
Subject: GUIDANCE ON SUSPECT DEVICES, PACKAGES AND CALLS

Meeting and Date: Cabinet – 9 January 2017

Report of: David Randall, Director of Governance

Portfolio Holder: Councillor Mike Conolly, Portfolio Holder for Corporate Resources and Performance

Decision Type: Non-Key Decision

Classification: Unrestricted

Purpose of the report: To adopt guidance as a Health and Safety policy for this Council.

Recommendation: That the Guidance on Suspect Devices, Packages and Calls is adopted as a Health and Safety policy of the Council.

1. Summary

- 1.1 Local Authorities should remain alert to terrorist or other type attacks. Dover District Council has a responsibility to manage and minimise any risk by putting sensible and proportionate measures in place.
- 1.2 This guidance identifies the preventative measures and actions to follow in the unlikely event of any threat being received.
- 1.3 Cabinet is asked to approve the guidance as a Health and Safety policy.

2. Background

- 2.1 There is no intelligence or history to suggest Local Authorities are more likely to be subjected to a terrorist attack. Nonetheless Local Authorities should remain alert as being in the public sector brings increased risk through regular direct contact with members of the public. Dover District Council has a responsibility to manage and minimise any risk.
- 2.2 This guidance will enable this Council to implement preventative measures to minimise the risk of a threat and active measures to follow in the unlikely event of any device, package or call being received. The guidance aims to ensure that there is an understanding of the different types of threat, sensible and proportionate preventative measures are in place, such as an adequate level of security being in place and active procedures are in place to respond to a direct action.
- 2.3 If this guidance is adopted, suitable training will be provided to reinforce the messages. In addition, all members of staff have individual responsibility to support any security measures that are in place and in particular to remain vigilant.

3. Options for Consideration

- 3.1 Option 1. To adopt the guidance for this Council. This is the preferred option.
- 3.2 Option 2. To not adopt and rely on the vigilance of staff and ad hoc arrangements.

4. **Preferred Option**

- 4.1 Approve Option 1, which provides us with up to date guidance as a Health and Safety policy.

5. **Resource Implications**

- 5.1 There are no new resource requirements.

6. **Corporate Implications**

- 6.1 Comment from the Section 151: Finance has been consulted and has no further comment to add (VB).

- 6.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make.

- 6.3 Comment from the Equalities Officer: The report does not specifically highlight any equality implications, however in discharging their responsibilities members are required to comply with the public sector duty as set out in section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15>

- 6.4 Other Officers (as appropriate):

7. **Appendices**

Appendix 1 – Guidance on Suspect Devices, Packages and Calls

8. **Background Papers**

None

Contact Officer: David Randall, Director of Governance



Guidance on Suspect Devices, Packages and Calls

SAFETY GUIDANCE NOTE No. 14
January 2017

1. Introduction

There is no intelligence or history to suggest Local Authorities are likely to be subjected to a terrorist attack. Nonetheless Local Authorities should remain alert as being in the public sector brings regular direct contact with members of the public. Dover District Council has a responsibility to manage and minimise any risk.

The Council will implement measures to follow in the unlikely event of any threat being received. They will ensure that there is an adequate level of security in place and suitable training provided. All members of staff have individual responsibility to support these security measures and in particular to remain vigilant.

2. Preventative measures to reduce the Risk from Attack

Dover District Council will take any action necessary to reduce the potential risks of any attack, as far as practicable. This will include:

- Improved security, including an expectation that all staff will challenge anyone in a secure part of the building who is not wearing a security pass.
- Assessing the risk in the light of current national and international climate or current terrorist campaigns.
- Assessing information from local police.
- Restricting access to a building or part of a building.
- Where appropriate train staff on the preventative measures.
- Provide a weekly update to Customer Services of the Council's Incident Liaison Officer, Activation Officer and Duty Director

3. Preventative measures for dealing with Suspicious Packages & Postal Deliveries

Dover District Council will take all necessary steps following a risk alert to deter and detect anyone from delivering a suspicious package. This will include:-

- Assessing information from local police and postal services.
- Ensuring all external doors meet minimum requirements in respect of general standard and security.
- Lighting to be of a reasonable standard.
- Good housekeeping inside and outside the building.
- Appropriate awareness training for staff.
- Encouraging staff to remain vigilant at all times.
- Provide a weekly update to Customer Services of the Council's Incident Liaison Officer, Activation Officer and Duty Director.

4. Dealing with a Telephone/ Social Media Threat

Terrorists have in the past given telephone warnings of bomb explosions.

Staff may receive a warning that Council premises are at risk. Alternatively terrorist organisations may issue warnings to local authorities about other organisations where an explosion has been planned. In all cases it is important to escalate to your supervisor or manager who will liaise with the Duty Director and decide whether to contact the police immediately with full details of the call/ message. Because most telephone lines can be telephoned direct all staff have to be alerted to the possibility of receiving a bomb threat and how to deal with the call/ message.

