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# SECURITY

## OFFICER & TEAM



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# YOUR TEAM AND TERRORISM

● **ESSENTIAL SKILLS** ● **LATEST ADVICE** ●

## For front-line security professionals

**W**elcome to the independent national journal for front-line security staff. And welcome to issue 28, which the publishers have given a new look, more pages and some useful new features.

A strong theme running through this edition is the threat of terrorism, and our articles look at how front-line teams should respond to it. Terrorism is just like any other crime: those who commit it show no concern for the people they harm. But just as with any other crime, there are some clear, practical things that security teams can do to make life harder for the perpetrators.

**Officers can understand the threat, they can understand about vigilance, and they can be clear about what to do in an emergency.** Find out more about each of these points in this edition.

The security officer's greatest contribution is in taking care of the people, and helping to protect them from harm. By following some of the pointers in this edition, we believe you will be better equipped to do so.

Kay Wright  
British Security Industry  
Association

## CONTENTS

### 3. Terrorism & Your Team

### 6. Security First Aid: Shock

### 7. Searching: Mind the Law

### 8. Training News

### 10. Time to Evacuate? Be prepared

### 12 Maintaining Security at the Perimeter

### 13. Explosives check: dogs and technology

### 16. Guarding News

### 22. Any Security Questions?



Searching - page 7



Evacuation - page 10



Explosives - page 13

### Contributors

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Thanks also to the many team leaders and employers who invest in the skills and knowledge of their officers by subscribing to this journal.

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Editor: Nigel Blackman

[nigelblackman@btconnect.com](mailto:nigelblackman@btconnect.com)

### IMPORTANT

The first point of reference for any security officer should always be the Assignment Instructions and your own company's training courses. Where Als are different from advice in this edition it may be for good operational reasons. Therefore the Als should take precedence until you seek clarification.

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# TERRORISM

## AND YOUR SECURITY TEAM



Tavistock Square - the scene of the July 7th bombing of a London Bus

### Are you being alert or just jumpy?

- What's the difference between being vigilant and just being jumpy?
- How do you decide if a person, or an object, is really a threat?
- And if you can't decide, what action should you take?

The answers to these questions will vary, according to where you work. But the bottom line is the same: security staff need to be more suspicious than the average person, and they have a duty not to ignore anything that may be a threat.

Over the page we look at some useful advice to help you get the balance right.

Immediately after any terrorist incident, security awareness goes up. Newspaper headlines seem right when they say that 'nothing will be quite the same again' (which must make the terrorists happy, at least). But actually, they are wrong: people do quickly forget.

We saw this in the Summer of 2005, and unfortunately, from a security perspective, will no doubt see it again: for a few weeks or months companies ask their front-of-house officers to conduct random searches...employers want their security teams first-aid trained...the public are more vigilant...business continuity plans are dusted off...but not long passes and everyone starts to relax.



### Our job is not to forget

We shouldn't be too critical about this. We don't want to live in a world where daily life is full of suspicion and it's heartening how quickly people just get back to normal.

But for security teams it has to be different. The terrorist threat is always on the agenda and it is the job of security professionals to maintain that higher level of vigilance.



## Take a lead from your employer

How suspicious you ought to be most obviously depends on where you work. If you work for an American bank with interests in the Middle East, or a pharmaceutical company whose research involves the use of animals, a much more

## UNDERSTAND THE DANGER...

A powerful bomb can be packed into a very small container (if high explosives are used, something the size of a can of drink can blow apart a train carriage). So if a small package is dumped outside your building, and everyone else is ignoring it, you are right not to. This does not mean that you think every small package is a bomb, but that you know it might be.

## ...BUT BE REALISTIC ABOUT THE ODDS

On the other hand, the risk of an attack in any one location, at any one time, is very, very low. It is a surprising fact, given its emotional impact on everyone, but even if you happened to be travelling on public transport in London on the morning of July 7 the odds that you personally would be directly caught in one of the attacks were very low. Statistically tubes and busses remained a very safe way to travel, it just didn't feel that way.

To be realistic about the true level of risk, security professionals should not let such feelings get in the way of facts.

cautious attitude will be expected, and is right, because the risks are higher.

So when you are deciding where to set your 'suspicion threshold', it is always a good idea to start with the corporate culture of the place you are working. Read your Assignment Instructions (AIs) and discuss the risks with your colleagues.

(There is one exception to this rule: if the corporate culture is not to take security very seriously, then your job should be to view things differently. Indeed, in situations like this there may be a mistaken expectation that you will do all the worrying on behalf of the organisation, so that nobody else has to. Whether this is the case or not, you may be justified in setting your own personal suspicion threshold at a higher level than your employer, as long as you stick to your AIs).


## Relax...it's your job to be up-tight!

Never be embarrassed about being vigilant, either in work or outside it. It comes with the job.

If you notice a bag on a train which nobody seems to own, do that very 'un-British' thing: speak to your fellow passengers and ask if the bag is theirs.

The answer that you will be hoping for is 'yes' and you should not feel silly for asking the question. (One day, though, nobody might say 'yes' and you will have to take further action).

The other benefit that will follow from your having asked the question, is that other people will be



Responsible for searching bags? Take it seriously every time - use a torch to see the contents properly.

