

Security Services		Halls of Residence		Comments
Service:	They will:	Service support:	They will:	
Respond to emergencies	Where possible, respond within <b>8 minutes</b> of the time of receiving the request) between the hours of 0600 & 2200 hours and within <b>5 minutes</b> between the hours of 2200 & 0600	Provide Security Services' telephone numbers on posters to all floors in all accommodation blocks (subject to being given reasonable notification of any change) & make sure that the number 112233 is given out consistently and regularly.	Ensure that 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 <b>8 minutes</b> of the time of receiving notification ) between the hours of 0600 & 2200 hours and within <b>5 minutes</b> between the hours of 2200 & 0600	Provide a safe, secure & suitable environment in which to live, study & socialise.	Ensure all identified risk areas are protected by intruder alarms – bar areas, 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
Reassurance patrols	Provide internal and external patrols as appropriate to each hall between the hours of 2200 & 0600. The hall log book to be completed at each visit. Entry to student bedrooms will be recorded in officers' pocketbook together with room number as well as the hall log. Additional patrols will be provided between 1800 & 2200 where staffing levels permit.	Support reassurance patrols	Ensure a positive message is given to all halls staff, tutors, and students about involving Security Services to deal with all security-related matters.	Each hall to be visited between 2200 & 2300. Internal & external patrols to take place at least twice (and usually more frequently) between 2300 & 0600. These patrols to check the security of the building(s) and ensure that there are no student-related problems. Security staff need to be proactive in ensuring standards of behaviour are set early in the academic year and are effectively enforced.

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Deal with student related concerns.	Respond to calls for assistance during the hours of 2330 & 0600, where the call for assistance is <b>urgent but not an emergency</b> , within <b>15 minutes</b> . All other calls within <b>30 minutes</b> .	Record all actions taken within a hall in the security book so that where possible students can be identified and appropriate support or discipline given by the hall.	Consider those accommodation blocks without card access or digital locks to be fitted with such to ensure students are at least able to enter their building even if they do not have their key. Deal with lock out requests between 0600 & 2330 every day except as specifically excluded.	This will include student lockouts, reports of strangers/suspicious persons loitering on hall premises. Cases where students are locked out of their hall will be dealt with as an urgent case as opposed to those who are simply locked out of their room but are still inside their building
Deal with student misbehaviour	Night-time Patrols to be proactive in identifying anti-social behaviour such as noise, drunken disorder, drug abuse, damage to property, etc. To respond to calls for assistance during the hours of 2200 & 0600, where the call for assistance is <b>urgent but not an emergency</b> , within <b>15 minutes</b> . All other calls within <b>30 minutes</b> . To escort miscreants who are not members of the hall where misbehaviour is occurring off the premises of that hall or requested to leave as necessary. During the hours of 0600 & 2200, <b>urgent</b> calls will be attended within <b>30 minutes</b> and all others within <b>two hours</b> .	Provide hall handbook to students.	Ensure that students understand the required conduct while in hall and ensure it is enforced where appropriate. Co-operate with the Students Union in consultations and decisions relating to the student bus service and monitor the way the service is run, reporting back to the Union as necessary.	Urgent but not emergency requests would include: 1. Discovery of burglary or walk-in theft but offender not likely to be in the vicinity 2. Student assaults where offender not at the scene 3. Reports of excessive noise, disorder or disturbance, petty vandalism. 4. Student parties where the noise level or behaviour is getting out of hand and uniformed security presence is required to with it effectively 5. Lone females who are locked out of their hall building during the hours of 2200 & 0600. Entry to student bedrooms together with room number will be recorded in the officers' pocketbook and hall log.
Deal with licensed premises	Attend at licensed premises when required and provide a bar visit during the first hour of the night shift. 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	Ensure that all staff on licensed premises are properly trained and close the bar by the time on the licence.	Bar managers and other hall staff are expected to maintain order in their licensed premises and to clear the bar without Security Service help as a matter of course. Bar manager to be visited between 2200 & 2300 – dependent upon service demand.

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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 hall in regard to all incidents involving the hall or its members. If an incident report has been generated, a copy to be sent to the hall within 24-hours. 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. 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>
ID cards	<p>Provide a security reception between 0830 and 1630 Monday to Friday for staff &amp; students to have their cards encoded at Royal Fort Lodge</p> <p>Students or persons will be asked to leave the building if they are either unable or unwilling to be identified.</p>	<p>Support Security Services when ID cards are seized by ensuring that students are appropriately and consistently dealt with for misdemeanours.</p>	<p>Provide details of who needs access, when and to which doors/buildings.</p> <p>Ensure only University-approved card access systems are installed.</p> <p>Remind and encourage students to have their ID card with them at all times and produce it on request.</p>	<p>Without the relevant information or authority, it will not be possible to encode ID cards.</p> <p>Currently only Goldney Hall has a card access system fitted which utilises the University library card.</p>

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Liaison with tutors	Where possible provide nightly liaison with the duty tutor in each hall before they go off duty at 2330 – this is dependent upon demands to the service	Ensure details of tutor on duty are readily available to security patrols at all times name, room & contact number.	Organise tutor rosters as required and ensure tutors are trained in relevant safety & security measures, drawing on the expertise of security services as appropriate.	Security staff will ensure that they introduce themselves if not known to the tutor and ascertain if there are any security issues for the night in question. Security Services to provide names and photos of staff for display in part of hall only accessed by staff and tutors.
Liaison with halls staff	On a termly basis, provide a report of crime statistics & issues and initiate contact with each hall to see if there are any security-related issues that need to be addressed. This report to cover all halls and to be published on the Security Service website.	Ensure any issues are collated by each hall for being easily passed to Security Services. Ensure Security Services are regularly invited to the Wardens Committee meeting in order to raise any issues as early as possible.	Consider establishing a contact person who can act as the liaison with Security Services. Facilitate an annual review meeting between security, hall warden and hall bursar – this is probably best in May/June each year. Provide copies of warden committee meetings to Security Services.	It may be sensible to have a regular meeting arranged with each hall for say 15-30 minutes each month to pass on any issues and for Security to feed back any updates on the progress of certain matters. An e-mailed bulletin may be an alternative means of regular communication.
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.	
Provide a maintenance helpdesk facility.	Between the hours of 1630 & 0830 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.

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Security cover	Ensure that on average eight FTE security staff are provided to cover the halls over the year. This equates to an average 40 working hours provided per day. However, it is recognised that more staff are needed at the start and end of term, and during term itself and less during vacation periods.		Ensure that, working with Security Services, that staff & tutors are aware of what is being proposed in terms of future shift cover so that only official notification is accepted as being accurate.	Security Services' need to devise a roster which will allow for more staff at key periods and less during vacation periods, but keeping the average number of staff at eight across the year. It is especially important that a full complement of staff are available during "Freshers' Week".
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: <a href="http://www.bristol.ac.uk/securityservices">www.bristol.ac.uk/securityservices</a> 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.		

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