LONDON FIRE BRIGADE

Decision title

Security for London Fire Brigade Premises

Recommendation by
Assistant Commissioner, Special Operations Group

Decision Number
LFC-0168-D

Protective marking: **NOT PROTECTIVELY MARKED**
Publication status: Published in full

Summary
A new version of Policy Note PN011 has been written, this note is a combination of the previous version PN011 Security measures at Stations and now encompasses PN599 Security arrangement at Brigade Headquarters. This delivers a single policy regarding security at all LFB premises.

Decision
The London Fire Commissioner approves the revised Policy Note 011 Security for London Fire Brigade premises.

Dany Cotton QFSM
London Fire Commissioner

Date 12-09-2019

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LONDON FIRE BRIGADE

Report title

Security for London Fire Brigade Premises

Report to	Date
London Fire Commissioner	24 April 2019
Report by	**Report number**
DAC, Operational Resilience & Special Operations Group	LFC-0168

Protective marking: **OFFICIAL - Sensitive**
Publication status: Published in full

Summary

A new version of Policy Note PN011 has been written, this note is a combination of the previous version PN011 Security measures at Stations and now encompasses PN599 Security arrangement at Brigade Headquarters. This delivers a single policy regarding security at all LFB premises.

Recommended decision

That the London Fire Commissioner accepts the contents of the revised Policy Note 011 Security on London Fire Brigade premises.

Background

1. In 2018 it was agreed that a draft Security Policy, that was previously the responsibility of Technical and Support Services, would be better served by Operational Resilience and Special Operations Group (ORSOG). A review took place and it was further agreed that it would be beneficial to combine both Policy note PN011 Security measures at Stations and Policy Note PN599 Security arrangement at Brigade Headquarters. This revision offers the opportunity to update the policy with current best practice in the field of protective security

Finance comments

2. The Chief Finance Officer has reviewed this report and has no comments.

Workforce comments

3. The new policy will reinforce the need for staff to register their private vehicles if parking on LFB premises. This is not a new requirement, it is currently extant in Policy Note 0378. The current intention is to revise the application form, retaining the current content. However ORSOG is progressing a smarter version, utilising SharePoint to centrally collate the data, allowing all staff to register on line. No comments were received from the representative bodies on the revised policy. If successful in developing the SharePoint solution we will consult further on how this will be implemented.

General Counsel comments

4. Under section 9 of the Policing and Crime Act 2017, the London Fire Commissioner (the "Commissioner") is established as a corporation sole with the Mayor appointing the occupant of that office. Under section 327D of the GLA Act 1999, as amended by the Policing and Crime Act 2017, the Mayor may issue to the Commissioner specific or general directions as to the manner in which the holder of that office is to exercise his or her functions.

5. By direction dated 1 April 2018, the Mayor set out those matters, for which the Commissioner would require the prior approval of either the Mayor or the Deputy Mayor for Fire and Resilience (the "Deputy Mayor"). The recommendation requested by this Report does not fall within those matters and hence under the LFC's Standing Orders is delegated to the Commissioner to enact

Sustainability implications

6. Sustainability impact assessment completed, rated low for sustainability risk rating and therefore no further action was required.

7. Where completion of forms are required This policy will seek to implement electronic solutions to reduce paper and the onward transmission of forms by means of transport.

Equalities implications

8. The Public Sector Equality Duty applies to the London Fire Brigade when it makes decisions. The duty requires us to:

   a) Eliminate unlawful discrimination, harassment and victimisation and other behaviours prohibited by the act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful.

   b) Advance equality of opportunity between people who share a protected characteristic and those who do not.

   a) Foster good relations between people who share protected characteristics and those who do not including tackling prejudice and promoting understanding.

9. The protected characteristic's are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender and sexual orientation. The Act states that 'marriage or civil partnership' is not a relevant protected characteristic for (b) or (c) although relevant for (a).

10. Amalgamating policy note 11 and policy note 599 ensures a single standard of security across the Brigade estate where previously Brigade headquarters had its own policy. This will support the safety and security of all staff regardless of position and location.

List of Appendices

Appendix	Title	Protective Marking
1.	PN 011 Security for London Fire Brigade premises	OFFICIAL-SENSITIVE OPS SECURITY

Consultation

Note: this section is for internal reference only – consultation information for public consideration should be included within the body of the report.

Name/role	**Method consulted**
Fire Brigade Union, Fire Officers Association. GMB, UNISON	By email, draft circulation of this report.
Heads of Service	By email, draft circulation of this report.
Central Operations, Building Manager BHQ, Technical and Service Support.	Meeting held
Health and Safety	Draft circulation of report and HSIA
Safety & Assurance Directorate Board	16 January 2019
Corporate Services Directorate Board	05 February 2019
Operations Directorate Board	20 February 2019

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LONDON FIRE BRIGADE

Security for London Fire Brigade premises

OFFICIAL - SENSITIVE OPS - SECURITY

New policy number:	**PN011**
Old instruction number:	**PN011 & PN 599**
Issue date:	**00 April 2019**
Reviewed as current:	**00 April 2019**
Owner:	**Operational Resilience and Special Operations**
Responsible work team:	**Special Operations Group**

Contents

1 Introduction

1.1 This policy describes the protective security arrangements for LFB premises which applies to all buildings occupied or managed by LFB staff. It recognises that the LFB holds a large estate portfolio of around 115 buildings and in the order of 5700 operational, control and support staff.

