

Security on Delivery - Revised Security Standards

The following pages summarise the proposed security standards for safeguarding mail on delivery. These have been developed alongside the new security risk assessment process.

The development of the revised standards for safeguarding mail on delivery has involved the review of existing standards, and workshops with security managers, DOMs and delivery officers. Guidance from Engineering Services (Security Systems Development and Ergonomics) and Service Delivery (Security Policy and Standards) has also been incorporated.

The standards presented here have undergone further development, taking account of the views of CWU representatives.

The proposed standards should be seen as an evolutionary development of earlier standards rather than the invention of completely new approaches. The aim is to clarify what is meant by 'adequate safeguarding' of mail, resolving the ambiguities of earlier standards as far as possible.

The tables following summarise the key features of the standards for safeguarding mail for a range of typical operational scenarios and different security risk levels. Predictions have also been made for new delivery equipment currently under development (these are likely to require further modification when the final equipment designs are known).

The information is currently presented in tabular format for consistency and ease of comparison, but it is expected that the method of presentation of the information will be simplified for ease of communication to delivery officers and managers.

Three Pannier Delivery Trolley - summary of standards for safeguarding mail on delivery.

Operational Scenario	Normal deliveries	High risk deliveries	Notes
At all times	Zip and lock all panniers not currently in use	Zip and lock all panniers not currently in use	
Delivery officer visible from mail position and within 15m of the mail. (Delivery officer may be temporarily out of sight for up to 1 minute at a time.)	Flap over top of pannier to keep mail from view.	Zip and lock pannier. Unless within 2m of mail, in which case flap over top of pannier to keep mail from view.	This scenario is typical when delivering to terraced houses, or houses with drives or pathways when the trolley must be left on the footpath. If the delivery officer is in line of sight from the mail, this provides a big deterrent to theft.
Delivery officer visible from mail position and within 50m of the mail. (Delivery officer may be temporarily out of sight for up to 1 minute at a time.)	Zip and lock pannier.	Take all mail from trolley. Chain trolley to immovable object.	This scenario may occur when delivering mail in a cul de sac and the trolley is left in a central position while several houses are serviced.
Delivery officer is out of sight for between 1 minute and 5 minutes	Zip and lock pannier. Chain trolley to immovable object.	Take all mail from trolley. Chain trolley to immovable object.	This scenario may occur when mail is delivered to a small block of flats or maisonettes.
Delivery officer is out of sight for 5 minutes or more	Take all mail from trolley. Chain trolley to immovable object.	Take all mail from trolley. Chain trolley to immovable object.	This scenario may occur when mail is delivered to a larger block of flats.

Notes and assumptions:

- This trolley has three fabric panniers each of which can be secured with a padlock.
- The trolley is not currently provided with a means for securing to an immovable object.
- These standards would also be applicable to older two pannier style trolleys.

Lightweight Delivery Trolley - summary of standards for safeguarding mail on delivery.

Operational Scenario	Normal deliveries	High risk deliveries	Notes
At all times	Clip shut all panniers not currently in use	Clip shut all panniers not currently in use	
Delivery officer visible from mail position and within 15m of the mail. (Delivery officer may be temporarily out of sight for up to 1 minute at a time.)	Flap over top of pannier to keep mail from view.	Take all mail unless within 2m of mail, in which case flap over top of pannier to keep mail from view.	This scenario is typical when delivering to terraced houses, or houses with drives or pathways when the trolley must be left on the footpath. If the delivery officer is in line of sight from the mail, this provides a big deterrent to theft.
Delivery officer visible from mail position and within 50m of the mail. (Delivery officer may be temporarily out of sight for up to 1 minute at a time.)	Take all mail from trolley.	Take all mail from trolley.	This scenario may occur when delivering mail in a cul de sac and the trolley is left in a central position while several houses are serviced.
Delivery officer is out of sight for between 1 minute and 5 minutes	Take all mail from trolley.	Take all mail from trolley.	This scenario may occur when mail is delivered to a small block of flats or maisonettes.
Delivery officer is out of sight for 5 minutes or more	Take all mail from trolley.	Take all mail from trolley.	This scenario may occur when mail is delivered to a larger block of flats.

