

Lewisham Islamic Centre

Security Procedure Policy

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Policy owner: Lewisham Islamic Centre

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This procedure should be read with the Work Health and Safety Policy and the Employee Induction Procedure, Lone Worker Policy and Code of Conduct.

Revision history

Version	Date	Description of Revision
1.0	30/09/19	Policy finalised

The latest version of this policy will always be on the intranet.

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SECURITY PROCEDURE POLICY

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1. Overview of the Policy Procedures

Lewisham Islamic Centre (LIC) recognises its responsibility so far as its reasonably practicable to provide a safe and healthy environment for all its staff, volunteers, service-user, contractors and visitors.

To ensure that **LIC** meets and achieves its regulatory health and safety best practice, **LIC** encourages everyone who accesses the premises to take an active role in achieving this objective.

Our principle objective is always to ensure that unwanted person(s) who seek to, cause harm to individuals, steal their property; or generally scope the premises for further criminal action, are prevented from entering the building or dealt with appropriately once they are in the **Centre**.

As each incident will have its variation, prompt assessment and action would be proportionate to the response. Please note that this procedure is not exhaustive and is intended as guidance only.

2. Responsibilities

2.1. Organisation/Employer

LIC is committed in protecting the health, safety and welfare of its staff, service-users, contractors and visitors through the implementation of various security strategies, which will be achieved by complying with current work, health and safety Act 2011 regulations.

It is the responsibility of **LIC** to:

- Implement and oversee this Security Policy;
- Disseminate this policy and its procedures to staff within their area of responsibility, including new staff as part of their induction and ensure its promotion and implementation by providing leadership, support and advice to staff on security issues;
- Make suitable arrangements to facilitate the attendance of staff during security awareness training and feedback on performance;

- Carry out suitable and sufficient risk assessments;
- Ensure that general day to day security precautions are in place by preventing improper conduct or behavior that put's the safety, health and welfare of **LIC** occupants at risk;
- Appoint Nominated Security Officers and liaise with them on security matters within their respective departments;
- Maintain accurate safety records for effective planning, organization, control, monitoring and review procedures;
- Consult with the Nominated Security Officers regarding any changes that might affect the safety, health and welfare of their departmental occupants;
- Inform staff of any security / potential hazards associated in any working environment, managing / controlling these risks;
- Provide communication channels for staff, volunteers, service-users, visitors and contractors to raise security concerns; and
- Develop and implement suitable emergency procedures as well as practicing and promoting security awareness regularly.

2.2. Employee

All staff have responsibilities in relation to security and are expected to follow guidance provided in this procedure, so that all reasonable steps are taken to ensure the security of all **LIC** occupants, it's assets and personal property.

Because training is an essential regimen for reducing risk to personal safety and crime prevention, security awareness training will be an essential part of the overall training package for All staff of which attendance will be mandatory.

All staff must:

- Take reasonable care for their own safety and wellbeing and not put others at risk through neglect of duties or acts of omission;
- Must familiarise themselves with and conform with the measures /procedures set out in this security policy and be aware of security issues relevant to their working environment;
- Cooperate with **LIC** by complying with all security instructions and procedures that apply to their work e.g. doing frequent security checks around their areas of work, securing office doors, securing windows and doors before leaving the office/building at night;
- Report any security incidents or shortcomings to their line manager and alert them of any serious or imminent danger; and
- Practice and exercise reasonable skill in their work whilst promoting high security standards.

3. Reporting & monitoring of Incidents

It is incumbent upon all staff to report any untoward security breach or practice. Such reports should be made as soon as possible to their line manager or nominated security officer in line with the incident reporting procedure.

In addition, any concerns / shortcomings regarding the security of the premises should be reported directly to the line manager or nominated security officer.

All incidents will be investigated, analysed and recommendation of actions will be initiated subject to the approval of the line manager.

To monitor working conditions and to ensure that safe working practices are being adhered to, an annual security inspection; security risk assessments; consistently taking action when security complaints trends are identified; accurately reporting adverse incidents including near misses and recording corrective action as required will be put into practise.