1.2 The purpose of this policy is to provide a framework and procedures for identifying and dealing with security risks facing LFB, its staff, joint occupiers and visitors. It will identify the protective security measures designed to deny unauthorised access to facilities, equipment and resources and to protect LFB personnel and property from damage or harm. Measures will be proportionate to current threats and will seek to support and not inhibit the operation of the service.

1.3 Protective security measures will include physical measures, processes, personnel and personal security, continued staff vigilance, access control and/or lock access, physical barriers and control protocols together with any other necessary measures to deter or control access.

2 Scope

2.1 The policy includes advice and procedures for managing the LFB protective security response levels and general security procedures for Stations, Area Teams, Brigade HQ and the London Operations Centre (LOC) Merton. It consolidates previously separate security related policies for Stations, Brigade HQ and LOC into this single policy.

3 Background

3.1 This policy introduces and provides guidance on the Government's recognised levels of security response and their application within the Brigade. It is important that all staff understand what these response levels mean and their responsibilities in managing and implementing them within their workplaces.

3.2 These responsibilities may range from simple actions such as having a heightened awareness of a potential problem to initiating a contingency plan. The response would also vary for the various levels of management. The overall aim is for the Brigade to continue to perform its primary functions, with a particular emphasis on safe working practices.

3.3 This policy replaces Policy number 11 - Security measures at stations and Policy number 599 - Security arrangements at Brigade HQ.

4 Roles and Responsibilities

4.1 As part of the obligations of the Regulatory Reform Order 2005 the LFB has already designated 'persons in control' (PIC) for ensuring compliance with Policy number 509 - Fire Safety on LFB Premises. To maintain consistency the same PIC will be responsible for maintaining the security requirements of this policy.

4.2 The LFB occupies a wide variety of premises, some of which are 'multi-occupied' with several different Authority departments and/or external (non-Authority) occupiers. In these premises it will be important for a co-ordinated approach to ensure clear areas of responsibility.

- At the LFB HQ building at Union Street the HQ Manager will be deemed to be the PIC.
- At Brigade Control premises including 'fall back' control rooms, the Senior Operations Manager (SOM) will be deemed to be the PIC.
- At Fire Stations, the Station Manager will be the PIC.
- At Fire and Community Safety Centres, the Assistant Operations Manager will be the PIC.

4.3 The Assistant Commissioner Operational Resilience and Special Operations (OR&SO) will be responsible for developing and periodically reviewing this policy in line with current national guidance.

4.4 The Duty Brigade Manager and/or the Commissioner, will be responsible for initiating a change to the Brigade's Protective Security Response Level (PSRL) - as detailed in section 5.

4.5 Security is the responsibility of all personnel employed or working within the LFB. Proactive staff who understand the potential risk are the best deterrent against crime including terrorism. It is incumbent on all staff within LFB premises to remain vigilant at all times. Where possible staff should remove temptation from criminals and promptly challenge anyone acting suspiciously or appearing out of place. Staff should report all incidents of a suspicious nature to their managers or if appropriate the police.

4.6 Any attempted or actual unauthorised incursions to LFB building perimeters or into the premises whether or not it results in the loss of LFB or personal property must be reported to mailbox 'LFB security'.

5 LFB Protective Security Response Levels (PSRL)

5.1 The following threat levels listed below are used by the government to warn of terrorist activity for the UK; they are also used to warn of the threat levels specifically against the emergency service sector. The five threat levels and descriptors are:

- LOW means an attack is unlikely.
- MODERATE means an attack is possible, but not likely.
- SUBSTANTIAL means an attack is a strong possibility.
- SEVERE means an attack is highly likely.
- CRITICAL means an attack is expected imminently.

5.2 The threat level for the UK from international terrorism is set by the Joint Terrorism Analysis Centre (JTAC). MI5 is responsible for setting the threat levels from Irish and other domestic terrorism both in Northern Ireland and in Great Britain.

5.3 There are three Protective Security Response Levels (PSRL) and these will in general align to the UK national threat levels. The table below describes the relationship between both and provides a general description of the appropriate security stance.

UK Threat level	Response Level (PSRL)	Description
Low and moderate	Normal	Routine protective security measures appropriate to the location
Substantial and Severe	Heightened	Additional and sustainable protective security measures reflecting the broad nature of the threat combined with specific location vulnerabilities and judgements on acceptable risk
Critical	Exceptional	Maximum protective security measures to meet specific threats and to minimise vulnerability and risk

5.4 The recommended PSRL will be based on various information sources which may include terrorist threats. General security against criminal acts involves maintaining a secure perimeter, preventing unauthorised access onto Brigade premises and a sensible mix of maintained staff vigilance. This, combined with good general housekeeping, alongside any appropriate investment in protective security is key. Features such as security lighting, access control and other physical measures will assist in deterring or detecting criminal acts such as theft or vandalism. In many cases they will also compliment Health and Safety at Work requirements.

