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Management and operation of warden schemes – Code of practice

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Contents

Foreword *ii*

Introduction 1

- 1 Scope 1
- 2 Normative references 1
- 3 Terms and definitions 1
- 4 Principles and management of the warden scheme 2
- 5 Company processes 4
- 6 Staff recruitment, selection and terms of conditions 5
- 7 Security screening of personnel 5
- 8 Uniforms, equipment and transport vehicles 5
- 9 Training 6
- 10 Operations 7
- 11 Documentation 7

Annexes

Annex A (normative) Recruitment, selection and terms of employment for wardens and senior wardens 9

Bibliography 11

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.