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# Management and operation of warden schemes – Code of practice

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### Summary of pages

This document comprises a front cover, an inside front cover, pages i to ii, pages 1 to 12, an inside back cover and a back cover.

## Foreword

### Publishing information

This British Standard is published by BSI and came into effect on 30 June 2011. It was prepared by Technical Committee GW/3, *Manned security services*. A list of organizations represented on this committee can be obtained on request to its secretary.

### Information about this document

This British Standard was developed from the 2008 BSIA document, *Operation and management of warden's scheme – Code of practice*.

As a code of practice, this British Standard takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this British Standard is expected to be able to justify any course of action that deviates from its recommendations.

### Presentational conventions

The provisions in this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is "should".

*Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.*

### Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

### Compliance with a British Standard cannot confer immunity from legal obligations.

In particular, attention is drawn to:

- The Data Protection Act 1998 [1];
- The Health and Safety at Work etc. Act 1974 [2];
- The Working Time (Amendment) (No. 2) Regulations 2009 [3];
- The Equality Act 2010 [4];
- The Private Security Industry Act 2001 [5];
- The Safeguarding Vulnerable Groups Act 2006 [6];
- The Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2009 [7].

## Introduction

Crime and antisocial behaviour can affect the quality of life of those living within a community. A warden scheme is the provision of trained, uniformed personnel, whose role is to address concerns over these issues by working with community partners such as the local constabulary, local authorities and/or housing authorities and preventing or deterring criminal activity and antisocial behaviour.

One consequence of implementing a warden scheme can be that the community is then able to develop and sustain an environment where residents and visitors can live, work and pursue leisure activities without fear of crime and disorder.

## 1 Scope

This British Standard gives recommendations for the management, operation, and administration of warden schemes. It is intended for use by the implementing organization and the company.

## 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

BS 7499:2007, *Static site guarding and mobile patrol services – Code of practice*

BS 7858, *Security screening of individuals employed in a security environment – Code of practice*

BS 10008, *Evidential weight and legal admissibility of electronic information – Specification*

## 3 Terms and definitions

For the purposes of this British Standard the following terms and definitions apply.

### 3.1 assignment instructions

operational document(s) detailing specific contractual duties

*NOTE* Assignment instructions can be known by a number of other terms, such as operational procedures and operational manuals.

### 3.2 company

organization providing services for the provision of wardens

*NOTE* The warden scheme can be provided by a company or run in-house by the implementing organization.

### 3.3 implementing organization

organization that owns a warden scheme

### 3.4 manager

person trained and designated by the company to have direct responsibility for the operation of a warden scheme

**3.5 scheme manager**

person nominated by the implementing organization to have responsibility for the warden scheme's conformance to the purpose statement through liaison with the manager

*NOTE Details of the purpose statement are given in 4.2.*

**3.6 senior warden**

person who is specifically designated by the company, trained and authorized to manage wardens working within a warden scheme

*NOTE A senior warden might also be referred to as a supervisor.*

**3.7 warden**

person designated by the company to work to assignment instructions and fulfil the objectives of the warden scheme being implemented

*NOTE See 11.2 regarding assignment instructions.*

## **4 Principles and management of the warden scheme**

**4.1 Objectives**

The implementing organization should provide the company with the objectives of the warden scheme in writing as part of the purpose statement (see 4.2).

*NOTE The objectives of a warden scheme could be, for example: to provide a visible presence on the streets and other public places in order to reduce the incidence of antisocial behaviour and criminal offences; to assist in the protection of council property; or to assist and enhance the environment by reporting damage to property, graffiti and any other incident which might have a detrimental impact upon the quality of the environment.*

**4.2 Purpose statement**

The implementing organization should provide the company with a written purpose statement. This should identify members of any partnership (see 4.4.1.3), identify the purpose and extent of the warden scheme and contain a brief description of the scheme, the key objectives (see 4.1) and a scheme-specific code of practice.

The scheme-specific code of practice should, as a minimum, include the following:

- a) a partnership policy (including responsibilities);
- b) a scheme management policy;
- c) a complaint policy;
- d) an accountability policy.

*NOTE Attention is drawn to the Data Protection Act [1].*

**4.3 Procedures**

The company should have clearly documented administrative procedures.

*NOTE Documentation can include management, reporting functions and assignment instructions.*

## 4.4 Responsibilities and accountabilities

### 4.4.1 General

#### 4.4.1.1 Implementing organization

The implementing organization should be accountable for the warden scheme. It should have primary responsibility for the objectives set out in the purpose statement.