5.5 There are signs indicating the current PSRL located at the entrance to BHQ and at the security entrance to the LOC. Similar signage will eventually be available across all of the LFB estate. These signs will be sited close to the primary entrance to the site.

6 Initiation of PSRL alert

6.1 The decision to change the PSRL will be based on the assimilation of information from various sources which may include:

- Police/Security sources via recognised liaison channels;
- Information received at Station / Borough level;
- A developing incident.

6.2 Other emergency services response levels would be taken into account when determining the need for an increase in the Brigade's activity status. However, this would not be a mandatory deciding factor.

6.3 It is logical that information be collated and channelled through one person before being presented to the Commissioner for the decision to implement a change.

6.4 The Duty National Inter-Agency Liaison Officer (Duty NILO) will be responsible for gathering information and, where appropriate, validating it before presenting it to the Duty Brigade manager and/or the Commissioner.

6.5 If a decision is taken to change the PSRL, specific directions will be issued on behalf of the Commissioner as required. The message will be communicated to all LFB estate locations and staff. The following options should be considered as a means to disseminate those messages and should include the rationale for the change and the required organisational response:

- Brigade Control to circulate a message via printer to all stations.
- Communication Team to circulate a message via the Brigade Wide Area Network(WAN) to all exchange users.
- Duty Business Continuty Coordinator to circulate a message (email and/or text message) to selected response groups via the Brigade's emergency communications system Rant & Rave[1].
- Communication Team to circulate a message via the Brigade mobile phone users via Rant & Rave[2].
- Brigade Control to circulate a message via paging units to all senior officers and appliances.
- Duty Assistant Commissioner to consider the need to establish 'Strategic Response Arrangements' as per Policy number 699 – London Fire Brigade strategic response arrangements (Gold Command).
- Duty NILO will assist in the co-ordination of the messaging and will ensure the Duty Brigade manager and / or Commissioner is kept updated on progress.

[1] Rant and Rave is a text messaging service that's allows messages to be sent to all mobile phones on the LFB contract.
[2] Rant and Rave is a text messaging service that's allows messages to be sent to all mobile phones on the LFB contract.

7 Staff PSRL responsibilities

7.1 All new or temporary staff will be briefed on the security measures relevant to their location by their line manager. Station based staff should refer to Appendix 1, Section 1, and align with specific station procedures e.g. security of external entrance doors etc.

7.2 Normal security procedures will require all Brigade staff to:

- Carry their warrant card or staff pass when at work; ensuring that they are displayed at all times when attending Area Team locations, LFB HQ and the London Operations Centre (LOC).
- Challenge anyone who isn't wearing ID, acting suspiciously or appears out of place.
- Be vigilant when going in and out of LFB buildings and make sure entrance doors and gates are left secured.
- Be watchful for persons or vehicles tailgating when entering Brigade premises.
- Report any suspicious activity, in or around an LFB building, immediately to your manager or to security staff (if applicable).

7.3 An increase in the PSRL from 'Normal' will require additional vigilance and certain changes to day-today business practices by staff.

7.4 The PIC will be responsible for ensuring that the PSRL signage, for the buildings they control, is updated to the correct level.

7.5 Specific security guidance for staff working at non-station based locations such Brigade HQ, PEG, Area Support Teams can be referred to in Appendix 2.

7.6 For staff based at the (LOC) in Merton there is specific guidance contained in Appendix 3.

8 Access control, control of locks, access cards and keys

8.1 One of the most effective tools in maintaining security at Brigade premises is the controlling of access.

8.2 All LFB staff, temporary staff and other occupiers will be issued with an ID card and means of accessing LFB premises depending on their location.

8.3 It is the responsibility of all individuals who are issued with cards, keys or fobs to ensure their safe keeping at all times. Loses should be reported immediately to the person or department issuing the means of access. Individuals who are issued keys and access cards etc. have the responsibility to return the items to the issuing team/department if they change location or leave LFB.

8.4 Persons issuing keys, cards or fobs locally must keep records of all items issued and ensure the items are returned when a person transfers or leaves LFB.

8.5 The leavers process managed by HR will initiate emails to IT, SOG and Property to de-activate accounts and access cards.

8.6 Lost ID cards or access cards or keys must be reported immediately as per Appendices 1,2 & 3.

9 Review of security

9.1 Security threats to organisations such as LFB are constantly evolving. Procedures and technology need to be kept up to date and regularly reviewed. OR&SO is responsible for reviewing this policy and will take into account incidents of interest and latest intelligence. OR&SO will maintain an overview of the 12 monthly security reviews of LFB premises undertaken by the PIC.

Appendix 1 - Security at Fire Stations, Area Team Locations & PEG

LONDON FIRE BRIGADE

1 LFB Protective Security Response Levels (PSRL)

1.1 The Person in Control (PIC) of the building is responsible for ensuring that the appropriate security measures are enabled.

