

Date: 26/06/2019

FREEDOM OF INFORMATION REQUEST - 014845 - Security Management within the Trust

I am writing to you under the Freedom of Information Act 2000 to request the following information from the manager responsible for Security Management within your NHS Trust:

- Job titles and responsibilities within the Organisation (for Benchmarking)
- SIA licencing status
- Professional reflection of NHS Protect ASMS/LSMS training
- What Security Management Standards are applied within your NHS Trust
- Whether your Trust utilise contracted or in-house staff
- Whether your Trust utilises Criminal Justice and Immigration Act legislation (sections 119 and 120)
- What qualifications and competencies your Security Management staff hold (anonymised)
- Utilisation of the legacy NHS Protect Self Review Tool (SRT)
- Responsibilities held by the LSMS/Security Manager of your Trust
- Professional opinion of the required learning content of a Healthcare Security Management qualification.

Please provide the information in the form of completing the relevant surveys at the following links and confirming back by email that these have been completed. Each survey has no more than 10 short questions and will take approximately 10 minutes.

Not all surveys are required to be completed. Survey 2 is requested to be completed as part of this FOI, however only one of the options is required to be completed by any one individual (dependant on who the Trust employs):

1. a. Accredited ASMS/LSMS: <https://www.surveymonkey.com/r/B8NXKPG>
b. Non-Accredited Healthcare Security Managers: <https://www.surveymonkey.com/r/BVDFQ69>
c. Nominated Security Management Directors (SMD)s: <https://www.surveymonkey.com/r/BDRDV32>

2. Learning Content: <https://www.surveymonkey.com/r/BYPLLHQ>

The request is that the following are completed:

Accredited ASMS/LSMS(s): 1a and 2
Non-accredited Healthcare Security Managers: 1b and 2
Nominated SMD: 1c and 2.

Please see attached responses which have been filled out by the Trust's LSMS

Please note that the Trust's Facilities Management Services are provided by our Private Finance Initiative partner and security/security guards are part of that PFI agreement.

Part 1: Healthcare Security Management (England) Research Survey (Accredited LSMSs)

This survey is solely for Accredited LSMSs. For Non-Accredited Healthcare Security Managers, please completed the **Healthcare Security Management (England) Research Survey (Non-accredited Healthcare Security Managers)** survey.

There are specific complimentary surveys for this operating as Healthcare Security Managements who are practicing without the accredited qualification, and also for SMDs.

Since the disbanding of NHS Protect there are a number of questions from the industry in terms of governance, training and competency.

Your time in this concise, 10 short question survey will be invaluable to both my research and the industry. I will make the findings of this survey available (anonymised) via the National Association for Healthcare Security (NAHS) and the FutureNHS Collaboration Platform for NHS Security Managers to refer to.

This survey captures no personal data and as such does not breach any Data Protection legislation (DPA 2018/GDPR).

This survey has been assessed and deemed appropriate in terms of ethical impact.

There are two parts to this survey.

Q1

Do you hold an Accredited Local Security Management Specialist (ASMS/LSMS) qualification?

Yes	No
✓	

Q2

Do you hold an SIA Licence?

Yes Frontline	Yes Non-frontline	No Expired	No I've never been licenced
			✓

Q3

Do you believe that the NHS Protect LSMS/ASMS training was comprehensive enough to produce competent Healthcare Security Managers?

Yes It was comprehensive enough to meet the required needs	Yes It was effective as a foundation course	Neutral It covered some of the aspects, but could have gone further	No It did not give me the competencies I required	No It was wholly inadequate
		✓		

Q4

What standards do you as a healthcare security manager work/refer to?

Legacy NHS Protect	PD CEN/TS 16850:2015	ISO/BS	Other
✓			

Q5

Do you, or any of your staff operate under the 'in-house' exemption of SIA licencing?

Yes	No

I am unclear what this means

Q6

Does your organisation utilise the CJIA (sections 119 and 120) legislation to remove nuisance persons from site?

Yes	No
✓	

The Trust's FM services are provided by our Private Finance Initiative Partner as a part of a comprehensive Facilities Management Service. Security is a part of that PFI agreement

Q7

In your organisations security department, how many staff are in-house, and how many are contracted in?

In-house (Directly employed by the Trust/Organisation) (Number)	Contracted (Not employed by the Trust/Organisation) (Number)

The Trust's FM services are provided by our Private Finance Initiative Partner as a part of a comprehensive Facilities Management Service. Security is a part of that PFI agreement.
The Trust's LSMS is contracted in.