4. Security Measures/procedures

4.1. Entry to Premises and Access Control:

- Access at the Centre should be via the main entrances and back entrance for the school.
- Both, main and back entrances should be monitored at all times by admin/security staff via CCTV.
- All main entrances are installed with intercom which staff should use appropriately.
- The number of access points to the premises will be kept to a minimum while maintaining sufficient exit routes in the event of a security or emergency.
- To further reduce access points, portable fire alarms have been installed on the fire exit doors near Men's toilet area and at the back near the school entrance. The alarms should be activated at all times.
- All internal doors should be securely closed as appropriate, when moving to different areas within the premises.
- Sisters' entry point has intercom system installed. To reduce security risk, all staff should keep the sisters entrance locked and only authorise entry via the intercom.
- **LIC** has CCTV surveillance system throughout the premises to support and enhance the security procedures of the premises.

4.2. Visitors/Contractors

All **LIC** visitors/Contractors **visiting the School or LIC to see the Departmental Head or Imam** may gain entry to the building dependant on the following:

- Visitor/contractors will be allowed entry via a camera intercom system.
- Authorised visitors will be permitted entry by checking the camera, requesting the reason for their visit and only allowing entry after a satisfactory response.
- All visitors/contractors should complete the visitors signing-in book located at **LIC or the School's** admin office before being granted access to the premises.
- Visitors/contractors will be provided identification badges, so they are recognised by all staff members and service-users and are required to sign-out before leaving the premises.

Visiting LIC out of opening times:

- The above processes and procedures must be applied to all visitors/contractors.

4.3. Staff

- All Staff have a fob key to allow partial access to **LIC** via the back entrance and additional key to access their respective offices. Each department has a full set of **LIC** keys excluding brothers' and sisters' entrance doors that must always be accounted for and stored securely in their respective offices.
- Designated staff on the other hand have full access to **LIC's** premises including the combination padlock for **LIC's** front gates and keys for the brothers' and sisters' entrance doors.
- No staff will be allowed to duplicate / copy any **LIC** keys without the prior knowledge of the Centre Coordinator

- Staff are expected to close their office door each time they arrive/leave. Offices should be closed at all times if staff are in the office with the exception of the school office to safeguard the welfare of all **LIC's occupants** and **its CCTV Surveillance System** satisfactorily.
- Staff are provided with and instructed in the use of building entry keys as part of their orientation and induction processes.
- Designated Staff will be provided with the security alarm code and instructed on how to unarm/arm the device when opening and closing **LIC's** premises.

4.4. Identification Badge

- All staff should wear their identification badge in the course of their duties and should be stored in the office when leaving the premises.

4.5. Out of hours

- All staff should only access the premises unless it is absolutely necessary, and their line manager should be informed of the time & date the premises was accessed to reduce security risk.
- Refer to code of conduct for more information regarding out of hours access.

4.6. Within Office

- All departments will normally be staffed during normal working hours.
- Confidential papers and documents must be removed from the desk and stored in locked cabinet or drawers during outside working hours.
- When not in use, all confidential files must be kept in lockable cabinets at all times.
- All keys to cabinets/doors should be kept in locked mounted key boxes.

4.7. Exit from Premises

- All staff should ensure the lock up procedure is followed at all times as it highlights steps in securing the premises upon leaving. Refer to the lock up procedure (**Appendix 5**) for more information.

4.8. Theft or Damage to Personal Property or LIC's assets

- All media equipment should be locked away in a lockable cabinet.
- Any personal valuables should be stored away in the office and should not be left out.
- In the event of damage or theft of personal property of LIC occupants, staff must inform the line Manager who will identify and take further action, such as contacting the police.
- Any theft or damage to the premises or **LIC's** assets must be reported to the line Manager who will identify and take further action, such as contacting the police and/ or insurance company.
- All monies should be sealed in a security bag and stored appropriately **as instructed by the Centre Coordinator.**

5. Lone worker

- Refer to Lone worker policy for more information.

6. Unwanted attendees

Procedures are in place and all staff aware of them in relation to the control of access to **LIC's** premises by service-uses, visitors and contractors; where they can and cannot access.