Also, be clear about what you are looking for.

Picture: Lynx Security



reminded of the need for vigilance themselves. The more we do it, the more it becomes normal.

### Don't ignore it, challenge it

Often that means challenging yourself. ("Is that bag/person/package really suspicious?... There's not much chance it's a bomb... Shall I take the easy option and ignore it?...")

The habit of noticing things and challenging them, is a way of thinking that everyone accepts immediately after an attack but is something

that most people quickly forget.

But we must not: as security professionals, it's our job to keep challenging things that look or feel wrong.

### Team Reminders:

- Searching bags? Do it properly – use a torch to see fully, and remember that explosives can be hidden inside any small object.
- Seen somebody acting suspiciously? Note it and report it. The police would rather have too much information than not enough. Terrorists typically visit their intended targets in advance ('hostile reconnaissance').
- Remember CCTV can give vital evidence too. Make sure it works well, 24/7.

- Unattended bags? Suspicious items? Don't ignore them.
- Good housekeeping – areas should be kept neat so that out-of-place objects can be spotted.

*Acknowledgements: Our thanks to Andy Williams for his help with this feature – read more from Andy on page 11.*



# SECURITY FIRST + AID

# SHOCK

**IMPORTANT:** first aid skills should be used to buy time until trained medical help arrives. Never delay in calling for help. The information in this feature is not intended as a substitute for full and appropriate training.

**Most untrained people who hear the word 'shock' associate it with the way a person can react psychologically to a bad experience (such as hearing bad news or being caught up in a distressing incident).**

This kind of trauma is not the same as medical shock; in fact medical shock refers to a lack of oxygen getting to the cells of the body, thus leading to the death of the cells.

There are various possible causes. One of the most common that you are likely to

encounter in security work will be that caused by loss of fluid, either from bleeding or from large burns.

Signs and symptoms may develop rapidly, including:

- Rapid, weak pulse
- Rapid, shallow breathing
- Pale, cold, clammy skin
- Thirst
- Weakness and lethargy
- Restlessness and anxiety
- Unconsciousness.

Your aim should be to minimise the effect of this

shock and to slow it down.

Having checked, and if need-be maintained the casualty's airway and circulation, you should next check for and treat large bleeds.

On completion of this a thorough head-to-toe examination should be completed to locate and once again treat less obvious wounds.

The casualty should then be treated for shock, as described in the illustrated sequence below.



**1** Dealing with shock... begin by raising the casualty's legs



**2** Loosen any tight clothing



**3** Monitor the casualty closely



**4** Call for an ambulance or other professional medical help

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SECURITY OFFICER & TEAM

# SEARCHING: MIND THE LAW

**Whatever your reason for searching be aware of legal and safety issues**



**S**ecurity staff are increasingly being asked to carry out searches of people, places or vehicles due to fears about

terrorism. Whatever the reason for searching, personnel undertaking such work have to be acutely aware of legal and safety considerations.

The most important point is

that security officers have no legal rights or authority to carry out searching of either vehicles, persons or their property. This means that they must obtain permission from the person who's property they intend to search before commencing the activity.

- People being searched should be asked to empty their own pockets or bags. Any searches that might require clothing to be searched is best reserved for the police or other legally empowered statutory agency.
- Random searches should always be just that - random - and people should not be targeted because of race, age, gender etc.
- Specific searches: some form of direct evidence (such as information gathered from CCTV surveillance) may result in specific people being searched.
- It is best practice (although not a legal requirement) for at least one witness to be present during a search. If possible, CCTV should be used to record the activity (but bear in

*Continued – turn to page 22*

## **‘I’m too important to be searched’**

**What happens when a VIP refuses to be searched?**

In a recent example there was a stand-off at Melbourne airport when the Duke of York refused to be screened before boarding a flight.

Security staff operating a search policy are entitled to expect the full support of their management. But

high profile people may consider themselves ‘beyond suspicion’.

In the example above, security staff stuck to their procedures, and were rightly backed-up their employers in a difficult situation.

The fact is that security rules apply to everyone, without exception (unless stated in the

search policy) and people in high profile positions should lead by good example.

But VIPs don’t always see it that way. To avoid embarrassment, front line officers are well advised to discuss scenarios like this with their managers: are VIPs exempt? And what would happen on your site in this situation? Know where you stand...

# TRAINING & COURSES

## SECURITY SKILLS BOOST

**Training provider SITO is to become part of a new body, called "Skills for Security", in a major investment boost for skills development and training in the private security sector.**

The move, which starts from 1 January 2006, follows a two-year research and consultation project involving organisations including the BSIA and the Security Industry Authority (SIA) licensing body. SITO will no longer be the BSIA's training subsidiary but contribute instead towards Skills for Security's aim of improving skills, raising performance and providing training solutions that are accessible to all.

To achieve this, the new organisation will develop training and qualification systems that are relevant to sector needs and employer-driven. Another of its main roles

will be to influence Government policy in relation to the education needs of the security sector, identifying and reducing skills gaps and shortages.

Stefan Hay of SITO comments: "This is very much a new era for skills development in the security sector that SITO will be at the heart of, and which provides employers with the opportunity to look into the future and truly explore, and expand, the potentially immeasurable capabilities of their people."

