

Standard Operating Procedure

RESPONSE TO INCIDENTS PROCEDURE

SETTING	University Hospitals NHS Foundation Trust (UHB) Security Department
FOR STAFF	All Security Officers
ISSUE	To ensure a speedy and effective approach when responding to incidents.

Standard Operating Procedure (SOP)

Security Officers will respond expeditiously to calls from staff, visitors or patients.

Security Officers from the UHB Security team are expected to make use of their knowledge, experience and training in order to prioritise their response to any request for their attendance, but must be aware that they may later have to justify their decision.

Other SOPs and Contingency Plans giving instruction and guidance on dealing with specific incidents are referenced within this SOP.

Method

Security Officers will behave in a courteous and professional manner at all times. It is accepted that there will always be occasions, when dealing with aggressive individuals, that a more assertive or robust approach may be required.

Security Officers must ensure that, whenever possible, all reasonable actions and enquiries are carried out in order to bring any incident to a speedy conclusion.

Where an incident is on-going, or requires protracted enquiries, officers will ensure that they liaise with all interested parties and keep them informed of progress, except where this might compromise or interfere with a criminal investigation.

Security Officers will ensure that any reports or other paperwork are promptly and legibly completed.

Receiving, Recording and Resourcing an Incident

Security Officers should expect to receive requests for assistance in the following ways:

- Direct verbally
- Telephone – external or internal call via fixed landline or mobile phone
- Two-way radio – from Switchboard or other colleague on duty
- Bleep
- Written service request – email received in the first instance by the Local Security Management Specialist (LSMS)/Security Manager (generally for a planned or anticipated future event)

Security Officers should record details of the request in their pocket notebooks and when appropriate, details should also be recorded in the office diary.

The Security Officer/s receiving the request will normally respond and will be expected to complete all relevant paperwork.

Where the request is non-urgent and requires the attendance of a specific named Security Officer, the receiving Security Officer will ensure that sufficient information is passed on to enable the matter to be dealt with. If there is likely to be a delay in contacting the Security Officer whose attendance has been requested, this must be communicated to the caller and a Security Officer will be tasked in their place.

If, in the judgement of the receiving Security Officer, the call is so urgent as to require immediate attendance, then the receiving Security Officer will either attend personally or make arrangements for another Security Officer to attend without delay.

Attending an Incident

Preparation

At the commencement of their shift, Security Officers will ensure that they are properly equipped to deal with any incident that could be reasonably expected to occur during the tour of duty. This includes:

- Pocket notebook
- Personal radio
- 'Bleep'
- Mobile phone (optional)
- Black ink pen
- Torch (hours of darkness)
- Weatherproof hi-visibility outer clothing (when appropriate)
- All Personal Protective Equipment including Handcuffs and Body Worn Video Cameras

Briefing

The majority of incidents arise spontaneously, providing little or no opportunity for briefing. Under normal circumstances, Security Officers must brief themselves adequately during handover, referring to:

- Daily Occurrence book
- Email
- Any other documents held in the Security office for briefing purposes

Verbal transfer of information between Security Officers is invaluable, but wherever possible, this should be recorded in writing in the Daily Occurrence Book.

The Head of Security and/ or Security Manager/Supervisor will deliver briefings to staff in relation to the role requirements of Security Officers, particularly where the opportunity has arisen for planning response to a future incident. Slowly developing or unexpected serious incidents are also likely to involve formal briefings.

Where two or more Security Officers are attending an incident, it is essential that they communicate between themselves before arriving at the scene to determine:

- Who is going to deal directly with the person(s) involved? ('control')

- Who is going to provide 'cover', and look out for the safety of the 'control' Security Officer?
- What outcome does the 'control' Security Officer want from the incident, if possible?
- What is already known about any suspect or offender at the scene?
- What is known about the environment?
- What escape routes are there for the Security Officers if the situation becomes too dangerous?

Sound communication in advance of arrival at the scene of an incident can often help to prevent or reduce the seriousness of the situation.