To minimize the risks caused by unwanted attendees or intruders, CCTV Surveillance Systems, alarms, light systems, locked entrance access door for sisters, only allowing designated staff full access to the premises, regular security checks and employing a security personnel have been adopted.

Extra security provision is in place during dawn and dusk prayers as **LIC's** occupants are mostly vulnerable during these times.

Risk assessment will also be undertaken to determine potentially vulnerable locations within LIC, formulating contingency plans in the event of an emergency situation and, identifying any security measures which need installing and having some way of monitoring these, to gauge their effectiveness.

Training and awareness will also be implemented so that staff are fully aware of their responsibilities should their security, that of **LIC's** occupants or assets are threatened as well as the resources they have at their disposal.

6.1. Identifying Unwanted attendee

- **Refer to Appendix 2 in this document**

7. Prevent Strategy

- **Refer to Appendix 3 in this document**

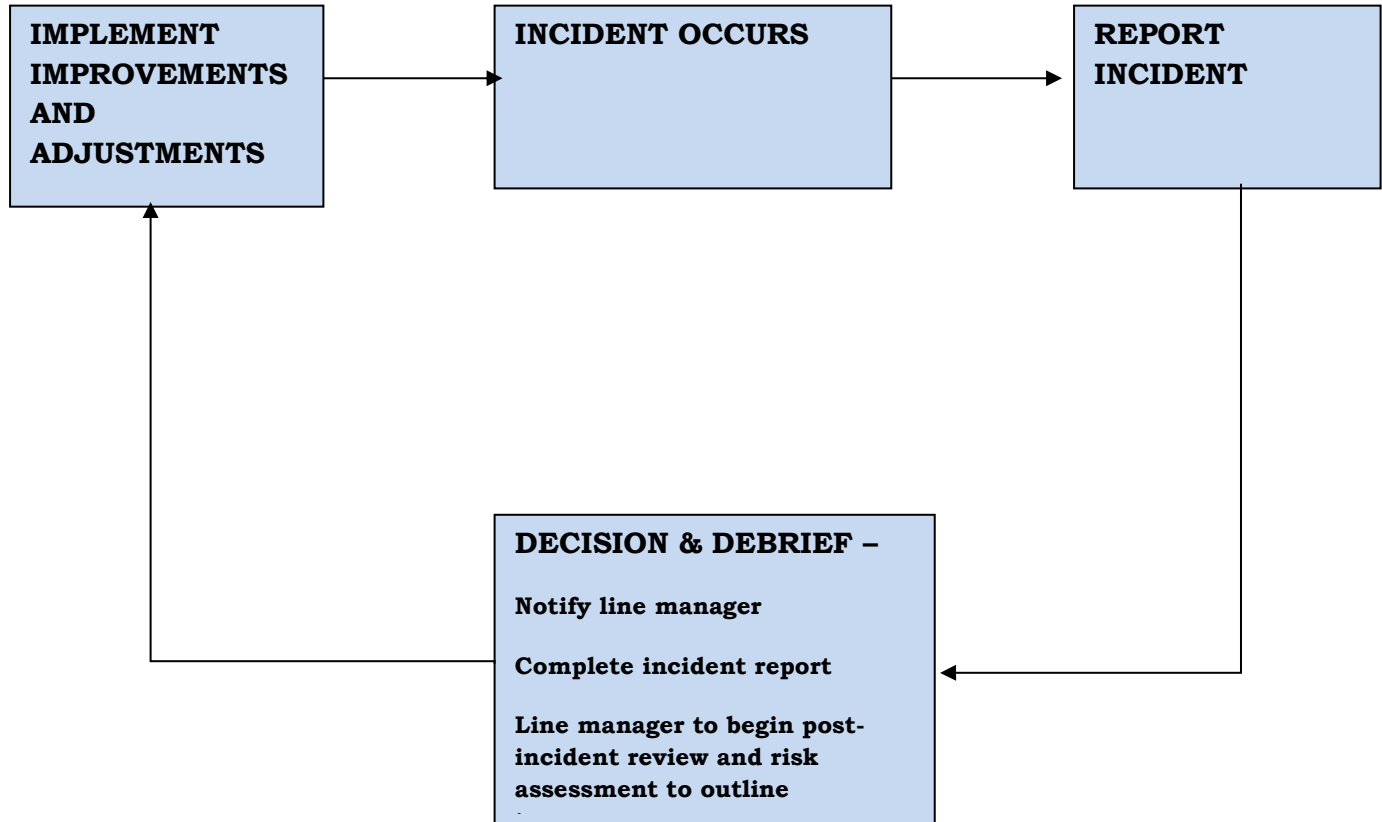
8. Management strategy

- **Refer to Appendix 4 in this document**

9. Lockdown & Emergency Evacuation

- **In a case where there is imminent danger or there is active threat, refer to the lockdown & emergency evacuation procedure.**

REPORTING INCIDENT OF PROCESS (Appendix 1)



Identifying Unwanted Attendees (Appendix 2)

Signs of intoxication

There are many noticeable signs that a person may display as they become intoxicated. Differences can be noticed in appearance, speech and behaviour.

You may consider the following indicators when assessing if someone is unduly intoxicated, but this is not a definitive list.

Speech

Incoherent or muddled speech

Loss of train of thought

Rambling or unintelligible conversation

Slurring words

Balance

Bumping into or knocking over furniture or people

Falling down or cannot stand

Difficulty walking straight

Staggering or stumbling

Swaying uncontrollably

Unsteady on feet

Behaviour

Aggressive and Hostile

Annoying

Argumentative

Confused

Difficulty paying attention

Disorderly

Drowsiness

Loud/boisterous

Not understanding normal conversation

Offensive/Rude

Overly friendly

Violent

Vomiting

Signs of Aggression

The Signals to be monitored include physical and behavioural changes which can include:

