Estates and Facilities Management Division (Facility Services)
Service Level Statement - Security

a) Aim
To endeavour to provide a safe community environment for staff, students and visitors within available resources.

b) Service
We will:
- Provide advice and guidance for staff and students on security matters;
- provide a 24 hours, 365 days per year security monitoring Control Room;
- regularly patrol University sites and maintain a record of these patrols;
- respond to all reported security incidents;
- liaise with the Police and other external agencies on security matters;
- advise on physical security measures to be implemented;
- maintain and manage a computerised card access system for University Academic Buildings;
- maintain and manage a campus wide CCTV system;
- maintain and manage vehicular entrance barriers to academic sites;
- maintain and manage intruder alarms;
- provide information for the Police and other external agencies in line with the Data Protection Act;
- make available CCTV footage to those authorised within the Data Protection Act and the University’s CCTV Codes of Practice;
- control traffic onto the Main Campus;
- control car parking on all academic sites;
- record and store “found” property from the main campus, and repatriate to its lawful owner where they are identifiable;
- Produce an annual security report with crime statistics by 31st August each year;

c) Customer Obligation
For us to maintain this level of standard you will need to:
- Take reasonable precautions to protect yourself and University property;
- liaise with your department and security staff to ensure that you have the correct access cards;
- ensure that all losses and thefts of access cards and keys are reported to security as soon as discovered;
- ensure that any suspicious incidents / persons or criminal activity is reported to security as soon as discovered;
- lock windows and office doors when not in use;
- comply with directions given by a member of the security team;
- if authorised to bring a vehicle onto a university site, comply with the parking regulations.
d) Key Performance Indicators

- attend all emergency incident requests on main campus within 15 minutes of receiving the call;
- attend all emergency incident requests in other areas within 30 minutes of receiving the call.

e) Measured by

- Regular audit of incident logs and patrols.
- Analysis of response times.