Lord John Stevens, previously Metropolitan Police Commissioner, will be Skills for Security's Chairman and Linda Sharpe joins from the SIA as its interim Chief Executive. Linda has led the SIA's competency team in setting standards for licensing and was previously with Group 4.



Training provider SOE Academy's IEDD [improvised explosive device disposal] course reminds security officers that they can make a real difference during any incident by helping the police if required (preparing incident control points, checking details and statements of potential witnesses etc) and ensuring a smooth re-occupation of the building following any false alarm.



A team of Birmingham City Council CCTV operators are the first in England and Wales to receive their ASET Level 2 Certificate for CCTV Operatives (Public Space Surveillance), demonstrating they have achieved the first part of the new SIA licensing requirements. The training was provided by DataCom Interactive.

## What is the Approved Contractor Scheme?

**The Security Industry Authority licensing body's Approved Contractor Scheme is designed to raise performance standards and assist the private security industry in developing new opportunities.**

This voluntary scheme, which covers the parts of the industry covered by licensing, has sector-specific approval based on a relevant set of qualifying criteria.

The main criteria for entry to the scheme are based on an 'excellence model', which will demonstrate the contracting company's excellence in business.

The Approved Contractor Scheme is scheduled for launch later in 2005, following a consultation period with the industry, including bodies such as the BSIA.

For more information visit the SIA's website, [www.the-sia.org.uk](http://www.the-sia.org.uk)



# NITON AD

# TIME TO EVACUATE?



**D**uring any emergency incident – particularly a bombing – security staff may find themselves under great pressure from worried occupants asking what to do.

Is it safe? Should they evacuate? Should they go home?

The advice from Andy Williams, Ops Director at Lynx Security, is to prepare in advance and know the building's emergency procedures inside out.

"From the first moment you start at any new site, you should check what to do in an emergency situation. There is nothing worse for an officer than being in a situation like this and not knowing what to do yourself."

Key points include knowing what the evacuation alarm sounds like, knowing who to contact for instructions, and knowing where staff should be directed during an evacuation (outside) or an 'invacuation' (to a safe area inside).

## News spreads

In the case of a bombing, he says, word will soon spread among the occupants in the building.

"If there is an explosion nearby, people will hear or feel it and obviously be very worried. Even if the explosion is some way off, and not audible, they will quickly hear the news via the internet, radio or phone calls from worried family members.

"So security officers may very quickly be faced with people who are panicking, or who just want to leave, or who are asking for advice."

## So what do you do?

The best advice to give people in this situation is to stay where they are.

There are good reasons why mass evacuation of buildings during a bombing should be avoided – it may hamper the emergency services and the greater danger may be outside.

"The police will soon tell you if it's best to evacuate. Until then, reassure people and advise them to move away from windows or to designated safe areas inside the building."

This is the best advice to give unless a more immediate danger becomes obvious, or until more specific instructions are received.

## Evacuation Reminders

Officers should guard against:

- Blocked escape routes
- People ignoring alarms
- Panic and disorder during evacuation
- Uncertainty about where to go
- People left behind or unaccounted for.



## Situation Updates

Andy Williams was on the phone advising and co-ordinating with his teams around London on the day of the July 7 bombings – one of the best sources of information, he found, was Sky News. Local BBC radio stations also gave rapid updates.

Monitor rolling news sources for developments, but treat live reports with a degree of caution he says – after the July incidents it was notable how first reports sometimes proved wrong, with even direct witness statements turning out to be inaccurate.

# EVACUATION LESSONS

## BBC team learns from 2001 attack

Important lessons about evacuation procedures were learned after a 20lb vehicle bomb detonated outside the BBC's Television Centre in March 2001. Such was the force of the blast, a wheel from the taxi containing the bomb landed on the roof, six floors up. 1000 work-stations were damaged and furniture was riddled with glass.

Before the attack there was a warning and 400 individuals were evacuated from the site, shortly after midnight - by pure chance, none were injured.

But it was realised that evacuation procedures needed to change, so the security team

identified improved escape routes for staff. In addition, parts of the site were earmarked for use as internal safe areas.

The front of the building contains a lot of glass. This has since been strengthened for higher bomb resistance, but even with the re-enforcement evacuation into this area would clearly not be best.

Rehearsals for incidents were stepped up, too, and other actions taken included checking the building's structural integrity and investigating potential contamination of the water supply and air conditioning plant.



Stand by, calmly

Officers must be the first to know if an evacuation or re-occupation has been ordered. Who is the manager who makes the decision? How will the decision be communicated in practice? Front line staff can only be confident if they know the answers - and their confidence can only then filter down to other staff, and help to prevent disorder.



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# SSR Ad

# MAINTAINING SECURITY AT THE PERIMETER: FENCE CHECK

If your site has a perimeter fence, then one of your team's daily priorities should be to check that it is in good order.

With a long perimeter this can be labour intensive, and it's tempting to cut corners. But there's really no escaping this job unless you are lucky enough to have either full CCTV coverage of the fence, or fence-mounted intruder detectors – and even this technology needs to be supplemented with regular checks in-person.

