

Annual Security report 2024/25



Executive Summary

This report outlines the security service performance at Buckinghamshire Healthcare Trust (BHT) for 2024/25 and sets out key priorities for 2025/26.

There were four security objectives set for 2024/25, of which three were delivered and one was partially delivered.

2024/25 Objective	Achieved?
Introduce weekly Mortuary HTA security audit on CCTV and swipe card access	Yes
Reintroduce the medicine management audit for the Trust across the Trust site	Yes
Conflict Resolution and Physical Intervention Training (face-to-face). Train the trainer courses for physical restraint	Partially
Prepare for the introduction of Martyns Law (due late 2025)	Yes

Key updates include:

A new contract with PeopleSafe for lone worker devices has been implemented alongside new systems of control for allocation and management of devices.

A pilot for bodyworn cameras has been completed in three departments in the Trust. Work is now underway to analyse the data to inform a business case for investment.

Five policies have been updated and one new policy has been created - BHT Pol 326 Searching Policy.

There are five objectives for 2025/26 as follows:

2025/26 Objective
NHS Standard Contract for 2021/22 – update the security report
CCTV license to Unity 8 to comply with the Trust moving over to Windows 11 to be upgraded
Introduce a Standard Service Agreement for CCTV System - Standard Service Agreement for Access Control system to support all current installations and new CCTV and Net Paxton infrastructure
Support a reduction in violence and aggression – secure a contract for the provision and support of up to 100 body worn cameras and associated equipment to be deployed in the high-risk areas of the Trust.
Quarterly monitoring of uptake in use of the lone worker devices (People Safe)
Martyn's Law security risk assessment completed for all Trust buildings
Medicine Management Audits to be undertaken

Contents

1. INTRODUCTION	Error! Bookmark not defined. 3
2. DELIVERY OF 2024/25 OBJECTIVES	4
3. KEY ACHIEVEMENTS	5
4. CONFLICT RESOLUTION TRAINING	7
5. COMPLIANCE AND COLLABORATION	7
6. KEY INCIDENTS REPORTING (Datix)	7
7. COUNTER TERRORISM SECURITY	9
8. 2025/26 OBJECTIVES	10
APPENDIX A – Abbreviations	10

1. INTRODUCTION

The Security Service continues to work to the Security Strategy established in 2021 as a five-year plan providing a road map for the Trust to support the delivery of the Trust's strategic objectives and ensure compliance with security best practices. The strategy incorporates the Security Services principles which are:

- **Prevent and Deter:** We aim to identify security risks, provide solutions to combat those risks, discourage individuals who may be tempted to commit crimes assailant the Trust and ensure that opportunities for security breached are minimised.
- **Investigate, Sanctions and Hold to Account:** We aim to investigate security incidents thoroughly and to highest professional standards and where appropriate, seek the full range of sanctions and redress where possible.
- **Reassure and Protect:** We aim to implement and maintain systems and procedures that ensure the safety of all staff, patients and visitors to areas where a service is provided by the Trust.
- **Inform and Involve:** We aim to raise awareness of security issues against the Trust and its colleagues and to work with stakeholders to highlight and minimise risks.
- **Continuous Review:** Security issues are constantly evolving, and continuous revelation and improvement is required to ensure that we minimise the risk of the incident occurring. This report will outline the Security Service's work during 2024/25 and set out key priorities for 2025/26.

2. DELIVERY OF 2024/25 OBJECTIVES

2024/25 Objectives	Achieved?	Evidence	Further action needed
Introduce weekly Mortuary HTA security audit on CCTV and swipe card access	Yes	Mortuary access reports (weekly) are being sent to the Lead for Mortuary Services	Ongoing weekly reports
Reintroduce the medicine management audit for the Trust across the Trust site	Yes	Audits completed at both Wycombe Hospital and Stoke Mandeville Hospital Sent to Head of Nursing - Pharmacy - Matron and Security Director	Ongoing for 2025-2026
Conflict Resolution and Physical Intervention Training (face-to-face). Train the trainer courses Physical restraint	Partially	Both training courses stopped awaiting clarification from the training department 90% attendance on E learning training	Funding to be identified for Conflict Resolution F2F and Physical Intervention Training
Prepare for the introduction of Martyns Law (due late 2025)	Yes	Development of new risk assessment form completed. R/A programme has started, to be completed by end of 2025.	Ongoing for 2025/26

3. KEY ACHIEVEMENTS

3.1 Personal Safety – reduction of crime against individual and property

The Security Service's continues to adopt a proactive response to target crime against colleagues and BHT property. In addition to these security measures, we have also continued to maintain our strong partnership with Thames Valley Police with increased patrols and sharing of information i.e. incidents that may affect both the Trust and Thames Valley Police on and off the Trust site.

