

Service level statement for security service provision to main precinct

| Security Services | | Faculties & Departments | | Comments |
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| Service: | They will: | Service support: | They will: | |
| Respond to emergencies | Where possible, respond year round within 5 minutes (of the time of receiving the request) | Provide Security Services' telephone numbers on posters to all floors, areas, buildings & phones, where possible (subject to being given reasonable notification of any change) & make sure that the emergency number 112233 is given out consistently and regularly. | Ensure that staff & students are aware of which number to call Security Services control room. Respond to calls for assistance when required by Security Services. Call the emergency services on 999 as well as Security. | Emergencies include: 1. Where life is threatened or a person requires urgent medical assistance 2. Where a crime is occurring or has just occurred and offenders likely to be nearby |
| Respond to intruder or fire alarm activations | Where possible, respond year round within 5 minutes (of the time of receiving notification) | Provide a safe, secure & suitable environment in which to work and study. | Ensure all identified risk areas are protected by intruder alarms – labs, computer rooms and offices as required. Ensure students are robustly dealt with if they are found to have maliciously activated the fire alarm or related safety equipment. | While it is recommended to call Security Services first, in cases where the signal does not link to the control room, dial 999 when fire alarms activate and give appropriate instructions to the emergency services. Immediately after call Security Services on 112233 . Full details can be found with the Health & Safety Office. |
| Reassurance patrols | Provide internal and external patrols as appropriate to each building (as detailed in the night security patrol list sent to all Faculty Managers) between the hours of 1800 & 0600. A record of any out of hours checks or internal patrols at any time to be logged in the security control room log and building logs where applicable. | Support reassurance patrols | Ensure a positive message is given to all staff and students about involving Security Services to deal with all security-related matters. | Full details of which buildings are checked daily, the type of patrol and the minimum period spent there is included in a check list sent to all Deans & Faculty Managers. This list is updated annually having been risk assessed. |

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| Escort to car service | Provide a uniformed security escort to all staff at any time from their place of work to their vehicle, operational commitments permitting. | Wherever possible, provide 30 minutes' notice in order for Security Services to make arrangements to despatch a security officer, again operational commitments permitting. | | This service is open to all staff or postgraduates who have travelled by car to the main precinct. |
| Car parking enforcement | Provide a uniformed car parking enforcement service between 0800 and 1700 Monday – Friday to ensure that vehicles are parked correctly and displaying the correct car parking permits and/or coupons as per the TTW rules. Full details on the TTW website. Enforcement includes, warning notices, fines and wheel clamping as required. | Ensure that departmental spaces are applied and paid for as per TTW rules. | | All staff parking in University car parks to make sure that they comply with all car parking rules at all times. Significant infringements will be reported to Personnel Services and the head of department for further action (e.g. tampering with coupons, etc). |
| Deal with licensed premises | Attend at licensed premises when required. Security staff are not expected to clear bar areas unless specifically asked and will not do so as a matter of routine, although regular checks will be made. | Provide a bar manager and responsible staff at all times. Where required, door staff to be licensed as SIA Door Supervisors and must wear their licence prominently displayed at all times while on duty. | Ensure that all staff on licensed premises are properly trained and close the bar by the time on the licence. | Bar managers and other bar staff are expected to maintain order in their licensed premises and to clear the bar without Security Service help as a matter of course. |

