



To strengthen the protection of London and Londoners against terrorist attacks.

SECURITY ADVICE FOR HOSPITALS & HEALTH CARE CENTRES DURING COVID-19

During these unprecedented times Hospitals and Health Care facilities are under tremendous pressure in dealing with the COVID-19 pandemic. In light of the Governments lockdown and subsequent closure of large crowded places, hospitals could be seen as attractive venues to those intent on conducting terrorist activity. The threat to the UK from terrorism remains real and these unprecedented times could be exploited by terrorist groups or individuals.

The following guidance of measures for security leads and security officers is intended to support the already outstanding work being carried out so the impact of incidents is reduced and the critical and operational functions maintained. It is important that you continue to reduce vulnerability, maintain a strong security culture and be prepared for and resilient to the threat and risk from terrorists. Guidance has also been provided for the security of staff and patients.

Please note this is not an exhaustive list of measures.

Security Leads

- Review incident management plans, i.e. bomb threat procedure, your response to an MTA including dynamic lockdown, and suspicious items (including mail).
- Remind all staff of the '**Run Hide Tell**' guidance in relation to hospital policies and plans. (Please note that this guidance is unlikely to change at this time).
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/595437/RHT_A5.pdf
- Consider minimising entry points to only operationally important areas i.e. A&E and main entrance. These vulnerable points should have a visible guard-force presence supported by well maintained and monitored CCTV to deter and detect suspicious behaviour and manage access into the building for staff and visitors.
- To support the effectiveness of Security Control Room operator's further guidance can be found on <https://www.cpni.gov.uk/control-rooms> relating to the Human Factor element.
- Effective Deterrence and Security Minded communication can support by highlighting the strong security posture to assist in deterring any attacks. For further information see <https://www.cpni.gov.uk/disrupting-hostile-reconnaissance>.
- Good Housekeeping will remove the opportunity for suspicious items i.e. IED to be placed undetected and help maintain the hospitals operational effectiveness.
- Consider Counter-VAW measures: If there are linear approaches to crowds and entrance points, consider the positioning of vehicles, planters, barriers etc. without them becoming obstructions but allow for evacuation and rapid escape routes. Staff should be directed not to congregate in crowds outside the hospital especially where moving vehicles can traverse to these locations with ease.
- Advise all staff of their social media presence and not to share personal information online which could divulge their place of work and personal details i.e. work ID, telephone numbers, home address etc.
- Ensure critical assets are secure and have resilience. Critical utility infrastructure (power, water, fire & sprinkler system) and supplies (oxygen supply, chemicals, clinical waste) should have an integrated security approach that includes good physical security, monitored CCTV, alarms, supported by regular security patrols of the hospital perimeter.

Police Emergency: 999

Police non-Emergency: 101

Confidential Anti-Terrorist Hotline: 0800 789 321



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Security Officers

- **Complete ACT e-learning:** An interactive online product designed to provide nationally accredited counter terrorism awareness to all. (45 minutes)
<https://www.gov.uk/government/news/act-awareness-elearning>

- **Download PSO London SHIELD App**



PSO London SHIELD app

PSO London SHIELD is a bespoke app created by the Metropolitan Police for the London business security community - providing up to date counter terrorism advice, guidance, and messaging.

You can download the app for free from the Google Play or Apple stores. Simply search for 'PSO London Shield' or scan the code below.



- **Download NaCTSO ACT App:** Live-time information from Counter terrorism (CT) Policing, plus all the latest protective security advice.

<https://www.gov.uk/government/news/new-act-app-launched>

- Confident and professional engagement will promote an effective deterrent. To the genuine visitor this is likely to be taken as friendly customer service but to an already anxious and paranoid hostile a strong deterrent, as they are fearful of getting caught. The CPNI produced You Tube video called "Eyes Wide Open," is 12 minutes long and focuses on detecting and reporting suspicious behaviour by promoting a strong security culture.
<https://youtu.be/GTFNYtkf6m8>
- Be vigilant during large deliveries where access control may be weakened and exploited by criminals. Encourage areas of business involved in deliveries to obtain information about expected delivery time, driver and vehicles. Be mindful of persons or vehicles trying to tailgate.
- Where possible mail and parcels should be opened in a room not linked to the HVAC systems of the hospital. Have a process for expecting courier deliveries with positive verification.

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- **Distribute new CT Policing Z – Card:** An aide memoire that gives advice and guidance on ‘Run, Hide, Tell’, actions for suspicious items, hostile reconnaissance, HOT principle, cordons, reporting incidents, CBRN and decision making.



20191017 NaCTSO Z
Card.pdf

Personal Security

- Let someone at home know you are leaving work, your route and your expected journey time.
- ID and clothing which identify you are a healthcare professionals should not be visible whilst travelling to and from work.
- Limit information on social media in relation to your work especially personal details i.e. ID passes.
- Maintain good situational awareness by keeping both hands free and not wearing headphones. This will help you remain alert to changes around you.
- Try to walk with other people when leaving the hospital, whilst maintaining your social distance on well-lit routes.
- Walk down the middle of the pavement and be mindful of vehicles ahead that may have persons inside with engine running.
- If you are concerned, trust your instincts and take action. Confidently cross the road, turning to see who is behind you. If you are still being followed, keep moving. Make for a safe area and tell people what is happening and call the police when safe to do so.
- If using your vehicle park in well-lit areas, ensure it is fully locked, secure with windows fully closed and alarmed activated.
- Do not leave visible items in their car, which can identify you as working in the hospital and provide personal details.
- Further information can be found on the following website, www.suzylampugh.org.

You can **report suspicious behaviour** in confidence, it is quick and easy:

Online via our secure form: www.gov.uk/ACT

By phone confidentially and anonymously via the Anti-Terrorist Hotline on **0800 789 321**

We thank you all for your hard work at this difficult time. Take care, stay safe.

NB – There is no intelligence and no increase in threat; this is standard advice for crowded places.

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