

# RISK News

Issue 29

March 2005

## Up and about again

While support for employees' mental well-being has been available since 1996, there has been nothing in place to support employees with musculoskeletal injuries. These injuries, which include back and neck pain, account for about one third of all days lost due to sickness absence. Where employees continue to work when they are injured, it can affect the quantity and quality of their work, as well as having a knock on effect at home.

Because of the concern about the effect of musculoskeletal injuries on employees' home and work life, a pilot was performed at the beginning of 2004. This provided fast-track access to physiotherapy, osteopathy or chiropractic treatment (see Risk News 27).



IPRS will be providing 2 hour training sessions throughout Norfolk for managers and supervisors on how to perform a referral. In this way employees get treatment **fast** and recovery is quicker than normal. Until their manager or supervisor has completed training, however, employees with such injuries may miss out.

It was available to a selected group of employees where their injury was caused by, or made worse, because of their job. The pilot was a resounding success and demonstrated a benefit to both the Council and employees. As a result approval was given to provide a similar service for all Council employees.

### What happens now?

A company called IPRS (Industry) Ltd, have been contracted to provide the service from April. To ensure the success of the service, managers and supervisors will play a key role in referring employees for treatment.

So, if you are a manager or supervisor and believe you need to do the training contact your HR department for further advice.

### Special features

- Page 3 Alarm conference
- Page 4 Schools liability risks
- Page 6 Norfolk Support Line
- Page 10 Insurance charges

## Comment

Welcome to the latest issue of Risk News.

In this issue our lead article reports on the introduction of a rehabilitation scheme for employees with musculoskeletal injuries. It is hoped that this scheme will make a significant difference in getting employees back to work more promptly after an injury, or even preventing them going off in the first place. Either way it should go a long way to improving the well-being of those members of staff that need it.

Two other articles to draw to your attention. Firstly it is now insurance renewals season and so premiums for 2005/06 have been issued out to all schools. The article on page 11 sets out how schools need to respond. Secondly, page 3 contains details of the inaugural Alarm East Anglia Risk Management conference to be held on 6 April. This is open to anyone in the authority with an interest in risk management.

If you would like to contribute to a future issue of Risk News, or have any other comments, please contact any of the people listed below.

### Contacts:

#### Risk and Insurance section

**Derek Gorrod** tel 01603 222989  
fax 01603 222683  
email [derek.gorrod@norfolk.gov.uk](mailto:derek.gorrod@norfolk.gov.uk)

#### Norfolk Audit Services

**Gareth Clark** tel 01603 222746  
fax 01603 222781  
email [gareth.clark@norfolk.gov.uk](mailto:gareth.clark@norfolk.gov.uk)

**Risk and Insurance** tel 01603 222827  
**Corporate H&S** tel 01603 222912  
**Norfolk Audit Services** tel 01603 222777  
**Legal Services** tel 01603 222961

#### Production of Risk News

**Angie Yeomans** tel 01603 223488  
email [angie.yeomans@norfolk.gov.uk](mailto:angie.yeomans@norfolk.gov.uk)

## Manual Handling conference

Adult Social Services currently operates a manual handling link trainer system for staff working in residential and domiciliary care. This means that a number of staff are trained to be manual handling trainers and then they train their colleagues.

As part of the on-going development programme for these trainers, a Manual Handling conference was held at the UEA Sports Park in February. The conference was organised by the department's Manual Handling Advisor, Melanie Sturman and Risk and Insurance.

The aim was to provide a chance for all trainers to meet to share experiences, while also providing updates on a range of topics. The morning session included talks on risk and litigation, occupational health and rehabilitation, and bariatric (heavy people with handling needs) handling. The afternoon was made up of a number of practical sessions, with trainers picking up new techniques and ideas.



During breaks, trainers had the opportunity to view an exhibition of manual handling equipment and speak directly to suppliers.

The conference, which was attended by over 100 people, was the first of its kind to be held in Norfolk and, judging by initial feedback, was felt to be a great success.

# ALARM

THE NATIONAL FORUM FOR RISK MANAGEMENT IN THE PUBLIC SECTOR



## Alarm East Anglia Conference

**Wednesday 6<sup>th</sup> April 2005**

**Orton Hall Hotel**

**The Village, Orton Longueville, Peterborough, PE2 7DN**

This is the first all-day conference being run by ALARM East Anglia. It is open to non-members with an interest in managing risk as well as ALARM members.