## Why is it so important?

Because the perimeter is your first and best line of defence; and because if not maintained, it can quickly be weakened, deliberately or accidentally.

To prevent this weakening, you should check for signs of damage. There are many different types of security perimeter out there, with varying degrees of strength and durability. These include: palisade, chain-link, welded-mesh, expanded metal and steel railings, as well as walls and solid concrete structures



with rotary toppings, coiled-wire etc.

Whichever type of fence is used, security personnel should have a basic understanding of how it is constructed, and what

weaknesses can occur.

Some damage may be obvious, such as that caused by vehicles. But a gradual weakening of rivets or fixings caused by corrosion or poor installation will be less obvious.

## SIGNS OF ATTACK

A heavy chain and padlock provide a temporary fix where a perimeter has been attacked. Here the fence fabric has been forced away from its retaining frame and, if left un-secured, would allow intruders through. This damage is not immediately obvious from a distance because of the general poor condition of the fence, and the vegetation that has been allowed to build up around it.





## Hidden danger

Another hidden danger, he points out, can be deliberate tampering with the fence as intruders prepare in advance for an attack.

Criminals may visit the site just to weaken the fence, then return at a later date to break in. If nobody has spotted the damage in the meantime, their attack has a good chance of success.

Risk signs to look for include:

- Fence posts leaning, or unstable when pushed
- Obvious breaks in the fence fabric
- Loose or missing fixings, rivets etc (leading to loose panels or uprights)
- Disturbance in the ground (signs of digging under)
- Build up of rubbish nearby (may be used by intruders, or tempt arsonists)
- Build up of vegetation and undergrowth (can provide cover; or trigger intruder detectors)
- Growth of overhanging trees, or presence of objects that could be climbed

Colin Wicks, deputy ops manager at Securi-Guard reminds his teams that their first patrol is the most important, and that checking fences should be part of that.

"If officers spot any damage, or fresh signs of weakening, then they should note its exact location and report it.

"And we don't just say look at the fence, but look through it as well. What's on the other side? Are there vehicles parked nearby, or signs of unusual activity? Checking the perimeter is an ideal time to observe what's going on

# SENDING A MESSAGE



A well maintained perimeter with vegetation kept clear of the fence, and properly levelled ground. This allows a clear line of vision along the boundary, does not provide easy climbing points, and makes damage easier to spot.

Damage left un-repaired sends a message to potential intruders: security is low here, and nobody is bothered about it.



around the site."

So fence checking may take a lot of time, and in the winter months it may be cold work, but to maintain security it will be time well spent.

## NEXT ISSUE: Perimeter Attack

Next edition we look at response options and tactics when an attack occurs.

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# CHECK FOR EXPLOSIVES WORKING WITH DOGS & TECHNOLOGY

By Michael Jasper

It's impressive watching an explosives search dog in action – darting back and forward, sniffing for the smallest traces of explosive. It's even more impressive when you realise just how powerful the dog's nose is.

With breeds such as the Labrador or Springer Spaniel the nose is far more sensitive than any technology yet developed by scientists – not surprising considering it has an evolutionary head start of several million years.

But, even though the technology hasn't quite caught up in sensitivity or processing power, it does offer some advantages.

Detection Technology can be simple to use and easy to install. Equipment does not get tired, and can operate 24/7. Equipment is also almost limitless in supply, when well trained dogs are not always available.

On the down side, technology can be expensive to buy and maintain and vapour detection equipment needs to be calibrated and decontaminated.

On the other hand Detection dogs can be brought in to work in even the most confined spaces (useful for searching areas prior to VIP events).

They do not need a 'power supply' and can be used in isolated areas.

They can be trained quickly to new explosive scent if the threat changes. And they are resilient



For full information on security dogs visit: [www.nasdu.co.uk](http://www.nasdu.co.uk) - more on this topic next issue.

But the disadvantages include the fact that dogs (and handlers) can have 'off days'; dogs can get tired, especially in very hot weather; and dogs and handlers need continuation and maintenance training.

## Which is best?

If your team is charged with searching for explosives, which is the best tool?

Some roles are better carried out using scanning equipment or vapour detection. This is because although a dog has a vastly superior ability to detect

explosives, there can be problems if we don't choose the right company, or if dogs are used in the wrong way, or in inappropriate locations.

Both good dogs, well trained are unbeatable. So both methods have their place – and can reinforce each other - depending on the resources available to your team.

## FIND OUT MORE:

[www.securityhelpdesk.co.uk](http://www.securityhelpdesk.co.uk)

### About the author:

Michael Jasper is a freelance trainer and security consultant, having served until earlier this year as head of risk and security at both the British Library, and the National Maritime Museum. He has also held senior security positions in two London hospitals.



# Trouble Shooter

WITH MICHAEL JASPER

## SHE SUFFERED IN SILENCE...

**When a team leader assigns a new officer to a long established shift, they should be on the look out for potential friction. This is especially true if you are trying to increase diversity by employing someone of a different age, gender or race - as I once discovered the hard way.**

My security team at the time did not reflect the profile of the local population. It was 100 percent male, white and middle-aged – (there's nothing wrong with that, so am I!) – but good security teams should have a mix of people, each supporting the operation with different skills and qualities.

