

**BOLSOVER DISTRICT COUNCIL**

**SCRUTINY PROJECT MANAGEMENT – REVIEW SCOPE**

<b>NAME OF COMMITTEE:</b>	Joint Scrutiny Committee: Customer Services Scrutiny Committee / Local Growth Scrutiny Committee
<b>SUBJECT TO BE REVIEWED:</b>	Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures
<b>REASON(S) FOR THE REVIEW:</b>	Concerns raised due to incidents of anti-social behavior on Council property at the Arc and a lack of security guards on site.  A matter of staff and public safety.
<b>IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS:</b>	<b>CORPORATE PLAN AIM –</b> Customers  <b>PRIORITIES –</b> <ul style="list-style-type: none"><li>• Increasing customer satisfaction with our services</li><li>• Actively engaging with partners to benefit our customers</li></ul> <b>TARGETS –</b> <ul style="list-style-type: none"><li>• Continuing to work with partners from all sectors, ensuring priorities are aligned to benefit the residents of Bolsover District.</li><li>• Continuous improvement to service delivery through innovation, modernisation and listening to customers</li></ul>
<b>DIRECTORATE/SERVICES INVOLVED:</b>	Streetscene  Partnerships  Health and Wellbeing  Resources
<b>AIMS AND OBJECTIVES OF REVIEW:</b>	<b>Aim:</b> To ensure that the Council has a clear approach towards security protocols and procedures in at the Arc.  <b>Objectives:</b> <ul style="list-style-type: none"><li>• Assess the Council's current security policies and procedures at The Arc in relation to incidents of ASB and situations of critical danger for staff, Elected Members and customers.</li><li>• Examine incidents and data of previous occurrences of ASB and security issues from recent years at The Arc and identify areas for improvement.</li><li>• Examine the Council's current approach to staff training for security procedures and public education on protocols in dangerous security situations.</li></ul>

<b>KEY ISSUES:</b>	<p>Safety of staff members and customers of Council facilities</p> <p>Security guards</p> <p>Security protocols</p> <p>Staff training for critical situations</p> <p>What the Council is doing well and what the Council is failing in</p>
<b>METHOD(S) OF REVIEW:</b>	<p>Presentation to Committee on the Council's existing policies and procedures from the appropriate officers</p> <p>Examining data of previous occurrences of ASB and security issues from the past several years</p> <p>Analysis of current relevant policies and strategies</p> <p>Assessment of Citizens Panel responses in relation to Council security services</p> <p>Consultation / presentation from external partners i.e., Community Safety Partnership</p>
<b>IMPLICATIONS:</b> (legislative, regulatory, etc)	N/A
<b>DOCUMENTARY EVIDENCE:</b> (Internal/External)	<p>Data on previous occurrences of ASB and security issues from the past several years</p> <p>Public Spaces Protection Orders - Guidance for councils (LGA)</p> <p>Bolsover District Council Constitution</p>
<b>STAKEHOLDERS:</b>	<p><b>*RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW</b></p> <ul style="list-style-type: none"> <li>• Cllr Clive Moseby – Resources</li> <li>• Chief Executive</li> <li>• Monitoring Officer</li> <li>• Assistant Director of Leisure, Health and Wellbeing</li> <li>• Assistant Director Streetscene, Community Safety and Enforcement</li> <li>• Emergency Planning Officer</li> <li>• Service Director Executive, Customer Services, Communications and Partnerships</li> </ul>
<b>CONSULTATION/ RESEARCH:</b>	<p>Interviews with staff on their views, experiences and knowledge of security procedures. Informal meetings with assistant directors and managers to gather evidence and discuss current policies/procedures in place.</p>
<b>SITE VISITS:</b>	None identified

TIMESCALE	ESTIMATED	REVISED	ACTUAL
Commencement	July 2024	September 2024	September 2024
Recommendations	December 2024	January 2024	January 2024
Interim Report	January 2025	March 2025	March / April 2025
Finish (Report to Committee)	March 2025	April 2025	May 2025
Report to Executive	May 2025	May 2025	June 2025

