

Sent on behalf of Police Forces across the South East with thanks to Kent Police for contents

Dear Colleagues

GAS CYLINDER SECURITY-INCLUDING OXYGEN

As you are probably very aware, the delivery of and collection of all gas cylinders but particularly oxygen, is currently at greater demand than ever. Criminals could try to gain access to your storage area or intercept deliveries in order to commit theft.

Therefore, we strongly recommend that the storage, delivery and even the collection elements of your business along with staff safety, especially those that make deliveries, is reassessed thoroughly to reflect the current demand and changes.

In addition, we recommend that you check all boundary areas and physical security to ensure that they are as robust as possible – see below. We also recommend all staff involved maintain a maximum awareness and heightened vigilance at this time, procedure can help clarify the reporting of concerns process.

Access: All access onto your site must be via as few formal entry points as possible, they must have excellent surveillance opportunities, informal (passers-by) and formal (CCTV).

You are advised to check what information about your business is online, both your website and all external ones, maps and images for example. The layout, aerial photographs and publicity could help criminals trying to breach your security.

Ensure a 'locking down' procedure is used with a clear line of responsibility for the access points, all enclosures and buildings.

Boundaries: The boundary walls and fences must be in good condition, if you find any damage, it should be repaired, if you find areas that require reinforcing, try to strengthen them. Perimeter alarms can help. Try (if safe) to check the outside of the boundary treatment to ensure there has not been any tampering. Check regularly.

If there are any items near the boundary which could be used for climbing on to help gain access, please either remove them or use an anti-climb or topping product. Block off any recesses if possible, remove or fill any secluded areas. Ensure there are no bins or equipment left against the perimeter treatment that could be used for climbing. Legal, temporary measures to secure your boundary treatment should be considered. Fill footholds that allow climbing. Spiked collars make climbing lamp columns difficult, and angled extensions, fans, anti-climb paint and fence toppers (at 2m) can help deflect climbers.

Gates: If any have gaps underneath that can be crawled under, add suitable non-flammable items to fill the gap. Gates should be fixed so they cannot be lifted off their hinges. If any fixings are external, the bolt/screw heads should be 'burred' off. Access control keypads on entry gates should have a security cowling, and holes should be filled to avoid creating a foothold that enables climbing. Padlocks should be in good working order, of disc design, closed or straight shackle or shrouded. Long shackle padlocks must be avoided.

Lighting and CCTV: External lighting should be left on when dark to help deter criminals. Timed, manual controlled or dusk-to-dawn is best, ideally not PIR (motion sensor). Natural surveillance should be reinforced with formal surveillance e.g. CCTV that works with limited lighting. Lighting should be in good condition, working and unobstructed, e.g. by signage or trees. CCTV should be monitored, a visible screen in the reception area can ensure any visitors know that it works. It should be maintained in good working order. Any recording storage equipment should be secured and kept out of sight.

Storage: External storage compounds require strong surveillance opportunities, so any person accessing it will be seen clearly. Where this cannot be achieved, CCTV can help. Delivery areas must be accessible, and deliveries must be secured before staff leave.

Remove or secure tools which could be used to commit crime, alternatively secure them somewhere safe.

Buildings: Ensure all doors, frames, locks and windows are in good repair. Check who has keys or access codes and change codes if appropriate. Fix any damage. Shutters and security grilles should have no gaps around them, and no handles or fixings exposed that could be used to gain access. If you have an alarm, check it is fully operational. If installing a new system, we strongly advise that the supply and fitting companies meet Secured by Design/NSI standards.

Cylinders: You could consider the value of marking the cylinders with your company name or logo or have a Forensic Marking/DNA style treatment with plenty of signage on view e.g. on notice boards (this should come with the product and more can be obtained if missing or damaged).

Vehicles: These should be sited in the centre of a compound to allow better surveillance and ensure they are less likely to be used for climbing as they would if on the boundary where they could also shield any boundary damage. Tracking systems can notify staff if vehicles are being interfered with or moved, so that the security staff can alert the police, if obvious, they can make vehicles less attractive to thieves. Vans should be parked backing onto each other to help protect rear door access. Many tested and approved security products can delay and deflect vehicle crime

- see Secured by Design (SBD) and Sold Secure websites for details. Remove keys and use locking mechanisms and anti-theft devices when vehicles are not in use.

Deliveries: Should be in vehicles with a working tracking device, the driver should be in regular contact with colleagues and share details of their route with a colleague, especially if delivering to an unfamiliar area. Lone worker devices can be used if they meet BS 8484:2016 and are IP67 rated. They should be able to contact a colleague if they see suspicious behaviour and call 999 in an emergency.

Collections: If customers collect stock from you, extra vigilance will be required to ensure they are the correct customer. The Click and Collect procedures must be fully checked and customer details recorded to avoid theft of a collection.

Management: Formal, agreed access procedures can help ensure security is maintained. Any incidents of concern to staff, vehicles or persons close to your boundaries and anyone asking unusual questions should be recorded and kept for the manager to assess. Along with a record of repairs, it might be worth creating a chat group for appropriate staff members to use if they notice anything suspicious. There should be a review of procedure and everyone should know what the chain of reporting is.

NHS England and NHS Improvement



Further information can be found:

- www.securedbydesign.com is a police initiative which provides guidance on designing out crime and crime prevention.
- www.soldsecure.com is owned and run by the Master Locksmiths Association, a not - for-profit trade association, which offers a selection of approved products.
- For more crime prevention advice, visit:
 - <https://www.kent.police.uk/>
 - <https://www.sussex.police.uk/>
 - <https://www.surrey.police.uk/>
 - <https://www.thamesvalley.police.uk/>
 - <https://www.hampshire.police.uk/>

NHS England and NHS Improvement

