

Security at Doctors and Dentists Surgeries



FIRST PRINCIPLE

norfolk.police.uk/firstprinciple
suffolk.police.uk/firstprinciple

Top Tips

- Be security aware and regularly assess your security using our self-assessment
- Ensure staff are briefed about their responsibility for security
- Keep informed of local developments
- Report any concerns you may have to the police immediately
- Do not leave personal valuable items unattended or unsecured
- For more Crime Prevention information go to our website at <https://www.suffolk.police.uk/> and look in the 1st Principle A-Z of Crime Prevention.

PREVENT CRIME

PROTECT COMMUNITIES



NORFOLK
CONSTABULARY
Our Priority is You



SUFFOLK
CONSTABULARY

Doctors and Dentists surgeries are targets for thieves.

We are aware of a number of recent crimes where Doctors have had personal items, including wallets and bank cards, stolen from their surgeries. This occurs when Doctors may have to leave the surgery unattended for brief periods.

The thief watches the Surgery either from the waiting area or just outside the office and enters when it is unattended and steals items that are not secured.

In some cases the Doctor has then been phoned by someone claiming to be the bank and has been asked for Pin details.

This is not the only area at risk.

Doctors and Dentists Surgeries – Security Self-Assessment

We would recommend that you take this opportunity to carry out a full Security Health Check on your Surgery. Included with this document is a Security self-assessment to help you review the security of your premises. We recommend that this is done by a small group. If you have specific areas of security you are not sure about you can contact the Police Design out Crime Officer for further details.

Check	Yes/No	Further Information
Personal Property		
Never leave personal property such as wallets, bank cards etc in your surgery.		<p>These should be locked in a secure drawer or safe. Alternatively, you should lock the door when you leave, even if only for a few minutes.</p> <p>Ensure that all staff are aware of this risk and ask them to report suspicious behaviour.</p> <p>Protect your personal information and never give bank details to anyone.</p>
Boundaries, Fences and Gates		
Does external security lighting give good lighting to your premises during the hours of darkness or when not in use?		Grounds should be well lit with good colour definition ideally to BS 5489 (smaller premises should be fitted with dusk to dawn lighting as a minimum).

<p>Are car park areas well-lit and clear of obstructions or items that may be desirable such as scrap items or grounds equipment?</p>		<p>Make every effort to reduce hiding places. Remove waste and scrap items on a regular basis.</p> <p>Keep an open aspect with good all-round visibility between the road and the shell of the building.</p> <p>At the end of the day always secure the premises grounds, check, close, lock doors and windows, set the alarm and close and lock gates.</p>
<ul style="list-style-type: none"> • Is your boundary clearly defined? • Are fences secure and regularly checked? • Do you have prominent signage directing visitors to a reception point or single entrance/exit point? 		<p>Clearly defined boundaries ensure that visitors to your premises are aware of where they are allowed to go or not go.</p> <p>Fences and gates should be robust and strong enough to deter unlawful entry and secured appropriately.</p>
<p>Provide regular maintenance for the growth of trees and bushes so that there is good 'natural surveillance' to deprive criminals of cover/hiding place. Make sure that planting does not obstruct</p>		

CCTV cameras or sight of doors/windows points.		Weld mesh fencing to a minimum height of 1.8m or 2.0 m. high is recommended. Make sure there is appropriate warning signs displayed around who is allowed access and what security measures are in place, such as CCTV, Alarms etc.
Buildings, Doors and Windows		
Have you eliminated recessed doorways or concealed areas that could give cover to intruders?		All of these issues are essential for good security. If you have these kinds of areas consider additional security to them such as CCTV or additional doors/fencing/shutters.
Do you have an up-to-date inventory of issued keys? Are regular key audits carried out? Keys should be numbered (not named with locations) and secured at all times (including spares).		Strict key management is a priority with fewer people accessing them as possible. Regular key audits will highlight any discrepancies/issues with missing keys or staff that may have left who still have access to keys. Could an electronic card entry system, (these allow you to remove from the system any lost cards and prevents copies being cut) be