There are a number of plenary sessions in the morning covering reputation risks, strategic risk management and emerging risks. The afternoon will have interactive workshops dealing with risks associated with projects, partnerships and premises as well as how to manage fraud and well-being. The cost is £100 plus VAT.

If you are interested and would like further information please contact:

**Jo Hanson**

01603 223822

josephine.hanson@norfolk.gov.uk

## Bike to work

### Have you considered using a bike to get to work?

The County Council wants to encourage more people to use a bike, whether for getting to work or for use when at work. As such they are reviewing a number of options to improve and encourage cycling. Not only will this help to keep you fit, but if you work at County Hall you won't have to scour the car park looking for a space!

Interest free cycle loans are available to employees who wish to purchase a bicycle for use between home and work. There are also pool bikes available for work use. Further details are available on the [HR@Norfolk](mailto:HR@Norfolk) web site.

### Did you know?

- Cycling 25 miles a week halves your risk of heart disease
- 30 minutes of moderate cycling burns 200 calories

# Schools liability risks (How vulnerable are you?)

**Rightly or wrongly the press and TV media continue to highlight the issue of compensation. Headlines like these are commonplace.** Further articles on the “growing compensation culture” all add to the fear of liability presently being felt by staff and governors in our schools. However, is the actual risk as high as that portrayed by the media? Are staff and governors right to be concerned?

To help answer the above questions and more, the County Council's Risk and Insurance Section is arranging a series of half-day seminars for staff in Children's Services and schools throughout April and May this year. The sessions will look at traditional claim types such as negligence from school visits, as well as from slips, trips, and falls. They will also look at some growing areas of risk around special educational

**“Pupil wins damages for failure to educate”**

needs like failure to educate, exclusions, bullying, the Disability Discrimination Act and the Human Rights Act.

We hope that the sessions will help to dispel some of the mythology and fears that currently exist regarding liability and encourage staff to adopt reasonable responses to risk issues. On completion, attendees should be more able to ensure they have management systems that both prevent an incident from occurring in the first place and provide a robust defence should a claim arise.

More information on the sessions and how to book a place has been sent to schools.

If you need further information, contact Gerry Wilson on 01603 223843.

**“School bans ‘dangerous’ conkers”**

**“Blame culture threatens school trips”**

## IT security

Thefts of ICT equipment are an increasing area of loss for the County Council and its premises, particularly schools. Although nowhere near the scale of losses suffered in the ‘M1 corridor’ counties, these thefts still cause disruption and waste valuable resources.

The thefts do not just result from burglaries – many happen during the day when the buildings are open and the thief has just walked in and then out again.

As a result of the losses new guidance has been issued to schools to advise and remind them of the security measures they should be taking. Although designed for schools, the guidance can also be applied to other buildings, such as offices.

Copies of the guidance are available on the Risk and Insurance intranet site, on Esinet, and if you are a school, as a supplement to this issue of Risk News.





# New Corporate Health and Safety Manager

**Following the departure of James Royston at the end of last year, Norfolk County Council has appointed a new Corporate Health and Safety Manager, Paul Bradbury.**

Paul has an Environmental Health background and worked as Health and Safety Manager for Milton Keynes Council before moving to Norfolk.

While working at Milton Keynes, he came across many of the same health and safety issues that we face here in Norfolk. However, being new to both the Council and the county, Paul is keen to learn a bit more about Norfolk and the set up here within NCC.

As he says, "I believe this information will be key in enabling me to maximise the benefits of good Health and Safety management within the Council. As part of this learning process, I am looking to forge firm links with other sections within the Council such as Risk Management and Corporate Personnel."

As part of his new role, he will manage the Corporate Central Safety team, as well as overseeing the work of the various departmental Safety Officers.

Over the last two years the Central Safety team has undertaken a large amount of work developing corporate policies and guidance to cover all aspects of Health and Safety within the Council.



**Paul Bradbury**

Now that this is in place, Paul wants to ensure that these policies become embedded within departments. This will involve working more closely with the departmental Safety Officers and Management teams, something that he thinks will have real benefits in the long run.