Incidents	2023 - 2024	2024 - 2025
Damage to property	5	4
Vandalism	3	3
Break-in /Attempted break-in	5	2

3.2 Lone worker devices

The lone worker devices are a valuable tool helping colleagues to alert a response centre if they are in a challenging situation when working alone in the community or onsite. The device usage is gradually increasing as service leads are encouraging their colleagues to use their devices. To support the service leads with device usage the Lone Working Policy has clearly set out that these devices are personal protective equipment (PPE) and would be expected to be used if a colleague has been issued with a device.

The current contract finished in May 2024 and due to senior staff changes, the renewal was missed and People Safe initiated an additional one year's cover. The proposal put forward by the Chief Estates and Facilities Officer on the 7 January 2025 to EMC was approved for a further three years.

The Trust Security Manager has been updating the process for management of the devices moving forward as follows:

- A new application form - to be completed before device being issued.
- A new tracking spreadsheet in place, backed up by People Safe.
- Managers of the allocated areas are responsible for the auditing of the devices, a report is submitted quarterly.
- Managers are responsible for any changes e.g. name, mobile, car registration number and to retrieve/relocate the device when staff members leave.
- Training / refresher training to be provided to the managers.

3.3 Body worn cameras trial

As a means of tackling physical and verbal abuse experienced by frontline staff, a pilot for body worn cameras has been undertaken. Traditionally, only a fraction of assaults result in prosecutions, meaning that many assailants go unpunished after abusing staff. The body worn cameras act as both a deterrent and provide key evidence should physical or verbal abuse take place.

The pilot body worn cameras (BWCs) within the Trust are wearable recording devices that can collect audio and video data. They are intended to make staff feel safer, invoke greater confidence when in challenging situations, help de-escalate potentially abusive situations and record evidence to assist the police with prosecutions in the event this is necessary. The Trust has been working alongside a company called Reveal Media to undertake a trial of their Body Worn Cameras within the Trust.

An initial trial of the body worn cameras took place from December 2024 to March 2025. The Trust were issued with twelve BWC cameras for the trial. The areas identified for this trial were the

Emergency Department and St Patrick's Ward both at Stoke Mandeville Hospital and Marlow Community Hospital.

The initial feedback from the staff who took part in the trial was very positive and the BWC were well received by the staff. The data and feedback from the trial is presently being collated to support an investment case to roll out the devices on a permanent basis in 2025/26.

3.4 Updated policies

The Security Service updated the following policies for their 3-year review:

- BHT Pol 198 Policy for Managing Unacceptable Behaviour - December 2024 (note; change of title)
- BHT Pol 238 Lockdown Policy - April 24
- BHT Pol 326 CCTV Policy - September 2024 (renew date September 2025)
- BHT Pol 203 Approved Visitors Policy – January 2025
- BHT Pol 082 Security Policy January 2025 (amended again in March 2025 to include SOP for Mortuary access)

New Policy

- BHT Pol 326 Searching Policy - January 2025

3.5 Security Standards

Under the NHS Standard Contract that went live 2021/22, all organisations providing NHS services should have regards to the Violence Prevention and Reduction Standard (General Condition 5) reviewed their 1 against it and provide Board assurance. The standards stipulate that this should be presented to the Board to measure competence twice a year.

Security Standards presented to the Chief Estates and Facilities Officer May 2024

Fully Compliant	Partially Compliant	Not Compliant
26	06	00

Security Standards presented to the Chief Estates and Facilities Officer January 2025

Fully Compliant	Partially Compliant	Not Compliant
26	06	00

This Security Standard work plan has been created to address the areas that are partially compliant areas to ensure full compliance.

