Security Maturity Programme: Members' Personal Safety
21 January 2021
Reference: SPCB(2021)Paper 01

Executive summary

1. The purpose of the Members' Personal Safety strand is to consider how the Security Office develops the service offered to Members and their staff, both at Holyrood and away from the estate, on security matters. Over the course of this session the service offering to Members has evolved and improved and we are now in a position to close down this strand of the programme and set out our permanent offering to Members and their staff.

2. In this paper we briefly set out the measures that were introduced over session 5 and provide recommendations on how this can be further improved, based on feedback from Members and their staff.

3. The SPCB is invited to agree that:

   - Strand 5 of the Security Maturity Programme – Members' Personal Security - is now complete and moves into 'business as usual' managed by the Security Office.
   - Members are offered the option of the Security Office managing the tender process of their local office security upgrades.
   - Audits will be undertaken on security upgrades made to local offices.
   - A "security engagement network" is established to promote better awareness and access to security information.
   - Members can access security surveys for their homes at their own cost.

Issues and options

4. The Security Maturity Programme has given us opportunities to engage directly with Members and their staff on security matters and this has shown us there is a real appetite for support, advice and planning for/managing security events to be extended to local offices.

5. During this session the programme has delivered:
   - Local office security upgrade programme
   - Lone worker devices
   - Security awareness campaigns – Programme Update (June 2020) / 'Working from Home' Guidance (Sept 2020) / Cyber Security and

Safety (Sept 2020) / Social media security advice - online presentation (November 2020)

- Exhibition stall – Suspicious Mail (January 2020)
- Direct engagement via 121 interviews

Local office upgrades

6. Since June 2016, Members have been offered local office surveys by Police Scotland. In their surveys, Police Scotland make recommendations as to how any security risks identified can be mitigated. This service has been successful and, so far, 116 Members have taken up the offer of a survey and 78 Members have implemented the recommendations with the support of the Security Office. The average cost of each office upgrade has been £1,100.

Lone worker devices (LWDs)

7. We introduced LWDs in December 2017. Since their introduction we have distributed 106 devices: 35 to Members and 71 to Members' staff. The Security Office also holds a current surplus of 20 devices to meet short notice requests. The current contract for the provision of LWDs expires in March 2021 and the whole life cost of the contract (2017-2021) is estimated to be £72,000.

Feedback from Members and suggested improvements

8. At the two most recent engagement sessions, in September 2019 and January 2020 respectively, 57 Members and their staff attended. Whilst overall they rated their experience with the Security Office as positive, several areas of concern were identified which are summarised as:

- 26% of attendees raised concerns about the safety of staff working in local offices, especially where this involves constituents not accepting a conclusion of Member engagement or where mental health issues can be a contributing factor.
- 25% of attendees advised that sourcing 3 quotes and appointing contractors to deliver and manage the security works recommended in Police Scotland surveys can be a barrier.
- 7% of attendees raised concerns about home security, with particular concern about family members who are at home on their own when the Member is away.
- 5% of attendees noted the limit placed on the number of LWDs issued and the inability to provide a sufficient number of devices for all their staff.
- 5% of attendees raised concerns over identifying and dealing with suspect packages.
- 4% raised concerns over cyber and personnel security, including the management of online profiles.

Governance

Recommendations:

Sourcing quotes for Local Office survey recommendations

9. We are recommending that Members are offered the option of the Security Office sourcing quotes on their behalf. The Member would retain responsibility for deciding which quote they would wish to follow but we would take on the administration for sourcing the relevant quotes. This approach reduces the burden on the Member and also helps with consistency of solutions which meet the required standard.

Local Office Audits will be carried out on the work completed

10. To date none of the security upgrades at the 78 constituency and regional offices have been audited to ensure the works are fulfilling the requirements or that they present value for money.

11. From session 6, we have agreed with Police Scotland that they will review the works implemented in local offices to ensure they are of the expected standard. Where Police Scotland identify works that are not of the appropriate standard, we will work with the Member's staff and their supplier to get this rectified. The Parliament's Internal Auditor will also use his routine visits to local offices to check that completed works represent value for money.

Creation of a "security engagement network"

12. To address the concerns raised by Members in relation to the safety of their staff working in local offices, we propose developing a 'security engagement network' of local office staff. There will be regular contact between the Security Office and the network members, to discuss and address their concerns, building a productive working relationship, where local office staff are comfortable with how to access the support they require. We will run any security campaigns through this network and may invite along speakers to online events, based on issues that the network raises. Does the SPCB approve the launch of a 'security engagement network' to address local office issues more effectively?

Home security

13. Our engagement with Members highlighted a small number who have concerns regarding home security, particularly around the vulnerability of their family members when they are away from home. We have been in discussions with Police Scotland who have confirmed that there have been no reported incidents occurring at Members' homes during session 5. Furthermore, as part of 'Operation Sandbed', Members' home addresses are flagged on Police Scotland's systems should any call be received from

their address. Against this backdrop, and in the context of threats, we do not consider there is a significant risk at Members' homes.

14. Given some Members concerns, however, we have agreed with Police Scotland that surveys of their homes can be provided in the same way as undertaken at local office premises, at the Member's request.   The cost of home survey recommendations would need to be met personally by the Member as there is no option to retrieve this cost via the Members' Expenses Scheme. If the SPCB is content, we will write to Members to advise that they can get home security surveys completed by Police Scotland but that costs for improvements must be met by Members. Does the SPCB agree with this approach to home security?

Security Campaigns

15. Security related campaigns around 'Understanding UK Threat Levels' and 'crowded places advice' are scheduled for the early part of 2021 via the Security Office.

Resource implications

16. We do not envisage that the recommended baseline service will significantly increase over the period of session 6. The new LWD contract could generate savings on the existing contract and it is likely that security upgrades to local offices will be within the financial limit of £30,000pa.

17. With the proposed improvements to the baseline service, we do not anticipate this will generate increased costs as this work will be absorbed by the Security Office. The Security Office is currently undergoing a staffing review and once we have agreement to the questions posed in this paper, we will be able to assign the necessary resources from within the Office which, in turn, will help with the wider structural review.

18. In putting these recommendations to the SPCB, we have consulted with colleagues in Procurement, Allowances and Internal Audit as well as with Police Scotland. We are satisfied that we will not be putting any additional pressures on these offices with our recommendations.

Publication Scheme

19. This paper should not be published as it refers to the personal security of Members and their staff.

Next steps

20. The next steps following conclusion of the programme will be to bring the additional Members' service into the business-as-usual operations of the

Security Office and lead to the successful closure of strand 5 of the Security Maturity Programme.

Decision

21. The SPCB is invited to agree that:

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Security Office
January 2021