1.2 **Normal**; security procedures will include:

- Ensuring all access doors are closed after use and minimising the number of entrances and exits in use.
- Ensuring that access to visitors and contractors to be permitted only when positive ID has been provided.
- Ensure all visitors are escorted to and from their destination.
- Challenge anyone who looks out of place or is acting suspiciously and let your manager know immediately.
- Be vigilant when going in and out of doors and gates and monitor closing of the doors and gates to ensure no unauthorised persons enter behind.
- Ensure all official and private vehicles in yards are kept locked and parking permits displayed.
- Changing of digi-lock codes as required or following an incident where the code is believed to have been compromised.

1.3 **Heightened;** if the PSRL increases from 'normal' staff must :

- Secure the perimeter of the station by keeping yard gates closed.
- Ensure that appliance bay doors are kept closed and locked.
- Ensure that any bins near public access points are either locked or moved away from the vicinity of entrances.
- Restrict the use parking by non-operational vehicles or staff off duty.

1.4 **Exceptional;** security procedures required as additional measure will include:

- Consider whether the use of community engagement facilities should be restricted and access cards held by external groups should be disabled.
- Consider whether schools visits should be restricted.
- Curtail/prevent access and use of publicly accessible vehicle charging points.
- Contractors to be escorted at all times when staff are not engaged in training or operational incidents.

1.5 Form SC1 contains a checklist for Station Managers to review security measures at their stations on a 12 monthly basis or following a security incident.

1.6 For joint Fire Station/Area Team location/PEG locations the Station Manager will complete with the assistance of the relevant manager from those locations.

1.7 Where required site specific written security procedures are to be provided by the Station Manager to Watch Managers who are to ensure compliance with the procedures. These instructions need to be available to the officer in charge of standby appliances and officers performing standby duties.

2 Safe keys

2.1 Safes are provided for the custody of official monies and stamps. The key to the station safe is to be kept separate from other station keys and is to remain at all times in the personal possession of the officer in charge during their tour of duty. When a change of manager takes place, the key is to be transferred and logged.

2.2 Vehicle keys safes combination numbers are recorded by RMC. The security of these safes should be identical to those for keys and petty cash.

2.3 If a safe key is mislaid or lost, or a combination number compromised, this must be reported to RMC immediately.

3 Personal lockers

3.1 All employees of the Brigade are to maintain their personal lockers in a clean, tidy and secure condition. They are to be kept locked when not in use. If the locker is damaged, the fact is to be reported at once to the Watch Manager. Combination locks are provided for each locker.

3.2 In order to safeguard personal property, when either a locker or lock is broken, the locker in question is not to be used; a spare locker will be allocated and new combination lock held within station stock will be issued.

3.3 A manager must not open a personal locker without the permission of the user 'if the user is not available or contactable to give consent, or the opening of the locker is as part of a discipline or other inquiry and the manager is required to open a locker and conduct any inspection an inventory of its contents should be recorded in the presence of a witness.

3.4 With regard to lockers used by non-Brigade staff (e.g. attendees on a youth engagement course), where a concern exists that a locker may contain items contrary to the Brigade's policies and procedures (i.e. weapons, drugs, alcohol, proceeds of theft), the locker may be opened by a member of the youth engagement management team without the individual's permission. All efforts should be made to inform them prior to the locker being opened and an inventory of the locker's contents should be made in the presence of a witness and the individual concerned, if possible.

4 Personal money and valuables

4.1 Money in excess of day-to-day requirements and valuable articles (such as jewellery, etc.) are not to be brought to stations. In the event of any such money or valuable articles being brought to the station they are to be retained in the owner's possession either in clothing being worn or locked away in the owner's locker.

5 Custody of monies at stations

5.1 Collectors of money for the Welfare Fund, National Savings Groups or other such funds, are permitted to lodge the money in the station safe, provided it is handed to the Watch Manager in a sealed container. The Authority does not accept responsibility for the safe custody of such monies.

6 Loss of property or unauthorised incursions to station perimeter

6.1 Any loss of Brigade or personal property or unauthorised incursion is to be reported immediately to the Watch Manager of the station. The circumstances of the loss /incursion are to be investigated and reported by telephone to the Station or Group Manager with the minimum of delay. If theft is suspected or indicated, the police are to be notified immediately and a crime number obtained.

6.2 Details of the loss/incursion must be recorded on form VE1 and must be sent to mailbox: 'LFB Security.'

6.3 Station Managers are responsible for arranging any follow up investigation and for advising of any post event actions taken by emailing the Operations and Mobilising returns, and the LFB Security Mailbox.

6.4 Technical and Service Support SOG will maintain a record of incidents resulting in loss, and will liaise with Central Operations in order to agree any additional physical measures that may need to be taken to improve security at particular stations.

7 Private vehicles

7.1 Any staff member wishing to park a motor vehicle on a LFB premises must register their vehicle/s in accordance with PN 0378 on form PP1(this includes retrospective registration for staff currently parking) Details will be maintained on a database in a folder on the Watch Managers drive at each station. These details are required to allow the Officer in Charge of a station to verify which vehicles are parked on the premises should the PSRL be increased.