So when a post became vacant I was delighted that a young, Asian woman turned out to be one of the best candidates.

I warned her that she would be the only woman in the team, and she said that didn't bother her – and for six months things seemed to be going well.

It was only when a receptionist at the site approached me privately, and told me that my new recruit was very unhappy, that I discovered the truth.

One senior shift member had been making life very uncomfortable for the new recruit with sexual 'banter' and

jokes at her expense. I was horrified to discover that 'top shelf' magazines had even been passed around the control room.

So why hadn't she said anything?

Simply because she thought that this senior shift manager and I were like-minded, and that she would be sent packing if she came to me!

So I dealt with the problem accordingly – with diversity training and disciplinary proceedings for those who needed it – and I learned a valuable lesson.

The security manager's door should always be open – and every member of the team should be made to feel confident about coming forward with problems.

## Front-line Equipment

### **Surefire Tactical Flashlight**

**Need a 'tactical flashlight' or just buying a torch? Confused with the amount of choice?**

Apart from cost and brand preference, there are three main factors to consider when purchasing a flashlight.

- Toughness
- Light quality and intensity
- Run Time

All will contribute to your final decision when parting with your cash.

Niton Equipment's Surefire G2 Nitrolon is an entry level option.

These are described as

durable torches, that produce pure light (no shark eyes) at a reasonable cost.

A flashlight can also provide protection against attack, points out the company.

"A device that produces 60 lumens of light can temporarily blind a would-be assailant. That can mean the difference between gaining control of a situation or falling victim to an attack."

The cheapest in the Surefire range, without compromising on quality, is the Surefire G2 Nitrolon. Made from a non corrosive Nitrolon Polymer with moulded gridlock pattern for a sure grip, it is good for

use with gloves or in inclement weather.

It produces 65 lumens of light with 60 minutes run time. Alternatively, the bulb can be upgraded to the P61 which will give you 120 lumens of light and 20 minutes run time.

Surefire G2 Nitrolon LAS-G2 will set you back £27.99.

### **What do you recommend?**

Tell us about the equipment that you find useful - we're looking for items to feature equipment@securityhelpdesk.co.uk

# GUARDING NEWS

## MAKING THIS PLACE SAFE

### Reducing violence at Bristol Royal Infirmary

In 2002 the security team at United Bristol Healthcare NHS Trust (UBHT) was struggling with a record levels of aggression, violence and crime. Often it felt as if the hospital was under siege.

Drugs, alcohol, gang violence, even rape; serious problems from surrounding neighbourhoods spilled-over daily into the hospital, to be dealt with by a poorly trained and equipped security team.

They were managing as best they could. Examples of what they had to face: in one incident a man talking calmly to two officers suddenly pulled out a carving knife and slashed at them, narrowly missing (something one of them tells us was "the most frightening moment I've had"). Guns would fall onto the floor, out of the pockets of patients.

Finally, the hospital's problems reached such a peak that the Health & Safety Executive served two improvement notices on the trust. Something had to be done.

#### Siege lifted

Nearly three years of hard work later, the social challenges in the local community still remain - guns and knives have certainly not disappeared - but the UBHT security team, working with officers from the



Avon and Somerset police, has cut the number of incidents on its site dramatically. Most importantly, they have changed how safe hospital staff feel. For them, and for the majority of law abiding patients, the siege has been lifted.

#### Aiming for convictions

So how have they done it?

In a nutshell, by making every effort to get offenders

successfully convicted in court.

It sounds simple enough but of course the hard work is in the detail.

The team has undergone extensive training with Niton Security in court defensible techniques for making arrests.

That covers everything from knowing the law, to knowing how to use handcuffs.

Crucially, they have paid attention to getting the





paperwork right, with properly produced witness statements.

This use of handcuffs sets the team apart from most private security operations - it's not something that can be done without training and if done wrongly can land you in court instead of the suspect you have detained.

Senior supervisor Martin Reid has worked in the team

**“Of the sixteen people arrested for common assault, fourteen have been successfully prosecuted.”**

for 13 years - so he's been on the front line with and without handcuffs - and says they have made a huge difference in this tough environment.

'In the past we often had incidents where five of us have had to weigh someone down, literally sit on them, while we were waiting for the police - and in a situation like that three minutes can seem like half an hour.

"Being restrained in that way can also be more dangerous for the suspect and it tied up officers from responding to other incidents."

Over the last year 89 people have been arrested, with

# TACKLING VIOLENCE: THE MANAGER'S CHALLENGE

When Des Green arrived at Bristol Royal Infirmary in 2002, after serving for 17 years in the Military Police and two years in the private security sector, he had two things: a major crime problem and a £200,000 budget.

'I knew the money wouldn't be enough so I immediately set about writing a business plan to argue the case for more,' he told us.

With that one objective, the first spend out of his budget went on hiring a trainee solicitor to go through the confused muddle of incident reports. Des wanted to know exactly how the hundreds of reported incidents broke-down: what sort of crimes were they, how serious and, crucially, how much had each one cost the hospital.

'Putting a figure to the losses was very important if I was to get the funds we needed.'



## £40,000 Theft

The strategy worked – perhaps not surprising when the recorded recent incidents included the theft of £40,000 of radiography equipment one weekend, along with the computerised patient records which would cost many thousands of pounds more to replace.

