



STAFF IDENTIFICATION POLICY

1. INTRODUCTION

- 1.1 The cornerstone of a hospital security policy is an effective staff identification system. This helps staff to take personal responsibility for contributing to a secure environment by distinguishing other staff from patients and visitors, by being able to restrict access to certain parts of the hospital and by being able to challenge people they do not know.

A hospital is of course part of the community and it is important that people in the local community feel they can come and go without undue restriction. But it is equally important that staff, patients and visitors feel that they are in a safe environment. We must also recognise that certain parts of the hospital - such as the maternity and children's wards - are sensitive areas in terms of security and need particular attention. There is therefore a balance to be struck between keeping the hospital open and accessible and promoting awareness of security.

The identity card (ID card) has a dual function:

1. Provides photographic identification of a member of staff by name
2. Will serve as an access control swipe card

2. POLICY STATEMENT

- 2.1 The policy is part of the Trust's security arrangements. Its aim is to promote security of patients and staff by providing: -
- The ability for patients to identify bona fide members of staff.
 - The ability for staff to distinguish between staff and patients/visitors;
 - A clear basis for staff to challenge people seeking access to sensitive areas.
 - A degree of protection for staff handing over keys, money or sensitive documents.

3. PHOTOGRAPHIC IDENTITY CARD

- 3.1 All permanent staff will be issued with a photographic identity card within the first two days of employment. The card will incorporate a photograph, name and job title. The card will also serve as an access control card.

4. PROCEDURES – HOW TO OBTAIN AN IDENTITY CARD

4.1 Permanent Staff

- New staff attending the 1 day Corporate Induction will be have their identity photograph taken by Education Centre staff. The photo and staff details are then forwarded to the Security Systems Admin Co-ordinator to produce the identity card. Once the identity is produced it is forwarded to the security office to be collected. The new employee must collect the identity card on their second day from the security office located in the main concourse.
- Doctor's identity card will be arranged via Medical Staffing (MS). On the Doctors first day of work MS will take a photograph and complete the necessary paperwork. This is then forwarded to Security Systems Admin Co-ordinator who will produce the identity card. The card is then either collected by MS or the card is forwarded to security for the doctor to collect.

- Permanent staff not attending corporate induction must apply for an identity card on their first day of employment. This includes staff working at the Hartington Unit. On the first working day their line manager is to escort the new employee to the Education Centre to apply for an identity card. Education Centre staff will take a photo and request the name, job title and department information from the staff member. This is forwarded to Security Systems Admin Co-ordinator who will produce the card and forward it to security. The new employee must collect the identity card on their second day from the security office located in the main concourse.

4.2 Locum, students and temporary staff

It is important that bona fide locum, and temporary staff, including students, can be properly identified. Equally, the rapid turnover of such staff challenges the Trust to have robust procedures for ensuring that they can be tracked in and out of the organisation and issued with an appropriate form of identification.

Staff on temporary, short-term or locum contracts are required to have a photographic identity card, which should be worn at all times, the same as permanent staff. The procedure for obtaining identity cards for locum and temporary staff is the same as for permanent staff not attending corporate induction.

If departments have short-term staff where it is not possible to issue individual photographic identity cards, generic departmental cards can be issued. All requests must be put in writing and sent to the Trusts Local Security Management Specialist for consideration. Where departmental cards are issued it will be the department's responsibility to implement a robust card signing in and out process that is monitored for compliance by the Department Manager. All lost or unreturned cards must be reported as soon as possible to the Security Systems Admin Co-ordinator on extension 3431 or Security on extension 3634. This will ensure unaccountable cards are inhibited and replaced.

4.3 Contractors

Contractors regularly work unsupervised and in non-public areas, for this reason all contractors must receive daily passes. The following procedure is to be adhered to.

- All external contractors must report to the Estates Helpdesk before commencing work.
- Estates Helpdesk will book the contractor on site and issue them with a contractor ID card for the day.
- It is the contractor's responsibility to return the ID card and book off site at the Estates Helpdesk at the end of the day/job.
- If any access rights are needed the manager responsible is to liaise with the ECT Admin Co-ordinator or Security Advisor.

For contractors working outside of Facilities Service e.g. IT, Medical Engineering the above process will apply. The hospital manager responsible is to ensure that the Estates Helpdesk is informed of the contractor on site and the above process is adhered to.

For major projects and refurbishment works this procedure does not apply. The principle contractor is responsible for: -

- Booking contractors on and off site.
- Movement of contractors within the Hospital.

The Trust's Local Security Management Specialist (LSMS) or Security Systems Admin Co-ordinator must be informed if cards are lost or not handed in to ensure they are deleted from the database.

Permanent contractors working in the Hospital will be treated the same as staff. It is the responsibility of the contractor's manager to ensure; contractors that leave return their

identity card, ensuring the card is given to Security Systems Admin Co-ordinator.

4.4 Visitors

A large number of people visit the hospital every day. The majority are relatives and friends of patients, but there are also 'official' visitors seeing members of staff and external contractors undertaking work at the hospital of varying duration.

