

POLICY AND PROCEDURE: OFFICE SECURITY

Policy Statement

The Council recognises its responsibility to provide for staff (which for the purposes of this policy includes external occupiers staff¹), volunteers, councillors and visitors to its Civic Office a safe environment where they and their possessions will be offered a reasonable degree of protection.

To ensure that the environment is kept safe everyone who accesses the office must be aware of how they can contribute towards ensuring that the office is a safe place to be.

The principle objective is to ensure that unwanted people who would seek to cause harm to individuals or steal property are stopped from entering the building:

Normal Working Hours (Monday – Friday 07:30 – 19:00)

- The principle access to the Office for visitors should be through the main entrance doors into the main reception
- No visitors should be allowed to access the building from the rear service access or emergency accesses
- All visitors who are to go beyond the ground floor public areas must be booked in at Reception (this is also required for health and safety reasons)
- Members of the public visiting the Building must only be given access to the public areas unless accompanied by a member of staff.
- No one should allow anyone who they are unfamiliar with access through any security locked doors or lifts without first checking their identity or purpose
- All security doors should be kept secure so that access is only via a security swipe card. No doors leading to the private areas of the building should be left unbolted, unlocked, or propped open. This also applies to emergency exit doors
- All staff can enter and stay in the building during normal working hours which are 0730-1900 hours

Outside Normal Working but where a Committee or other meeting is scheduled

- The principle access to the Office for visitors should be through the main entrance doors into the main reception

¹ External Occupiers are: ACAS, Andover Mind, Capita, First Partnership, Hampshire Constabulary, Hampshire County Council, Hart Voluntary Action, Step by Step

- Access to the public and visitors will be open to what are recognised publicly assessable meeting rooms including the second floor Council Chamber and Committee room areas
- All security doors should be kept secure so that access is only via a security swipe card. No doors leading to the private areas of the building should be left unbolted, unlocked, or propped open. This also applies to emergency exit doors
- If the Main entrance to the Building is unlocked staff may enter the building from 0730 but must leave the building by 1900 unless they are attending a Committee or other meeting or they have sought the prior agreement of the duty Facilities Officer.

Weekends or other days when the Offices are closed²

Procedure for Accessing the Building out of Hours for Managers, Key Holders

1. You must have had training in activating and deactivating the alarm. (This will be provided by the Facilities Officers).
2. Where possible please let the Parking Manager (Geoff Hislop Ext: 4427) and know that you will be working.
3. You must complete the 'out of hours' sheet, by the Alarm panel, on the ground floor. This must be completed with the time that you leave on your departure.
4. Check in with CCTV, confirm if you intend to lock and alarm the building on departure.
5. CCTV will call at set intervals, to ensure the safety of the staff member, if there is no answer CCTV will call a key holder to investigate.
6. You must check out with CCTV when you leave.

Procedure for Accessing the Building out of Hours for Staff

No staff may enter the Building unless they are either on duty (such as Civil Enforcement Officers) or they have secured the prior approval of their line Manager. If for any reason access is required then the following procedure needs to be followed.

1. Get approval from your line manager
2. Speak to the Parking Manager and Community Safety to ensure that it is possible to access the building, and to let them know that you will be in out of hours.
3. Ensure that your swipe card will allow you to have access to the building at weekends.

² The Council reserves the right to limit access out of office hours for external occupiers, in accordance with lease requirements.

4. You must enter the building via the back door.
5. You must complete the 'out of hours' sheet, by the Alarm panel, on the ground floor. This must be completed with the time that you leave on your departure.
6. Check in with CCTV
7. CCTV will call at set intervals, to ensure the safety of the staff member, if there is no answer CCTV will call a key holder to investigate.
8. You must check out with CCTV when you leave.

Security of equipment and possessions

- No equipment such as laptops and projectors for example should be left unattended in meeting or Committee rooms. Those who book such equipment are responsible for its security and safe return
- Personal possessions are the responsibility of the individual and if a staff member, volunteer or visitor brings an item of value into the office, they must ensure that it is appropriately stored in a safe place. The Council is not responsible for personal possessions that go missing unless there is proof of forcible entry.
- Cash records and petty cash will be kept in a locked cupboard/safes within the offices, in compliance with financial controls policy.
- Any thefts or losses must be reported immediately to the Building Manager and to the Police if appropriate.
- Visitors must not be allowed to let anyone else into the building without the prior permission of staff.
- On leaving the office, all filing cabinets that hold sensitive information/material must be locked and keys stored in a secure location. All internal doors should be locked, windows checked and upon departure of main building, alarm must be set. Failure to do so could result in disciplinary procedures.

Additional Information

It is advisable for personal possessions to be kept in a locked filing cabinet.