#### 4.4.1.2 Company

The company should take responsibility for the operational control and administration of the scheme.

The company should agree a clearly documented hierarchy of responsibility for all parties involved in ownership, management or supervision of the warden scheme with the implementing organization.

#### 4.4.1.3 Partners of the implementing organization

Where there are a number of partners operating a warden scheme, one partner should be identified as the implementing organization, as agreed by all partners.

*NOTE Examples of partners are local authorities, housing associations, residents associations, trusts or the police.*

### 4.4.2 Scheme manager

The implementing organization should appoint a scheme manager to be accountable for continued compliance with the warden scheme and to act as a direct point of contact between the implementing organization and the company via communications with the manager (see 4.4.3).

### 4.4.3 Manager

The company should appoint a manager who is directly responsible for the operation of the warden scheme. The manager should report to the scheme manager and have responsibility for the:

- a) management and discipline of senior wardens and wardens;

*NOTE The manager might also have authority over scheme administrators, CCTV operators, etc.*

- b) compliance with the policies and procedural practices, including assignment instructions (see 11.2), applicable to the scheme;
- c) liaison with the police and other agencies.

### 4.4.4 Senior warden

If agreed with the implementing organization, the company should appoint a senior warden. The senior warden should have the responsibility for maintaining warden operation on a daily basis in accordance with the warden scheme, the policies outlined in the purpose statement (see 4.2) and all assignment instructions (see 11.2). The senior warden should be given the responsibility of bringing to the immediate attention of the manager all matters affecting the operation of the warden scheme, including any breach of the policies outlined in 4.2 or assignment instructions (see 11.2).

#### 4.4.5 Wardens

The company should appoint wardens to carry out the daily operation of the warden scheme in accordance with the implemented policies (see 4.2) and assignment instructions (see 11.2). Wardens should work under the direction of the manager (see 4.4.3) or under the direction of the senior warden (see 4.4.4).

## 5 Company processes

### 5.1 Warden scheme operation

The organization and operation of the company providing the wardens should conform to BS 7499:2007, Clause 4.

### 5.2 Control room

The control room should be situated within premises owned by, leased to or provided for the organization. The organization should have access to these premises at all times. The control room should be in accordance with BS 7499:2007, 5.2.1 and 5.2.3 to 5.2.8 inclusive.

### 5.3 Risk assessment and surveys

Prior to the commencement of a warden scheme, the company should conduct a risk assessment and survey to identify health and safety risks and security risks that wardens might face. The company should carry out risk assessments and surveys, maintaining records to show that all identifiable risks have been taken into account. The results of the risk assessment and survey should also be taken into account in the assignment instructions (see 11.2).

*NOTE Attention is drawn to the Health and Safety at Work etc. Act [2].*

### 5.4 Identification

#### 5.4.1 Identity cards

Any person performing a warden's duties should be issued with a photographic identity card giving the following information:

- a) name, address and telephone number of the company;
- b) name of the employee, their employee number, position and signature;
- c) expiry date.

Wardens should be required to carry identity cards at all times whilst on duty. Identity cards should be renewed every three years and the expiry date [see 5.4.1c)] should be within three years of the date of issue.

Identity cards should be cancelled and formally withdrawn from wardens upon leaving the company. The company should account for and audit all identity cards issued. Auditing should take place at least once a year.

*NOTE Identity cards can be accounted for through an identity card register or an electronic system, for example.*

#### 5.4.2 Identification numbers

Each warden should be issued with a unique identification number that is clearly visible on their uniform for the entire duration of their duty period. Identification numbers should not be obscured by outdoor wear.

*NOTE Unique identification numbers form part of the uniform and not the identity card.*



## 6 Staff recruitment, selection and terms of conditions

Staff recruitment, selection and terms of conditions for wardens and senior wardens should be carried out in accordance with Annex A and BS 7499:2007, 5.3.2 and 5.3.5.

Wardens should not be required to work hours that could be detrimental to their health, safety or efficiency.

*NOTE Attention is drawn to the Health and Safety at Work Act [2], the Working Time (Amendment) (No. 2) Regulations [3] and the Equality Act [4].*

## 7 Security screening of personnel

Persons undertaking, or having access to details of, a warden's duties should be security screened in accordance with BS 7858.

*NOTE Attention is drawn to the Private Security Industry Act [5], the Safeguarding Vulnerable Groups Act [6] and the Data Protection Act [1].*

## 8 Uniforms, equipment and transport vehicles

### 8.1 Uniform

Unless otherwise requested by the implementing organization, those undertaking warden duties should be supplied with uniforms that:

- a) clearly display the insignia of the company;
- b) are readily distinguishable from those of the civil emergency services and the armed forces.