Physical Changes

Sweating / perspiring

Clenched teeth and jaws

Shaking

Muscle tension

Clenched fists

Rapid breathing/sharp drawing in of
breath

Staring eyes

Restlessness, fidgeting

Flushed face or extreme paleness of face

Rise in pitch of voice

Behavioural Changes

Loud speech or shouting

Pointing or jabbing with the finger

Swearing/verbal abuse

Over-sensitivity to what is said

Standing too close

Aggressive posture

Tone of voice

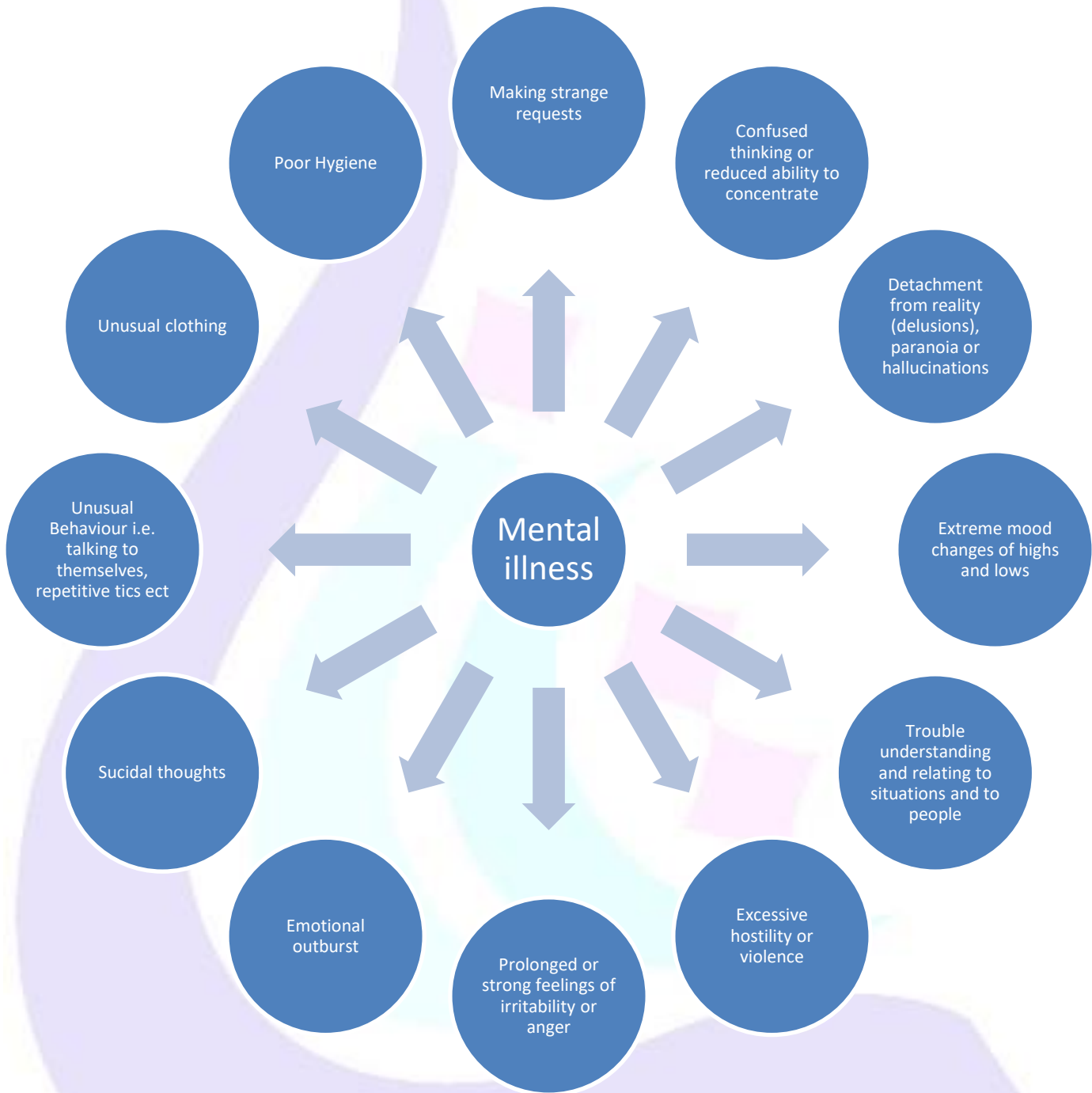
Problems with concentration

Stamping feet

Banging/kicking things

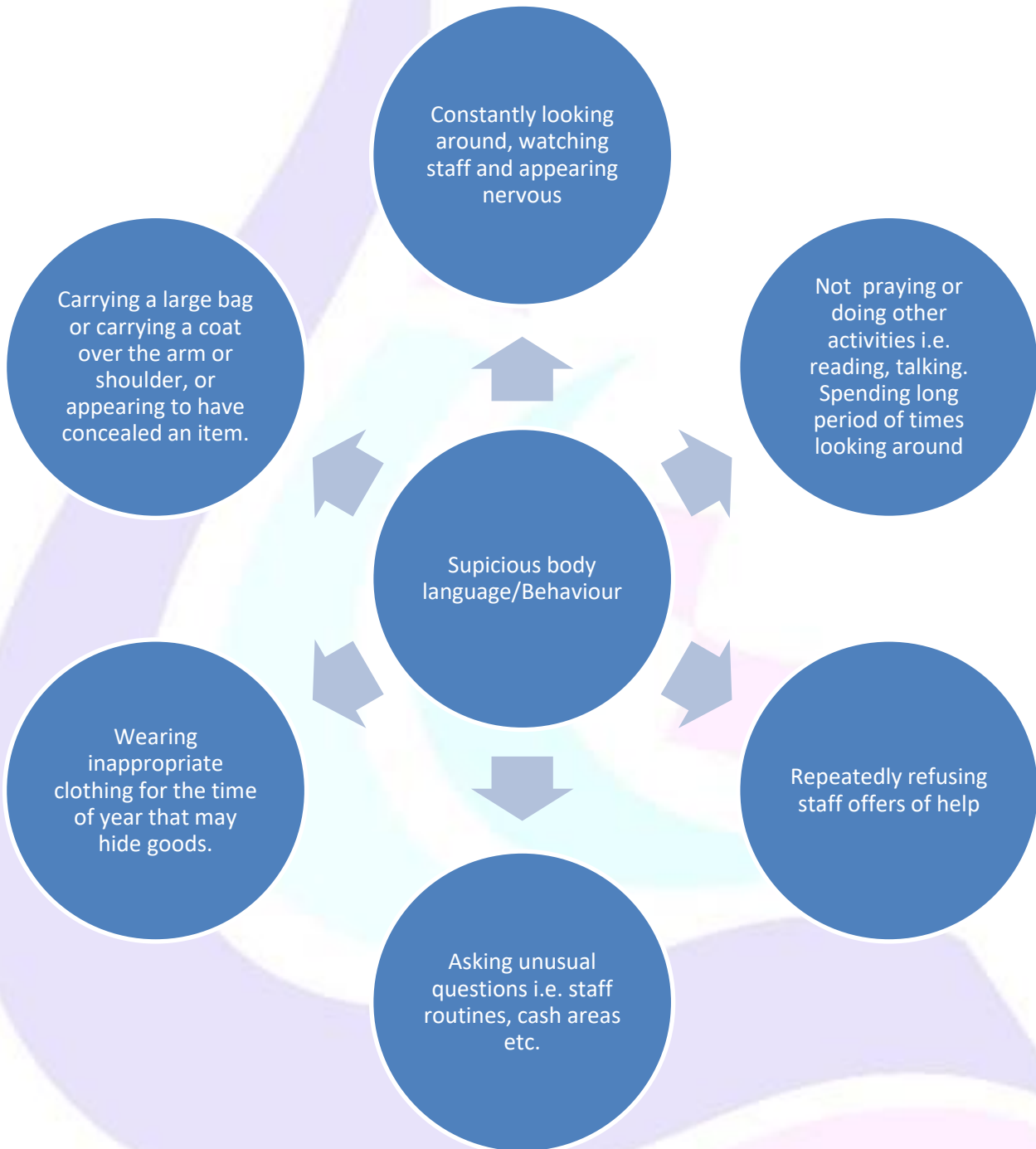
Walking away

Signs of Person who is mentally ill



Signs of suspicious body language/Behaviour

Staff who deal with attendees should be vigilant for suspicious body language/behaviour. Attendees who act suspicious may have malicious motive and not necessarily fall under the above identification categories. Examples of suspicious behaviour include:



Prevent Strategy (Appendix 3)

Steps to Prevent an Incident from Occuring

Prevent is better than cure. To avoid dealing with difficult situations, prevention steps should be implemented as followed:

Monitor

- Always checking the CCTV Surveillance system.

Vigilance

- Be aware of your surroundings.
- Do not be distracted long enough for an incident to happen.
