



Security Policy

1 INTRODUCTION

For the Council to have a safe and secure environment for members of the Council, officers, contractors, volunteers and visitors it is necessary to have in place a robust security policy along with procedures which will enhance security and safety.

2 OBJECTIVES

- 2.1 This security policy provides the overarching framework to which more detailed instructions, issued by the Town Clerk, will be linked. It provides a high level guide to everyone using council facilities and is an aid to promoting robust security governance.
- 2.2 Through this policy, Folkestone Town Council will take all reasonable measures to safeguard the security and safety of all members, officers, visitors, volunteers and contractors, whilst within Council premises or acting on Council's behalf.
- 2.3 This policy applies to all Members of the Council and Officers. Contractors, volunteers and other visitors must comply with the instructions set out for visitors.

3 RESPONSIBILITIES

- 3.1 All individuals using Folkestone Town Council premises must take responsibility for promoting security, through adhering to the principles within this policy and any supporting instructions. Failure to abide by the principles within the security policy or supporting instructions may lead to disciplinary or criminal proceedings.
- 3.2 Folkestone Town Council has a duty of care for officer's security and the Town Clerk co-ordinates the implementation and development of revisions to the policy. The Town Clerk will review the policy and any supporting instructions on a regular basis. Revisions will take account of any relevant changes in legislation, with particular reference to health and safety; and the monitoring of security effectiveness and efficiency.
- 3.3 The Town Clerk is responsible for the effective day-to-day management and enforcement of the security policy and will ensure that support and resources are available to officers to work with regard to the security policy. Where weaknesses have been identified, the Town Clerk will work to identify the need and potential impact of remedial work to address said weakness. The Town Clerk plays a pivotal role in promoting security (alongside health and safety) and providing leadership, but it is recognised that actual responsibilities will vary according to the location and nature of the activity as each individual is ultimately accountable for their own actions.

4 SECURITY – GENERAL PRINCIPLES

- 4.1 All officers must comply with a clear desk policy and ensure that the requirements in relation to the general data protection regulations and IT security are fully met at the end of each working day.
- 4.2 Remote access or temporary removal of Council equipment from premises must have regard to the Information Security Policy.
- 4.3 All members and officers must comply with codes of conduct and the law, which means that they must make every effort to protect confidentiality. It also means that no identifiable information about a member of officers is passed to any third party without consent. All officers are individually accountable for their own actions, but they should also work together as a team to ensure that standards of confidentiality are upheld, and that improper disclosures are avoided.
- 4.4 The Town Clerk will ensure officers have access to and are familiar with the Security Policy, with close attention paid to those issues which are relevant to the activity of their service. The Town Clerk will ensure that all members, officers, volunteers and visitors understand and exercise their security responsibilities and have due regard to safeguarding council assets.

The Town Clerk will undertake a security risk analysis of service area and operations to remove and reduce as far as possible any security risks.

The Town Clerk will monitor existing controls and report any concerns, provide training for officers and undertake periodic inspections to promote security, monitoring adherence to the clear desk policy and security best practice.

The Town Clerk will control access to Council resources by taking responsibility for the issue of keys and passes and having measures in place to ensure officers that leave the organisation return data, permits, passes, and any keys on or before their last working day of employment.

- 4.5 Museum Accreditation
A regular security audit of the building will be undertaken, as part of the Museum Accreditation.
- 4.6 Officers
All officers must ensure they are familiar with and follow the procedures in the Security Policy, paying particular attention to those issues relevant to their activities. All officers must co-operate with requests from the Town Clerk, especially with emergency or evacuation instructions and in relation to security procedures.
- 4.7 Personal Safety and Security
Whilst it is the responsibility of the Folkestone Town Council to provide a safe and secure environment, it is the responsibility of all officers on Council premises to take all reasonable measures to ensure their own personal safety and security. When travelling to or from work, or away from their normal base on Council business officers should make themselves aware of their surroundings and of other people and try to avoid poorly lit or isolated areas.