Q8

Do you, as an LSMS/Security Manager, hold duties in addition to security management?
(e.g FM/EPRR/H&S etc.)

Yes	No
(If yes, please detail below)	✓

Q9

What relevant Security Qualifications do you hold, or are you studying for? (these may be as a practitioner (CCTV qualification) or as a manager (e.g. Foundation Degree in Security Management), please include relevant periphery qualifications such as NEBOSH, Business Continuity, MSc Healthcare Leadership & Management etc.)

Accredited LSMS. Post Grad Certificate in Management Studies

Q10

Does your Organisation believe that the NHS Protect Self Review Tool (SRT) was adequate as a tool to complete a self-assessed continuous improvement framework and benchmark?

Yes It was useful and should still be used	Yes It was useful, but it is no longer required. It should not be revisited	Yes it was useful, but would benefit from modernising	No It has had its day and is irrelevant now	N/A: I am not aware of this tool or its appropriateness
		✓		

Please now move to Part Two

PART 2: Healthcare Security Management (England) Research Survey (Learning Content)

For a number of years NHS Protect and the NHS SMS delivered LSMS training. This was subsequently adopted by the Security Management Professional Accreditation Board.

Using the Model of KATE to assess competence (Knowledge, Aptitude, Training and Experience), and so it is suggested that learning is an essential foundation to an individual to assume responsibilities of security management within an NHS Trust in England.

This survey looks at the broad areas, or Learning Outcomes (LOs), required to allow Healthcare Security Managers to start with a base knowledge to allow a firm foundation prior to adopting the role of Security Manager within the NHS in England in the broadest term and assuming the individual may come from outside of the health industry, or from a non-security background.

Your time in this concise, 10 short question survey will be invaluable to both my research and the industry. I will make the findings of this survey available (anonymised) via the National Association for Healthcare Security (NAHS) and the FutureNHS Collaboration Platform for NHS Security Managers to refer to.

This survey captures no personal data and as such does not breach any Data Protection legislation (DPA 2018/GDPR).

This survey has been assessed and deemed appropriate in terms of ethical impact.

Please score the following questions based on the following system:

3 = Essential

2 = Desirable

1 = Not required

0 = Irrelevant

Q1 - Law and Legislation:

Response	Tick
Essential (3)	✓
Desirable (2)	
Not required (1)	
Irrelevant (0)	

Q2 - Threat Assessment and Risk Management

Response	Tick
Essential (3)	✓
Desirable (2)	
Not required (1)	
Irrelevant (0)	

Q3 - Corporate Security Management

Response	Tick
Essential (3)	✓
Desirable (2)	
Not required (1)	
Irrelevant (0)	

Q4 - Healthcare Leadership and Management

Response	Tick
Essential (3)	
Desirable (2)	✓
Not required (1)	
Irrelevant (0)	

Q5 - Information Security (Cyber) Management

Response	Tick
Essential (3)	
Desirable (2)	✓
Not required (1)	
Irrelevant (0)	

Q6 - Security Governance and Compliance

Response	Tick
Essential (3)	
Desirable (2)	✓
Not required (1)	
Irrelevant (0)	

Q7 - Emergency Planning, Resilience and Response (EPRR)

Response	Tick
Essential (3)	✓
Desirable (2)	
Not required (1)	
Irrelevant (0)	

Q8 - Business Management (SFIs, Business Plans etc.)

Response	Tick
Essential (3)	
Desirable (2)	✓
Not required (1)	

Irrelevant (0)	
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Q9 - What other areas does your organisation deem are essential to see on a training course, or program, to give the foundations to a new practitioner entering Healthcare Security Management, whether that be from within the healthcare environment, from outside of healthcare, from a peripheral sector (FM, Risk, H&S etc.), or coming from the frontline ranks of security?

Health and Safety

Q10 - Finally, to quantify your response, what relevant security qualifications do you hold (if any), or are you studying for?

(these may be as a practitioner (CCTV qualification) or as a manager (e.g. Foundation Degree in Security Management), please include relevant periphery qualifications such as NEBOSH, Business Continuity, MSc Healthcare Leadership & Management etc.)

I would happily undertake any further training to enhance the role if funding was available.
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Part 1: Healthcare Security Management (England) Research Survey (Nominated SMDs)

Since the disbanding of NHS Protect there are a number of questions from the industry in terms of governance, training and competency.

Your time in this concise, 10 short question survey will be invaluable to both my research and the industry. I will make the findings of this survey available (anonymised) via the National Association for Healthcare Security (NAHS) and the FutureNHS Collaboration Platform for NHS Security Managers to refer to. This survey has been assessed and deemed appropriate in terms of ethical impact. There are 2 parts to this survey.

