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Cc:  
Bcc:  
Date: Mon, 26 Feb 2018 16:07:54 +0000  
Subject: Town Hall Security

## **Town Hall Security**

Please note that with immediate effect Councillor Donohue-Moncrieff:

- (a) is no longer permitted on Council property; and
- (b) must not contact any Officer of the Council either by telephone or in writing.

All contact either from or to Councillor Donohue-Moncrieff must be in writing and directed through the Chief Executive.

The above measures will remain in place until further notice.

As per my previous email, this email must not be forwarded on. Any queries should be directed to myself.

Whilst some changes have been put into place in response to specific incidents this is an opportunity to tighten up generally in terms of Town hall security and the management of visitors.

**The key issues for all staff are that to move freely around the building you will need your security badge and fob.**

### **Print Plus entrance**

It is difficult for Print Plus staff to effectively manage visitors and staff who have forgotten their fobs etc at this entrance.

The Print Plus entrance should only be used for deliveries. Visitors should not be directed to this entrance. Visitors presenting at this entrance will be directed to Customer First.

Staff can, of course, access through the door with their fobs, however, if you have forgotten your fob please do not buzz or try and access through this door (please come through the main Customer First door).

### **Front Door latch**

The door is on the latch and not locked, as in the event of a fire the door will be opened for use as an evacuation route.

The front door is closed for security reasons, however, some staff are continuing to use this door, despite being asked not to by Customer First Staff and today the door has been left off the latch. Please do not use the front door to enter and exit the building (unless in the event of a fire alarm)

### **Staff using Customer First entrance**

If you have a legitimate reason to come through Customer First from Civic that is fine and if you need the code for the adjoining door between civic reception and customer first, please ask Carolyn, Tracey or Sharon and they will be happy to provide you with the code.

However, there is increased footfall in Customer First so please don't use Customer First as a cut through when entering, leaving or going for lunch and please remember you need to take your badge and fob with you when leaving the building.

### **Visitors/meetings**

As all visitors now have to access the building through Customer First, this is increasing footfall and it does create congestion at the Pod particularly when there are multiple meetings with large numbers of participants. Also whilst Customer First are separating visitors as quickly as they can, at busy times visitors may need to wait and queue at the Pod.

If you are facilitating a large meeting, it will speed things up if you are able to come through the Customer First and quickly move your visitors through to Civic Reception for signing in etc.

Please could you ensure that when booking a meeting, the contact for the meeting is clearly identified on the meeting booking. This will enable Customer First to more quickly identify who needs to be alerted when visitors arrive.

Finally, Customer First reception is closed until 9.30am on Wednesdays for staff training (although Civic will continue to be staffed). You may find it easier to avoid arranging meetings at this time, however, if this is unavoidable and you are expecting visitors prior to 9.30am on a Wednesday you will need to make arrangements to meet them at an agreed entrance and then escort them through to civic for signing in.

Any queries please let me know

In the meantime, thanks very much for your help and support in adapting so quickly to the new arrangements.

Nick Edwards