		<p>suitable for your surgery?</p> <p>If keys are missing change the locks immediately through a Master Locksmiths association (see https://www.locksmiths.co.uk/find-a-locksmith/ for local details).</p>
<p>Are all windows and doors of sound construction, in good working order and lockable?</p> <p>Have you considered roller shutters, bars, grilles on windows for additional security?</p> <p>Have you considered reflective film/blinds for ground floor windows?</p>		<p>Windows and doors should be in good condition and working order and preferably constructed and installed to PAS 24 Standards.</p> <p>Areas that may be more vulnerable, could be protected further with additional security such as bars, grilles or shutters installed to LPS1175 Issue 7, Security Rating 2, or STS202 Burglary Resistance 2, or Sold Secure Gold.</p>
<p>Are roof lines easily accessed?</p> <p>Have steps been taken to restrict easy access to</p>		<p>Flat roofs can be easily accessible and go on to lend easy access to other areas for entry or allow ASB issues. Check to see if there are</p>

<p>them, including anti-climb products?</p> <p><i>Remember to put up warning signs for anti-climb devices.</i></p>		<p>any items nearby that could be used as climbing aides to these areas and remove them (things like bins, fence lines, storage containers, drain pipes). Where suitable and where a roof is over 2m from the ground, consider the use of anti-climb products (paint) and ensure that signage is displayed where they are used.</p>
<p>Valuable Items and Equipment</p>		
<p>Do you use secure storerooms or containers for valuable items? Are they alarmed when not in use?</p>		<p>The more layers of security you have the harder it is for thieves; it either deters or slows them slow down. Make sure that property secured inside is further secured (if appropriate with ground anchors, hardened steel chains and closed shackle padlocks).</p>
<ul style="list-style-type: none"> • Is equipment security marked to identify you as the owner? • Have you used the free property register? 		<p>Good property marking can enable the police to return any recovered stolen goods.</p>

<p>https://www.immobilise.com/</p> <ul style="list-style-type: none"> Do you have signage to inform potential thieves that your property is security marked? 		<p>Remember property marking also acts as a deterrent; items clearly marked are less easy to sell on as they don't get a good payback for the offender.</p>
<p>Do staff/employees/volunteers have access to lockers to safeguard their personal property?</p>		<p>It is important to provide a secure place for staff/employees to keep personal belongings in. Items like phones, car keys and wallets/bags that could be an easy target for offenders or opportunists using the facility.</p>
<p>Do not keep cash on the premises at night! If so, keep it secured in an appropriate safe (in accordance with guidance from your insurance company) and kept to a minimum.</p>		<p>Signage stating that 'NO CASH KEPT ON PREMISES OVERNIGHT' can also act as a deterrent.</p> <p>Leave cash till drawers empty and open and in view so that it is obvious that no cash is kept on site.</p>

<p>If you have high value merchandise, have you considered products such as Smoke/Fogging devices.</p>		<p>They fill the area with smoke making it impossible to see and can use strobe lighting and noise to disorientate an offender.</p>
<p>During out of hours secure laptops/tablets/work mobiles in a locked cabinet in an alarmed area.</p>		<p>Also make sure that all IT equipment has the appropriate security in place i.e. password protected and property marked and if feasible tracking apps installed. Keep passwords safe and do not share them unless a staff member is required to use them.</p>
<p>Alarms and CCTV</p>		
<p>Has an alarm been installed?</p>		<p>If not, contact National Alarm Inspectorate on 01628 637512 https://www.nsi.org.uk/ or Security Systems Alarms Inspection Board on 0191 2963342 https://ssaib.org/ for details of local approved alarm installers. Check with your insurer for the level of alarm your business may require. Always choose a monitored or linked alarm</p>

