

University of Bath
Security Services
Charter

SERVICE	WE WILL:	WHAT WE NEED FROM YOU:	COMMENTS
Reception	<p>Provide security staff 24 hours, 365 days a year at the reception office Wessex House Level 2. These staff will provide the following reception services.</p> <ol style="list-style-type: none"> 1. Assisting visitors with directions 2. Recording reports of crimes and incidents 3. Monitoring of intruder alarms and taking the appropriate action 4. Monitoring of fire alarms and taking the appropriate action. 5. Dealing with lost and found property 6. Acting as a secure cash deposit for Departments outside normal office and banking hours. 7. Securing firearms used by the members of the Students Union Rifle Club 8. Answer out of office hours 'phone calls for the University 9. Storing and issuing the main entrance and alarm keys for University Departments. 10. Emergency callouts for maintenance (minor faults & repairs) to Estates Services on behalf of building users. 11. Supply residential students with emergency medical transport to local Bath hospitals where an ambulance is not required and the exigencies of duty permit. 	<p>Timely and accurate information</p> <p>Appropriate training for your staff and care when setting and unsetting alarms</p> <p>Appropriate training for your staff and care when setting and unsetting alarms</p> <p>Departmental Heads will have to make special arrangements to receive this service.</p> <p>Ensuring all keys are appropriately labeled</p> <p>Ensuring that all contact details are current</p>	

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	12. Issue temporary parking permits 13. Maintain parking Campus meters 14. Receive and issue hire cars to staff members 15. Issue of Students Union transport 16. Issue of accommodation keys during out of office hours	Ensure that all keys are available and correctly labeled Ensure that all keys are available and correctly labeled Ensure that all keys and relevant information are available as required	
Library	Provide a member of security during all Library opening hours to <ol style="list-style-type: none"> 1. Ensure only library card holders and verified personnel enter the library. 2. To challenge any person exiting the library who 'set-off' the alarm. 3. To deal proactively with any anti-social behaviour. 4. To assist in preventing food and drinks being consumed in the premises. 5. Issue keys to the Music Room to appropriate verified persons. 6. Dealing with lost property from the library, documentation and storage. 7. Activate the Tannoy system in the event of an evacuation. 8. Monitor alarm panels for access/exit control doors. 9. Monitor and manage the CCTV system, including the regular changing of tapes. 	Advance notice of all opening hours and changes thereto.	

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Campus Patrols	<p>Monitor the security and general safety of the Campus on a 24 hour basis, this will include</p> <ol style="list-style-type: none"> 1. Random security checks on identity/status of any person on University premises. 2. Locking and alarming of University Departmental buildings at agreed times or as soon as operationally practicable thereafter. 3. Unlocking and unsetting the alarms on buildings to facilitate visits out of hours by service and maintenance staff. 4. High profile public safety and crime prevention patrols. 5. Deal pro-actively with any anti-social behaviour on Campus and in off Campus residencies when staff are on duty. 6. Cash escorts to/from banks and departments. 7. Allow access to person staff into buildings when keys have been forgotten or lost. 8. Issuing verbal warnings under student discipline code as appropriate. 	<p>Staff and students to be in possession of the appropriate ID when on University property.</p> <p>Any information that may affect the agreed times</p> <p>Advanced warning e-mailed to the reception, Wessex House, security-office@bath.ac.uk</p> <p>In all cases contact the Security Office staff who will make arrangements to call the Police if appropriate.</p> <p>Prior arrangements must be made with the Head of Security or the Security Manager</p> <p>Sealed and labeled bags to be used at all times. Cash movements to be kept to a minimum</p> <p>Appropriate ID and prove access required</p>	
Off Campus Patrols	<p>The residencies security staff are employed to give a level of cover in the student residencies on and off campus. They will cover 19 hrs on Saturday and Sunday 10 hrs a day Tuesday to Friday 8 hrs on Monday</p>		

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	<p>The shift roster is fixed and available for viewing in the security office. Their duties include</p> <ol style="list-style-type: none"> 1. High profile public safety and crime prevention patrol 2. Attendance at the resident tutor 'Drop In'. 3. Taking reports of crimes committed in the residencies. 4. Dealing proactively with any anti-social behaviour within the residencies. 5. Supporting resident tutors with discipline issues. 6. Issuing verbal warnings under student discipline when appropriate 7. Liaising with the local Police 8. Organise regular fire drills at the residencies in liaison with the Resident Tutors (Quarterly) 	<p>Timely and accurate information</p> <p>Contact the Security Office staff who will inform the Police as appropriate.</p>	
<p>Special Events</p>	<p>To assist in the University management of events Security Services will</p> <ol style="list-style-type: none"> 1. Manage a diary of events for the reference of all staff and students. This is to ensure that there is no conflict between events that would impact across the University. 2. Attendance at core University events e.g. Graduation 	<p>Refer to the diary before making an online notification of an event via the Security Website. Contact the Head of Security or the Security Manager should you wish to discuss the issue further.</p> <p>Advanced notice of event including the following details</p> <ol style="list-style-type: none"> 1. Nature of Event 2. Start/finish times 3. Venue 	

