

# SFHSS11

## Control and monitor access to premises and property



### Overview

This standard is for those who are responsible for controlling access and the means of access to premises of both employees and visitors. You will need to verify the identity of individuals entering the premises, and direct or escort visitors as appropriate. You are expected to identify and deal with any individuals who are suspected of gaining unauthorised access, and to control the access and movement of vehicles to and from the site.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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### Performance criteria

*You must be able to:*

- P1 verify the authority of all persons wishing to enter premises or restricted areas
- P2 control the issue and return of temporary passes in accordance with Assignment Instructions
- P3 promptly report and record incidents with employees which infringe employer or client instructions
- P4 stop persons attempting to gain entry without authorisation and take appropriate action
- P5 complete necessary documentation accurately and legibly
- P6 receive visitors promptly and courteously
- P7 establish the identity of the visitor
- P8 establish the purpose of the visit
- P9 promptly notify the appropriate person
- P10 complete necessary documentation accurately, legibly and within agreed timescales
- P11 direct or escort visitors appropriately
- P12 deal with incidents with visitors courteously and promptly report and record the details
- P13 complete the necessary documentation in accordance with Assignment Instructions on the visitor's exit from the premises
- P14 control keys and keycards in accordance with Assignment Instructions
- P15 record and monitor the issue and return of keys and keycards in accordance with Assignment Instructions
- P16 record irregularities or breakages and report promptly to the appropriate person
- P17 operate controllable physical barriers according to maker's instructions
- P18 activate the keypad or card swipe entry systems using the correct combination of numbers or card
- P19 complete necessary documentation, accurately, legibly and within agreed timescales
- P20 interpret correctly and respond promptly to indications of unauthorised access
- P21 politely question persons suspected of unauthorised access to establish their identity and intent
- P22 deal with unauthorised persons found on the premises or property in accordance with the Assignment Instructions and current legislation
- P23 promptly report incidents with unauthorised persons and ensure details are accurately and legibly recorded in the relevant report book
- P24 make good, as soon as possible, any damage to property as a result of unauthorised entry which poses a risk to security in accordance with Assignment Instruction

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- P25 courteously receive drivers of vehicles, and establish their identity and reason for entry
- P26 promptly inform the appropriate person, where necessary
- P27 control vehicle access and issue passes in accordance with Assignment Instructions
- P28 give clear directions to permitted parking areas
- P29 promptly report incidents or accidents involving vehicles to the appropriate person and ensure details are accurately recorded
- P30 check items being transported from the assignment against relevant documentation
- P31 check and verify seals on vehicles or containers against documentation

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### Knowledge and understanding

*You need to know and understand:*

- K1 types of identity documents
- K2 your reporting procedure(s)
- K3 location of Assignment Instructions
- K4 your limitations of responsibility
- K5 procedure for lost ID and other passes
- K6 pass systems
- K7 geography of the assignment
- K8 internal telephone numbers
- K9 procedure for receiving mail and special deliveries
- K10 interpersonal skills
- K11 reason for the control of visitors
- K12 visitor exit procedures
- K13 makes and types of keys, keypad systems and keycards in use
- K14 names and identities of authorised key and keycard holders
- K15 restricted areas
- K16 key control systems
- K17 criminal Law Act 1967 (s3(1)); Public Order Act 1994 (s61); Vagrancy Act 1824(s4 & 6); Police and Criminal Evidence Act '84 (s24(4/5));
- K18 common indicators of a suspicious person
- K19 implications of a wrongful arrest
- K20 identity of firms contracted to carry out emergency repairs
- K21 documentation required for the removal of goods or items from an assignment
- K22 vehicular accident reporting procedure
- K23 types of stock held by client
- K24 types of vehicle or containers that are generally sealed

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### Additional Information

#### External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: EF2 Environments and Buildings

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<b>Original URN</b>	SS11
<b>Relevant occupations</b>	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services
<b>Suite</b>	Support Services
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