



Home Office

DRAFT Standard Terrorism Evaluation Guidance

The Terrorism (Protection of Premises) Bill

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This publication is available at [Terrorism \(Protection of premises\) draft bill: overarching documents - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/draft-bills/terrorism-protection-of-premises-draft-bill-overarching-documents).

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Introduction

This document is intended to provide guidance to those completing the **Standard Terrorism Evaluation**. It provides additional information and context, as well as examples of information that can be included within the completed plan. There are, where appropriate, links to other sources of guidance and resources that may be useful.

As the guidance is for a wide range of premises, it is generic in places and careful consideration should be given as to how it applies to particular premises. The circumstances of premises, including how they are operated and the specific uses to which they are put, may mean that examples are not directly relevant and that alternatives may need to be considered.

The satisfactory completion of a Standard Terrorism Evaluation will fulfil the requirement imposed on persons responsible for standard duty premises¹ under clause 11 of the Terrorism (Protection of Premises) Bill. These guidance notes will help those completing the evaluation on behalf of that person to understand the most likely types of terrorist attack for the premises and guide them through a short process to ensure that the premises, and those working there, are better prepared to keep people safe.

¹ In the Bill, including in clause 5, references to a person means a legal person. This may be an individual or an entity, such as a company. For the avoidance of doubt, “individual” is used to mean natural persons.

Think – Understand the threat from Terrorism

When a terrorist attack occurs, responding fast will save lives. The “THINK” process focuses on the person responsible for standard duty premises (or the individual completing on their behalf) outlining core features of the premises, their use and relevant activities and the potential threat from terrorism and the premises, and then establishing those working at, or in connection with, the premises (“relevant workers”) who must receive terrorism protection training. This includes training on the various threats, identifying the signs that an attack is in preparation or occurring and suspicious behaviour, and procedures to follow in the event of a suspected attack.

Clause 13 of the Bill sets out who is a “relevant worker”. Such an individual need not be an employee – they could, for example, be a contractor or volunteer - so long as their responsibilities make it appropriate to receive terrorism protection training. For example, they may oversee security at the premises or work in a front of house role. Information and support provided to an individual, including training, should be relevant to their responsibilities.

Question 2

In considering the types of terrorist attack likely to occur at or near the premises (if such an attack were to occur), there is a large amount of publicly available guidance to refer to, such as from:

- ProtectUK, which is a digital delivery platform and application, created through an alliance comprised of the National Counter Terrorism Security Office (NaCTSO), Home Office and Pool Reinsurance, providing a variety of tools to support businesses; and
- The National Protective Security Authority (NPSA) which is the UK Government’s National Technical Authority for Physical and Personnel Protective Security.

Question 3

In respect of the requirement to provide terrorism protection training to relevant workers, it is recommended that:

- Consideration be given to appropriate, publicly available training and other material or tools to raise staff awareness. For example, the ACT (Action Counters Terrorism) Awareness E-Learning, an e-learning package provided by NaCTSO, accessible via the ProtectUK website.
- The names of those who have completed relevant training, such as the ACT Awareness E-Learning package, be formally recorded.

Question 4

When considering how to communicate the plan and other relevant information within the Standard Terrorism Evaluation:

- Consider including brief detail about the threat of terrorism, reporting suspicious behaviour and other key parts of the plan regularly in staff briefings. Consider how you can make such briefings impactful – for example, by asking questions and emphasising different points on different days.
- Consider including a discussion about the completed security plan as an agenda item in relevant management meetings.
- Refresh threat and mitigation, awareness, and training sessions in line with the plan.
- Consider displaying posters on a dedicated noticeboard reminding people to identify and report suspicious behaviour and how to respond if an incident occurs in line with the plan.

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Plan – Complete the 6-task plan

The “plan” process does not require an assessment of the actual risk to premises. However, it is required to consider simple measures to reduce the impact of an attack. Premises that have already identified higher levels of risk should continue to mitigate against those risks.

This plan records actions taken to identify procedures and other measures, communicate them and keep them up to date. As part of the Standard Terrorism Evaluation, it must be kept up-to-date and is subject to review by the Regulator.

Task 1 - Plan to warn people on the premises that an attack is taking place

General considerations:

- Consider **how to** communicate with people (staff, volunteers, and visitors) on the premises. Can existing means be used for fast time communication and are there alternatives? Ensure there is clarity as to who is going to deliver any warnings.
- Consider **what** messages might be communicated – e.g. that an attack is underway, together with clear, simple instructions (informed by other parts of this plan).

Question 1

- Can audible warnings be given to everyone using a public address system or megaphone?
- Can effective use be made of radio messages to communicate with relevant workers?
- In small premises, can directions be shouted to people where necessary to turn off music or TVs, but only if safe to do so?
- Good practice indicates that warnings should be repeated to update people as the situation evolves.
- Make sure that simple and direct language is used.

Task 2 – Plan to lockdown your premises

General considerations:

- When an attack is occurring outside, quickly locking down the premises can protect people inside. If an attack occurs in a larger premises, it may be possible and appropriate to lock down parts of the premises to slow the progress of the attack.
- Check that doors, shutters and similar apparatus are working, can be locked quickly and that relevant workers are familiar with how to operate them and re-open them if necessary. Consider practising rapidly locking doors. Keys should be readily available, thumbturn locks (if fitted) are fast to operate on internal doors and shutters should be operable from the inside. Access control systems may provide a rapid and automated lockdown capability.
- Keep a record of any training or practice, and of specific information given to relevant workers involved in this task.
- Lockdown will not always be appropriate, careful consideration must be given as to the circumstance in which lockdown should be used.

NB - Lockdown actions should not be taken if it will put people at risk of harm.