Significant new funds were allocated, and today the Bristol security team is part of a wider department under Des's management covering transport and car parking as well.

The increased budget has paid for in-depth training for all 13 security officers, additional help from the police, a 100-camera CCTV system and full protective equipment for front-line staff.

"The biggest difference has been in team training and motivation. There were good people in the team before, but now we've given them the resources and backing they really need to protect the hospital," says Des Green.

handcuffs used in 20 of these cases. Of the 16 people arrested for common assault, 14 have been successfully prosecuted.

'One man was a regular trouble maker and after he assaulted one of our security officers he got a four year sentence,' says Head of

Security Des Green. 'In his case the system worked brilliantly. He had verbal warnings, then a written warning, then an ASBO served against him. Then, after the final incident when he spat in our officer's mouth and threatened to infect him with HIV, he was prosecuted.'

# STORE INCIDENT HIGHLIGHTS ID FRAUD RISK

**S**eptember 19, 2005: A retail store security officer in Crawley, Surrey, was recently alerted by one of the store's managers after a sales assistant suspected the man of having a cloned credit card. The officer asked him to come to the back of the store, but he ran past a member of staff before being successfully tackled. The man was then found to have a total of seven counterfeit cards.

The incident highlights the important issue of identify fraud, which is on the increase. Disposal of confidential data securely is a key action towards



Waste audit can be downloaded from [www.bsia.c.uk/shredding](http://www.bsia.c.uk/shredding)

reducing this risk and the BSIA recently unveiled a 'Security Waste Audit' designed to make companies think twice about

their current attitudes to confidential waste disposal.

Security officers can play a key role towards helping this, for example by keeping an eye out for documents being disposed that have not been shredded.

"A lot of businesses don't realise that the destruction of confidential documents is covered by the Data Protection Act and that using a conventional waste or recycling company is unlikely to provide the level of security necessary to ensure documents don't fall into the wrong hands," says Simon Pearce at the BSIA.

## IN-BRIEF

### GUARDING NEWS

[WWW.SECURITYHELPPDESK.CO.UK](http://WWW.SECURITYHELPPDESK.CO.UK)

- October 2005: The British Security Industry Association has announced the launch of its new Security Consultancies Section and is hoping to attract companies from across the security consultancy sector.
- September 2005: A North Wales businessman became the first person to be found guilty of committing an offence under Section 5 of the Private Security Industry Act 2001 – providing unlicensed security operatives. The court also found him guilty of working without an SIA door supervisor licence. He was fined £200 and ordered to pay £100 costs.

## Pressure stepped-up over licensing

October 2006: Licensing body the Security Industry Authority has sent out a stark warning about its 20 March 2006 deadline for licensing of contract security officers: in its latest update bulletin, it says the majority of the companies affected have so far failed to respond to the challenge and meet their commitments.

The SIA adds that the challenge of licensing 120,000 individuals was never going to be easy. Nine months into the licence application process, it had issued 81,000 licence application packs and 51,000 individuals hold the qualifications necessary to make them eligible to apply. But by end-September, only 13,500 licence applications had been received and accepted.

### Rejected

This problem has been made worse by incorrectly completed applications, and sometimes as many as 50% have had to be rejected as unsuitable for processing. This is for reasons including: forms not completed in BLACK [so they cannot be scanned]; poor handwriting [use capital letters]; insufficient supporting documents [eg nothing included to show date of birth]; and people applying for the wrong sector or role.

The SIA warns there is now a very high risk that applications submitted after 31 October 2005 may not be processed in time, and says there is no intention to move the deadline date. After next March, it will be a criminal offence for any security officer employed on a contract for services to operate without a licence.

This news also has an impact on the Approved Contractor Scheme [see separate story in this issue]. It's proposed that any company in the scheme will need to have 85% of its licensable workforce licensed by next March's cut-off date.

# SHOPPING CENTRE SECURITY STAFF MOVE TO HELP LOST CHILDREN

**SECURITY OFFICERS at the Bentall shopping centre in Kingston upon Thames, Surrey, are playing a central role in a new safety scheme for children.**

The Safe Child scheme aims to reduce the chance of children getting lost and ensures that if they do, parents and children know what to do.

Staff at the centre's 85 shops are trained and almost all the shops display a Child Safe logo. Parents and children are encouraged to try to find one of these stores if they get separated, while parents are also asked to teach their children to approach a uniformed security guard if they get lost in the centre.

## **Missing**

Meanwhile, if a child is reported missing the security officer to whom the report has been given issues a brief description of the child to his colleagues and the control



room using the centre's radio system. They then check all shops, starting with the most likely (ie near where the child was reported lost), followed by the fun shops attractive to children.

Officers at the centre also ensure all doors are monitored, and Kingston's town centre CCTV control room is contacted via the Business Watch radio or the intercom. A

further description of the child is obtained and the public in the centre are advised via the PA system that security officers are looking for a missing child. Eg. "We have a missing child. He/she is wearing blue jeans, red shirt, has blond hair and is aged 4" (never giving a name).

This message is transmitted in all parts of the centre, ie the mall, landlord and retail areas.