- Do not be away from the office for too long.

Use intercom correctly

- Always use intercoms where it is necessary such as sisters' & school entrance.
- Observe the person before opening the door.
- For the School they should request the reason for their visit.
- Do not give access to unusual suspects.

Close All Doors/Windows

- All internal door & where it is necessary external doors should be locked & Closed.
- Fire exits with alarms should always be activated.
- Closing doors will restrict any suspects movement around the premises.
- Follow the opening and closing up procedure accordingly.

Identify & react

- If danger is identified react accordingly before it spirals out of control
- Do not allow them entry, for example you see on the CCTV system, a suspect with a weapon before entering the premises. Close & lock front door preventing access to the premises.

MANAGEMENT STRATEGIES (Appendix 4)

Dealing with aggressive/Intoxicated person:

STOP	<ul style="list-style-type: none"> • Think about what you about to do and consider the best way to do it.
PLAN & EXPLAIN	<ul style="list-style-type: none"> • Who you are, what you want to do, why
MANNERS	<ul style="list-style-type: none"> • The person who takes their cue from you will mirror your relaxed, positive body language & tone of voice.
GIVE THEM SPACE	<ul style="list-style-type: none"> • Invasion of personal space increases the risk of assault & aggression.
STAND ASIDE	<ul style="list-style-type: none"> • Stand to the side, not the front of the person where you are easy target to hit. Stay out of reach.
DON'T ARGUE	<ul style="list-style-type: none"> • Arguing we only escalate the problem. Keep calm and collective at all times.
UNDERSTANDING	<ul style="list-style-type: none"> • Listen & empathize • Understand the person's problem and why they are agitated. • Reason with the person. • Do not challenge.
VENT	<ul style="list-style-type: none"> • Encourage the person to vent their feelings
SECLUDE	<ul style="list-style-type: none"> • Depending on the person's behaviour, If possible, remove the person to a secluded area well away from others. This will enable to deal with the issue at hand without interference of community member or frightening others.
SHOW SINCERE CONCERN	<ul style="list-style-type: none"> • Show you want to help the person and resolve their issue.
PROPOSE AN ACTION PLAN	<ul style="list-style-type: none"> • If necessary, suggest options that may resolve their problem and then do it. • In some cases when a person does not comply or continues, politely ask them to leave or escort them off the premises • In worse cases, if the person is causing harm call the 999 (police)

