

BOLSOVER DISTRICT COUNCIL

SCRUTINY PROJECT MANAGEMENT – REVIEW SCOPE

NAME OF COMMITTEE:	Joint Scrutiny Committee: Customer Services Scrutiny Committee / Local Growth Scrutiny Committee
SUBJECT TO BE REVIEWED:	Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures
REASON(S) FOR THE REVIEW:	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.
IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS:	CORPORATE PLAN AIM – Customers PRIORITIES – • Increasing customer satisfaction with our services • Actively engaging with partners to benefit our customers TARGETS – • Continuing to work with partners from all sectors, ensuring priorities are aligned to benefit the residents of Bolsover District. • Continuous improvement to service delivery through innovation, modernisation and listening to customers
DIRECTORATE/SERVICES INVOLVED:	Streetscene Partnerships Health and Wellbeing Resources
AIMS AND OBJECTIVES OF REVIEW:	Aim: To ensure that the Council has a clear approach towards security protocols and procedures in at the Arc. Objectives: • 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. • Examine incidents and data of previous occurrences of ASB and security issues from recent years at The Arc and identify areas for improvement. • Examine the Council's current approach to staff training for security procedures and public education on protocols in dangerous security situations.

KEY ISSUES:	Safety of staff members and customers of Council facilities Security guards Security protocols Staff training for critical situations What the Council is doing well and what the Council is failing in
METHOD(S) OF REVIEW:	Presentation to Committee on the Council's existing policies and procedures from the appropriate officers Examining data of previous occurrences of ASB and security issues from the past several years Analysis of current relevant policies and strategies Assessment of Citizens Panel responses in relation to Council security services Consultation / presentation from external partners i.e., Community Safety Partnership
IMPLICATIONS: (legislative, regulatory, etc)	N/A
DOCUMENTARY EVIDENCE: (Internal/External)	Data on previous occurrences of ASB and security issues from the past several years Public Spaces Protection Orders - Guidance for councils (LGA) Bolsover District Council Constitution
STAKEHOLDERS:	*RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW • Cllr Clive Moseby – Resources • Chief Executive • Monitoring Officer • Assistant Director of Leisure, Health and Wellbeing • Assistant Director Streetscene, Community Safety and Enforcement • Emergency Planning Officer • Service Director Executive, Customer Services, Communications and Partnerships
CONSULTATION/ RESEARCH:	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.
SITE VISITS:	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.

RECOMMENDATIONS:	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. 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. 3. That the Council ensures there are clear roles and responsibilities for security procedures and incident response at The Arc. 4. That the Council ensure security procedures are regularly reviewed, updated and tested. 5. That the Council explores options available to develop improved CCTV and monitoring systems at The Arc. 6. That the Council consider strengthening perimeter security for external physical threats such as vehicle mitigation. 7. That the Council addresses security arrangements for committee meetings held at the Arc. 8. That the Council conduct a security audit with a Counter Terrorism Security Advisor. 9. That the Council ensure staff and Elected Members are familiar with emergency, evacuation and invacuation procedures and reporting processes. 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. 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).
DRAFT REPORT SENT TO DIRECTOR & ANY RELEVANT OFFICERS FOR COMMENT:	17 th April 2025
DATE DRAFT REPORT CONSIDERED BY PORTFOLIO HOLDER(S):	28 th April 2025
DATE SIGNED OFF BY COMMITTEE/CHAIR:	29 th May 2025
DATE CONSIDERED BY EXECUTIVE:	23 rd June 2025
POST-SCRUTINY MONITORING PERIOD:	June 2025 – June 2027 (6-month interim monitoring reports)
DATE OF EVALUATION OF PROCESS:	Every 6 months from June 2025