Overall Objective: Implement the Trust's strategy for violence reduction and security management for 2024/25, aimed at protecting patients, colleagues, visitors and promoting a pro-security culture across Buckinghamshire Healthcare NHS Trust.

Area	Total No. of Standards	Fully Compliant	Partially Compliant	Not Compliant
Plan	11	07	04	00
Do	8	07	01	00
Check	9	08	01	00
Act	4	04	00	00
Total	32	26	06	00

4. Conflict Resolution Training

The Trust is continuing to provide conflict resolution training (theory based) for colleagues to complete, with the online training and face-to-face courses (to be completed every three years). In 2024/25, **163** colleagues attended the pay day training compared with **268** colleagues attending in 2023/24. Additionally, **2397** colleagues completed the online training compared with **4186** colleagues in 2023/24.

5. Compliance and Collaboration

5.1 Security risk assessments

There has been limited engagement from wards and departments completing their annual Health and Safety, security lockdown assessments. To address this moving forward, the Security Manager will develop a 12-month plan to minimise the gap, working with the Fire Safety Manager to ensure the database of departments is aligned. The areas will be contacted to identify if a security lockdown assessment has been completed, and a copy will be requested. If required, help and guidance will be provided. The target date for this to be completed will be 31 March 2026.

5.2 Collaboration

The Security Service has continued to work closely with key external stakeholders, including NHS England, BOB, the ICB and Thames Valley Police, to ensure the safety of all colleagues, patients and visitors as well as all the Trust's premises.

The team also continue to work closely with internal colleagues to forge further partnerships with clinical services, to support review and completion of lockdown assessments, installation of security systems, and our Safety Working Group addressing bullying and harassment, violence and aggression and Wellbeing.

6. Key Incidents Reporting (Datix)

The Security Service has continued to use the Datix's submitted by colleagues to analyse all reporting incident trends and to give advice on solutions to minimise risks.

There has been a reduction of Datix incidents reported during this year. The reduction of incidents could be attributed to several factors, such as colleagues in the Trust who have completed their conflict resolution training feeling more equipped to deal with incidents more effectively and quickly i.e. recognising body language, tones of voice, communicating more effectively, or just leaving the situation.

The Trust has, this year raised awareness of the updated Violence and Aggression Policy BHT Pol 198 Policy renamed Policy for Managing Unacceptable Behaviour BHT Pol 198 to reduce incidents of harassment, violence and aggression, and to improve the management of these incidents by issuing a caution letter, yellow card and red card.

The chart in **Table 1** highlights security incidents that the Security Service responded to in the past year and analysed reactive i.e. trying to reduce them from occurring. The figures identify that the Trust recorded **176** reactive incidents during 2024 to 2025, compared with **268** reactive incidents recorded in 2023 – 2024 which indicates a reduction of **92 incidents** from the previous year.

For 2025/26 three categories, 'abuse other', 'other security issues' and 'miscellaneous' have been removed from the reporting system due to the ambiguity and overuse of the categories. This has resulted in many of the incidents that would previously have been recorded in any of the removed categories now being recorded in 'physical assault' or 'verbal abuse'. The category 'verbal abuse'

includes 'psychological abuse, bullying and harassment' and the category 'physical assault' includes 'threat of physical assault'.

A new category has been added namely 'Possession of Weapons, Drugs or Alcohol'. Following data recorded for alcohol, drugs and weapons recorded the Trust introduced a new Policy BHT Pol 326 Searching Policy in January 2025.

The chart in **Table 2** highlights security incidents that the Security Service responded to in the past year and looked at being proactive i.e. trying to prevent them from occurring. The figures identify that the Trust recorded **853** proactive incidents compared with **861** proactive incidents recorded in **2023 – 2024 (861)**, which indicates a reduction of **08** incidents from the previous year.