The five key rules are:-

- Remain calm
- Try to obtain as much information as possible from the call/ message (see Annex B)
- Keep the line open even after the caller has hung up
- Report the call/ message to your supervisor or manager
- Your supervisor or manager must report the call/ message to the Activation Officer/Corporate Support Officer who will liaise with the Duty Director and decide whether to escalate to the police and whether and how to evacuate the building.

Action to be taken in the event of receiving a bomb threat is shown in Annex A and B. This information will be available to all staff.

5. Dealing with Suspicious Packages & Postal Deliveries

5.1 Recognising a Suspicious Package or Post

Postal Improvised Explosive Devices take many forms. They may come in any shape or size, parcels, envelopes or padded "jiffy bags". They may explode or ignite when opened and sometimes before they are opened. They are usually designed to kill or maim the person who is opening them. Unless staff are aware of and looking for the tell-tale signs they may not notice anything amiss. Instead of being posted such devices may be delivered by hand or arrive via a courier.

Any of the following signs should alert members of staff to the possibility that a letter or package contains an explosive device:-

- Grease marks on the envelope or wrapping.
- An unusual odour such as marzipan or machine oil.
- Visible wiring or tin foil, especially if the envelope or package is damaged.
- The envelope or package may feel very heavy for its size.
- The weight distribution may be uneven; the contents may be rigid in a flexible envelope.
- It may have been delivered by hand from an unknown source or posted from an unusual place.
- If a package it may have excessive wrapping.
- There may be poor handwriting, spelling or typing.
- It may be wrongly addressed or come from an unexpected source.
- There may be too many stamps for the weight of the package.

All staff who might be required to open mail in the course of their work should be warned that, should they have any suspicions that a package may contain an explosive device, they should follow the five key rules:

- Remain calm.
- Put the package down gently and walk away from it.
- Don't place the package into anything (including water) or place anything on top of it.
- If possible leave a distinctive marker near (not touching) the device.
- Report the suspect package immediately to your supervisor or manager.
- Your supervisor or manager must report to the Activation Officer/Corporate Support Officer who will liaise with the Duty Director and decide whether to escalate to the police and whether and how to evacuate the building.

6. Search Policy

Search teams will be formed from the Emergency Services that will search areas with advice from the Property Services Team. Council staff must not undertake searches of the building.

A telephone “cascade” system can be used with a main co-ordinator ringing several numbers and those people in turn ringing several others until all the teams have been alerted.

If a suspicious object is found, follow the golden rules at Annex A.

you acting alone?

Why have you place the bomb?

Record time call completed:

INFORM YOUR MANAGER OR SUPERVISOR IMMEDIATELY

Name and telephone number of person informed:

INFORM THE ACTIVATION OFFICER/CORPORATE SUPPORT OFFICER WHO WILL IMMEDIATELY LIAISE WITH THE DUTY DIRECTOR AND DECIDE WHETHER TO DIAL 999 AND INFORM THE POLICE

Time informed:

This part should be completed once the caller has hung up and police/activation officer have all been informed.

Date and time of call:

Duration of call:

The telephone number that received the call:

About the caller:

Male

Female

Nationality

Age

Threat language:

Well-spoken

Irrational

Taped

Foul

Incoherent

Caller's Voice:

Calm

Crying

Clearing

Angry

Nasal

			Throat			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Slurred	Excited	Stutter	Disguised	Slow	Lisp	*Accent
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rapid	Deep	Familiar	Laughter	Hoarse	Other (please specify)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	

***What accent?**

If the voice sounded familiar, who did it sound like?

Background Sounds:

	Street Noises	House Noises	Animal Noises	Crockery	Motor
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear	Voice	Static	PA System	Booth	Music
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Factory Machinery	Office Machinery	Other (please specify)		
	<input type="checkbox"/>	<input type="checkbox"/>	<input style="width: 300px; height: 20px;" type="text"/>		

REMARKS:

ADDITIONAL NOTES:

Signature:

Print Name:

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Date:

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Annex B

ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT SENT VIA EMAIL OR SOCIAL MEDIA:

- 1** DO NOT reply to, forward or delete the message
- 2** If sent via email, note the address
- 3** If sent via social media, what application has been used and what is the username/ID?
- 4** Report the call/ message to your supervisor or manager.
- 5** Your supervisor or manager must report the call/ message to the Activation Officer/Corporate Support Officer who will liaise with the Duty Director and decide whether to escalate to the police and whether and how to evacuate the building.
- 6** Preserve all web log files for your organisation to help the police investigation (as a guide, 7 days prior to the threat message and 48 hours after).

**IMMEDIATELY HAND A COPY OF THIS FORM TO THE ACTIVATION
OFFICER/CORPORATE SUPPORT OFFICER**