

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Joint Review of Security Arrangements at The Arc: Policies, Protocols and Procedures					
Timescale of Review:	July 2024 – May 2025		Post-Monitoring Period:	18 months commencing July 2025. Interim report December-February 2026.		
Date agreed by Scrutiny:	July 2025		Date agreed by Executive:	July 2025		
Total No. of Recommendations and Sub Recommendations	Achieved	4	On track	7	Extended	0
	Achieved (Behind target)	0	Overdue	0	Alert	0

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, as all targets are either achieved or on track.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
CSSC23-24 2.1	<p>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.</p> <p>To establish clear accountability and responsibility for a key area of the Council's functionality.</p>	Assistant Director of Streetscene, Community Safety and Enforcement	Dec 2025 (6 months)		Achieved	Staff resources	<p><u>1st INTERIM REPORT</u></p> <p>This has been achieved. 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</p> <p><u>2nd INTERIM REPORT</u></p>
CSSC/LGS C24-25 2.2	<p>That the Council develops a comprehensive</p>	Assistant Director of Streetscene, Community	Dec 2026 (18 months)		On track	Staff resources	<p><u>1st INTERIM REPORT</u></p> <p>A policy is being created for this, and it is in two</p>

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	<p>security policy for The Arc that addresses ASB, emergency situations and the safety of staff, Elected Members and customers.</p> <p>Improve security and safety arrangements at The Arc.</p>	Safety and Enforcement					<p>parts. Work is underway however due to the nature of the policy this is not to be documented publicly.</p> <p><u>2nd INTERIM REPORT</u></p> <p>This policy is in development by officers in health and safety. Once complete the policy will be shared with members only due to the sensitive nature and objective of the policy. In addition to this employees will be briefed accordingly.</p>
CSSC/LGS C24-25 2.3	<p>That the Council ensures there are clear roles and responsibilities for security procedures and incident response at The Arc.</p> <p>Ensure that individuals know their roles and responsibilities and how to respond in a security emergency.</p>	<p>.</p> <p>Assistant Director of Streetscene, Community Safety and Enforcement</p>	Dec 2025 (6 months)		Achieved	Staff resources	<p><u>1st INTERIM REPORT</u></p> <p>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.</p>

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							<u>2nd INTERIM REPORT</u>
CSSC/LGS C24-25 2.4	That the Council ensure security procedures are regularly reviewed, updated and tested.	Assistant Director of Streetscene, Community Safety and Enforcement	June 2026 (12 months)		On track	Staff resources	<u>1st INTERIM REPORT</u> 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 <u>2nd INTERIM REPORT</u> An exercise has been conducted to assess where procedures and plans need to be developed to ensure the procedures are up to date. The SLT have discussed findings and proposals to changes in procedures and are now preparing to brief managers across BDC on

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							site security with their teams.
CSSC/LGS C24-25 2.5	<p>That the Council explores options available to develop improved CCTV and monitoring systems at The Arc.</p> <p>Improve safety and security at The Arc.</p>	Assistant Director of Streetscene, Community Safety and Enforcement	June 2026 (12 months)		On track	Financial funding / Staff resources	<p><u>1st INTERIM REPORT</u> 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> <p><u>2nd INTERIM REPORT</u> Suggested upgrades to coverage have been supplied by the Community Safety team and requests for a quote on the proposed CCTV works have gone out. The requests for quotes and future installation of CCTV now fall under the Strategic Director for Property and Assets.</p>
CSSC/LGS C24-25 2.6	That the Council consider	To improve security at The	June 2026		Achieved	Financial Funding	<u>1st INTERIM REPORT</u>

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	<p>strengthening perimeter security for external physical threats such as vehicle mitigation.</p> <p>To improve security at The Arc and ensure the safety of all staff by mitigating future crisis situations</p>	Assistant Director of Streetscene, Community Safety and Enforcement	(12 months)				<p>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.</p> <p><u>2nd INTERIM REPORT</u></p>
CSSC/LGS C24-25 2.7	<p>That the Council addresses security arrangements for committee meetings held at The Arc.</p> <p>By setting clear guidelines for respectful conduct, the Council can maintain a safe, orderly and productive environment for all participants</p>	Assistant Director of Streetscene, Community Safety and Enforcement	Dec 2025 (6 months)		Achieved	Financial funding / Staff resources	<p><u>1st INTERIM REPORT</u></p> <p>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. Conflict Management training referred to below will also assist in this.</p> <p><u>2nd INTERIM REPORT</u></p>

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CSSC/LGS C24-25 2.8	<p>That the Council conduct a security audit with a Counter Terrorism Security Advisor.</p> <p>Improve security at The Arc. Ensure the safety of all staff by mitigating future crisis situations.</p>	Assistant Director of Streetscene, Community Safety and Enforcement	Achieved	February 2025	Achieved	Officer time	<p><u>1st 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&E met with a CTA which influenced the direction of the outcomes of this review.</p> <p><u>2nd INTERIM REPORT</u></p>
CSSC/LGS C24-25 2.9	<p>That the Council ensure staff and <i>Elected Members</i> are familiar with emergency, evacuation and invacuation procedures and reporting processes.</p> <p>Enhanced Staff Preparedness and Confidence</p> <p>Improved Emergency Response Efficiency</p>	Assistant Director of Streetscene, Community Safety and Enforcement	June 2026 (12 months)		On track	Staff Resources	<p><u>1st INTERIM REPORT</u></p> <p>Invacuation and emergency procedures in final stages and will be shared with members in due course. These procedures will not be publicly published documents and will be discussed directly with relevant officers/members</p> <p><u>2nd INTERIM REPORT</u></p> <p>The evacuation and Invacuation policy is in its final developmental stages and once complete due to</p>

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	Increased Safety for Staff and the Public						its sensitivity will be shared with authorised internal personnel only, it will not be made public.
CSSC/LGS C24-25 2.10	<p>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.</p> <p>Improved Staff Preparedness.</p> <p>Enhanced Workplace Safety.</p> <p>Reduced Risk of Escalation.</p> <p>Increased Response Efficiency.</p> <p>A safer, more efficient workplace</p>	<p>. Assistant Director of Streetscene, Community Safety and Enforcement</p>	<p>June 2026 (12 months)</p>		Achieved	<p>Financial funding / Staff resources</p>	<p><u>1st INTERIM REPORT</u> Conflict Management Training has been organised, booked and paid for by the Community Safety Team. This training is 'Train the Trainer' training which will enable the 6 attendees across different service to be in a position to provide conflict management training internally to colleagues and members where needed.</p> <p><u>2nd INTERIM REPORT</u> This is now complete. Train the Trainer conflict management training has concluded. Relevant trained staff are now in a position to teach other officers across various service areas as applicable.</p>

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CSSC/LGS C24-25 2.11	<p>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).</p> <p>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.</p>	<p>Assistant Director of Streetscene, Community Safety and Enforcement</p> <p>Strategic Director Property, Construction & Assets</p>	<p>June 2026 (12 months)</p>		On track	<p>Funding / Staff Resources</p>	<p><u>1st INTERIM REPORT</u></p> <p>This is ongoing and being explored. The above conflict management raining will replace the requirement around SIA training under this section.</p> <p>The panic button is still being explored by colleagues in Facilities and prices of the installation will be brought back to Scrutiny as soon as able.</p> <p><u>2nd INTERIM REPORT</u></p> <p>Requests for quotations have been sent out by facilities for implementation of further security infrastructure. Which now lies within the functions overseen by the Strategic Director of Property and Assets.</p>