Q1 - What standards do you as a healthcare security manager work/refer to?

Legacy NHS	PD CEN/TS	ISO/BS	Other
Protect	16850:2015		
✓			

Q2 - Does your organisation utilise the CJIA (sections 119 and 120) legislation to remove nuisance persons from site?

Yes	No
✓	

The Trust's FM services are provided by our Private Finance Initiative Partner as a part of a comprehensive Facilities Management Service. Security is a part of that PFI agreement.

Q3 - In your organisations security department, how many staff are in-house, and how many are contracted in?

In-house (Directly employed by the Trust/Organisation) (Number)	Contracted (Not employed by the Trust/Organisation) (Number)

The Trust's FM services are provided by our Private Finance Initiative Partner as a part of a comprehensive Facilities Management Service. Security is a part of that PFI agreement.
The Trust's LSMS is contracted in.

Q4 - Do you as an SMD, employ an accredited LSMS?

Yes	No
✓	

Q5 - Do you believe that the NHS Protect Self Review Tool (SRT) was adequate as a tool to complete a self-assessed continuous improvement framework and benchmark?

Yes It was useful and should still be used	Yes It was useful, but it is no longer required. It should not be revisited	Yes It was useful, but would benefit from modernising	No It was not productive or informative	No It has had its day and is irrelevant now	N/A: I am not aware of this tool or its appropriateness
		✓			

Q6 - Do you hold an Accredited Local Security Management Specialist (ASMS/LSMS) qualification?

Yes	No
	✓

Q7 - What relevant Security Management training or experience do you have?

None

Q8 - Which of the following responsibilities do you delegate to your operational Healthcare Security Manager/LSMS?

Responsibility	Tick
Line management of security staff	
Physical security of facilities/premises	
Maintenance of security assets	
Management of Lone Working	✓
Security Risk Management	✓
EPRR for the organisation	
Counter Fraud for the organisation	
Other Organisational Resilience related responsibilities (EPRR, Risk Management, etc.)	
Other non-pure security responsibilities (such as FM, Car Parking, H&S, Fire Safety etc.)	

Other (please specify)	
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Q9 - What essential qualities would you list if you were recruiting a new Healthcare Security manager/LSMS?

<p>Knowledge Skills and training</p> <ul style="list-style-type: none">• Degree or equivalent experience in security management, law enforcement, criminal investigation, emergency planning and resilience.• Knowledge of legislation relating to security management.• Knowledge of police, criminal procedures and criminal justice system.• Knowledge of the government's counter terrorism strategy 'CONTEST'• Successful completion of accredited LSMS security management training. <p>Job Specification experience</p> <ul style="list-style-type: none">• Experience of working within security or law enforcement.• Experience in multi-agency working. <p>IT Skills</p> <ul style="list-style-type: none">• Advanced keyboard skills and demonstrable experience of using Word, Excel and PowerPoint. <p>Personal Qualities attributes</p> <ul style="list-style-type: none">• Ability to analyse complex facts and provide composite reports.• Excellent communication and negotiating skills• Excellent time management and organisational management skills.• High level decision making skills.• Able to develop and maintain professional relationships. <p>Business Travel</p> <ul style="list-style-type: none">• Subject to the provisions of the Disability Discrimination Act, able to travel using own vehicle on Trust business <p>Additional Requirements</p> <ul style="list-style-type: none">• Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively
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Q10 - Finally, do you have any other relevant comments which the researcher may find useful to their research, particularly regarding the competence of a Healthcare Security manager?

Annual /Bi-annual assessment of competence (Self Review Tool)

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Manager within the NHS in England in the broadest term and assuming the individual may come from outside of the health industry, or from a non-security background.

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Irrelevant (0)	

Q2 - Threat Assessment and Risk Management

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Essential (3)	✓
Desirable (2)	
Not required (1)	
Irrelevant (0)	

Q3 - Corporate Security Management

Response	Tick
Essential (3)	✓
Desirable (2)	
Not required (1)	
Irrelevant (0)	

Q4 - Healthcare Leadership and Management

Response	Tick
Essential (3)	
Desirable (2)	✓
Not required (1)	

Irrelevant (0)	
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Q5 - Information Security (Cyber) Management

Response	Tick
Essential (3)	
Desirable (2)	✓
Not required (1)	
Irrelevant (0)	

Q6 - Security Governance and Compliance

Response	Tick
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None