At the scene

The first action at the scene of any incident is to carry out a rapid assessment to identify:

- Hazards present
- Level of risk
- Existing controls
- Additional control measures required

From this information an initial plan can be worked out and appropriate action taken.

Security Officers will normally have seven basic options at an incident depending on the prevailing circumstances, and particularly where there is the potential for aggression and/or violence:

- Advise
- Enforce Trust Policy or criminal legislation
- Use conflict management skills
- Eject from Trust property, using reasonable force.
- Use approved self-defensive tactics – applying only reasonable force
- Restrain and arrest – applying only reasonable force
- Leave

The decision on which option or combination of options to use will be determined by the officer at the time. If needed, guidance should be sought from the LSMS/Security Manager/Supervisor, Head of Security or the Police. In certain circumstances, it may be appropriate to seek advice from the person, Department or external agency with the necessary level of expertise to advise on or resolve a specific problem.

Application of Force

In any situation where there is no other option but to use force, Security Officers must act strictly within the provisions of the Common Law, and/or Section 3 of the Criminal Law Act 1967. Written information and training has been provided to all those who have completed Level 4 training.

All Security Officers must be aware of the response options and Impact Factors detailed in the Conflict Resolution Model. A written copy of this Model has also been provided to all officers who have completed Level 4 training.

Common Law 'Duty of Care'

Security Officers will find themselves involved in incidents where Section 3 may not necessarily apply; a likely instance might involve a request by medical staff to assist in restraining a patient in order to enable treatment to be administered or perhaps to prevent a patient leaving the hospital who might be at serious risk. Characteristically the patient's behaviour is likely to be characterised by periods of mental incapacity a common law responsibility applies to protect the patient from themselves or others.

On arrival Security Officers should assess the situation and when practicable, obtain as much information as possible from the senior member of the medical staff, especially details regarding the patient, such as:

- Name
- Date of birth
- Address
- Medical reason for being in hospital
- Psychiatric history
- Similar occurrences
- History of violence and aggression
- Involvement of doctor (if not already present, request immediate attendance)

Security Officers should inform the senior member of the medical staff that they are unable to lawfully restrain any patient to prevent them from leaving the hospital, unless the patient's condition is so severe that should they leave their life would be at risk.

Security Officers must ensure that they show the patient their ID and explain to them who they are and why they have been requested by the medical staff to intervene. Security Officers should try to converse with the patient using first name terms, remembering to be polite and to provide reassurance.

Should a 'confused' patient attempt to leave the hospital Security Officers should first try to apply diversionary tactics, such as standing in doorways or blocking exits, rather than physically committing themselves. If possible lock doors, but only as a temporary measure.

As soon as possible Security Officers should brief the doctor of the behaviour the patient has demonstrated, i.e. if they are unsteady on their feet, breathless, abusive, aggressive or confused or anything else the Security Officer feels the doctor should be aware of.

Security Officers are responsible for assisting medical staff in returning 'confused' patients to treatment areas, where possible wheelchairs should always be used.

Security Officers will be required to maintain a presence until such time that a doctor or senior member of the nursing staff decides that a situation is under control.

It is essential that Security Officers ensure that their pocket notebooks are updated.

Trespassers

Security Officers can expect in the majority of cases that the trespassers within premises will have quite innocent intentions and will probably leave immediately they are challenged, particularly if they have accidentally strayed into areas to which the public are normally excluded,

for example laboratories and clinical or research areas where the subject does not have an appointment. Security Officers should, nevertheless, be interested to establish why the 'intruder' was there, his identity, etc..

Refusal by a trespasser to answer questions or identify himself may be irritating but Security Officers should remain composed and polite but firm in requesting the person to leave the premises.

Security Officers may lawfully use as much force as necessary to eject a trespasser who refuses to leave. Security Officers are employed by the owners of the land and premises of UHBristol and as their agents can exercise the powers of the owner.

