BOLSOVER DISTRICT COUNCIL

Extraordinary Meeting of the Joint Customer Services and Local Growth Scrutiny Committee on Thursday 29th May 2025

Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures

Report of the Chairs of the Customer Services Scrutiny Committee and Local Growth Scrutiny Committee

Classification	This report is Public
Contact Officer	Thomas Dunne-Wragg

PURPOSE/SUMMARY OF REPORT

To present to the Joint Scrutiny Committee the completed report for the recent Review of Security Arrangements at The Arc: Policies, Protocols and Procedures.

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REPORT DETAILS

1. Background

1.1 The Customer Services Scrutiny Committee and Local Growth Scrutiny Committees agreed to undertake a joint review of security arrangements at The Arc, focussing on the policies, protocols and procedures in place and to examine how security for staff, public and Members can be improved as part of the 2024-25 Work Programme.

1.2 This review related directly to the remit of the Customer Services Committee:

- Emergency Planning
- Managing Complaints
- Customer Services
- Legal Requirements

As well as the Local Growth Scrutiny Committee:

- Facilities Management
- Legal Requirements

By working together, the Committees were able to bring a broader range of ideas and perspectives to the review, ensuring a more thorough and informed approach. This collaborative effort allowed for a more efficient use of resources and promoted

a cohesive and integrated scrutiny process, which was particularly beneficial for such a large-scale and complex piece of work.

1.3   This review was initiated in response to growing concerns about the security of The Arc, its vulnerability to incidents of anti-social behaviour and potential critical risks that could threaten the safety of staff, Elected Members and the public.

1.4   With a focus on improving the safety, resilience and preparedness of The Arc, this review aimed to identify existing weaknesses, explore legislative compliance and make recommendations that will ensure the building remains a safe environment for all users.

1.5   The scrutiny review supports the Corporate Ambition of 'Customers'. The review supports the Council's Targets: 'Continuing to work with partners from all sectors, ensuring priorities are aligned to benefit the residents of Bolsover District' and 'Continuous improvement to service delivery through innovation, modernisation and listening to customers' set out in the Council's Plan: The Future 2024 to 2028.

1.6   See the original review scope attached at Appendix 1 for further details on the project management of this scrutiny review.

2.   <u>Details of Proposal or Information</u>

2.1   The aim of the review was:

- To ensure that the Council has a clear approach towards security protocols and procedures in at The Arc.

2.2   The objectives agreed were:

1. 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.

2. To examine incidents and data of previous occurrences of ASB and security issues from recent years at The Arc and identify areas for improvement.

3. To examine the Council's current approach to staff training for security procedures and public education on protocols in dangerous security situations.

2.3   The key issues identified for investigation included:

- Ensuring the safety of staff and customers at Council facilities
- Exploring the potential for implementing a security guard team
- Reviewing current security protocols
- Evaluating staff training for handling critical situations
- Assessing areas where the Council is performing well and areas that need improvement

2.4   The two Committees completing the review met separately on 4 occasions each and held 2 joint meetings to consider the scope of the review, discuss key issues and potential recommendations, assess the evidence gathered and discuss the final draft of the report. Coordination and communication of each Committees' ideas, thoughts and progress was delivered to each Committee by the Scrutiny Officer.

2.5   The Joint Committee sought evidence through a combination of document analysis, desktop research, consultations with key stakeholders and data review on past incidents.

2.6   By combining these various methodologies, the review provided a comprehensive evaluation of the Council's current security measures, identified areas for improvement and offered evidence-based recommendations for enhancing safety at The Arc.

3.   Reasons for Recommendation

3.1   The Joint Committee have put together 11 recommendations to assist the Council in improving security and safety arrangements at The Arc.

- **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, Elected Members and the public.

4   Alternative Options and Reasons for Rejection

4.1   Executive could choose not to endorse the recommendations of the review where they feel the course of action recommended is beyond the delivery capacity of the Authority.

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RECOMMENDATION(S)

1.   That the Committee endorses the recommendations of the review outlined in section 2 of the attached report (Appendix 2).

2.   That Committee submits the report to Executive for approval, in accordance with the Scrutiny Committee Terms of Reference – Part 3.6 (3) of the Constitution.

3.   That following approval by Executive, monitoring of these recommendations by the Committee takes place over a twelve-month period via post scrutiny monitoring reports with an update report to the Committee at the end of the monitoring period.

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IMPLICATIONS:

Finance and Risk   Yes☐   No ☒ **Details:**   There are no immediate financial implications arising directly from the recommendations of this report. However, several recommendations suggest that the Council may need to consider future investment. As such, it should be noted that potential funding may be required at a later stage, depending on how the recommendations are implemented—particularly recommendations 2.5, 2.6, 2.7, and 2.10, as outlined in the attached report within the appendices.   On behalf of the Section 151 Officer
Legal (including Data Protection)   Yes☐   No ☒ **Details:**   In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added/amended these powers.   On behalf of the Solicitor to the Council
Staffing   Yes☐   No ☒ **Details:**

There are no staffing implications from this report, however it should be noted that several recommendations in the attached report including 2.10 and 2.11 have implications regarding staff training.

On behalf of the Head of Paid Service

Equality and Diversity, and Consultation   **Yes**☐   **No** ☒

Details:

N/A

Environment   **Yes**☐   **No** ☒

Details:

N/A

DECISION INFORMATION:

☒ *Please indicate which threshold applies:*	
Is the decision a Key Decision? A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:	**Yes**☐ **No** ☐
Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or **(b)** Results in the Council incurring Revenue Expenditure of £75,000 or more.	**(a)** ☐ **(b)** ☐
Capital (a) Results in the Council making Capital Income of £150,000 or more or **(b)** Results in the Council incurring Capital Expenditure of £150,000 or more.	**(a)** ☐ **(b)** ☐
District Wards Significantly Affected: *(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)* Please state below which wards are affected or tick **All** if all wards are affected:	**All** ☐

Is the decision subject to Call-In? (*Only Key Decisions are subject to Call-In*)	Yes ☐	No ☒
If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? *(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)*	Yes ☐	No ☐
Consultation carried out: *(this is any consultation carried out prior to the report being presented for approval)* **Leader** ☐ **Deputy Leader** ☐ **Executive** ☐ **SLT** ☐ **Relevant Service Manager** ☐ **Members** ☐ **Public** ☐ **Other** ☐	Yes ☐	No ☐

Links to Council Ambition: Customers, Economy, Environment, Housing
Customers

DOCUMENT INFORMATION:

Appendix No	Title
1	Original Review Scope
2	Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures (REPORT)

Background Papers
(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).