Larger stores around Kingston may also be contacted, depending on the last known location. After a few minutes, if the child has not been found the police are contacted.

Gavin Woodley, assistant security manager at the Bentall Centre comments: "An average of two to three children become separated from their parents here every week. As a result, I have made sure my five year old knows all about the Child Safe scheme. This is the most important thing any parent can do."

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## HEALTH & SAFETY CONCERNS AFTER OFFICER FOUND TRAPPED UNDER GATE

**S**eptember 2006: AN INVESTIGATION was launched into the death of a Maltby security officer who was apparently crushed by a security gate.

54-year-old John Cavill was found by colleagues on Sunday 4th September at the haulage firm where he had worked for

less than 6 months.

It's believed that he may have been trapped for as long as 11 hours under the large metal gate before anyone realised.

After he was discovered, by a driver, at around 07.20 the emergency services were called and later pronounced him dead at the scene.

The coroner warned that the inquest could take time because of the amount of details that needed to be sorted out. It has been claimed that there had been problems with the gate for at least two years, which required them to be slid manually, instead of operated automatically.

# DETERMINED OFFICERS 'WILL GO FAR' SAYS GUIDE

The security team at St Thomas's Hospital in London features prominently in the new *Why Security* booklet, published by the BSIA in partnership with JobCentre Plus, the SIA and SITO.

Why Security will be used to attract high calibre new recruits to the profession, and features different teams showing the variety of modern security work.

"Some people stereotype security as a stop-gap job that doesn't require much skill and doesn't attract much credit," comments David Dickinson, chief executive of the BSIA and SITO. "That is a myth and we hope that this publication can help to dispel it. Security has a vital role in society, protecting both people and assets. Individuals who come into the industry with determination and enthusiasm will be valued and will go far."



## Front-line role

At St Thomas's, Reliance Security Services officer Michael Ferguson has been in his current front-line role for almost two years.

Michael (who also features on our cover this issue) has won three commendations for his work in the last seven months.

"I feel appreciated by the staff in A&E and they know that if they call for security I will be there," he says. "I've made an effort to get to know everyone who works there and to understand their needs and expectations of security. I feel an important member of the team."

## IN-BRIEF

### GUARDING NEWS

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**September 2006:** A SECURITY officer was rammed off his motorbike by thieves who took cash from a Liverpool garage. The officer, who was off duty at the time, was knocked to the ground as he tried to prevent raiders escaping in a car with a stolen cash box.

**September 2006:** A Coventry Boxing promoter has promised to employ sniffer dogs and bomb search teams ahead of fights after a hoax bomb scare caused major disruption. Les Allen and his business partner Paul Cartwright had to suspend a bout when their hotel venue was evacuated for 45 minutes, while police searched the premises.

**July 2006:** Security staff at Manchester's Metropolitan University alerted police after spotting an abandoned suitcase near one of the city's main roads, close to an underpass. University buildings were closed off and two of the city's busiest roads were closed while a controlled explosion was carried out – however the suitcase did not contain a bomb. Officers, however, are advised of the continuing need to alert the police in such cases.

## SAFETY WARNING AFTER PETROL HEATER DEATH

**The owner of a security company was fined £50,000 for health & safety breaches after a security officer died of carbon monoxide poisoning at a site where he was on duty.**

Philip Royle of Royle Security had admitted placing the generator inside a toilet block on the site, rather than outside, because he was worried that it might be stolen or disturb

nearby residents.

52-year-old officer David Beak from Ramsgate, Kent, was found unconscious in the toilet block when colleagues came to relieve him at the end of his shift.

The Health and Safety Executive described the case as tragic and preventable, and said petrol heaters should not be used in unventilated areas under any circumstances.



## Searching: mind the law

### Continued from page 7

mind the data protection requirements that may result – see issue 27).

- There may be occasions when there are no witnesses present during a search, such as where a security officer disturbs someone in the process of committing a criminal offence. In this case the officer should retain any evidence found on the suspect and report the facts to the police at the earliest opportunity.
- Vehicle, locker, or desk searches should always be carried out in the presence of the owner or, if this not possible, in the presence of an independent witness to avoid allegations of impropriety.
- Where possible men should search men and women should search women, however, legally there is nothing wrong with a male security officer asking a women to empty the contents of her bag onto a table for examination. Consideration should, where possible, be given to causing embarrassment to persons being searched, and officers are always reminded that they must remain polite, positive and professional at all times.
- There are many reasons why people refuse to be searched, including: possible embarrassment, medical, annoyance at being asked, or being in possession of an illegal item.
- Once a person has refused, officers can remind them that an agreement is in place to carry out searches, but should never coerce them (eg, threaten the person with consequences). The person's



details should be taken for records and a supervisor or manager should be called to speak to the employee or visitor before continuing any further. A security officer can never, under any circumstances force a person to be searched.

- Following any search a record should be completed; any property found should be recorded in a log. The record should also include information concerning the result of the search eg, police attendance, caution, warning, suspension from work, formal

investigation etc.

*Acknowledgements: Bill Croft,  
Train 4 Security Ltd*

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# ANY SECURITY QUESTIONS?