Notes and assumptions:

- This trolley has two fabric panniers, each of which has a single sprung clip to fast the top (modified standard delivery pouches)
- The current panniers cannot be locked shut. They are hung onto the trolley and can be lifted off for easy transportation. This means that mail safeguarding is a little more critical than for the three pannier trolley.
- The trolley is not currently provided with a means for securing to an immovable object.

New High Capacity Delivery Trolley (in development) - summary of standards for safeguarding mail on delivery.

Operational Scenario	Normal deliveries	High risk deliveries	Notes
At all times	Lock all panniers not currently in use	Lock all panniers not currently in use	
Delivery officer visible from mail position and within 15m of the mail. (Delivery officer may be temporarily out of sight for up to 1 minute at a time.)	Close and latch pannier lid to keep mail from view.	Lock pannier. Unless within 2m of mail, in which case close and latch pannier lid to keep mail from view.	This scenario is typical when delivering to terraced houses, or houses with drives or pathways when the trolley must be left on the footpath. If the delivery officer is in line of sight from the mail, this provides a big deterrent to theft.
Delivery officer visible from mail position and within 50m of the mail. (Delivery officer may be temporarily out of sight for up to 1 minute at a time.)	Close and lock pannier.	Close and lock pannier. Chain trolley to immovable object.	This scenario may occur when delivering mail in a cul de sac and the trolley is left in a central position while several houses are serviced.
Delivery officer is out of sight for between 1 minute and 5 minutes	Close and lock pannier. Chain trolley to immovable object.	If left for no more than 2 minutes - lock pannier and chain trolley to immovable object. Otherwise take all mail from trolley.	This scenario may occur when mail is delivered to a small block of flats or maisonettes.
Delivery officer is out of sight for 5 to 10 minutes	Close and lock pannier. Chain trolley to immovable object. But only leave in a busy area , where easily visible and pedestrians present.	Take all mail from trolley. Chain trolley to immovable object.	This scenario may occur when mail is delivered to a larger block of flats.
Delivery officer is out of sight for 10 minutes or more	Take all mail from trolley. Chain trolley to immovable object.	Take all mail from trolley. Chain trolley to immovable object.	

Notes and assumptions:

- This trolley will have pannier lid(s) which have automatic latch fastening (on closure) and manual push button locking with key release.
- The trolley will be provided with a means for securing to an immovable object.

Cycles, including Load Carrying Cycles - summary of standards for safeguarding mail on delivery.

Operational Scenario	Normal deliveries	High risk deliveries	Notes
At all times	Flap over pouch lid to keep mail from view. For load carrying cycles, close and fasten all panniers not currently in use	Flap over pouch lid to keep mail from view. For load carrying cycles, close and fasten all panniers not currently in use	
Delivery officer visible from mail position and within 15m of the mail. (Delivery officer may be temporarily out of sight for up to 1 minute at a time.)	Flap over pouch lid. Close and fasten pannier lid to keep mail from view.	Take pouch, close and fasten pannier lid. Unless within 2m of mail, in which case flap over pouch lid and close pannier lid to keep mail from view.	This scenario is typical when delivering to terraced houses, or houses with drives or pathways when the cycle must be left on the footpath. If the delivery officer is in line of sight from the mail, this provides a big deterrent to theft.
Delivery officer visible from mail position and within 50m of the mail. (Delivery officer may be temporarily out of sight for up to 1 minute at a time.)	Take pouch. Close and fasten pannier Lock cycle wheel.	Take pouch, close and fasten pannier. Chain cycle to immovable object.	This scenario may occur when delivering mail in a cul de sac and the cycle is left in a central position while several houses are serviced.
Delivery officer is out of sight for between 1 minute and 5 minutes	Take pouch. Close and fasten pannier. Chain cycle to immovable object.	If left for no more than 2 minutes - fasten pannier and chain cycle to immovable object. Otherwise take all mail from cycle.	This scenario may occur when mail is delivered to a small block of flats or maisonettes.
Delivery officer is out of sight for 5 minutes or more	Take pouch. Remove mail from panniers. Chain cycle to immovable object.	Take pouch. Remove mail from panniers. Chain cycle to immovable object.	This scenario may occur when mail is delivered to a larger block of flats.