### **SCRUTINY REVIEW OUTCOMES**

#### **CONCLUSIONS:**

Key findings arising from the review include:

- **Clear accountability:** There is currently no specific officer or Cabinet Member responsible for overseeing security responsibilities and inter-departmental coordination at The Arc.
- **Lack of a comprehensive security policy:** Existing procedures are fragmented; a unified policy would consolidate security arrangements and improve overall effectiveness.
- **Unclear incident response roles:** Procedures would benefit from defined responsibilities and clear escalation pathways during emergencies to ensure swift and coordinated action.
- **Need for regular review/testing of procedures:** Security protocols should be regularly reviewed and tested to ensure they remain effective and up to date.
- **Training gaps for staff:** Frontline and operational staff need consistent, ongoing training in conflict management and emergency response to enhance preparedness.
- **CCTV and perimeter security:** Consideration should be given to upgrading CCTV systems and perimeter security to improve monitoring and protection.
- **Security considerations for committee meetings:** Additional safeguards, such as barriers, codes of conduct and camera monitoring, are needed to ensure safe and orderly proceedings.
- **CTSA security audit:** A Counter Terrorism Security Advisor (CTSA) has provided valuable feedback and Members have received a security briefing to enhance awareness and preparedness.
- **Emergency procedures under development:** Invacuation, evacuation and lockdown plans are currently being drafted but are not yet fully implemented; an accommodation review of the building is under development.
- **Proactive ongoing improvement:** Security measures should be continuously updated to address emerging threats and ensure the ongoing safety of staff, Members and the public.

<b>RECOMMENDATIONS:</b>	<ol style="list-style-type: none"> <li>1. That the Council introduce a clear security responsibility framework: appoint a senior officer responsible for security at The Arc, tasked with overseeing the development, implementation and regular updates of security policies; assign a portfolio holder from the Cabinet to be responsible for security, as part of their remit.</li> <li>2. That the Council develops a comprehensive security policy for The Arc that addresses ASB, emergency situations and the safety of staff, Elected Members and customers.</li> <li>3. That the Council ensures there are clear roles and responsibilities for security procedures and incident response at The Arc.</li> <li>4. That the Council ensure security procedures are regularly reviewed, updated and tested.</li> <li>5. That the Council explores options available to develop improved CCTV and monitoring systems at The Arc.</li> <li>6. That the Council consider strengthening perimeter security for external physical threats such as vehicle mitigation.</li> <li>7. That the Council addresses security arrangements for committee meetings held at the Arc.</li> <li>8. That the Council conduct a security audit with a Counter Terrorism Security Advisor.</li> <li>9. That the Council ensure staff and Elected Members are familiar with emergency, evacuation and invacuation procedures and reporting processes.</li> <li>10. That the Council provide staff training for conflict management and emergency situations (particularly operational staff and front-of-house staff) and continue to regularly provide training on security related issues to staff and Elected Members.</li> <li>11. That the Council review and update Panic Button procedures and provide SIA training for appropriate members of staff (such as the Leisure Duty Managers and the Enforcement Officers).</li> </ol>
<b>DRAFT REPORT SENT TO DIRECTOR &amp; ANY RELEVANT OFFICERS FOR COMMENT:</b>	17 <sup>th</sup> April 2025
<b>DATE DRAFT REPORT CONSIDERED BY PORTFOLIO HOLDER(S):</b>	28 <sup>th</sup> April 2025
<b>DATE SIGNED OFF BY COMMITTEE/CHAIR:</b>	29 <sup>th</sup> May 2025
<b>DATE CONSIDERED BY EXECUTIVE:</b>	23 <sup>rd</sup> June 2025
<b>POST-SCRUTINY MONITORING PERIOD:</b>	June 2025 – June 2027 (6-month interim monitoring reports)
<b>DATE OF EVALUATION OF PROCESS:</b>	Every 6 months from June 2025