

NEWCASTLE CITY COUNCIL ELECTIONS

NEWCASTLE, TYNE AND WEAR

CLIENT

NEWCASTLE CITY
COUNCIL

PROJECT BRIEF

The local council elections in England were being held on 6th May 2021.

Newcastle City Council required Election Hosts at all 104 polling stations across the county to ensure social distancing and COVID-19 measures were adhered to throughout the full day's polling activities.

As part of Newcastle City Council's supplier framework, FRG won the tender to provide 120 SIA Licensed Security Officers to act as Election Hosts at all polling stations on election day.

FRG'S RESPONSE

Conscious of the short time frame, FRG immediately contacted its network of SIA Licensed Security Officers across the UK and transported Officers out from its national pool to secure full coverage for the 104 locations. For maximum flexibility FRG over provisioned to ensure additional Election Hosts were available to cover any last-minute illness or absence.

All Election Hosts received a 90minute induction prior to deployment to make sure they understood the nature of their role. The main objective was to interact with the voting public to ensure socially distanced queue management and reinforcing the 'Hands, Face, Space' COVID-19 messaging. As with all FRG briefings, the importance of adding value to the project was highlighted and officers were encouraged to think of themselves as part of the polling station team and lend a hand as needed.

ABOUT THE CLIENT

Newcastle City Council is the local government authority for the city and metropolitan borough of Newcastle upon Tyne. Newcastle has 26 electoral wards. Each electoral ward has three councillors, representing and elected exclusively by the voting population of each ward.

THE CHALLENGES

From winning the tender FRG had just one month to mobilise the security provision for the high-profile event and as every county across England was holding local elections on the same day there was an increased demand for Election Hosts nationwide, putting pressure on the supply chain.

Naturally the client was anxious that the provision of over 100 Election Hosts would not be possible at such short notice. The FRG Operations Team held regular meetings with the client to reassure them that its supply chain was resilient and able to turn around the high-profile project despite these challenges.

ON ELECTION DAY

To safeguard a smooth and rapid deployment on the day an additional ten-person response team consisting of the FRG Operations and Key Account team members supported the deployment across the 104 locations.

For rapid communications, a pop-up FRG control room was set up on location in Newcastle with a dedicated phone number to deal solely with calls relating to the election day project. This enhanced support provision sped up queries and facilitated any last-minute redeployments required.

THE RESULTS

The security provision was 100% successful with all 104 polling stations manned by an FRG Election Host maintaining social distancing on polling day.

There were zero reports of problems or altercations and the team ethos so important to FRG's core values was shown by the front-line Election Hosts who helped set up the polling stations and lend a hand throughout the day as needed.

Feedback from the Newcastle City Council has been very positive.