Notes and assumptions:

- The cycle has a standard front pouch tray and in the case of load carrying cycles, two rear panniers, each of which can be fastened shut.
- The cycle is provided with a wheel lock and a means for securing to an immovable object.

Revised security standards

Standard pouches - summary of standards for safeguarding mail on delivery.

Operational Scenario	Normal deliveries	High risk deliveries	Notes
At all times	Keep pouch on person. Flap over pouch lid to keep mail from view.	Keep pouch on person. Flap over pouch lid to keep mail from view.	

Notes and assumptions:

- Standards similar to these would be applicable to 'luggable' pouches or trolleys if brought into service.

Van Deliveries - summary of standards for safeguarding mail on delivery.

Operational Scenario	Normal deliveries	High risk deliveries	Notes
At all times	<p>Doors to load area locked shut.</p> <p>Store value items in “Shrewsbury” box (or similar) where available in load area, larger items of high value behind box.</p> <p>All mail in load area.</p> <p>Park as close as reasonably possible to delivery point, whilst complying with statutory requirements.</p> <p>Close and lock all doors</p> <p>Remove ignition key and keep on person.</p> <p>Where road and traffic conditions permit, keep to schedule route.</p>	<p>Doors to load area locked shut.</p> <p>When driving, all doors and windows locked shut.</p> <p>Store value items in “Shrewsbury” box (or similar) in load area, larger items of high value behind box.</p> <p>All mail in load area.</p> <p>Cab partition closed & locked.</p> <p>Park as close as reasonably possible to delivery point, whilst complying with statutory requirements.</p> <p>Remove ignition key and keep on person.</p> <p>Where road and traffic conditions permit, keep to schedule route.</p>	Open windows and doors leave people vulnerable to attack.
Delivery officer visible from mail (OMV) position and within 15m of the mail. (Delivery officer may be temporarily out of sight for up to 1 minute at a time.)	<p>Doors to load area locked shut.</p> <p>Ignition key removed and kept on person.</p>	<p>Doors to load area locked shut.</p> <p>Ignition key removed and kept on person.</p>	
Delivery officer visible from mail position and within 50m of the mail. (Delivery officer may be temporarily out of sight for up to 1 minute at a time.)	<p>Doors to load area locked shut.</p> <p>Windows closed shut.</p> <p>Ignition key removed and kept on person.</p>	<p>Doors to load area locked shut.</p> <p>Windows closed shut.</p> <p>Ignition key removed and kept on person.</p>	This scenario may occur when delivering mail in a cul de sac and the vehicle is left in a central position while several houses are serviced.
Delivery officer is out of sight for anything over 1 minute.	<p>Doors to load area locked shut.</p> <p>Windows closed shut.</p> <p>Ignition key removed and kept on person.</p>	<p>Doors to load area locked shut.</p> <p>Windows closed shut.</p> <p>Ignition key removed and kept on person.</p>	

Note : Vehicles incorporating security levels 1or 2 will be operated in accordance with the instructions issued for these vehicles.

Security on Delivery - Revised Security Risk Assessment

Following work with CWU representatives on Security risk assessment, the draft risk assessment process has been revised. The basic philosophy remains the same in that the delivery office as a whole is categorised in terms of security risk, with just the atypical walks being subject to individual categorisation.

