Thank you for joining us at our Health Sector Senior Leadership briefing at the Churchill War Rooms in London on 26th March 2025.

The National Counter Terrorism Security Office (NaCTSO) is part of Counter Terrorism Policing and supports the Protect and Prepare strands of HM Government's counter terrorism strategy (CONTEST). They are responsible for providing awareness, advice and guidance to UK venues and public spaces to help them protect themselves from, and prepare themselves for, the possibility of terrorism.
The presentation you recently heard was built around a short list of good starting points for any organisation to consider when building their internal security culture.

The far-reaching inquiry following the terrorist attack at Manchester Arena in May 2017 recommended that HM Government produce a free, accessible library of counter terrorism information and advice. This portal is known as ProtectUK | Home

ProtectUK will signpost your organisation to a number of free training and awareness resources for you to consider, adopt now, and use to better prepare you and your people to better protect your venue and respond in the unlikely event of a terrorist incident at (or near) your site, and then recover faster thereafter.

To start you on your journey, we recommend the following:

1. **Increase your team's awareness with e-Learning.**

Understand the threat, and how it applies to your site and staff – visit (and return at regular intervals) Threat levels | ProtectUK to ensure you have the latest national threat level, and consider using ProtectUK as a reliable source of threat information.

Consider upskilling your staff members with free CT awareness training.

Action Counters Terrorism (ACT) and See Check and Notify (SCaN) are two free awareness products that aim to equip staff and volunteers with a level of counter terrorism understanding.

Visit ACT e-Learning - this module highlights best practice to help counter terrorism and increase security awareness,

Visit SCaN for all - this module is designed to increase awareness of hostile reconnaissance and suspicious behaviour and how to counter it.

If you would like to mandate ACT e-Learning and embed it into your internal training architecture, contact NaCTSO and ask for the shareable content files.

2. Conduct a Terrorism Risk Management Assessment on your locations and processes

All locations should consider looking more closely at the layout, buildings and processes of their specific settings to better understand what vulnerabilities they may have from a hostile actor, and how you may go about treating them in a proportionate and cost effective method.

You may already have a risk assessment process embedded in your organisation – if you don't, consider the complete risk management process available on ProtectUK.

Visit risk assessment for step-by-step guidance to help you carry out these assessments and identify control measures you may consider adopting.

Once you have identified vulnerabilities, consider the options recommended on the PROTECT:UK Risk Management Controls List.

3. Good crime prevention provisions can also support your protection from terrorism.

There are lower cost, high impact measures and processes that would not only help with improved CT security, but are holistic across a number of problems – such as conventional crime, violence, acquisitive crime, damage and anti-social behaviour.

To help those in a position of responsibility, additional free guidance is available to help them consider and adopt measures that will keep your facilities safer from both crime and terrorism, with some of the most common cross-overs mapped for those "easy wins".

Visit the crime prevention toolkit for further information.

4. Consider additional temporary measures in times of increased risk.

For periods of heightened threat, it may be prudent to have additional contingencies available in the event of increased risk.

The Menu of Stakeholder Tactical Options is just such a list of proportionate contingencies to consider if the risk to your site was to increase.

5. Increase your vigilance and security minded profile.

To help foster a more inclusive security culture ProtectUK offers free vigilance and communication campaigns complete with toolkits for you to adapt and use. These will encourage people to stay alert, keep each other safe and help demonstrate a strong security culture across your site. They are a powerful way of using communications to enhance your

approach to safety and security. Visit [vigilance and communication campaigns](#) for these assets.

There is a wealth of additional guidance to support your efforts that can be found across the ProtectUK and NPSA (www.npsa.gov.uk) websites.

We would encourage you to adopt the processes above now using the guidance available to better prepare your readiness for any future requirements.

6.   **Additional incident response plan guidance.**

Within the 'Venues and Public Spaces' guidance on the ProtectUK website there is additional guidance on [evacuation, invacuation, lockdown and protected spaces.](#) This will help you understand how to keep people safe when an incident is taking place and how you might communicate it.

Within your planning ensure your organisations key security people and nominated decision makers understand how to work with the emergency services. You should socialise these plans with all the people who use your facility.

All emergency services use the [Joint Emergency Services Interoperability Principles](#) (JESIP), a common language of processes that seek clear shared situational awareness and understanding of risk and threats when responding to crisis situations. Historically, this was just for the emergency services – but recent post incident learning has shown the organisation(s) at the site of an incident are absolutely key to its safe resolution.

7.   **Support to help rehearse your plans when responding to an incident.**

Rehearse and validate your plans to make sure they work and are effective. **['ACT in a Box'](#)** is a free resource available to organisations to be able to rehearse and explore their response to an incident as a group in a safe-to-fail environment.

These exercises help to bring response plans to life by allowing those responsible to reflect on their own venue and work through how they might respond together to specific situations including dealing with a suspicious item or a marauding attack.

Access our [interactive tools here](#).

8.   **Share your concerns**

Advice and guidance is available if you are worried someone is expressing extreme views or hatred. Act Early and tell us your concerns in confidence. You won't be wasting our time and you won't ruin lives, but you might save them. [Visit Act Early](#) for guidance and key contacts.