Individual(s) visiting patients will only enter wards and other public areas when there is staff around to monitor them.

The majority of official visitors will only be permitted to non-public areas with the prior knowledge and approval of designated members of staff, who have responsibility to monitor them.

It is therefore neither necessary nor feasible to have a system for comprehensively registering visitors and issuing them with ID cards. But it is recognised that on occasion - for example, when giving visitors such as external assessors access to non-public areas - managers will want the facility to issue temporary visitor passes. Procurement will hold a limited supply of returnable passes for this purpose. It is the manager's responsibility to obtain these passes and ensure the visitor is signed in and out and the pass returned to Procurement at the end of the visit.

5. PROCEDURES – LOSS OR DAMAGE TO IDENTITY CARD

- 5.1
- Lost identity cards are to be reported to the Security Systems Admin Co-ordinator or Security as soon as possible.
 - Staff are to contact the Security Systems Admin Co-ordinator to arrange for a replacement identity card for any lost/damage ones as soon as possible.
 - **A £5 charge will be applied to replace lost identity cards**

6. PROCEDURES – CHANGE OF PERSONAL DETAILS

Where the detail on an identity card is superseded by a change in name, personal circumstance - such as promotion or a change of department - a replacement card will be obtained by the directorate into which the employee has been promoted or moved, or in which the change otherwise occurs.

7. ROLES AND RESPONSIBILITIES

7.1 Head of Safety Management/ Local Security Management Specialist

- Maintain and update the central register of Identity cards. The central register of cards will be held on a PC database maintained by the Security Systems Admin Co-ordinator. Access to this will be restricted to designated officers, such as the LSMS and Security staff.
- Log orders for ID cards and ensure that arrangements are made with managers for new staff to be issued with cards on their second working day if not attending corporate induction.
- Replace lost and damaged cards within 2 days.

7.2 Managers/ Matrons and Appointing Officers

- Arrange for new employees when they start to be issued with an ID card, confirming the identity of the employee to Education Staff.
- Ensure staff comply with the corporations staff identification policy.
- Ensure staff that leave return their identity card, and ensure the card is given or sent to Security.
- Inform the Security Advisor of all staff (permanent and temporary), locums and students that leave the Trust so they can be deleted from the database.

- Ensure staff visibly display identity card at all times when on duty in the hospital or its grounds.

7.3 Employees

- Visibly display their identity card at all times when on duty in the hospital or its grounds.
- Must comply with his policy.
- Ensure that their identity card is kept secure at all times, and not left unattended on uniforms or coats.
- Challenge people they do not know or recognise who enter non-public areas where they work or report the incident to security staff on ext 3634.
- Ensure their identity card photograph, name and job titles are kept up to date. It is recommended photographs be updated every three to five years.
- Report lost or damaged cards to security as soon as possible.
- Identity cards must only be used by the named card holder and must not be given to any other individual including other members of staff.

8. MONITORING

8.1 Responsibility for monitoring compliance with the policy rests with line managers, who have the prime responsibility for monitoring compliance with all Trust policies. The intention is to minimise the need for policing and enforcement and to promote the wide acceptance of the policy as good practice. But if members of staff refuse acceptance to comply action may be taken under the Trust's disciplinary procedure.

9. KEYWORDS

9.1 Staff Identification

10. RELATED POLICIES

- 10.1
- Security Policy
 - Major Incident Policy

11. USEFUL CONTACT TELEPHONE NUMBERS

- 11.1
- LSMS – x 3636
 - Security Systems Admin Co-ordinator – x 3431
 - Security – x 3634
 - Head of Fire & Safety Management – x 6770

12. EQUALITY IMPACT ASSESSMENT

12.1 Please see Appendix 1

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Date issued:	September 2016
Review date:	September 2018
For review by:	LSMS
Director responsible:	Director of Finance

EQUALITY IMPACT SCREENING TOOL Appendix 1

Please complete the following when screening your policy for potential impact on equality groups

1. Name of lead	Ged Holland
2. Directorate/ Department	Facilities Service/Safety Management
3. Name of policy	Staff Identification Policy
4. Is this a new or existing policy?	Existing
5. Target audience e.g. patients and public; NHS staff; professional health organisations; voluntary organisation; internal staff	NHS Staff, Internal Staff, Volunteers, Contractors, Formal Visitors.
6. What are the aims of the policy?	Its aim is to promote security of patients and staff by providing: - - The ability for patients to identify bona fide members of staff. - The ability for staff to distinguish between staff and patients/visitors; - A clear basis for staff to challenge people seeking access to sensitive areas. - A degree of protection for staff handing over keys, money or sensitive documents.
7. Does any part of this policy have a positive impact on our duty to promote good race relations, eliminate discrimination and promote equality based on a person's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	No – The policy has no effect on our duty to promote equality.
8. Could any part of this policy have an adverse impact on our duty to promote good race relations eliminate discrimination and promote equality based on a person's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	No – the police has no adverse effect on our duty to promote equality.
9. Are there any factors that could lead to differential take-up, outcomes or satisfaction levels based on people's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	No – the policy could not lead to differential take up, outcomes or satisfaction levels.