Table 1: Trust wide Reactive Datix incidents April 2022 to 2025

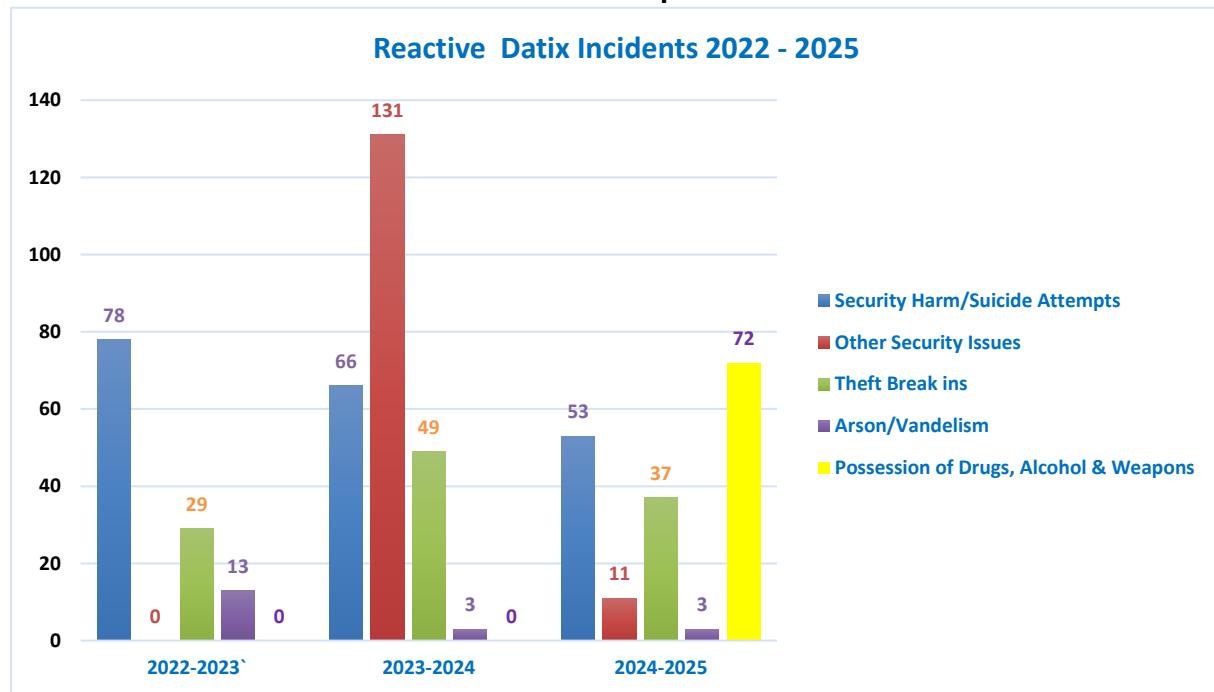


Table 2: Trust wide Proactive Datix incidents April 2022 to 2025

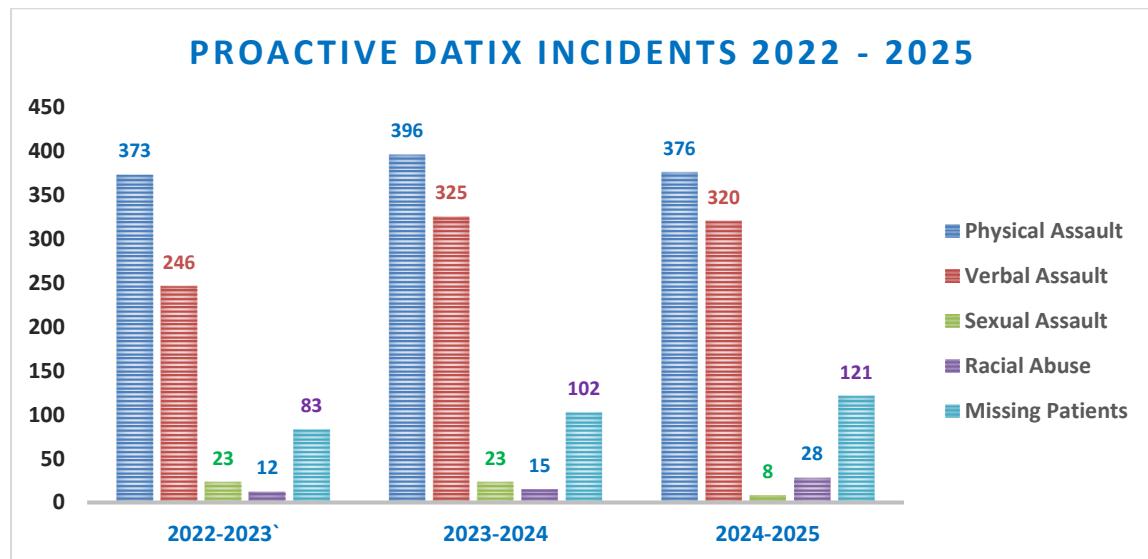


Table 3: Summary of security datix incidents by category

Incident category	2020 - 21	2021 - 22	2022 - 23	2023 - 24	2024 - 25
Verbal Abuse	233	209	373	396	376
Physical Assault	140	98	246	325	320
Missing Patients	46	29	83	102	121
Sexual Assault	14	05	23	23	08
Racial Abuse	10	09	12	15	28

Key Performance Indicators:

Incidents	Progress to agreed Key Performance Indicators			
	Objective	2023/24	2024/25	% Change
Abuse of staff physically and verbally etc	Reduce by 5%	759	732	3.62%

Concerns:

Incidents of racial abuse have risen again for the second year running. One possible contributory factor may be the result of the Trust promoting and talking to staff about their right to prosecute if they want to and that the Trust will support them. The Security team liaise with the People Directorate when incidents of staff on staff abuse have been reported e.g. incidents of aggression, verbal abuse, racial abuse, bullying and harassment incidents.

If the racial incidents are related to hate crime or sexual incidents, colleagues will be supported by the Trust and encouraged to make an official complaint to the Police for them to investigate.

7. Counter Terrorism Security

In readiness for Government approval of Martyn's Law, the Security Team have been working with the Communications Team and Thames Valley Police Counter Terrorism Security Advisors to promote the details for the Action Counter Terrorism (ACT) free online course.

When the law is live, the training will become statutory. In support of this, online training is now available, and it has been recommended that colleagues complete the online training in readiness for the change in law. The training provides an overview of the current terrorism threat, hostile reconnaissance awareness, how to recognise suspicious behaviour, suspicious items and firearms attacks. It is straightforward and no prior knowledge is necessary.

- Action Counter Terrorism – ACT e-learning can be accessed using the following link: [ACT Awareness e-Learning | ProtectUK](#)