Paul is also inheriting a number of new Health and Safety initiatives, including the Musculoskeletal Rehabilitation Programme and the expansion of the Educational Well-Being Programme across the Council. He will be working with his team to get these initiatives up and running and then to manage them on an on-going basis.

It is clear that he is going to be kept busy over the coming months! As Paul says, "I am looking forward to the challenges that my new role will bring. I am sure that the work that I and my team will be doing will bring real benefits to the Council as a whole."

If you need this newsletter in large print, audio, Braille, alternative format or in a different language, please contact the Helpline on 01603 223488 (minicom 223833) and we will do our best to help.



# Mind and body

## Norfolk Support Line

### – same number, new service

**Norfolk Support line is the name given to the confidential telephone service, available 24/7, that allows employees of NCC to speak to a trained counsellor and, if necessary, gain access to a course of counselling sessions locally.**

The service is provided by an external, independent company, rather than through people employed by the Council. The great thing about this arrangement is that employees who contact the service for support can have complete trust that the service is confidential.

From April 1 there will be changes following the appointment of a new company, BUPA Wellness, to provide the service. While all existing aspects of the service will continue, there will also be two significant changes:

- The service will be available to employees' partners and dependants.
- The service will provide legal and financial advice.

## Work and home

Although work can cause stress for people, it is usually a combination of work and home stresses that can lead to a damaging effect on your mental well-being. This can lead to episodes of sickness absence.

While the service is there to support those who have gone absent from work due to stress, anxiety and depression, it is also there to avoid absence in the first place. So someone doesn't actually need to be in crisis to ring.

With the changes in the service, greater recognition is made of the effect home life can have on an employee, and the support that can be provided.

So whether you are in crisis, or can see a crisis looming, for whatever reason, ring the number and get the help you deserve.

Contact Norfolk Support on **0800 169 7676**

## Fancy a lie in?

**Got a lazy weekend planned?**

**Oh dear, you could be storing up trouble.**

Just two days of loafing around could increase your risk of serious illness, according to research from the US.

It seems the body's sensitivity to insulin decreases the longer you stay inactive. This reduction may be a precursor to diabetes and related diseases such as heart disease, obesity and high blood pressure.

Insulin takes glucose out of the blood and into the muscle to use as energy. But just two days of laziness reduces significantly the number of insulin receptors on the muscle wall and glucose transference drops by a third, leaving high levels of blood-sugar and insulin.

# Mind and body

## Ignorance over cancer risk

The public is alarmingly ignorant about how it can reduce the risk of developing cancer, campaigners warned recently.

While the majority of people knew about the dangers of smoking and the risks of getting sunburnt, most were not aware of the importance of diet and alcohol in reducing cancer risks. The results came as Cancer Research UK launched a new campaign – Reduce the Risk – to tell people how lifestyle changes can drastically alter their odds of being diagnosed with cancer.



**The charity said that research showed that at least half of all cases of cancer could be prevented. Their survey found that two thirds of people were unaware that being overweight or obese increased the risk of some cancers.**

## Salt

Eating too much salt can raise your blood pressure and triple your risk of heart disease and stroke. Reducing the amount of salt you eat can lower your blood pressure in just four weeks.

The recommended daily maximum is 6g.

## Crash diets

**Crash diets fail to provide methods of sustaining a sensible weight and healthy eating habits over a prolonged period of time.**

The first pounds you lose are water.

After that, if you lose a lot of weight you'll also lose a lot of muscle, and this could cause your metabolism to slow down to conserve the small number of calories you're now consuming. Your metabolism is directly related to the amount of muscle you have, so the more muscle you have, the faster you burn calories.

Once you return to your normal eating habits, you'll regain the weight you initially lost – and probably more, because your slow metabolism can't process the amount of incoming calories and therefore stores them as fat.

There is some evidence that low-carb, high protein diets can sometimes cause dehydration, weakness, nausea and, in severe cases, gout, kidney problems and heart disease.

Crash diets rarely give you optimal amounts of essential nutrients because they are often based on a single or limited range of foods. Because they are boring, crash diets are impossible to sustain for long periods of time. You are therefore more likely to return to binge eating the foods you have cut out.