7.2 Staff working at area team locations will also need to complete a form PP1, for authorisation by their area admin team manager. A list is to be maintained by the area team , copied to the relevant station manager for storing as in paragraph 7.1.

8 Bicycles

8.1 Bicycles may be stored in the place provided at stations, when possible chained and/or padlocked, and cycle stores are, where possible, to be locked during duty periods. Bicycles are not to be left elsewhere on the station premises. All removable items of value, e.g. pumps, lamps, saddlebags, are to be removed and kept in the personal locker.

9 Personal property

9.1 Personal proerty, including vehicles, are left on Brigade premises entirely at the owner's risk and if such property is lost, stolen, or damaged the Authority cannot accept liability. A notice to this effect (form number 14) obtainable from the Head of Procurement is to be prominently displayed on every station notice board.

10 Access to stations by visitors

10.1 Any visits to fire stations by external groups or members of the public should be managed locally by the officer in charge taking into consideration station working routines. On night shifts these visits should be concluded by 22:00 hrs. Every effort should be made to accommodate these groups where possible.

10.2 Visits to stations by personal relatives or friends of members of the Brigade or other casual visitors should be managed locally by the officer in charge taking into consideration station working routines. On night shifts these visits should be concluded by 22:00 hrs.

10.3 Visitor passes should be issued to any visitor entering the station, and collected at the end of the visit. A record should also be made recording the details of the visit, , name of visitors , time in and time out.

11 Unauthorised persons

11.1 Persons found on station premises whose actions arouse suspicion are to be challenged immediately by any employee of the Brigade. If the Watch Manager is not satisfied with the explanation given (or none is offered) the police are to be informed. The OOD and Duty NILO are to be informed of the incident and the action taken.

12 Station entrances and yard gates

12.1 The securing of stations against unlawful entry must depend on the particular circumstances at each station, e.g., degree of accessibility to the station yard and whether separate entrances exist for residents. The Station Manager will give written instructions to the Watch Manager of each station on the security measures which are to be adopted to meet the particular circumstances at each station. The Watch Managers at each station are to ensure that the Station Manager's instructions are fully complied with and the local security requirements are displayed in watch offices to ensure certain doors are locked etc. This information is not to include door codes or complex information.

13 Locking of rooms, safes, desks.

13.1 All internal doors should be in good working order, correctly fitted and , where installed, self closing devices should be close the door. Any door that does not close/lock effectively provides the opportunity for an intruder to access all areas of the fire station. Any door faults should be reported to the appropriate contractor, Kier for PFI stations and Kellogg Brown & Root (KBR) Intelligent Contact Centre (ICC) for all other stations

13.2 Where key pad access is fitted to a room it should work effectively and not prevent the door from closing. As soon as a fault is identified ,with either a digital or manual key pad, this must be reported in the same way as stated in paragraph 12.1.

13.3 Where installed, firegear rooms and other storerooms are to be kept locked at all times, except when issuing / storing firegear or receiving stores items, and other rooms should be secured so far as is practicable. Safes, cupboards and desk drawers are to be kept locked when not in use. In applying this policy/procedure it must always be kept in mind, in appropriate cases, that the station may be left unoccupied and unsecured following the receipt of a call.

14 Security incidents

If a security incident has occurred at the premises, form SC1 should be used to identify potential improvements in security measures that can be implemented. This form should be sent to the LFB security mailbox

Appendix 2 – Security Arrangements at Brigade HQ

LONDON FIRE BRIGADE

1 Introduction

1.1 This Appendix sets out the security arrangements for the Brigade HQ

1.2 It does not apply to security at stations.

2 Access arrangements for staff

2.1 The Brigade HQ has a 'swipe card access' security system fitted to the main entrance from Union Street and certain other doors in the buildings. Staff working in the Brigade HQ are issued with cards to give them access to areas they are authorised to access. Lanyards with identity cards are issued to the various occupier groups (tenants) in HQ, which are colour-coded to identify specific organisations (e.g. purple lanyards are issued to staff from the London Pension Fund and green lanyards to the LAS - see Section 2.2 below for details of all lanyard colours).

2.2 Lanyards and identity cards must be displayed at all times when staff are within Brigade premises and should be removed immediately prior to leaving the premises. Lanyard designation are;

- Red - LFB staff
- Green London Ambulance service
- Grey - GLA
- Purple London Pension Fund
- Yellow - Travel watch
- Blue - Contractors

2.3 LFB staff or other occupiers arriving without their swipe cards will be required to produce some form of identity prior to signing in and gaining access.

2.4 New cards and requests to upgrade/extend access permissions for full time, temporary or agency staff will only be considered when the request is made formally by email from the applicant's line manager/head of service. Email the Technical Services Support HQ Team at propertyhelpdesk@london-fire.gov.uk.

2.5 Technical Support Services will provide Special Operations Group with a monthly report of passes issued, removed or replaced.

2.6 Once approved, new/replacement swipe cards can be obtained from the Technical Services Support HQ team by email to propertyhelpdesk@london-fire.gov.uk.

2.7 Losses of access cards must be reported immediately to the Technical Services Support Property HQ team and the LFB Security Mailbox.

