Personal Safety and Security

Cardiff Council

4 July 2023

Background:

- All Councillors offered a "Council" mobile phone with Office 365 as part of their ICT package.

- Provided with Personal Safety training following their induction

- Lone working "Archie" devices were only provided for those who had experienced incidents.

- Following tragic death of Sir David Amess in October 2021 a review to improve the personal safety and security of all Elected Members was undertaken.

Review:

- Personal Security Refresher sessions which were used to identify additional concerns of councillors including:

  - appropriate security at surgeries

  - risk awareness when in the community.

  - greater awareness of reporting mechanisms.

  - the need for all councillors to have access to lone working devices

  - risk assessment following any reported incident to provide appropriate ongoing support

  - Ability to identify local trends and provide updates and enhanced support if necessary

  - Social media challenges

SAFEGUARD
Protect yourself online and in person by proactively setting out a zero-tolerance policy of abuse, threats or intimidation. Seek advice on online and in-person safety.

HELP
Ensure you are safe before you take further action and get help if needed. If the threat is immediate, call 999.

INFORM
If it's safe to do so, say that you consider the communication or action to be intimidating, threatening or abusive and challenge poor behaviour.

EVIDENCE
Gather evidence of abuse, intimidatory or threatening communications; take photos, recordings or screenshots, keep letters, emails and details of witnesses.

LET PEOPLE KNOW
Report the incident to the appropriate person, such as council or political officers, social media companies, and the police if necessary.

DECIDE
Determine whether you want to continue interacting with the person. If not, use social media function to end engagement and consider options to inhibit them from approaching you in person.
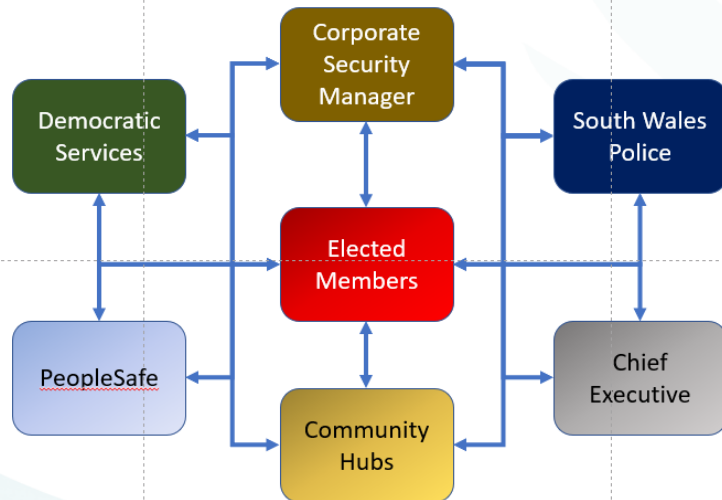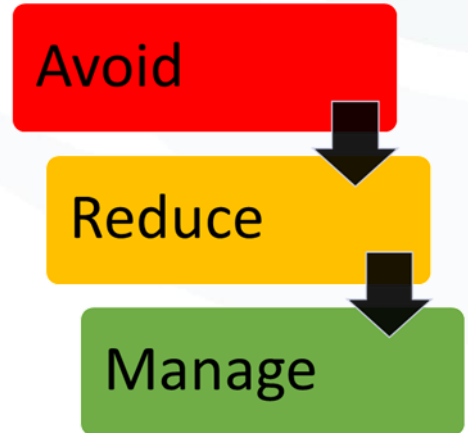
Actions:

Surgeries:

Where possible, surgeries moved into Council Hubs which have CCTV, staff available in buildings, suitable rooms etc.

Lone Working:

All councillors were provided access "Peoplesafe" for lone working support

Awareness of security risks:

Increase awareness (training and updates) of potential risks and safe working behaviours

Avoid

Reduce

Manage

Corporate Security Manager

Democratic Services

South Wales Police

Elected Members

PeopleSafe

Chief Executive

Community Hubs

Reporting

- Confirmed reporting routes with Members

- Democratic Services logging of incidents and provide updates to other members where appropriate.

- Risk assessment undertaken by Corporate Security Manager with any Councillor with safety concerns to identify any additional support needed.

Actions:

Peoplesafe:

- Enables a mobile phone (IOS or Android) to become a "lone working device" using the Peoplesafe App

- Easy to install software it provides direct access to an SOS facility that can trigger a response from emergency services.

- Higher risk individuals can get a separate Peoplesafe device.

Individual Risk Assessment:

- 1:1 assessment with Corporate Security Manager.

- Assessment logged by Democratic Services and appropriate support provided i.e. enhanced devices, CCTV camera's at councillors home.

- Corporate Security Manager liaises with South Wales Police as necessary.