**For further advice and guidance on health and diet issues, consult your doctor or look up NHS Direct.**  
**[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

# Are you prepared?

Many workers are so busy with the 'day' job that they don't have much spare time to discuss what would happen if the job had to stop because of some incident – for example, a power / IT loss, or fire. However, the delivery of the day job, and especially those roles on which the public depend, need to be kept going – even when faced with potentially service-stopping problems.

Try the following quiz – don't cheat!

Question number	Issue	Do you know the answer?
1	You can't get in to the building – do you know where you would work instead?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2	Do you have any other way of delivering your service if you can't use the IT or telephones?	Yes <input type="checkbox"/> No <input type="checkbox"/>
3	Do you know what the impact would be if your main suppliers ( the people / systems you depend on to deliver your service) were unavailable?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4	Do you know how long a loss of your service could be tolerated by those who depend on it?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5	Do you know if there are any risks to your service (like fuel shortages, loss of IT, loss of communications, loss of vital data)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6	Do you know if anything could be done about these risks to lower the probability or impact?	Yes <input type="checkbox"/> No <input type="checkbox"/>
7	Do you know what your role would be if there was an incident? (We will all have one – even if it is go home, stay at home and wait for news).	Yes <input type="checkbox"/> No <input type="checkbox"/>

**Scoring: 1 for 'Yes', 0 for 'No'**

## Score 0

Oh dear. We're living on a wing and a prayer, aren't we?

## Score 1 – 4

You have an idea of how to continue service delivery in the face of problems – this start can be built on by holding exercises for the team, talking through the issues and then documenting agreed courses of action.

## Score 5 – 7

Well done – but don't get complacent!



## Are you prepared?

**It is now a duty under the Civil Contingencies Act 2004 to plan to continue service delivery in the event of an incident.** It is not only the obvious impacts of a cessation of service delivery that should be considered – our reputation is very important, and it doesn't take a major catastrophe for this to be compromised.

There is also the problem of a 'major incident' in the County that might affect the Council – ceasing our essential services due to an incident can only make matters worse for the victims.

Plans have been developed for each team in County Hall as a starting point, and they contain lists of 'generic' actions and tasks that would be undertaken by NCC in the event of an incident. Plans for other NCC premises are currently being developed.

Team plans, however, will need further thought by each individual team. Usually this is just a case of thinking through the actions that your team would take in an incident – including all of those outlined in the quiz on page 8 – agreeing a strategy, and then documenting this within your plan. The plans are set out in such a way as to 'guide' you through this, and can be added to as you wish – they 'belong' to each team.

The Business Continuity Team can help with general advice and assistance, and with workshops on Business Continuity planning. Together with the Risk and Insurance section they can also help with workshops on risk – covering the identification of risks to service delivery for the team, and discussing measures that may be taken to address them.

**Please contact the Business Continuity Team on 01603 224404 with any queries or comments.**

## Safety warning

**One of our High schools recently discovered a fire in the ceiling of one of its classrooms.**

Like many classrooms, lights had been installed behind a clear screen in the suspended ceiling. What seems to have happened is that the capacitor within the unit overheated due to a fault in the capacitor unit. This caused the capacitor to ignite and flames were seen coming out of the ceiling! The unit in question was manufactured by Cooper Lighting under the Crompton brand and had been fitted in the last two years.

Luckily, this happened at the end of the school day when there were still people around and they noticed the fire. They were able to put the fire out with a CO<sup>2</sup> extinguisher. If the fire had started a little bit later, the damage could have much more severe.

This is not the first time this has happened and information was issued to schools in 2002 (MI/02) about the risk of fires, at that time referring to fluorescent tubes.

If you find that lighting units take a while to light, or flicker, or there is a smell of heat or burning then it would be sensible to check all the light units in the room. If there are signs of discolouration or melting on the capacitor the unit should be replaced. If the school is part of BMPP, any concerns should be mentioned to your property surveyor.



# Insurance charges

Over the past few months, the Insurance section has been busy finalising the buying of external insurance for the coming financial year. They have also calculated the internal premiums that need to be charged to departments and schools. (see article on page 11)

Because it saves the County Council money, we self-insure the first £250k of all insurance losses through our own insurance fund. In effect this means that in the last 10 years virtually all claims have been handled and paid through the fund rather than using an external insurer.