Question 2.1

NPSA have produced a short five-minute film entitled 'Café Lockdown Drama' which introduces the quick actions a member of staff within a small business can take to lockdown their premise during a terrorist incident. The principles of which can be applied across many types of locations – remember that acting fast can save lives. This video can be accessed via the NPSA website.

Question 2.2

Consider how to inform people on the premises that they have been locked down. People may not be fully compliant, but they should be told that the premises have been locked down for their safety and that of others on the premises.

Question 2.3

Identify places on the premises that are out of sight where people can hide and, if any such place is available, that can be secured to allow people to shelter.

Task 3 - Plan to evacuate the premises

General considerations:

- This must not be confused with a fire evacuation process. The objective is to evacuate people to safety, this may be either out of the building or to a separate part of the building. It is important to respond to the danger and do not simply activate an existing fire evacuation plan.
- Understand the available routes through the premises, the likely number of people using them and how best to make the evacuation safe.
- Only use fire alarms if safe to do so. Where people on your premises have been trained to respond to fire evacuations through fire drills, they may respond as they are trained, especially if they only hear an alarm and do not understand the situation correctly. This could lead people toward danger and not away from it.
- Do not use existing muster points. Tell people to disperse away from the premises and not to congregate in groups outside.

Question 3.1

Consider incorporating checks of the emergency exits, i.e. that they are working correctly, clearly marked and clear of any obstructions, as part of regular working routines. Develop a culture amongst people working on the premises to report any issues that may affect safe use of the evacuation routes.

Question 3.2

Give consideration to how to communicate the need to evacuate and the best messages to use; ensure you use clear and simple language. Tell people where the danger is, so they don't evacuate towards it.

Question 3.3

In the event of a full-scale evacuation, consider the potential impact on neighbouring premises of large numbers of people evacuating at once. This is particularly important if the premises are within larger premises and there are shared access routes. Whereas a fire evacuation may be a phased evacuation of a building, an evacuation in response to a terrorist attack is likely to be an immediate evacuation of the whole premises and so put additional pressure on the capacity of evacuation routes.

Task 4 – Plan to call the emergency services and relay the necessary information

General considerations:

- Getting the emergency services to the scene of an attack quickly with the right resources is key to saving life and preventing further harm. Passing key information to the police will enable an effective and appropriate response. The police will pass information to the other emergency services.
- Ensure all relevant workers can call 999 immediately and ask for the Police.
- Don't assume the call has been made.
- The caller should – in simple language - tell the police who they are, their location, their phone number, what has happened, and that there is a suspected terrorist incident. If possible, they should estimate the number of attackers, give a description of them and their locations, flag any weapons seen, indicate the estimated number of casualties, and mention if access routes have been compromised. This call may take several minutes to make.
- Consider displaying posters with the relevant information.
- A caller should not be put at risk when contacting the police or other emergency services. They should identify a safe place to make the call away from the attackers, or that they cannot access.

Question 4.1

If there is no fixed telephone line available on the premises, consider mobile phone coverage at the premises to determine the best place to call or decide how call quality can be improved. Not all service providers have the same levels of coverage so this may result in more than one location. Phones should be on silent if attackers are nearby. If it's too dangerous to speak during a call:

- On a mobile, dial 999 and then press 55. The call will be transferred to the police.
- On a fixed line call 999 and if the operator hears background noise, they will transfer the call to the police.

The caller may be asked to cough or tap the keys on their phone to answer questions

Question 4.2

Police can be texted in an emergency using the emergency SMS service. Phones must be registered first. For more information search "emergency SMS".

Task 5 - Use available first aid and fire safety equipment

General considerations:

- Ensure first aiders and other relevant workers have considered how first aid equipment may be used in response to a terrorist attack and know where it is stored.
- Check all first aid and fire safety equipment on the premises is 'in date' and in working order.
- Giving first aid help or using fire safety equipment should only be done if it is safe to do so. People must not put themselves in danger from the attack.

Question 5.1

Health and safety and fire safety risk assessments may already be in place for premises. First aid kits and fire safety equipment should already have been deployed to mitigate the identified risks and where appropriate staff trained in their use. Consider if additional equipment and training may be needed to support the response to a terrorist incident. This might include Public Access Trauma (PACT) first aid kits or tourniquets which can be purchased or additional firefighting equipment to be deployed near likely attack points.

Question 5.2

Existing first aid and fire safety equipment must be 'in date' and fit for purpose, this should form part of your existing H&S regime and already be subject to regular checks.

Question 5.3

Keep relevant training records, including on future refresher training dates.

Task 6 - Consider how you can make your neighbours or local network aware of your plan and alert them of an attack

General considerations:

- Work as widely as possible with landlords and neighbouring premises to develop plans and coordinate responses.
- Consider regular dialogue to share ideas about what security measures are suitable and what works.
- Agree how best to communicate if there is suspicious activity, an incident or suspected terrorist attack.

Question 6.1

Create a contact list of appropriate contacts. Consider keeping a back-up hard copy of the list. Task someone to keep both lists as up to date as possible.

Question 6.2

Consider joining or starting a shared radio network, like Pubwatch or Shopwatch, that is operating in your area or, if not available, using an instant messaging tool like Signal or WhatsApp to raise fast-time alerts. Be mindful that these may not be monitored all the time.

Activate – Put the plan into action

General considerations

- Relevant workers and others involved in the management or governance of premises will need to know the contents of the evaluation and some individuals should be fully briefed and trained on delivery of the plan.
- Consider how new joiners or users of the premises can be made aware of the plan. Introduce the plan into induction courses or through hiring agreements. If casual workers work at the premises (whether regularly or occasionally), consider how to ensure they are aware of, and understand, the plan and are able to act on it.

Note that the plan must be reviewed at least annually. If a material change is made to the premises or their use, a review must be conducted.

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