

## RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

<b>Title of Review:</b>	Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures					
<b>Timescale of Review:</b>	July 2024 – May 2025		<b>Post-Monitoring Period:</b>	18 months commencing July 2025. Interim report December-February 2026.		
<b>Date agreed by Scrutiny:</b>	July 2025		<b>Date agreed by Executive:</b>	July 2025		
<b>Total No. of Recommendations and Sub Recommendations</b>	<b>Achieved</b>	<b>6</b>	<b>On track</b>	<b>5</b>	<b>Extended</b>	<b>0</b>
	<b>Achieved (Behind target)</b>	<b>0</b>	<b>Overdue</b>	<b>0</b>	<b>Alert</b>	<b>0</b>

### Key Achievements:

- Work is underway to finalise security procedures in conjunction with colleagues from different departments of BDC.
- Community Safety is taking a lead on the security arrangements to align to key priorities and obtain partnership support where required.
- Discussions with key agencies have taken place to inform policies and procedures.

### Reasons for non-implementation of Recommendations:

- . None to note

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC23-24 2.1	<b>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.</b>	To establish clear accountability and responsibility for a key area of the Council's functionality.	Dec 2025 (6 months)		<b>Achieved</b>	Staff resources	<u>FIRST INTERIM REPORT</u>  This is completed, the Assistant Director (Street Scene, Community Safety & Enforcement) has overall responsibility however this is delegated to the Community Safety Officer to oversee the process and look at improvements around security in conjunction with key agencies. Cllr Clive Moesby has been assigned the cabinet member
CSSC/LGS C24-25 2.2	<b>That the Council develops a comprehensive security policy for The Arc that</b>	Improve security and safety arrangements at The Arc.	Dec 2026 (18 months)		<b>On track</b>	Staff resources	<u>FIRST INTERIM REPORT</u>  A policy is being created for this, and it is in two parts. Work is underway

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	addresses ASB, emergency situations and the safety of staff, Elected Members and customers.						however due to the nature of the policy this is not to be documented publicly.  <u>SECOND INTERIM REPORT</u>  One part of this policy has been created in conjunction with the H&S Team. There will be a single, final version created in accordance with the target dates.
CSSC/LGS C24-25 2.3	<b>That the Council ensures there are clear roles and responsibilities for security procedures and incident response at The Arc.</b>	Ensure that individuals know their roles and responsibilities and how to respond in a security emergency.	Dec 2025 (6 months)		<b>Achieved</b>	Staff resources	<u>FIRST INTERIM REPORT</u>  There has been an exercise taken place which has resulted in an action plan, not to be published based on its content however clear roles and responsibilities have been outlined as a result. This has resulted in a secondary piece of work taking place in relation to other security elements again, not to be made publicly available.
CSSC/LGS C24-25 2.4	<b>That the Council ensure security</b>	Improve overall security and	June 2026		<b>On track</b>	Staff resources	<u>FIRST INTERIM REPORT</u>

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	<p><b>procedures are regularly reviewed, updated and tested.</b></p>	<p>safety at The Arc.</p>	<p>(12 months)</p>				<p>Initial exercises carried out and will be on a regular basis in conjunction, risk management systems are in place and close liaison with business continuity/emergency planning colleagues</p> <p><u>SECOND INTERIM REPORT</u></p> <p>Exercises and tests have been carried out with action plans being created as a result. The actions are being worked through.</p>
<p>CSSC/LGS C24-25 2.5</p>	<p><b>That the Council explores options available to develop improved CCTV and monitoring systems at The Arc.</b></p>	<p>Improve safety and security at The Arc.</p>	<p>June 2026 (12 months)</p>		<p><b>On track</b></p>	<p>Financial funding / Staff resources</p>	<p><u>FIRST INTERIM REPORT</u></p> <p>CCTV and overall security is being considered as part of this and other policies being created as a result. Detail on this will not be documented due to the nature however options are being appraised to improve CCTV systems at the Arc. Other locations have already had increased coverage since the start of this review.</p>

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							<u>SECOND INTERIM REPORT</u>  The CCTV project is now scoped and being worked through with the Facilities Management Team, prices will be obtained for the works in the coming weeks.
CSSC/LGS C24-25 2.6	<b>That the Council consider strengthening perimeter security for external physical threats such as vehicle mitigation.</b>	To improve security at The Arc and ensure the safety of all staff by mitigating future crisis situations.	June 2026 (12 months)		<b>Achieved</b>	Financial Funding	<u>FIRST INTERIM REPORT</u>  External advice has been sought on this matter, this can be classed as completed at this stage however the update will not contain safety critical information.
CSSC/LGS C24-25 2.7	<b>That the Council addresses security arrangements for committee meetings held at The Arc.</b>	By setting clear guidelines for respectful conduct, the Council can maintain a safe, orderly and productive environment for all participants.	Dec 2025 (6 months)		<b>Achieved</b>	Financial funding / Staff resources	<u>FIRST INTERIM REPORT</u>  Arrangements to set boundaries within the Council Chamber/Committee room are in place. Again, these are not to be documented however Governance and other service areas have implemented a selection of methods to address these arrangements.

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CSSC/LGS C24-25 2.8	<b>That the Council conduct a security audit with a Counter Terrorism Security Advisor.</b>	Improve security at The Arc. Ensure the safety of all staff by mitigating future crisis situations.	Achieved	February 2025	<b>Achieved</b>	Officer time	<p><u>FIRST INTERIM REPORT</u></p> <p>This Recommendation was achieved during the course of the review in Spring 2025.</p> <p>The Assistant Director for SSCS&amp;E met with a CTA which influenced the direction of the outcomes of this review.</p>
CSSC/LGS C24-25 2.9	<b>That the Council ensure staff and Elected Members are familiar with emergency, evacuation and invacuation procedures and reporting processes.</b>	Enhanced Staff Preparedness and Confidence  Improved Emergency Response Efficiency  Increased Safety for Staff and the Public	June 2026  (12 months)		<b>On track</b>	Staff Resources	<p><u>FIRST INTERIM REPORT</u></p> <p>Invacuation and emergency procedures in final stages and will be shared with members in due course.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>The Policy for this has been created by the Health and Safety Team, this will be communicated in due course with relevant staff.</p>

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CSSC/LGS C24-25 2.10	<b>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.</b>	Improved Staff Preparedness.  Enhanced Workplace Safety.  Reduced Risk of Escalation.  Increased Response Efficiency.  A safer, more efficient workplace.	June 2026  (12 months)		<b>Achieved</b>	Financial funding /  Staff resources	<p><u>FIRST INTERIM REPORT</u></p> <p>A conflict management trainer course is schedule to take place in February 2026. This course has the capacity for six pupils. Directors and Senior Managers will be selected to undertake the training. With the intention that once trained in conflict management and how to deliver conflict management training, there role will be to train employees within their department in conflict management training.</p> <p><u>SECOND INTERIM REPORT</u></p> <p>This action is now complete. 6 staff from different service areas have been trained in ‘train the trainer conflict management’ which allows them to roll out conflict management training to their relevant</p>

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							service area or elected members.
CSSC/LGS C24-25 2.11	<b>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).</b>	Ensure The Arc will always have a trained member of staff on-site to safely remove any member of the public who may be causing a physical or verbal disturbance – key to 2.3.	June 2026 (12 months)		<b>On track</b>	Funding / Staff Resources	<u>FIRST INTERIM REPORT</u>  This is ongoing and being explored, pricing button  <u>SECOND INTERIM REPORT</u>  This project is sitting with the Facilities Management Team and prices being sought.