The main differences relate to the walk level assessment where the number of questions has been reduced to simplify and speed the process for DOMs. There are also some detail changes to question wording, question 6 for example on the walk assessment form has been retained on the advice of the Security Systems Group. Research has shown that there is a link between the presence of hostels/accommodation schemes and crime, and this is documented in several sources - The Home Office, Police and various charities (eg, YMCA, Centrepoint).

Deployment of revised Risk Assessment

The deployment process should take the following form:

- Office level assessment carried out by a central resource, e.g., at area level or higher – National file provided.
- atypical walks for an office to be identified by delivery office panel including manager and CWU representative with input where necessary from the Delivery Officer.
- Walks identified as varying from the default Office assessment to be security risk assessed by the panel.

Outputs from security risk assessment then permit suitable equipment and/or operating methods to be allocated to the walks in the office. This will involve the use of the categorisation matrix (taking account of terrain, density and security categorisation) and the revised standards for safeguarding mail on delivery are associated separately.

Scoring

Overall Office Risk Assessment scores are rated as follows:-

0 -16 Low
17 - 39 Medium
40 - 70 High

SECURITY RISK ASSESSMENT FOR INDIVIDUAL WALKS OR AREAS

Delivery office: _____ Walk name/no.: _____ Completed by: _____ Tel. No. _____ Date: _____ Total score: _____

Risk factor	Low risk	Medium risk	High risk	Additional comments	Guidance
1. Crime history of walk	<input type="checkbox"/> No incidents in the last 2 years (-4)	<input type="checkbox"/> 1 or 2 incidents in the last 2 years (0)	<input type="checkbox"/> More than 2 incidents in the last 2 years (+4)	Actual no. in last 2 years _____	Check delivery office records, or contact local security advisor
2. Social environment	<input type="checkbox"/> Affluent area (-5)	<input type="checkbox"/> Average area (0)	<input type="checkbox"/> Area of high social deprivation (+5)		Tick the highest risk that actually occurs in the walk, even if only for a small part of it. <i>NB. Assessment method using standard A/B/C categorisation is under development.</i>
3. Vulnerability of walk to security incidents	<input type="checkbox"/> Low vulnerability (-3)	<input type="checkbox"/> Some vulnerability (0)	<input type="checkbox"/> High vulnerability (+3)		'Vulnerability' refers to physical characteristics of the walk that make thefts or other incidents more likely. For example, dark passageways make it easier for thefts, long drives or difficult physical access might mean that mail is left unattended.
4. Gathering places on route of delivery	<input type="checkbox"/> No gathering places (-3)	<input type="checkbox"/> Gathering places which are not always in use (0)	<input type="checkbox"/> Obvious gathering places which are frequently in use (+3)		Blocks of shops and public seating areas (for example) are sometimes natural gathering places for people who might cause a security incident
5. Schools on route	<input type="checkbox"/> None (-3)	<input type="checkbox"/> Primary school (0)	<input type="checkbox"/> Secondary school (+3)		Children passing on way to school have stolen mail in the past.
6. Emergency shelters/hostels/accommodation on schemes on route	<input type="checkbox"/> None (-3)	<input type="checkbox"/> Small facility up to 5 places (0)	<input type="checkbox"/> Large facility more than 5 places (+3)		There is an established link between the presence of such facilities and the likelihood of crime
7. Flats on the delivery	<input type="checkbox"/> No flats, or warden controlled (-4)	<input type="checkbox"/> Flats with restricted entry (0)	<input type="checkbox"/> Flats with open entry (+4)		Delivery officer and/or mail may be more vulnerable.
8. CCTV presence on walk	<input type="checkbox"/> Significant coverage (-2)	<input type="checkbox"/> Limited or restricted coverage (0)	<input type="checkbox"/> No coverage (+2)		CCTV - closed circuit television, used to monitor areas from a central control room.