ID Cards and Building Security Policy

1.0 Policy Statement

Gloucestershire County Council (GCC) recognises its responsibility to provide a safe environment for staff (which for the purposes of this policy includes external occupiers' staff), volunteers, councillors and visitors to its buildings, where they and their possessions will be offered a reasonable degree of protection – subject to their own due diligence.

To ensure that as far as possible, a safe working environment is maintained, everyone who accesses a council building must be aware of how they can contribute towards ensuring that it is a safe place to visit and work.

This policy sets out the council's approach to protect its staff and assets (including its information), by helping prevent unwanted people who seek to cause harm to individuals or steal property from entering the building.

2.0 Scope

This policy applies to anyone who uses GCC buildings and ID cards, including but not limited to employees, councillors, partners, contractors, visitors, agents of the council and other third parties (i.e. users).

3.0 User Responsibilities

It is the user's responsibility to:
- ✓ Wear and visibly display your GCC ID badge, partner organisation's ID badge or visitor pass at all times when in GCC buildings.
- ✓ Wear and visibly display your GCC ID badge to prove to a member of the public or staff of another organisation that you are representing GCC on official business.
- ✓ Keep your GCC ID badge hidden when outside of GCC premises to ensure your personal security.
- ✓ Inform reception areas in advance if you are expecting a visitor(s). You should provide the visitors' name, expected arrival time and the nature of their visit and be in reception to meet them at the agreed time.

- ✓ Ensure all visitors are issued with a visitor badge and supervise and accompany them throughout their visit, unless on the approved Property Services' Framework of Contractors.
- ✓ Ensure the Customer Services Management Team and the Facilities Management Team are notified in advance if you are expecting a higher risk visitor at Shire Hall. A higher risk visitor may include someone with a known history of aggression or escalating behaviour. These teams should also be notified if you are inviting a visitor to a potentially contentious meeting where there is a risk of heighten emotions or disruptive behaviour.
- ✓ Escort all visitors back to reception at the end of their visit where they will be asked to sign out by reception staff.
- ✓ Hand in a lost GCC ID badge, to the nearest GCC reception or Facilities Management.
- ✓ Report your lost or stolen ID badge to the BSC or Facilities Management. The BSC can be contacted by calling 01452 425888 or emailing contactus@gloucestershire.gov.uk; Shire Hall complex and Locality Hub Facilities Management can be contacted by calling 01452 425850 or emailing fm@gloucestershire.gov.uk
- ✓ Hand your ID badge to your line-manager as part of the leavers' process.
- ✓ Be confident to challenge anyone who is not familiar nor displaying their ID badge inside buildings – further guidance can be found on Staffnet and in Talksmart
- ✓ Ensure that door codes and security alarms are changed regularly, where in use. These must be communicated to Asset Management and Property Services by emailing fm@gloucestershire.gov.uk
- ✓ Ensure offices are secure if they are the last person to leave at the end of the working day.
- ✓ Close windows in meeting rooms when vacating the room.
- ✓ Assist AMPS with checks of compliance with this policy.

You must not:
- ✗ Allow anyone to follow you through a security door (tailgating) without clearly displaying a valid ID badge. Any instances of forced tailgating must be immediately reported to Facilities Management by calling 01452 425850 or emailing fm@gloucestershire.gov.uk
- ✗ Share your GCC ID badge with anyone or share door codes or keys with unauthorised people.

4.0   Line Managers' Responsibilities

It is the line manager's responsibility to:
- ✓ Ensure all staff and individuals you are responsible for follow this policy.
- ✓ Ensure ID badges for all leavers are collected on their departure and returned to the BSC.

✓ Ensure any access rights you approve are valid, necessary, and appropriate for the role.

5.0   Commissioners and Contract Managers Responsibilities

If you are a commissioner of an external service provider or are managing the relationship with a partner who is authorised to use GCC ID badges, you must ensure the third party complies with this policy and the procedure for managing ID badges and access around GCC buildings.

If you are approving requests on behalf of partner or supplier staff, you must ensure that any access rights you approve are valid, necessary, and appropriate for the role.

6.0   Business Service Centre (BSC) Responsibilities

Any ID badge which provides access to GCC buildings, visibly identifies a person as being employed by GCC (or by an employer in partnership or under contract to GCC), or visibly identifies that a person has been approved by GCC to carry out a service, must be provided and recorded by the BSC.

7.0   Asset Management and Property Services (AMPS) Responsibilities

AMPS will maintain a list of staff, partners and contractors who are approved to have GCC ID badges. They are also responsible for managing access through an approved web-based database.

Facilities Management will undertake visual check of low-level windows at Shire Hall each evening.

AMPS will perform checks of staff compliance with this policy.

8.0   References

This policy and other related information security policies, standards and procedures can be found at Information Management and Security Policies.

9.0 Document Control

9.1 Document information

Owner:	Jenny Grodzicka, Head of Information Management Services (DPO)
Author:	Jenny Grodzicka, Head of Information Management Services (DPO)
Reviewer:	Kirsty Benzie, Assistant Head of Information Management Service
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9.2 Version History

Version	Version date	Summary of Changes
1.0	October 2019	Consultation with AMPS, BSC and ICT. Approved by Information Board 11 December 2019
1.2	August 2020	Accessibility changes and review of hyperlinks
1.3	March 2022	Contact details for BSC and Custodians added
1.4	November 2022	Accessibility review and updates to formatting.
1.5	March 2024	Broken link fixed in line with migration to SharePoint
2.0	January 2025	Policy's Scope expanded to include explicit list of those individuals the policy applies to.
3.0	August 2025	Policy updated to reflect corporate changes to visitor management

9.3 Review

This policy will be reviewed as it is deemed appropriate, but no less frequently than every 3 years.

9.4   Contact Us

Post: The Information Management Service
               Gloucestershire County Council
               Shire Hall
               Westgate Street
               Gloucester
               GL1 2TG

Email: dpo@gloucestershire.gov.uk

Phone: 01452 324000