The company should ensure that senior wardens and wardens comply with 5.4.2.

The company should periodically clean and renew warden uniforms.

### 8.2 Equipment

The implementation organization and the company should agree in writing who is responsible for the provision of equipment.

Managers, senior wardens and wardens should be supplied with all of the equipment necessary to carry out the scheme. Such equipment should function as intended and be regularly maintained. An equipment register should be maintained by the company showing equipment issued, date of issue, to whom it was issued, and maintenance check dates. Managers, senior wardens and wardens should be required to sign for equipment received and give an undertaking to return equipment on termination of employment.

### 8.3 Vehicles

Vehicles and associated equipment (such as light bars, fire extinguishers and search lights) supplied to employees should be appropriate for their intended use. They should not carry or portray any equipment or image which might allow them to be wrongly identified as a vehicle belonging to the civil emergency services or the armed forces. Vehicles should carry a two-way communication device.

*NOTE See A.2 regarding warden applicability for driving duties.*

## 9 Training

### 9.1 General

The company should ensure that only wardens who have met the training recommendations given in 9.2, 9.3 and 9.4 are deployed independently on warden duties.

### 9.2 Induction training

The company should provide induction training in matters related to conditions of employment and organizational procedures for all employees engaged as wardens, whether full or part time. Induction training should be given prior to commencement of a warden core training course (see 9.3).

*NOTE 1 Attention is drawn to the Private Security Industry Act [5].*

*NOTE 2 The exact content, timing and duration of induction training are determined by the company.*

*NOTE 3 Examples of matters relating to conditions of employment and organizational procedures are: organizational structure, reporting details, company documentation, company policies and procedures.*

### 9.3 Warden core training course

Wardens should only be permitted to take up their duties when they have successfully completed a warden core training course, as evidenced by passing a competence test(s). This course should be designed to last for at least 30 hours over a five day period and to include the following subjects as a minimum:

- a) first aid;
- b) roles, responsibilities and procedures;
- c) legal aspects;
- d) communication;
- e) observation skills;
- f) health and safety.

### 9.4 Scheme-specific training

Wardens should undertake scheme-specific training before being deployed on each individual warden scheme.

*NOTE Scheme-specific training can include: the geography of the area covered by the scheme, public meeting places, high risk areas and hot spots.*

### 9.5 On-the-job training

On-the-job training should be provided by a person with a minimum of six months' experience as an independent warden for trainees acting in a supernumerary capacity until such time as duties can be conducted without close supervision. At the end of the on-the-job training, a competency test should be undertaken and passed by the trainee. The results of this test should be documented.

A scheme-specific written assessment should be conducted on all wardens at regular intervals, at least once a year. Where skills gaps are identified or where there has been a change to scheme requirements, refresher or remedial training should be provided.

## 9.6 Vocational training

To increase the effectiveness of the scheme, the company should encourage managers, senior wardens and wardens to achieve a nationally recognized, related vocational qualification.

## 9.7 Training records

Training records should be maintained for all wardens, in accordance with BS 7499: 2007, 5.5.13.

*NOTE Training records include training test results and competency assessments.*

## 9.8 Control room training

Training given to staff manning the control room should conform to BS 7499:2007, 5.5.5.

## 9.9 Senior warden training

The training of senior wardens should be carried out in accordance with BS 7499:2007, 5.5.6.

## 9.10 Takeovers

Where wardens and senior wardens are acquired through a takeover, the company should comply with BS 7499:2007, 5.5.9.

# 10 Operations

## 10.1 Service contract

The implementing organization should agree and document a contract or letter of authority with the company to provide a warden service, a copy of which should be held by the company.

*NOTE 1 The implementing organization should also retain a copy.*

*NOTE 2 For issues of confidentiality, attention is drawn to the Data Protection Act [1].*

## 10.2 Mobile patrols and control of keys

Duties on a warden scheme including mobile patrols, or the control of keys, should be carried out in accordance with BS 7499:2007, 6.5 and 6.6.

## 10.3 Performance monitoring and measurement

The company should establish a service level agreement or some other performance measuring system with the implementing organization.

Performance monitoring should conform to BS 7499:2007, 6.4.4 and 6.4.5.

# 11 Documentation

## 11.1 General

The company should maintain full and accurate records. The pages of log books, daily occurrence books or databases should be sequential so that entries cannot be removed or overwritten. Computer programs may be used for this purpose provided they cannot be tampered with or edited after the event. If records are maintained on an electronic document management system, the system should conform to BS 10008.

