responsibility for:**

- The safety of service users, staff and visitors to DRH facilities
- Security risk assessments within their areas and for ensuring that staff for whom they are responsible are aware of these risks
- Reporting to the Chief Executive or Deputy Chief Executive any persons who are suspected of committing a criminal offence, misconduct or other breach of security in contravention of any DRH policy.
- Ensuring that any security arrangements within their location are being observed and any deficiencies are reported.
- Actively reviewing the security arrangements under their jurisdiction by carrying out routine checks themselves in line with DRH assessment procedures.
- For staff training, carrying out risk assessments, identifying areas at greatest risk and eliminating or controlling these risks.

3.3 **Liaison Officers have responsibility for:**

- Assisting Managers in ensuring their responsibilities are carried out

3.4 **Company Accountant is responsible for:**

- Ensuring policies and procedures are in place for the handling and holding of cash balances within the organization.
- Carrying out regular Internal Audits within the organisation to ensure the correct procedures are followed by staff.

3.5 **All DRH Staff have a responsibility for**

- Familiarising themselves with any special security requirements relating to their place of work or work practices
- Understand the action to take in the event of a security incident
- Safeguard themselves, colleagues, visitors and service users so far as is reasonably practicable and ensure that neither equipment or property are put in jeopardy by their actions, either by instruction, example or behaviour.
- Follow prescribed working methods and security procedures at all times.
- Cooperate with management to achieve the aims of the Security Policy.
- Notify their manager of any potential security problems and report all incidents.

4. **PREMISES MANAGEMENT**

4.1 **Keys**

Ensure that there is a system for the handling and storage of keys, that all Staff are aware of the system and regularly used keys are not left lying on desks or in places where unauthorised persons have ready access to them.

4.2 **External Doors**

Doors should have suitable locks and these should be kept secure at night-time. During the day-time it is important to ensure that security measures achieve a reasonable balance; if service users feel over protected or visitors perceive oppressive surveillance, an atmosphere of anxiety can prevail. However, free access for all individuals may sometimes pose an unacceptable risk. Also, where security conflicts with fire precautions, fire regulations always take precedence. Where keypad systems are in operation ensure that only those that need to know are aware of the Code, and treat this as confidential information. Changing the code from time to time can assist with the security of the premises.

For further information see - Policy number 12 in the General Policy Book "Use of Locked doors"

4.3 **Grounds**

Pay attention to side gates if they have been installed in your home to secure the back of the property. These should be locked especially at night time to enable the back of the home to be secure.

4.4 **Windows**

Open windows can be an invitation to an intruder to gain entry, always check that ground floor windows are closed when the building is unoccupied. Also, bear in mind that open windows on the ground floor can be a hazard when few staff are on duty and may be in another part of the house. First and second floor windows will have restrictors and it would be more difficult for an intruder to enter this way.

4.5 **General**

A routine security check should be made of the premises by a member of Staff each evening to ensure that the home is secure to provide safety for the service users and the staff on duty.

5. **CASH/VALUABLES/FURNITURE/EFFECTS**

5.1 **DRH Property**

Although insured against damage and loss, this does not absolve staff from taking all reasonable precautions against these occurrences. Care of property is essential for financial viability as constant replacements are expensive and untoward use is not covered by insurance. Inventories covering the contents should include serial numbers of valuable and attractive items to burglars, such as televisions, video recorders, computers, etc.

5.2 **Staff Property**

DRH do not insure against loss or damage to the personal property of staff. This includes private cars whilst parked on DRH sites. Staff are therefore solely responsible for their own vehicle and belongings and it is advisable not to bring items of value or large amounts of cash to their place of work. Personal effects should be stored in lockers or cupboards provided. This applies to all effects regardless of value.

5.3 **Service Users Property**

A reasonably secure environment should be provided for service users property. DRH do not take responsibility for service users valuables and personal effects and it is advisable for service users to arrange their own insurance for this type of item. The exception is anything that is handed in for safekeeping and signed for by the Manager. Also if the service user can prove neglect on the part of staff, then it is possible to make a claim for reimbursement of the loss.

5.4 **Security of Finance**

- Ensure that cash is not left unattended at any time. If staff cannot deal with it immediately, place it in the safe or a secure place until it can be dealt with.
- Beware of leaving credit/debit cards in sight as these can also act as cash and are attractive to a thief
- on no account should blank cheques be signed.
- Never divulge PIN numbers
- Shred all service users financial information prior to placing in waste bins.