4.8 Suspicious behaviour

If any member or officer is made aware of, or notices any suspicious behaviour, criminal activity, security or confidentiality breach they must inform the Town Clerk. Where appropriate the Town Clerk will question the individual(s) in a friendly positive manner. The Town Clerk will direct security responses as a matter of urgency, and if appropriate, ensure the Police are contacted.

4.9 Visitors

Visitors must report to Reception and sign the Visitors Book on arrival.

Visitors have a general responsibility to look after Council property whilst on site and to give due consideration to security issues.

They must follow security procedures designed to protect the visit and Council, including wearing their visitor pass (where issued) at all times and surrender the pass on leaving.

Visitors must follow instructions from either the Town Clerk or their host, particularly in emergency situations.

Any visitor who in the opinion of the Town Clerk fails to adhere to this policy will be asked to vacate the Council's premises.

For the purposes of the policy, relatives of officers and former employees are classified as visitors.

4.10 Persona Non Grata

For the purposes of this policy, "persona non grata" means that a visitor has exhibited behaviour which has been deemed detrimental to the Council, its members and/or officers and thus the visitor is no longer permitted to enter the Council's property. The procedure for designating individuals as '*persona non grata*' is attached at Appendix 1.

Review of Policy

This policy will be reviewed annually or in response to changes in legislation.

<i>Date Adopted</i>	<i>12/05/2020 (Full Council Min. 1692)</i>	<i>Review Date</i>	<i>Four Years</i>
<i>Revised Dates</i>	<i>12/02/2026 (Personnel Sub-Committee Min. 686)</i>		

Appendix 1 – Security Policy

Procedure for Designating Individuals ‘person non grata’

1. Purpose

This procedure sets out the Council’s approach to designating individuals as ‘*persona non grata*’ — a status applied when a person’s behaviour has been deemed unacceptable, threatening, or disruptive to the safe and effective operation of Council services, premises, or staff.

2. Definition

For the purposes of this policy, “**persona non grata**” refers to an individual who has exhibited behaviour considered detrimental to the Council, its elected members, officers, or the public. As a result, the individual is **no longer permitted to enter or access Council property**, either temporarily or permanently.

3. Scope

This policy applies to:

- All members of the public accessing Council buildings, facilities, or services
- All interactions including face-to-face, telephone, written, and digital communication

It does **not** apply to Council employees or elected members, who are subject to separate codes of conduct and disciplinary procedures.

4. Grounds for Declaring Persona Non Grata

An individual may be designated *persona non grata* if they:

- Engage in threatening, abusive, violent, or intimidating behaviour toward staff, members, or other service users
- Repeatedly cause serious disruption to services, meetings, or operations
- Refuse to comply with reasonable instructions from staff
- Cause damage to property or pose a risk to safety
- Harass, stalk, or otherwise target individuals connected to the Council

Each case will be assessed on its own merits.

5. Procedure

5.1 Incident Review

- Staff must report incidents in writing, detailing the behaviour and any supporting evidence (e.g., CCTV, witness statements).
- The Town Clerk will review the report.

5.2 Decision

- If appropriate, a formal letter will be issued to the individual, informing them of their *persona non grata* status, the reason for the decision, and the scope and duration of the ban.
- The ban may be time-limited or indefinite depending on the severity of the behaviour.

5.3 Appeal

- The individual will have the right to appeal the decision in writing within 14 days of notification.
- Appeals will be reviewed by the Chair of Personnel Sub-Committee.

6. Communication and Enforcement

- A record of the decision will be maintained securely in accordance with data protection laws.
- Front-line staff and security personnel will be notified of individuals who are barred from entry.
- Attempts to breach the exclusion may result in police involvement and legal action for trespassing.

7. Review of Status

- *Persona non grata* status will be reviewed at regular intervals or upon request, particularly for long-term or indefinite exclusions.
- The Council may lift the designation if it is satisfied that the behaviour has ceased and the risk has been mitigated.

8. Related Policies

- Security Policy
- Health and Safety Policy
- Equality and Diversity Policy