

Board/Committee:	Standards & Audit Sub Board Board
Date of meeting:	19 September 2024
Title:	Facilities Management Update
Author:	Head of Housing
Status:	For Noting

Purpose

This report sets out the actions taken so far by the Town Hall security officer group and its forward plan.

Recommendation

That the Sub Board members note the report

1.0 Background

- 1.1 As part of the Audit Plan 2023/24, an audit was scheduled to review the management and security of facilities, specifically the Town Hall. The audit was included in the plan as it was an area which had not been subjected to an audit in a number of years and there were risks considered with regards to security and the protection of data.
- 1.2 Discussions with key stakeholders as part of the pre audit research highlighted concerns with regards to access to the building in relation to both keys and the tensor door system, lone working procedures, fire doors and usage of lifts. Security at Grange Farm was also raised.
- 1.3 Following these discussions, a Town Hall Security Group was formed with the objective to identify and resolve the risks around Facilities Management in the Town Hall and Grange Farm. As such, the Chief Internal Auditor removed the audit from the audit plan and joined the Town Hall Security Group to gain assurances and provide advice on the risks identified as part of initial pre audit research
- 1.4 Due to the removal of an audit from the plan, members of the Standards and Audit Sub Board requested an update on the work of the Town Hall Security group.

2.0 Report

- 2.1 A survey was conducted to identify who was currently holding keys to Town Hall outer doors. Due to timescales around the election and the need to change locks before issuing keys to new members, a sub group of the Town Hall security Group met to agree that the Civic door would become the only door used out of hours, and the Tensor pad would be brought back into use to minimise entry and exit points and maximise security control. A register of keys issued has been created and procedures have been drawn up to cover the issue of keys by a department and on an ad hoc basis for one off events.
- 2.2 The survey also assisted in cross checking officers who are identified as lone workers through service risk assessments for any part of their hours and has informed the procurement of lone working devices. Out of hours

working patterns are also being reviewed alongside IT system back up timescales and options, with a view to increasing available network access and minimising the need for staff to work alone in the Town Hall/Grange Farm

- 2.3 The staff induction and exit processes have been reviewed by HR and IT to ensure keys and badges are returned and access to systems removed immediately.
- 2.4 The security at Grange Farm has been enhanced by new gates and locks.
- 2.5 A process is being worked up to inform staff and control centres how to respond to newly alarmed fire doors both during and out of work hours.
- 2.6 A full condition survey of the goods lift has been carried out and has identified a number of Health & Safety issues with regards to servicing the lifts, the cost of which, approximately £20k, to correct would be prohibitive. The group are investigating alternative methods of accomodating staff and visitors to the chamber in the event that the main reception lift failed.
- 2.7 Outcomes and any changes in policy from the group will be fed back to CMT and cascaded to staff through bulletins

3.0 Risk Assessment

- 3.1 Initial pre audit research identified a number of areas where controls required improvement, specifically access to the building both during the core hours and those working or accessing the building out of hours. These concerns centre around security, health and safety and information security risks.

4.0 Conclusion

- 4.1 The group will continue to meet until late Autumn once all issues identified in the pre audit discussions have been addressed.

Financial Services comments:	None
Legal Services comments:	N/A
Equality and Diversity:	None
Climate Change implications:	N/A
Crime and Disorder:	N/A
Service Improvement Plan implications:	N/A
Corporate Plan:	N/A
Risk Assessment:	Contained within report
Background Papers:	None
Appendices:	None
Report Author/Lead Officer:	Linda Coote/Julie Smith