2.8 It is the responsibility of line Managers/heads of service to advise the Technical Services Support Property HQ team when full time, temporary or agency staff leave the employment of the Authority. This will enable their access cards to be disabled. See Form LS1 –Managers Checklist.

3 Identity cards

3.1 Identity cards are issued to all LFB staff and should be displayed at all times. New identity cards may be obtained from Employment Services by emailing Employment services It is a requirement that new identity cards are collected from Employment Services in person.

3.2 If you have lost your identity card, or it has been stolen, you must report this to the police by calling 101 and obtain a crime reference number. You then need to complete a Form 10 outlining the details and forward this to your line Manager. A form VE1 must also be completed and forwarded to the LFB Security mailbox. In order to arrange a new card, you must notify Employment services by emailing (copying in your line Manager) a copy of the VE1 and form 10/ memo.

4 Out of hours access for staff to Brigade HQ

4.1 If staff continue working outside normal working hours i.e. after 19:00 hrs weekdays or at weekends and they realise they are the only person in a part of the building they should advise security of their location. Security can be contacted on extension 31634

4.2 When staff arrive to work out of hours and at weekends they must report to security, have their identity confirmed and sign one of the out of hours registers which are located in Union St. When staff leave the building they must sign out.

5 LFB Protective Security Response Levels (PSRL)

5.1 The current security response level for Brigade HQ is indicated by a permanent sign in the reception area near the entrance barriers.

5.2 Level of security response information will also be placed on notice boards and in the lifts.

5.3 **Normal** security procedures will require all staff and visitors to:

- Display their identity card or visitor pass at chest height at all times whilst in HQ buildings with appropriate lanyard.
- Challenge anyone who isn't wearing ID, a visitors pass or who looks out of place or is acting suspiciously.
- Meet visitors at reception and escort them during their visit.
- Advise visitors prior to attendance that they may be subject to a random bag search.
- Advise visitors prior to attending that they may be required to produce a proof of identity at reception.
- Be vigilant when going in and out of Brigade HQ and make sure entrance doors aren't left unsecured.
- Look out for tailgating at the entry barriers and check that doors and gates are fully closed after use
- If you see anything suspicious in or around the Brigade HQ , challenge the person, let your supervisor know immediately and report it to security on entention31634 .
- A clear desk policy must be maintained at the end of each working day , to ensure the confidentiality of LFB information and to ensure compliance with the LFB policy. See Policy 876 'Agile working at LFB headquarters (169 Union St)'.

5.4 **Heightened or Exceptional**

5.5 Following an increase in the PSRL from 'normal' to 'heightened' or 'exceptional', increased vigilance is required around personal and building security.

- Mandatory Bag searches may take place.

- Restrictions may be placed on meetings being booked with external partners using BHQ meeting rooms.
- Increased security, both overtly and covertly may be deployed on the main entrance, on perimeter patrols and internally within the building..

6 Access arrangements for visitors to the Brigade HQ

6.1 Hosts must advise reception by emailing the reception mailbox 24hrs (if possible) in advance with the details of their visitors: visitors full name, title and organisation .

6.2 Visitors can access 169 Union St only through the main reception point.

6.3 The Union St reception is staffed by a receptionist/security officer to whom visitors should report between 0700 and 1900 hours on Monday to Friday, inclusive.

6.4 Once visitor(s) have reported to reception, signed in and have been issued with a visitor badge, the receptionist/security officer will call the visitor's host; the host is responsible for collecting the visitor(s) and escorting them to the meeting place. Hosts are responsible for escorting visitor(s) back to reception after their visit and ensuring that their visitors have returned ALL visitor badges to reception staff.

6.5 To gain access to 169 Union St outside normal opening times, security can be contacted through the push button entry phones located outside the main entrance doors.

7 Private vehicles

7.1 Any staff member wishing to park a motor vehicle on a LFB premises must register their vehicle/s in accordance with PN378 on form PP1 (this includes retrospective registration for staff currently parking). Details will be maintained on a database in a folder on the Watch Managers drive at each station. These details are required to allow the Officer in Charge of a station to verify which vehicles are parked on the premises should the PSRL be increased.

8 Thefts/loss of property or unauthorised incursion within HQ

8.1 Any thefts of personal property should be reported to the Technical Services Support Property HQ Team on extension 31298. It will be the responsibility of the person who has suffered the loss to report it to the Police.

8.2 Persons finding personal property that appears to have been lost must contact the Technical Services Support Property Helpdesk on extension 89100 option 2; all items found must be handed to the Technical Services Support HQ team. Anyone who has lost property on the premises should contact the Technical Services Support HQ team to see if the item has been handed in.

8.3 Where any equipment or any item of LFB property is lost through theft or suspected theft, heads of service **must**:

- Ensure a report of the theft is made to the Police and a crime number is obtained.
- Report the theft to the Director of Finance and Contractual Services (Internal Audit) as required by the financial regulations.
- Appoint an officer to investigate the matter (without obstructing any police investigation) and produce a written report . Depending on the outcome of the investigation disciplinary action may be considered/Internal Audit section may need to be informed.
- Reports of theft must be notified to the Technical Services Support Property HQ, Duty NILO and to LFB security mailbox.