## 11.2 Assignment instructions

The company should formulate assignment instructions in consultation with, and with the agreement of, the implementing organization. These should encompass full operational instructions for the provision of the service. The assignment instructions should detail emergency procedures and lines of communication and accountability, and should be available to wardens, senior wardens and managers at the start of the contract.

Emergency and scheme-specific information should be made available to wardens from a control room that operates in accordance with 5.2.

The company should review assignment instructions with the implementing organization at regular intervals not exceeding 12 months. Major alterations to the assignment instructions should be agreed between the company and implementing organization. Minor amendments to the assignment instructions should be approved by the company and details should be sent to the implementing organization.

*NOTE 1 Minor amendments are refinements to existing duties. Anything that does not classify as a minor amendment constitutes a major alteration to the assignment instructions.*

The company should require wardens to be made familiar with assignment instructions and operational practices. Wardens should be required to sign the assignment instructions to indicate that they have read and understood them.

*NOTE 2 Guidance for the content of assignment instructions can be found in BS 7499:2007, 6.3.2.*

## Annex A (normative) **Recruitment, selection and terms of employment for wardens and senior wardens**

### A.1 **Selection**

Job descriptions and person specifications (e.g. work experience, education, skills and personal details) should be compiled for each warden or senior warden to be employed on the scheme.

Full pre-employment enquiries should be carried out to confirm an applicant's identity and to check that they are suitably qualified for the position.

A personal interview should be conducted to assess suitability for employment within a warden scheme. Only persons who satisfy the criteria detailed in the person specification should be employed.

### A.2 **Post-selection**

Employment should be conditional on the candidate's medical history enabling them to satisfactorily carry out the intrinsic elements of the warden role.

*NOTE Attention is drawn to the Equality Act [4].*

Wardens employed on an occasional or part-time basis should be security screened and licensed to the same level as full-time wardens (see Clause 7).

Procedures should be put into place to repeatedly check the health of wardens throughout the period of employment. Where there is a change in a warden's duties, they should be required to undergo further health assessments, if appropriate.

Only wardens who can demonstrate that they are licensed to drive the relevant vehicles should be selected for duties potentially involving driving. Driving licences should be inspected every six months and copies of licences held on file.

*NOTE Attention is drawn to the Data Protection Act [1].*

### A.3 **Terms and conditions of employment**

Senior wardens and wardens should receive a written statement of the terms and conditions of their employment, which should include details of the following:

- a) job title;
- b) effective start date;

*NOTE 1 Attention should be drawn to the Transfer of Undertakings (Protection of Employment) (Amendment) Regulations [7], also known as the TUPE regulations.*

- c) probationary period, if required;
- d) provisional period subject to security screening and/or licensing, if applicable;
- e) health assessments;
- f) pay and allowances;
- g) hours and days of work;
- h) holiday entitlement;
- i) conditions of payment during absence through illness;
- j) pension entitlements;
- k) industrial injury procedures;

- l) address of the company;
- m) equipment supplied;
- n) disciplinary, grievance and appeals procedures;
- o) terms of notice of termination of employment.

*NOTE 2 Attention is drawn to the Working Time (Amendment) (No. 2) Regulations [3], the Private Security Industry Act [5] and the Health and Safety at Work etc. Act [2].*

## Bibliography

- [1] UNITED KINGDOM. The Data Protection Act 1998. London: The Stationery Office.<sup>1)</sup>
- [2] UNITED KINGDOM. The Health and Safety at Work etc. Act 1974. London: The Stationery Office.<sup>1)</sup>
- [3] UNITED KINGDOM. The Working Time (Amendment) (No. 2) Regulations 2009. London: The Stationery Office.<sup>1)</sup>
- [4] UNITED KINGDOM. The Equality Act 2010. London: The Stationery Office.<sup>1)</sup>
- [5] UNITED KINGDOM. The Private Security Industry Act 2001. London: The Stationery Office.<sup>1)</sup>
- [6] UNITED KINGDOM. The Safeguarding Vulnerable Groups Act 2006. London: The Stationery Office.<sup>1)</sup>
- [7] UNITED KINGDOM. The Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2009. London: The Stationery Office.<sup>1)</sup>

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<sup>1)</sup> Copies can be obtained from The Stationery Office, 51 Nine Elms Lane, London SW8 5DR UK, Tel: +44(0)870 600 5522, Fax: +44(0)870 600 5533, email: [customer.services@tso.co.uk](mailto:customer.services@tso.co.uk), website: <http://www.tso.co.uk>.







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