The total of internal premiums charged needs to recover three elements; the cost of external premiums, the predicted level of claims that will arise, and the cost of handling those claims.

## How are premiums worked out?

In order to ensure that everybody pays their fair share of the costs, premiums are charged to both departments and schools on a risk basis.

This risk profile is made up of a number of factors including exposure material i.e. (vehicle types and numbers, buildings values, staff numbers, pupil numbers etc.) and claims experience over a period of years. It will also take account of any risk management measures that have been introduced to reduce future losses.

# Schools risk ranking

Each NCC insured school has a detailed risk ranking profile that has been compiled following risk surveys in the past two years. The ranking profile is used for a number of purposes, one of which is to assist with the premium calculations.

Each school has a risk ranking score for fire risks, security risks and an overall combined ranking for both. This score is used to either reduce or increase the schools' base premium dependant on the level of risk the school poses.

A poorly managed, high risk school could be paying up to 100% more than its budget allocation, especially if it has a high level of claims. Those schools with good risk management features and low levels of claims can see their premiums reduce to as low as just 50% of their budget allocation.

The risk ranking profile is constantly updated when appropriate risk management features are introduced by schools and reported to the risk management team. These new interventions will often improve a school's risk ranking and can give them significant savings on future insurance premiums charged.

**If schools would like further information on their risk ranking profile please contact the Risk Management team at County Hall on 01603 222827. They will advise you where you currently stand in the rankings and what measures you could consider to reduce your risks and improve your scores.**

## School insurance renewals

The Council's insurance policies are due for renewal on 01 April 2005.

The renewal process is being overseen by the Risk and Insurance Section and all schools should have received a letter confirming their premium quotes in mid February.

### High, Foundation and VA schools

High, Foundation and VA schools will have received a quote for standard insurance cover plus one for any additional cover required (e.g. motor, all risks). On receiving the quotes, these schools were asked to either accept or decline before the 17<sup>th</sup> March.

If you have not yet done this please ensure that you inform the Risk and Insurance Section of your decision as soon as possible.

If we do not receive confirmation of your decision it will be assumed that you do not wish to purchase your insurance through us, which may leave you without cover.

### All other schools

All other schools have received quotes for their school contents and journey insurance and motor insurance (if applicable). You will only need to contact the Risk and Insurance Section if you decide NOT to purchase this cover. All other insurance premiums are renewed automatically.

All new certificates and policy documents will be sent to schools at the beginning of April.

## Motor accidents

**Have you recently had a road traffic accident while driving on Norfolk County Council business? Then you need to complete an incident report form.**

When driving on Council business you are deemed to be "at work". Road traffic accidents are treated the same as workplace accidents, and the reporting system applies whether you are injured or not. It applies equally whether you are driving your own personal vehicle or an NCC vehicle on our business. It does not apply however if you are driving between work and home or on personal business.

You should inform your departmental Health and Safety Adviser and complete an incident report form as soon as possible after the accident.

## Scam top 10

An estimated £1bn a year is disappearing from unwitting consumers to fraudsters, according to the Office of Fair Trading.

The top ten scams are:

1. Telephone lottery scams where you pay to receive a prize
2. Prize draws and sweepstakes that you didn't enter
3. Premium rate telephone numbers
4. Investment scams in secret shares or vintage wines
5. Nigerian email requests for bank details
6. Pyramid schemes
7. Matrix schemes listed on sites such as eBay where you pay to join a waiting list for a product
8. Arrangement fees on credit loans
9. Charging people for a course to teach them how to make money
10. Working from home and business opportunity schemes

# Risky business

## Insurance cover for cash

Cash and money is covered under Norfolk County Council's insurance but there are limits and restrictions.

### Who's responsible?

A claim for loss of cash can only be made if the cash was under the control and direct responsibility of Norfolk County Council. Therefore cash belonging to a third party for which NCC has not assumed responsibility is NOT covered.

If you are handling cash for an outside organisation, or they are handling it for you, an agreement should be drawn up stating who has responsibility for collecting it, storing it, banking it, accounting for it, etc.

### Where is the cash?

Cash is only covered when in the custody of an employee, or being stored in a locked safe or locked receptacle.