**Need advice on any front-line security topic? You can get rapid answers online from our panel of experts: [www.securityhelpdesk.co.uk](http://www.securityhelpdesk.co.uk)**  
**Below is a selection of recent queries... you can read more online.**

## **Q. What are the future prospects for vetting officers?**

I am a Vetting Officer with a major Limited guarding company. Would you please advise me on the future need for Vetting Personnel or, indeed, Vetting Departments given that a successful CRB Enquiry would appear to be the answer to the granting of a licence.

*Vetting Officer, guarding company*

**A.** Human Resources, and how they are managed, are a fundamental, if not "the" fundamental difference in service delivery. The granting of a licence is only one tool used by employers to determine the suitability of an applicant for a particular security assignment and as such only one of the tools deployed by vetting officers.

Highly skilled vetting officers are experts in obtaining relevant information which may not be detected in a Criminal Records Check, such as that relating to the probity of the applicant or enquires to determine if the applicant has the specialist work experience claimed.

So, whilst a licence is a permit to work, employers will still set the minimum acceptable standard for each

assignment, and these will vary from place to place. Vetting officers, at last confident that Criminal Record checks have been completed, lawfully, can focus on the other aspects of their role.

Where CRB checks actually lessen the burden of work, then vetting officers should think about how they can develop their own skills, perhaps by expanding into other aspects of the recruitment or selection process (e.g. attendance at first interviews and selection centres).

*This answer was provided by our panel member Del Hunter FREC FInstSMM. Del is a Director of SSR Personnel Services Ltd.*

## **Q. Is there a control and restraint qualification I can obtain?**

I'm about to start work in retail security (working in a supermarket in Scotland) and although I have received some training in this area I haven't yet received anything related to control and restraint. Can you advise me where I can obtain a nationally recognised qualification in this subject?

*Security Officer, BSIA guarding company*

**A.** Currently there is no formal Physical Intervention qualification, though City &

Guilds is in the process of developing a Level 3 qualification in the subject (Level 3 makes it one level higher than the SIA-compliant Conflict Management qualification – for more details on this see Issue 25 of Security Officer & Team journal: follow the hotlink on the Home Page). The SITO/Maybo partnership offers a Physical Intervention Trainer programme, which teaches qualified trainers how to teach the subject and provides them with a City & Guilds qualification, but this course is new and to date only 11 trainers have qualified through SITO. None of these are in Scotland and most of them are trainers employed by contract security companies.

*This answer was provided by our panel member, Bob Doyle. Bob is the National Liaison Manager at SITO.*



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## TELEPHONE BOMB THREATS - continued

### BOMB CALL CHECKLIST (example)

Your checklist should prompt you to ask

- Where is the bomb?
- What time will it go off?
- What does it look like?
- What kind of bomb is it?
- Why are they doing this?
- Who are they?
- What's their address?



### DON'T ASK - BUT NOTE ANYWAY...

- Male / Female?
- Estimate age.
- Kind of speech (Drunk? Calm/nervous? Accent? Notable speech characteristics?)
- Background noises?
- Time/date of call.
- Remember: try 1471 afterwards.

This card is provided as a reminder of core skills only,  
not a substitute for appropriate training.

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## SEARCHING VEHICLES - continued

4. Ask the driver to switch off the engine and step out of the car.
5. Ask the driver to open any doors/compartments to areas you wish to search and try to avoid contact with any items shown to you.
6. You may need to physically look into particular areas yourself (under seats etc); tell the driver what you are doing.
7. If you see anything that you wish to examine more closely, ask the driver to show it to you.
8. When you are satisfied, thank the driver for his/her help, inform them that the search is over, and ask them to sign your search record.

### REFUSAL BY DRIVER

- You cannot search without permission.
- You cannot detain a person without following correct arrest procedures.
- You can deny access, if this is in your assignment instructions.
- In all cases note details and report what has happened.

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## SEARCHING VEHICLES

## TELEPHONE BOMB THREATS

### CHECK IN ADVANCE...

You should not search vehicles unless the following conditions are met:

1. A sign must be displayed at the entry/exit clearly stating that searching of vehicles may take place on entry or exit
2. Written agreements should be in place between all relevant groups at the site: client, guarding company, employees, contractors, unions etc.
3. Search duties and responsibilities should be clearly set out in your assignment instructions.
4. A record should be kept of all searches made.

### BEFORE YOU SEARCH...

Every time you search a vehicle you must get agreement from the driver / vehicle owner.

### WHEN SEARCHING...

1. Stop the vehicle and explain to the driver that you wish to carry out a random search of the vehicle.
2. Explain your authority to do so (ie. who has given you responsibility for searching).
3. Gain agreement from the driver.

*Continued over...*

### IN ADVANCE...

- Keep your bomb-threat checklist to hand, near the phone, ready to use. (See example on reverse of this card).

### ON RECEIVING A CALL...

1. Keep the caller talking and ask questions, using your checklist.
2. At the same time try to attract a colleague's attention.
3. Try to keep talking, but ensure that the relevant manager is alerted.
4. Make notes as clearly as you can.

### AFTER THE CALL...

- Immediately dial 1471 to try and identify the caller's number.
- Refer the matter to relevant manager's immediately, following assignment instructions

*Continued over...*

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