		system over installing only a CCTV system. Monitored alarms or monitored CCTV will alert you in real time if someone is trying to gain entry.
<ul style="list-style-type: none"> • Are your alarm codes ever changed? • Is your alarm regularly serviced? 		An alarm system is only useful if it is used correctly. Make sure everyone who needs to be is trained on the system's operating procedures.
<ul style="list-style-type: none"> • Specify trained staff to set the alarm every day. 		Are specified people nominated to set the alarm at the end of the working day. It's best to keep this duty to a minimum number of staff members.
<p>Is there a CCTV system installed? If so:</p> <ul style="list-style-type: none"> • Does your CCTV need to read vehicular number registration plates of vehicles? (ANPR) • Is it regularly maintained? • Is the recording equipment and recorded materials stored in a locked cabinet and out of sight? 		<p>CCTV systems can be complex and should not be regarded as the principle method of securing your premises. They are most effective in preventing crime when monitored 24/7.</p> <p>They can act as a deterrent and they can</p>

<ul style="list-style-type: none"> • Are downloads (required by police for identification) fit for purpose? • Is someone able to operate the system efficiently? • Are the time and date settings regularly checked to ensure they are correct? • Are there appropriate signs to tell the public/warn offenders that they are being recorded? 		<p>provide evidence for prosecution. However, if they are not set up properly and managed badly they are of no real use.</p> <p>It is always advised that an CCTV expert is consulted and a requirement is that recorded images should be suitable for police use.</p> <p>Ensure that the lighting is appropriate for the system installed and that the cameras are regularly maintained and free from dust/obstructions or damage.</p>
<h3>Management Procedures</h3>		
<p>Do you have a procedure for key holders' personal safety when attending out of hours security calls?</p> <p>Do you have a lone worker policy?</p>		<p>They should be advised to notify someone else (staff member) that they are attending and have access to a personal safety alarm?</p> <p>If an intruder is confirmed on site (a crime is in progress) then dial 999.</p>

<p>Is there an established security procedure for closing the premises, including checking all rooms and toilets to ensure no-one is hiding?</p>		<p>Staff must check all entrance doors are locked, windows and skylights are secured at the end of the working day.</p> <p>A security log requiring a staff signature after checking will encourage accountability for doing security checks and provide times and dates of when they were completed.</p>
<p>Staff, helpers and supervisors should wear identification badges whilst at work.</p> <p>Are visitors asked to sign IN and OUT and given visitor badges which are ALL accounted for when they leave?</p>		<p>Identifying staff gives visitors or customers a clear point of contact and will allow staff to challenge anyone who is not wearing identification in a non-public area.</p>
<p>Are security arrangements made for surveillance during vulnerable times such as evenings and holidays?</p>		<p>Work with residents or businesses close to you by asking them be alert and report suspicious activity when the facility is closed.</p>
<p>Do you have a continuity /recovery plan in the event of theft or fire and is all data and information backed up?</p>		<p>Think about what data is essential to keep your business running if it was hit by theft or fire.</p>

<p>Do your staff:</p> <ul style="list-style-type: none"> • Know how to report a crime? • Know your local police contact? • Know the street names or identifiable landmarks around you? • Know the businesses full postal address? • Know how to report suspicious activity? 		<p>This information is essential for all the emergency services in the event of an incident.</p> <p>Make sure it is written down AND displayed prominently for all staff and include this in the staff induction.</p> <p>A crime in progress needs to be reported immediately with accurate information to give Police the best opportunity to catch the offenders.</p>
<p>Have all staff, including cleaning staff and sub-contractors, been briefed on your security procedures?</p>		<p>All staff should be responsible for security precautions and should be given clear instructions on what is expected of them.</p>
<p>Cyber Crime</p>		
<p>Have you taken all necessary steps to protect yourself against Cyber-crime attacks?</p>		<p>To find out more there is a comprehensive small business cyber security guide produced by the UK government.</p>