IMPACT

LIKELIHOOD	1	2	3	4
A	A1	A2	A3	A4
B	B1	B2	B3	B4
C	C1	C2	C3	C4
D	D1	D2	D3	D4
E	E1	E2	E3	E4

Likelihood:

A. Very Likely
B. Likely
C. Possible
D. Unlikely
E. Very Unlikely

Impact:

1. Major
2. Significant
3. Moderate
4. Minor

Supporting Actions:

Cardiff Council adopted:

- WLGA: Social Media Guide for Councillors
- LGA: Councillors' guide to handling harassment, abuse and intimidation

Cardiff Council developed:

- Members' Social Media Code of Principles for inclusion as an appendix to the "Members Code of Conduct"

Local Government and Election (Wales) Act 2021

Statutory Guidance requires the provision of "*training on the effective use of social media and the opportunities for better engagement between councillors and the communities they serve. Also the risk of councillors being victimised or harassed by opponents or campaigners overstepping the bounds of reasonable debate*"

Cyngor Caerdydd/Cardiff Council

Outcomes:

Lone working devices:

35% of Elected Members have the Peoplesafe App with 1 member having a dedicated device,. Elected Members will continue to be encouraged to use the app.

Risk assessments:

19% of members have undertaken a personal risk assessment with the Corporate Security Manager. The majority of Elected Members attending these assessments are more confident about handling situations
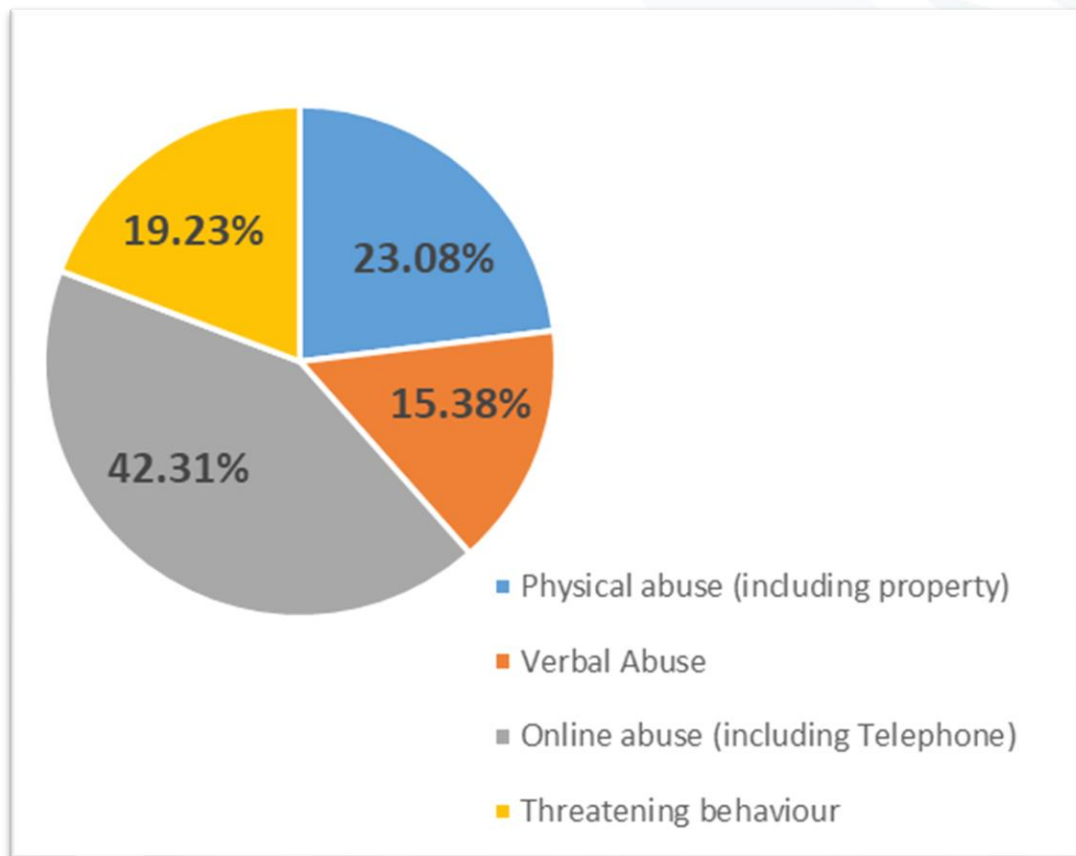
Reporting

25% of current Elected Members have reported incidents and continue to be encouraged to report incidents no matter how trivial they may seem.

Outcomes:

Types of Incidents

Although the number of incidents may be low a significant percentage relate to online or telephone abuse 42.31%. This will assist us when providing additional Member Development activities to support the legislation.

Pie chart "Types of Incidents":
- 23.08% — Physical abuse (including property)
- 15.38% — Verbal Abuse
- 42.31% — Online abuse (including Telephone)
- 19.23% — Threatening behaviour

Questions and queries