6. VISITORS

Security must be as unobtrusive as possible but staff should be aware of visitors to the Home and are advised to challenge strangers politely. Never leave a stranger to find their own way around the home but escort them until you are certain that it is safe to leave them. Always ensure that having let them in that they also leave the home. Children should never be allowed on DRH property unless under the care of a responsible adult.

- **Policy No.35 – Children visiting DRH Homes**

Always ask visitors to sign the Visitors Book

7. SECURITY OF INFORMATION CONCERNING SERVICE USERS

7.1 A service user has the right to expect that information given in confidence will be used only for the purpose for which it was given and will not be released to others without their consent, except in extreme circumstances in order to protect others from the risk of significant harm. Further information can be found:

- **Policy No. 5 - Confidentiality**

7.2 Staff recognise the fundamental right of the service users to have information about them held in secure and private storage.

7.3 Where it is deemed appropriate to share information obtained in the course of professional practice with other health or social work practitioners, the practitioner who obtained the information must ensure, as far as is reasonable, before its release, that it is being imparted in strict professional confidence and for a specific purpose

- **Policy No. 44 The Management of Records & Information**
- **Policy No. 5 Confidentiality**

AN UNAUTHORISED BREACH OF CONFIDENTIALITY CAN LEAD TO DISCIPLINARY ACTION

8. SECURITY OF INFORMATION CONCERNING STAFF

8.1 Staff information is kept in secure cabinets – this includes supervision records

8.2 Access to information concerning staff is on a “need to know” basis to which only nominated administrative and financial staff have access. Permission to receive information from personnel or payroll files other than nominated staff must first be obtained from the person in charge of the records.

8.3 To ensure that staff are confident that their personal information is secure any requests by third parties for staff personal information, e.g. details of salaries for mortgage purposes, must be authorized in writing by the member of staff concerned before the information is released. In addition queries for details of pensions and other personal details should be placed in writing prior to any information being divulged over the telephone.

- **Policy No.44 The Management of Records & Information**

9. SECURITY OF STAFF

9.1 Carrying Cash

It is possible in the course of their duties that Staff are required to carry cash. It is advisable not to carry large amounts of cash, but, if this is a necessity it is prudent for an escort to be present. This would enable one member of staff to summon help in the event of attack or to act as a witness should money go astray. It is the responsibility of the member of staff concerned to ask for an escort if a large amount of cash is being carried. Regular carriers of cash should always vary their routes and if possible the day on which cash is carried. Personal attack alarms are available and should be used in situations when large amounts of cash are being carried or when working in isolated situations. The Health & Safety Advisor has a supply of these and these are available to staff when appropriate. Any member of staff carrying large amounts of cash should request their manager to carry out a risk assessment.

9.2 Violence & Aggression

Always ensure that staff have attended a course of training in Personal Safety and Awareness. Also, follow the appropriate Policy/Procedure. Acts of violence should be recorded according to the accident/incident reporting system.

- **Policy No. 17 Physical & Restrictive Interventions**
- **Policy No. 18 Prevention & Response to Aggression & Violence**

10. ACCIDENT/INCIDENT REPORTING

Reporting accidents is a requirement under Health and Safety Law. Always follow the DRH Adverse Incident Reporting system. This should be done as soon as possible after the event when details are fresh in the minds of those involved. The accident form must be completed with as much detail as possible. Names of witnesses to the accident are of prime importance. Also remember that it is a legal requirement to report certain accidents under the RIDDOR reporting system which is the responsibility of the Health & Safety Advisor.

11. HEALTH & SAFETY

Always follow Health & Safety Guidelines and procedures as set out in the Health & Safety Policy file. The rules are there for the protection and security of all staff, service users, visitors and contractors working within the homes.

Risk Assessments should be completed if a security risk is suspected.

- **Health & Safety Policies & Guidelines in the Health & Safety Policy File**

12. DRUGS

Always follow the statutory requirements with regard to the safe keeping of drugs and follow the Administration of Drugs procedure.

- **Policy No. 27 Storage, Handling & Administration of drugs.**

13. EMERGENCY SITUATIONS AND PROCEDURES

Always ensure that all staff can give an immediate and effective response in the event of an emergency situation to minimise the threat to personal safety. This includes, fire emergencies and medical emergencies. It is hoped that emergencies do not happen often and because of this the emergency procedures must be regularly tested, staff updated and well informed. A list of emergency telephone numbers must be kept in a prominent place on all DRH sites. When appropriate Service Users should be included in receiving information and taking part in practices. This is especially important in supported housing situations.

- **Health & Safety Policy Book**
- **Policy No. 7 Fire Policy & Procedures**
- **Policy No. 16 Infection Control Policy**

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