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| Service: | They will: | Service support: | They will: | |
| Record (and investigate) crime | <p>Assist the police in investigating crime. In most cases the Service will record details, provide advice to victims and act as a contact or liaison point with the police regarding the progress of an investigation.</p> <p>Provide full information to the department in regard to all incidents involving the department or its members. If an incident report has been generated, a copy to be sent to the head of department within 24-hours.</p> <p>A termly report of all incidents in the previous term to be published on the Security Service website.</p> | <p>Report all crime-related incidents to Security Services. Even if there is little that the Service can do, it allows a picture of incidents to be built up which might identify a bigger problem.</p> <p>As the University has a dedicated police officer, they may be asked to investigate a matter which under normal circumstances would be unlikely to be dealt with by the police.</p> <p>Please seek advice if not sure.</p> | <p>Ensure all crimes and, where appropriate, incidents are reported to Security Services even if they are also reported directly to the police.</p> | <p>While the police will be expected to investigate crimes reported to them, there will be times when Security Services will investigate – this is usually when the matter is an internal one and it is not deemed appropriate to report the crime to the police.</p> <p>Security Services will pay for a University police officer.</p> |
| Provide crime prevention advice | <p>Provide basic security advice at the time of recording an incident.</p> <p>Provide detailed advice and reports for more long-term solutions to specific issues.</p> <p>Provide guidance on security related capital expenditure.</p> | <p>Ensure security considerations are adequately prioritised when allocating capital expenditure.</p> | <p>Ensure that Security Services are involved in providing professional advice when any security work is being planned.</p> | <p>Crime ‘hotspots’ will be identified by Security Services in conjunction with the police in order to target security measures more effectively.</p> |
| Provide security improvements after forced-entry burglaries | <p>Provide a follow-up visit after a forced entry break-in with a trained member of security staff within two working days to identify any improvements to security.</p> | | | <p>These measures will be installed by University Building Services and paid for by Security Services. Where additional measures are requested by departments, these may be at their expense.</p> |

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| ID cards | Provide a security reception between 0830 and 1630 Monday to Friday for staff & students to have their cards encoded at Royal Fort Lodge Staff, Students or persons will be asked to leave the building if they are either unable or unwilling to be identified. | Support Security Services when ID cards are seized by ensuring that students are appropriately and consistently dealt with for misdemeanours. | Provide details of who needs access, when and to which doors/buildings. Ensure only University-approved card access systems are installed. Remind and encourage staff & students to have their ID card with them at all times and produce it on request. | Without the relevant information or authority from the head of department, it will not be possible to encode ID cards. The relevant form is available to print off from Security Services website. |
| Keyholding | Provide a 24-hour key repository for departments and/or buildings. | | Ensure any new keys are sent to Security Services for the attention of the Control Room Clerk in order for us to keep bunches of keys up to date. | |
| Lost Property [under review] | Provide a 24/7 service to enable staff, students or visitors to hand in found property or enquire about lost property. This will be logged by control room staff and placed in a sealed bag. Any inquiries in relation to contacting possible owners will be carried out where possible. | | | [This service will not come into operation until it has been handed over from the portering team in Senate House – this is currently under review]. |
| Monitor fire & security systems | Ensure, where appropriate, that systems are connected to the control room at Royal Fort Lodge for remote monitoring. | Record all activation of systems and ensure, through Building Services, that every effort is made to eliminate technical malfunctioning | Ensure all systems are University-compliant, in conjunction with Building Services and are linked to the alarm monitoring system as appropriate. | |

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| Provide a maintenance helpdesk facility. | Between the hours of 1630 & 0830 Monday – Friday and all day during weekends, bank holidays and University closure days, provide a telephone answering service for UBS helpdesk. Details will be passed to the Shift Maintenance team for their action as appropriate. UBS maintenance policy refers. | | Ensure all staff & tutors are aware of the UBS policy on maintenance times, so that expectations are managed appropriately. | Security Services simply act as a call handler in this situation and while we will do everything we can to assist, ultimately the responsibility lies with Building Services. |
| Dealing with complaints | Respond to complaints in writing/email within 5 working days. | | | The sooner complaints are reported, the quicker Security Services are able to respond to the problem. |
| Event security | Where notified, will monitor permitted parties and events in hall, buildings or bars and ensure they are kept in check. | Give at least two weeks notice if Security Services required at events in order to arrange additional cover. Any less notification will carry a charge for arranging overtime. The additional staff required would be based on Security Service recommendations. | Ensure only Security Industry Authority (SIA) licenced door supervisors are hired when third party security companies are used. Notify Security Services of who the company is and a contact name and number of the person in charge of the event security for that occasion. | Security Services overtime is payable at the rate published on our website: www.bristol.ac.uk/securityservices A minimum of four hours overtime is payable. You will be advised of the exact figure at the time of enquiry. Unplanned events which require last minute additional security may be charged as appropriate. |
| Training | Ensure all staff are trained to SIA standards and that additional training will be given on first aid, handling aggression, dealing with drugs & alcohol and other appropriate courses. The emphasis is on continuous improvement and development. | An acceptance that on occasion, security staff numbers on duty may dip due to abstractions for training. This will be kept to a minimum and notification will be given if this happens. We will try to concentrate most training during vacation times where possible. | | |