### What limits?

Cash stored in a locked safe (which should be securely fixed to the floor or the wall) will be covered to a limit of £13,500. Safe keys must be removed from the premises when the property is unoccupied.

Cash stored in a locked receptacle will be covered up to:

- Schools - £250
- Non-Schools - £600

## T'internet

A survey by Messagelabs, shows that in 2004,

- 1 in 16 email messages contained a virus
- 1 in 4 emails was 'spam'
- and incidents of 'phishing' increased nearly 15 fold during the year.

As for 2005, the concern is apparently 'spyware'. This is code that installs itself onto machines and can capture keystrokes and therefore steal passwords and other information.



## Brakes not tested enough

Many motorists drive with faulty brakes because they do not check them enough, says a recent survey by safety charity Brake and Green Flag Assistance.

Nearly three in five drivers rely solely on an annual service or the MOT test for brake checks. MOT results show that 11% of cars, 15% of large vans and 8% of buses and coaches failed due to faulty brakes.



## Fire safety in the home

If you are looking for a good source of fire safety information, particularly for your home, then have a look at Norfolk Fire Service's web site: [www.norfolkfireservice.gov.uk](http://www.norfolkfireservice.gov.uk)

This site has an on-line safety checklist to identify areas of your home where additional measures may be needed as well as many pages of advice and guidance.

Whether you need to know what to look for if you suspect carbon monoxide leakage, or how to maintain a woodburning stove, or just want advice on smoke alarms, for instance, it can all be found on the site.

## And finally . . .

As reported in the Daily Mail You can't beat the internet for shopping bargains but quote finder [motorinsurance.co.uk](http://motorinsurance.co.uk) have been surprised by some of the search keywords used. People have looked for "cheap women insurance", "companies that specialise in convictions" and even "insurance for young boys only"!

# **RISK News**

**SUPPLEMENT**

**March 2005**

## **Protecting your school computers**

**Look out - there are thieves about !!!**



Information Communication Technology (ICT) Equipment like PCs, laptops, data projectors, digital cameras, DVDs etc., are extremely valuable and attractive items, particularly to thieves.

There is a buoyant second hand market for these items that thieves will, and do, readily exploit.

### **Have we got a problem?**

Neighbouring authorities have been suffering huge losses, some in the region of £0.9 million per year from the theft of such equipment in schools. Thankfully our own levels of loss are nowhere near these startling figures but we have seen them more than double over the last four years.





The losses relate not only to the theft of portable ICT equipment like those mentioned above but also to large equipment such as network servers and colour printers. Losses are mainly through break-ins, but walk-in thefts are on the increase.

## Are we doing enough?



To get a feel for the level of protection currently in our schools the Risk and Insurance Section carried out a small survey of 16 randomly selected schools in October 2004. The survey was designed to

look at the levels of such equipment in schools, (an average high school will have around £275,000 worth of ICT equipment), to establish if the schools have an inventory of equipment, if items were security marked, how the general security is arranged etc. The results indicated very good controls in some schools but also a number of deficiencies in others.

## What is this guide for?

This guide has been created to help schools protect such equipment and to make it less attractive to the thief. Clearly the level of incident, and so the level of risk, will vary dependant on such factors as the area, school configuration, levels of equipment, incident rates, etc.

Schools should take account of these issues whilst considering the following precautionary points:



## General security

- Try, as far as possible, to control access to the school to just one entrance
- Ensure this entrance is obvious through signing and directional control
- Adopt a signing in and badge wearing policy
- Always accompany visitors
- Teach staff and pupils to be alert to suspicious activity
- Never allow property to be removed for repair without first checking the authority for this
- Ensure all doors and windows are adequately secured
- Install effective intruder alarms, this should include systems that signal off site where someone will respond to the alarm
- Areas of concentrations of ICT equipment, such as network server areas, ICT suites, cupboard for digital cameras etc., should be securely locked and alarmed
- Control the issue of all keys
- Do not leave evidence of recent purchases for thieves to see (for example packing cases or boxes left outside for disposal)
- Evening and weekend usage – secure all areas not authorised to public etc.

