



**NORTH DEVON DISTRICT COUNCIL**

**SPECIFICATION  
FOR PROVISION OF STREET MARSHALS**

**July 2024**

## **1. Introduction**

- 1.1 Following the unprecedented success of the Street Marshal Scheme introduced in Barnstaple as part of the Safer Streets 4 project North Devon Council resolved to continue the scheme.
- 1.2 The scope of the scheme has been extended to include Ilfracombe town centre.
- 1.3 The exact operating hours of the scheme will be determined in consultation with key partners such as Police, based on demand and available budget.

## **2. Aims / Objectives**

- 2.1 The aims of the scheme will be to:
  - Provide public reassurance / safety to the public and businesses.
  - De-escalate situations that could lead to anti-social behaviour
  - Provide a direct link to Council and Police teams by utilising the existing town centre radio network (Shopnet)
  - Provide first aid assistance as required
  - Report any environmental ASB issues to NDC
  - Build relationships with local businesses, encouraging use of the Shopnet radio system and reporting of incidents. Provide a link between businesses and public services and reporting any issues and helping these to be addressed quickly.
  - Where reasonable to assist Council and Police staff in their daily duties

## **3. Requirements**

### **3.1 The Service**

- The service will be ready to commence on 1 July 2024
- Provide 2 x SIA accredited, FREC 3 first aid trained security staff to be present in the town centre of Barnstaple or Ilfracombe for 7 hours a day, 7 days a week for the contract period. The timings of the patrols to be reviewed regularly and subject to change depending on demand.
- Record and report incidents to relevant authorities, writing witness statements where appropriate.

- A manager or representative to attend a short weekly tasking meeting with representatives from North Devon Council, Police Officers and any other invited interested party
- Supplier to maintain adequate insurance for staff
- Supplier to provide updates on the service as required to enable improvement and monitoring
- Supplier to provide suitable high visibility uniform

### **3.2 Person Specification**

All staff undertaking the Street Marshal role will be expected to demonstrate the following knowledge, experience, skills and attributes:

- Valid SIA licence
- 3 years' experience in security work
- Knowledge of Barnstaple and Ilfracombe town centres
- Knowledge of how to manage conflict
- Knowledge of safeguarding principles
- Knowledge of data protection legislation and confidentiality
- Good communication skills
- Generate enthusiasm with a 'can do' attitude
- Remain calm and polite in all circumstances
- Act as a positive ambassador for the district and town
- Able to work on own initiative and as part of a team
- Excellent problem-solving ability
- Be a good listener
- Capability to concisely record information and have analytical ability
- Ability to act in a confident, reassuring and non-confrontational manner
- Ability to write witness statements if required
- Ability to follow and adhere to risk assessment / procedures
- Street Marshals will not smoke, or consume food whilst on duty
- Due to the sensitive / confidential nature of information staff may be party to and potential conflict of interests, NDC require that staff employed as part of this contract do not also work within the night economy of Barnstaple or Ilfracombe

## **4. Scope**

The scheme will cover Barnstaple and Ilfracombe Town Centres with specific focus on the Public Space Protection Order areas.

Due to the sensitive / confidential nature of information staff may be party to and potential conflict of interests, NDC require that staff employed as part of this contract do not also work within the night economy of Barnstaple or Ilfracombe.