From a practical point of view many trespassers in premises will go unnoticed, and it is those who arouse suspicion to which security attention will be directed. If a suspicious trespasser is unaware that his presence has been discovered, he should be kept under observation until his intentions become clear. If they know they have been discovered or are challenged and the circumstances point to criminal activity the police should be called to assist. The police should also be called where violence from one or more trespassers is anticipated or a number of trespassers deliberately provoke authority.

Security Officers should ensure that when dealing with trespassers, who are ejected or detained pending the arrival of the police, that they act reasonably and keep a record of everything said and done in the presence of the trespasser.

Investigation

As soon as the Security Officer assesses that the situation is stable, he or she will commence the process of gathering information and evidence, which will be recorded in the officer's pocket notebook at the time or as soon as reasonably practicable (see Standard Operating Procedures – Pocket Notebooks).

Where it appears that a criminal offence has been committed and there is evidence at the scene which may help to prove or disprove the guilt of any person, the officer will request the attendance of the police then preserve the scene by controlling access and preventing entry to the area by all persons until the police arrive.

Preservation of the scene includes:

- Minimising or preferably entirely preventing any person (including the Security Officer) from touching anything within the scene.
- Ensuring that nothing is removed from, or introduced into the scene
- Commencing a chronological log in the officer's pocket notebook to record full details of any person who does enter the area. This must also include the names of police officers.
- Where the scene is in the open air, consideration should be given to carefully covering evidence that might be damaged or destroyed, particularly in inclement weather.

Preservation of the scene may be achieved by one or more of the following:

- Plastic cordon tape
- Locking off or tying doors giving access to the area (if this can be accomplished without compromising fire safety).
- Summoning additional manpower or utilizing other staff to assist at access points to

the scene

- Carefully moving furniture or other items to a position where they prevent access (again, fire safety must be the first consideration). Be aware when moving items close to the scene that evidence could be lost or destroyed in the process
- Consider evacuating staff, patients and visitors via a route that does not take them through the scene.

Security Officers should gather as much information and evidence as possible at the scene, including:

- Full names, addresses (or Departments for staff members) and contact telephone numbers of all persons involved either as potential offenders or witnesses.
- Details of any injuries sustained by persons involved and whether immediate medical care or First Aid is required. Visible injuries should be described.
- A description of the scene, including any damage to personal or Trust property
- Details of any property which the Security Officer takes into their possession
- Details of any item material to the enquiry, which is retained by a third party.

Following the evidence and information gathering phase, the Security Officer should consider what further action (if any), is necessary. Further action will include one or more of the following:

- Completion of pocket notebook entry (in all cases)
- Entry in the Daily Occurrence Register
- Completing Incident Report on Datix, the Trust electronic reporting system
- Liaising with Police and make witness statement / evidence
- Obtaining signature and receipt in pocket notebook from any person to whom property is transferred
- Contacting appropriate UHBristol Department, Trust Health & Safety Advisor or external Agency having an interest or who may need to carry out remedial or repair work. (Authorisation from LSMS/Security Manager/ Supervisor may be required, particularly where an external Agency is involved).
- Ensuring that any urgent work needed to render an area safe, or to secure Trust property is carried out.
- Remaining on site to protect insecure property until it can be made secure and if necessary examined by a Police Scenes of Crime Officer.
- Determining whether follow-up enquiries by the Security Officer or other person are required
- Where the security is not able to make the follow-up enquiries, ensuring that the work is delegated appropriately
- Ensuring that complainants, victims of crime and any other person having a legitimate interest in the final outcome are kept informed of the progress or final result of the enquiry
- Where assistance of a particularly helpful nature has been rendered to Security Officers by other members of staff or a member of the public, ensuring that the LSMS/ Security Manager is made aware, in order that they can send a letter of thanks.

**RELATED
DOCUMENTS**

Pocket Notebook SOP

**AUTHORISING
BODY**

Estates & Facilities Risk Management Group

QUERIES

In Hours - contact [REDACTED] (LSMS) Ext 22995

Out of Hours – contact On-Call Security Manager via Switchboard