

To receive a report on the appointment of City Security and consider any actions and associated expenditure.

Report to: Services Committee

Date of Report: 02.09.2026

Officer Writing the Report: Administration Officer

Purpose of the report:

To provide Members with an update on the appointment of City Security to undertake security patrols in the Waterside area during the summer holidays, to review the effectiveness of the trial period, and to seek Members' instruction regarding any continuation of the service.

Officer's Recommendations

Members are asked to:

1. Ratify the expenditure incurred of £6,232 plus VAT for the provision of security patrol services from Friday 31 July 2026 to Sunday 6 September 2026, allocated to budget code 6598 EMF Crime Reduction (CCTV);
2. Instruct the Town Clerk whether the appointment of City Security should continue beyond the trial period;
3. Recommend that, should the appointment continue, City Security continues to work closely with Devon and Cornwall Police and relevant partners to ensure a coordinated, effective and proportionate response to community concerns.

Report Summary

During summer 2026, the Council received increasing reports of anti-social behaviour occurring in and around the Pontoon and wider Waterside area. Concerns were raised regarding the impact on berth holders, visitors, businesses and other users of the waterfront.

Due to these escalating reports of anti-social behaviour during the school holiday period, and following consultation with the Chairman and Vice Chairman of the Services Committee in accordance with the Council's Scheme of Delegation, the Town Clerk instructed City Security to commence patrols as an urgent operational response.

City Security Plymouth Ltd provided a proactive and visible security presence on a trial basis during the summer school holidays daily between 2pm and 10pm 7 days a week – equating to approximately 304 patrol hours. The appointment commenced on 31 July and continued throughout the school summer holiday period ending on 6 September.

City Security is accredited under the Community Safety Accreditation Scheme (CSAS), enabling accredited personnel to assist in addressing low-level crime and anti-social behaviour through partnership working arrangements.

The scope of the appointment included:

- Visible foot patrols throughout the Waterside area.
- A particular focus on the Pontoon and surrounding waterfront.
- Engagement with members of the public, visitors, businesses and berth holders.
- Monitoring and reporting incidents of anti-social behaviour.
- Assistance with pontoon payment administration when operationally practical.
- Liaison with Council officers and partner organisations.

Members are advised that the security presence has successfully addressed the anti-social behaviour concerns previously reported at the Pontoon. To date, no further complaints have been received from berth holders regarding anti-social behaviour in the area.

During the trial period, officers held an engagement meeting with City Security to discuss communication and service delivery issues identified during the early stages of the appointment. Since that meeting, feedback received from local businesses indicates that improvements in service delivery and communication have been observed.

The patrol area was also expanded to include Warfelton Field following intelligence received via Saltash Leisure Centre regarding the potential arrival of travellers. This proactive response enabled an increased presence within the area and provided reassurance to residents and stakeholders.

The appointment was flexible, with no contractual commitment requiring the Council to continue the service.

Should Members wish to continue the appointment, the current cost would be £20.50 per hour. The current cost of the service is approximately £1,148 per week plus VAT based on the existing patrol arrangements.

It is also highly recommended that should the Town Council wish to appoint City Security that they would continue to work in partnership with Devon and Cornwall Police, Safer Saltash and other relevant stakeholders to ensure a coordinated,

effective and proportionate response to anti-social behaviour and wider community safety concerns.

How Does This Meet the Business Plan?

The appointment supports the Council's commitment to maintaining safe, welcoming and accessible public spaces for residents and visitors.

The trial has contributed to:

- Protecting and enhancing community assets, including the Pontoon and Waterside facilities.
- Supporting residents, businesses and visitors through improved community safety measures.
- Developing partnership working with local agencies and stakeholders.
- Responding proactively to community concerns and anti-social behaviour.
- Improving the visitor experience and encouraging positive use of public spaces.

Budgets

Budget Codes:

6598 EMF Crime Reduction (CCTV).

Budget Availability:

£22,933

Committed Spend:

£9,760

Budget Left to Spend:

£13,173

Signature of Officer:

Administration Officer