Dealing with Mentally ill person:

Ease into the conversation

- It may be that the person is not in a place to talk
- Greeting them and extending a gentle kindness can go a long way.
- Sometimes less is more.

Manners

- Be sure to speak in a relaxed and calm manner.
- Be respectful, compassionate and empathetic to their feelings by engaging in reflective listening

Listen

- Be a good listener, be responsive and make eye contact with a caring approach.
- Give them the opportunity to talk and open up but don't press.

Good Communication

- Do not argue and challenge
- Speak at a level appropriate to their age and development level.
- Genuinely express your concern
- Communicate in a straightforward manner and stick to one topic at a time

Be Aware

- Be aware of a person becoming upset or confused by your conversation with them.

Understanding

- Show respect and understanding for how they describe and interpret their symptoms.

Offer Support

- Offer your support and connect them to help if you feel that they need it. Refer to the Referral list of agencies and centres that can help.
- Ask, "How can I help?" if appropriate.

Do not pressurise

- Do not pressure them to leave if they are not causing harm. However, monitor them. They will usually leave on their own accord.

Disruption

- In some cases, if the person becomes disruptive or commits inappropriate action, kindly request them to leave or escort them off the premises. For example this could be done by requesting them to come outside to speak or come back later as the centre will close soon.
- In worse cases, if the person is causing harm call 999 (Police)

Dealing with Suspicious person:

Notice

- Make suspects aware if you have noticed their suspicious behaviour.
- Keep them in sight and let them see you monitoring them.

Offer Assistance

- Ask 'Can I help'.
- Offering help will put them on the spot and make them aware that you acknowledge them. This may deter them.

No Access

- In some cases, refuse entry
- If on the premises, politely ask them to leave or escort them off the premises.
- If they refuse to leave call 999 (police) and make them aware

Identification

- If they are intoxicated or mentally ill or become aggressive, follow steps according to identification category.

LIC Lockup Procedure (Appendix 5)

MENS' PRAYER AREA
1. Keep shutters locked (All times)
Main Hall
2. Turn off Central Heating
Main Hall (Thermostat near the wudhu area)
3. Turn off Electrical equipment
Computers
Portable heaters
ACs
PA system – Gym, Classroom, Shop amplifier
CCTV Laptop & monitor
4. Check all lights are off
Main prayer hall
Wudu area
Behind shutters & Reception class (Saturdays & Sundays)
Classrooms (Saturdays & Sunday)
5. Check toilet cubicles & taps are off
Mens' Wudu area
6. Check windows are closed

Wudu area
Reception Office
7. Check Fire escapes
Wudu area
8. Check that main doors are closed
Reception Office
Mens' entrance
8. Log out from LIC register System
9. Close main Entrance
Big doors – Double lock (Friday)
Main door – Bottom lock
Mens' & Sisters gates (Padlock)

SISTERS' PRAYER AREA
1. Keep shutters locked (All times)
Main Hall
2. Turn off Electrical equipment
Computers
Portable heaters
ACs
3. Check all lights are off
Main prayer hall
Sisters Wuduh areas
KS 1 & 2 classrooms
4. Check toilet cubicles & taps are off
Sisters' Wudu area
5. Check windows are closed
Classroom 2
Wudhu area
Reception Office
6. Check that main doors are closed
Sisters' entrance
8. Log out from LIC register System

9. Close main Entrance
Sisters' entrance – Pull on door to ensure it is closed
Sisters' gates