- Complete form VE1 and forward to LFB Security mailbox.

8.4 This process must also be followed for loss of LFB property outside HQ premises.

9 Reports of losses/unauthorised incursion

9.1 Details of the loss or unauthorised incursion (even if no loss is evident) must be sent to mailbox: 'LFB Security.'

9.2 Individuals suffering the loss of personal possessions should advise the mailbox above.

9.3 Technical and Service Support and Special Operations Group will maintain a record of incidents resulting in loss, and will liaise as necessary with individuals and/or heads of service in order to agree any additional physical measures that may need to be taken to improve security at particular areas of the building.

Appendix 3 - Security at London Operations Centre Merton

1 Introduction

1.1 This Appendix sets out the security arrangements for the (LOC) at Merton which is a key operational facility which handles all 999 calls and an Emergency Planning function for London. In addition the LFB IT data suite is located at the premises.

1.2 Consequently security of these facilities will place restrictions on both staff and visitors to the premises where access will be closely controlled due to the strategic importance of the facility.

2 Access arrangements for staff

2.1 The LOC has a 'card access' security system fitted to certain doors in the buildings. Staff working in the LOC complex are issued with cards to give them access to designated authorised areas.

2.2 New issues of swipe access cards and requests to upgrade/extend access permissions for full time, temporary or agency staff will only be considered when the request is made formally by email to their head of service and then to the on site Administration Manager (email to include details of areas requiring access and justification for the change).

2.3 Once approved new/replacement access swipe cards can be obtained from the on site security staff.

2.4 A monthly return will be supplied to SOG detailing any new, removed or access level alterations.

2.5 Losses of access swipe cards must be reported immediately to the person's line manager and the on site Administration Manager. It is the responsibility of departmental line managers/heads of service to advise the on site Administration Manager when full time, temporary or agency staff leave the employment of the Authority. This will enable their access cards to be disabled.

2.6 Identity cards are issued to all LFB staff and should be displayed at all times. New identity cards may be obtained from employment services. Details are contained on Hotwire.

2.7 When identity cards are lost or stolen, the loss shall be reported to the Police and a crime reference number obtained. A Form 10 / memo should be completed, outlining the details of the loss/theft, complete with crime reference number, and sent to the persons line manager a form VE1 should also be completed and sent to the LFB Security mailbox.

3 Bag checks

3.1 All staff entering or leaving the LOC may be subject to random bag checks.

4 Vehicle checks

4.1 All vehicles entering the LOC may be subject to random checks.

5 Staff Responsibilities

5.1 One of the most effective tools in maintaining security at Brigade premises controlling access to premises.

5.2 To maintain effective access control staff should;

- Display your Identity Card or Security Pass at chest height when in the LOC
- Remove your Identity Card or Security Pass when exiting the site

- Escort visitors back to the gatehouse
- Challenge anyone attempting to tailgate your vehicle and report the matter to Security
- Do not hold access doors open for anyone you do not recognise/not displaying a pass

5.3 Anything suspicious or unusual should be reported to Security Staff or the Duty Operations Manager, in Brigade Control.

6 Private vehicles

6.1 Any staff member wishing to park a motor vehicle on a LFB premises must register their vehicle/s in accordance with Policy number 378 – Parking of non-Authority vehicles including motor or pedal cycles, on Authority on form PP1(this includes retrospective registration for staff currently parking) Details will be maintained on a database in a folder on the Operations Managers drive at each station. These details are required to allow the Officer in Charge of the LOC to verify which vehicles are parked on the premises should the PSRL be increased.

6.2 Staff working at the LOC will also need to complete a form PP1, for authorisation by their Operations Manager. A list is to be maintained by the admin team , copied to SOG for inclusion on the database.

7 Out of hours access for staff to the LOC

7.1 This section does not apply to staff working their normal shifts.

7.2 Should LFB staff wish to work later than 18.30 hrs during weekdays or at weekends when they would normally not be working , the individual must advise of their presence to Brigade Control & Security.

7.3 When staff arrive to work out of hours and at weekends they must report to security and sign one of the out of hours registers which are located in the security gatehouse. When staff leave the building they must sign out.

8 Access arrangements for visitors to the LOC

8.1 The centre has a security gatehouse reception that is staffed by a security officer to whom visitors should report. Visitors can access the LOC by pre-arranged agreed access only through the gatehouse reception and the main reception area.

8.2 Parking of visitors cars (including LFB staff based at other locations), will only be by prior special arrangement since parking capacity at the site is restricted. All vehicles may be subject to random checks.

8.3 No visitors to LOC will be allowed to park their vehicles on the premises before 08:15 hrs following the change of shift personnel.

8.4 All visitors entering or leaving the LOC may be subject to random bag checks.

8.5 Hosts will e-mail LOC.visits@london-fire.gov.uk and provide the site Administration Manager details of their expected visitor /contractor, ideally 5 days in advance of the visit :

- Name
- Organisation
- Reason for visit
- Estimated duration of visit
- Car details (vehicle make, model, colour and registration)

8.6 The LOC administration team will inform security staff at the gatehouse.

8.7 On arrival visitors will report to the gatehouse reception and will be issued with the relevant pass which must be displayed at all times.