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	<p>3. Consider the deployment of security staff at special events on Campus after discussions with the event organiser.</p>	<p>4. Event organizer</p> <p>5. How many people expected to attend.</p> <p>6. Estimate of number of vehicles expected to attend.</p> <p>Advanced notice of event including the following details</p> <p>1. Nature of Event</p> <p>2. Start/finish times, venue</p> <p>3. Event organiser</p> <p>4. Nature of Event</p> <p>5. Start/finish times</p> <p>6. Venue</p> <p>7. Event organiser</p> <p>8. How many people expected to attend.</p> <p>9. Estimate of number of vehicles expected to attend</p> <p>10. 35 days notice required if additional staff are likely to be required to staff the event.</p> <p>11. 3 days notice for small events that only require unlocking of buildings.</p>	<p>Overtime costs for additional staff out of normal opening hours will be recharged to the organisers.</p>
<p>Emergency Response and Assistance</p>	<p>In the event of an emergency situation Security Services will provide</p> <p>1. Immediate response to the incident e.g. fire alarm, intruder alarm, fire etc.</p>	<p>Accurate and timely information of the following</p> <p>1. Location of the incident</p> <p>2. Nature of the incident</p> <p>3. Extent of the incident</p>	

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	<ol style="list-style-type: none"> 2. Immediate response to disabled toilet alarms 3. Request assistance from the emergency services as required. 4. Assist in any evacuation ordered by the person in charge of the building or their deputy. 5. Order an evacuation if appropriate in the absence of the person in charge of the building or their deputy. 6. Cordon the scene if appropriate 7. Protect the scene as appropriate 8. Liaise with the emergency services 9. Escort the emergency services as required 10. Assist the Police and/or other investigating service as appropriate 	<ol style="list-style-type: none"> 4. Whether persons are in danger 5. Contact details <p>Full co-operation in responding to requests by security staff</p> <p>Notification of the alarm sounding with an exact location.</p>	
<p>Consultation & Advice</p>	<p>The Head of Security and the Security Manager are prepared to consult and advise staff, students and Heads of Department on any issue in relation to security of buildings, personnel or security equipment. Written reports can be given on request.</p> <p>Crime prevention/reduction advice will be given on request.</p>	<p>Identification and notification to the Head of Security Services or Security Manager of areas of local or campus wide concerns.</p>	

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	<p>The department will engage in periodic proactive crime reduction campaigns involving posters, advertising and personal contact.</p>		
<p>Car Parking - On Campus</p>	<p>Security Services will generally provide the following services in relation to car parking</p> <ol style="list-style-type: none"> 1. Maintain a database of all car park pass holders 2. Deal with all applications for new and renewals of car park passes within the campus. 3. Maintain traffic patrols to monitor and enforce the prevalent parking regulations. 4. Supervise and maintain the Pay & Display facility 5. Issue Visitors Parking Tickets for departmental visitors 6. Manage traffic flow around the Campus 7. In liaison with the Estates Dept. attempt to ensure that staff and students are kept informed of car park and road closures via the University website. 	<p>Completion of the application form and payment or agreed payment of the appropriate fee</p> <p>Notification from the Estates Dept. of any works to be carried out.</p>	
<p>Car Parking - Off Campus</p>	<p>Security Services will generally provide the following services in relation to car parking</p> <ol style="list-style-type: none"> 1. Maintain a database of all car park pass holders 2. Deal with all applications for new and renewals of car park passes within the campus. 3. Enforce the prevalent parking regulations. 4. Issue visitors parking permit in exceptional circumstances. 	<p>Completion of the application form and payment or agreed payment of the appropriate fee</p>	

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First Aid	<p>Security services will ensure that all security officers remain qualified as first-aiders.</p> <p>In addition the service will</p> <ol style="list-style-type: none"> 1. Respond to all first aid incidents as soon as practicable 2. Inform the paramedics in appropriate cases 	Early and accurate information	
CCTV	<p>Security services will maintain the CCTV system to the standard of “Best Practice” as defined by Regulatory bodies. We will supply visual data to the Police force as required, in order to assist in the reduction and prevention of crime on campus</p>		
Liaison	<p>Liaise with the emergency services, Local Authority staff, other HE institutions and service suppliers to provide advice on crime trends, legislation and crime prevention techniques.</p>		
Induction Programmes	<p>The Head of Security Services or the Security Manager will present at any prior agreed induction forum provided operational reasons allow.</p>	At least 14 days notice to should be given.	