- See, Check and Notify – SCaN e-learning is designed to increase the awareness of hostile reconnaissance and can be accessed using the following link: [SCaN for all staff | ProtectUK](#) Both packages are suitable for ALL staff.
- Security Manager has also undertaken a security campaign with the help of CTSA - Counter Terrorism Security Advisor from Thames Valley Police CTU and Communications using information from their Security Campaigns | NPSA database Promoting staff awareness with wearing and checking swipe cards and the clear desk policy when leaving work.

8. 2025/26 Objectives

The Security Team will be working towards completing and updating the following in 2025/26:

2025/26 Objective	How will we measure this?
NHS Standard Contract for 2021/22 – update the security report	Report issued
CCTV license to Unity 8 to comply with the Trust moving over to Windows 11 to be upgraded	Upgrade complete <i>(n.b.; Windows 10 will be going out of support in October 2025, the upgrade needs to be completed to Windows 11 before the expiry)</i>
Introduce a Standard Service Agreement for CCTV System - Standard Service Agreement for Access Control system to support all current installations and new CCTV and Net Paxton infrastructure	Service Agreement in place
Support a reduction in violence and aggression – secure a contract for the provision and support of up to 100 body worn cameras and associated equipment to be deployed in the high-risk areas of the Trust.	Case approved and body worn cameras in use
Quarterly monitoring of uptake in use of the lone worker devices (People Safe)	Quarterly updates provided to H&S Committee
Martyn's Law security risk assessment completed for all Trust buildings	Risk assessments completed in conjunction with Emergency Planning Team
Medicine Management Audits to be undertaken	Audit findings to be reported to H&S Committee and Pharmacy

APPENDIX A – Abbreviations

ACT	Action Counter Terrorism
BHT	Buckinghamshire Healthcare NHS Trust
BOB	Berkshire, Oxfordshire & Buckinghamshire
BWC	Body Worn Cameras
CCTV	Closed Circuit Television
CTSA	Counter Terrorism Security Advisor
EMC	Executive Management Committee
ICB	Integrated Care Board
PPE	Personal Protective Equipment