8.8 Once visitor(s) have reported to the main gatehouse , a security officer will call the visitor's host; the host/Admin team member will be responsible for escorting the visitor to the meeting place.

8.9 Visitors will not be allowed to take photographic images, video footage or use recording devices, unless prior authorisation has been given by a Brigade Control Senior Manager.

8.10 Visitors will not be allowed to use mobile phones in Brigade Control .

8.11 Where access has not been agreed in advance by hosts, access will be allowed if visitors can produce the required ID, have a genuine reason for visiting and are not deemed a threat to the Brigade. Hosts or a member of the admin team are responsible for escorting visitor(s) back to the security gatehouse at the main gate after their visit and to ensure they have left the premises.

8.12 Prior to departure the visitor pass must be returned to the security staff at the gatehouse.

9 Scope of access

9.1 Access to various areas of LOC will be granted on a strict basis of requirement. Cards will be issued from the gatehouse and a supply of cards will be kept in the gatehouse.

10 LFB Protective Security Response Levels PSRL

10.1 Boards will be displayed in the Security Gatehouse and the LOC indicating the current LFB security response level:

- 'PSRL – Normal'
- 'PSRL – Heightened '
- 'PSRL – Exceptional '

10.2 Staff should be aware of how the different PSRL'S may be interpreted

10.3 Normal security procedures will require staff to:

- Display your warrant card or staff pass at chest height at all times whilst in the LOC building
- Challenge anyone who isn't wearing ID.
- Be vigilant when going in and out of the LOC buildings and make sure entrance doors and gates aren't left insecure.
- Look out for tailgating, monitor door, barrier and gate closing when entering and leaving the premises
- If you see anything suspicious in or around the LOC buildings, let your supervisor know immediately and report it to security .
- Access gates to remain closed until positive ID has been provided. Escort visitors at all times.

10.4 **Heightened or Exceptional**

10.5 Following an increase in the PSRL from 'normal' to 'heightened' or 'exceptional', increased vigilance is required around personal and building security, enhanced protectively security measures may be engaged,

- Mandatory Bag searches may take place.
- Increased security, both overtly and covertly may be deployed on the main entrance, on perimeter patrols and internally within the building.
- Additional security patrols and perimeter checks may be undertaken
- Enhanced vehicle checks may be undertaken.

- Restriction of non essential visitors allowed on site.
- Restriction of visitor parking to be allowed on site.
- Consider whether contractor access should be restricted.

11 Thefts/loss of property or unauthorised incursion within the LOC

11.1 Any thefts of personal property should be reported by the person suffering the theft to their line Manager, the on site Admin team, Special Operational Group and if necessary the Police.

11.2 Persons finding personal property that appears to have been lost by its owner must contact the Admin Team at the premises; all items found must be handed to a member of the admin team and the find recorded.

11.3 Persons that have lost property on the premises should contact the Admin team to see if the item has been handed in.

11.4 Where any equipment or any item of LFB property is lost through theft or suspected theft, the theft must be reported to the person's line Manager.

11.5 Heads of service **must**:

11.6 Ensure a report of the theft is made to the Police and a crime number is obtained.

11.7 Advise the Officer of the day (OOD) at RMC and advise the Special Operations Group via the LFB Security mailbox.

11.8 Report the theft to the Director of Finance and Contractual Services (Internal Audit) as required by the financial regulations.

11.9 Appoint an officer to investigate the matter (without obstructing any police investigation) and produce a written report . Depending on the outcome of the investigation disciplinary action may be considered/Internal Audit section may need to be informed.

11.10 Thefts of LFB property outside LOC must also follow this procedure. All losses of both personal and LFB equipment or unauthorised incursion (even if no loss is evident) must also be reported to mailbox LFB Security.

12 Authority to extend security zones

12.1 Staff wishing to extend their access to security zones must provide appropriate justification to a Brigade Control Senior Manger and the on site Administration Manager prior to any change in access permissions.

13 Details of security zones

13.1 The LOC is divided into discrete security zones, these are:

- the Main Control Room and adjacent areas including Resource management and SBM
- the Emergency Planning and London Local Authority Co-ordination Centre (LLACC) areas
- the Main Equipment Room (MER) and IT Bridge
- BCC/JOCC

13.2 Generally security keys will be located in the gatehouse reception building, access to the keys will be closely controlled.

14 Mail

14.1 All external mail addressed to the LOC, sent via Royal Mail Services is re-directed to Union Street. The mail is placed in an X-ray machine and where possible it is scanned and sent electronically to shared mailboxes at the LOC. Mail which cannot be scanned is security scanned and then sent to the LOC by the internal van service.

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	14/8/18	SDIA	14/8/18	HSWIA	12/8/18	RA	1/8/18

Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date

Subject list

You can find this policy under the following subjects.

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	**FOIA exemption**	**Security marking classification**

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