## Laptops



- Where there are a number of laptops kept in school ensure they are in locked laptop trolleys when not in use
- Ensure these trolleys are kept securely chained to a fixed position in the school or locked in an alarmed room

- Do not leave laptops, or other ICT equipment in unattended vehicles, no matter how short a time (if stolen they will not be insured)
- When taking laptops home always ensure they are adequately protected.

## Data projectors

These items are becoming more and more common and therefore more saleable for the thief. Special care should be taken for these items including having them ceiling mounted. Portable items should be locked in secure cupboards outside normal school day.

## Security marking

The main deficiency identified during our survey was the lack of security marking of equipment. In some schools they had a policy for this but it was not being kept up to date. This resulted in old and less valuable equipment being marked but new and very valuable equipment not.

All of the items listed at the start of this document should be marked in a permanent and conspicuous way using a product such as Selectamark. This makes the item less saleable. Do not be deterred from doing this because of product guarantees etc.

## Asset control

Headteachers are responsible for maintaining an up to date inventory of all equipment. However this is done, it is important that it is kept up to date as new purchases occur and old equipment is disposed of.

## Data loss

Measures should be taken to ensure that data held on computers, particularly laptops, is backed up. The level of back up is of course dependant on the sensitivity or importance of the data. Schools should therefore assess the risk of loss of data and determine suitable controls from this. Backup copies should be kept off-site or in a separate building on the same site.

## Finally

Following the above guidance should be sufficient to protect your equipment however, should levels of loss continue to increase then more physical measures may become necessary. These may include:

- Cages for certain high value equipment
- Bolting PCs to desks or providing locking cables, chains etc.
- Bars on windows and skylights
- Solid core doors with 5 lever locks
- Separate keys for different locations (removal of suited provision)
- CCTV

All of the above are costly but may be needed to protect your equipment and prevent losses. Specialist advice is available from Risk and Insurance or ICT Solutions if you are a high risk site.

We have included overleaf an ICT Security Checklist with this document. It covers all of the above points. We recommend schools use this document on a regular basis to review levels of security.

# SCHOOL ICT SECURITY CHECKLIST

## General security

In the daytime, is the school as secure as is reasonably possible? ☐

Is the main entrance obvious to the visitor? ☐

Do you have a signing in and badge wearing policy? ☐

Do you ensure that visitors are accompanied around the school? ☐

Are staff and pupils instructed to be alert to suspicious activity? ☐

Do you ensure the authority is checked for equipment removed from the site? ☐

Are doors and windows adequately secured outside of normal hours? ☐

Do you have an appropriate intruder alarm that signals off-site where someone will respond to the alarm? ☐

Do you have increased security for areas of high concentrations and value of equipment, e.g. server areas, IT suites, cupboards for digital cameras, etc? ☐

Do you have adequate arrangements for the issue of keys? ☐

Do you ensure computer packing cases are disposed of so as not to advertise the presence of computers? ☐

Have you made appropriate arrangements to ensure that unauthorised areas are secure during external lettings? ☐



### Laptops

Are quantities of laptops kept in secure trolleys when not in use?

☐

Are laptop trolleys securely locked and chained to a fixed position in the school or in an alarmed room?

☐

Are staff told not to leave laptops and other IT equipment in unattended vehicles?

☐

Are staff aware they are responsible for the security of laptops taken out of school?

☐

### Data projectors

Do you ensure that projectors are secured to a ceiling mounting?

☐

If not possible are they locked away when not in use?

☐

### Security marking

Do you have a system for security marking of equipment?

☐

Does this provide a permanent and obvious marking which would reduce its resale value?

☐

Have you marked equipment recently?

☐

### Asset control

Do you have an inventory of all IT equipment in the school?

☐

Has this been recently updated?

☐

### Data loss

Have you assessed the levels of backup required?

☐

Are backup discs/tapes etc, kept off site or in an alternative building on site?

☐



If you need this booklet in large print, audio, Braille, alternative format or in a different language, please contact the Department of Finance on 01603 223488 (minicom 223833) and we will do our best to help.



Produced by the Risk and Insurance Section, Department of Finance  
Floor 4, County Hall, Martineau Lane, NORWICH. NR1 2DW  
Tel: 01603 223843. [www.norfolk.gov.uk](http://www.norfolk.gov.uk)

**March 2005**