Service Level Descriptions – Campus Services – Security and Parking

(1) Campus Services (Security and Parking) will provide:-

(a) A security service to students and staff of the University and to visitors to the University by way of:

(i) foot and mobile patrols of the Campus and buildings.

(ii) manning fixed points which will be determined by the on-going and developing needs of departments and location and by a dynamic risk assessment process to evaluate changing needs and priorities.

(iii) checking the lockfast security of university buildings and property, in particular during the evenings and throughout the night.

(iv) responding to automatic intruder and fire alarms and liaising with the emergency services.

(v) dealing with incidents, criminal and non-criminal, which occur on the campus and completing reports in respect of each incident.

(vi) a secure collection and delivery service for mail, internal and external for the whole campus with a daily service Monday to Friday.

(b) The clients for each of the above services will be all students and staff at the University, tradesmen and contractors while on the campus and all visitors whether on business or peripatetic.

(c) A car parking facility on the campus for staff, students and visitors to the campus by way of

(i) providing car parking spaces on street and at various agreed locations on and off campus and notices throughout the Campus describing the methods of payment.

(ii) University Regulations with the force of law enacted by the University Court.

(iii) regulating car parking by a system of parking permits at a fee in accordance with the Regulations, set time to time by the University Court.
(iv) enforcing the Regulations by Traffic Wardens employed by the University, by the issue of Civil Charge Notices and the imposition of financial charges.

(v) ensuring that all parking signs, lines and notices are lawful and that defects are rectified as soon as practicable.

(vi) ensuring that the Parking Regulations are administered efficiently and fairly.

(d) The clients for the services at (c) above are the drivers of motor vehicles on the campus and in university car parks off campus.

2. The Campus Services (Security and Parking) function of Estates will support implementation of the Strategic Framework document by:

(a) providing a safe environment for students and staff:

(i) by implementing pro-active security and patrol measures thereby engendering an atmosphere of personal safety and security.

(ii) in co-operation with the local police, ensuring that all reported crimes are speedily and effectively dealt with.

(iii) adopting an understanding and sympathetic approach to student problems.

(iv) seeking to promote the philosophy of ownership of the University by students and staff and thereby engender a spirit of belonging. Such a policy will lead to an improved reputation in the wider student world throughout the country and, with proper marketing and publicity, to increase applications to the University with an enhanced reputation as desirable place to study. This will, in turn, provide benefits in attracting high calibre students with concomitant benefits in terms of postgraduate study, research and the wider development of Dundee as part of the Town and Gown philosophy.

(v) providing a safe environment in terms of road safety by ensuring proper traffic control and in the longer term, by an increased emphasis on pedestrianisation of the campus and road system.

3. Campus Services (Security and Parking) will work with colleges and other directorates to ensure integrated service provisions by:
(a) seeking to encourage dialogue at all levels between Campus Services staff and other University staff.

(b) consulting within the University on proposed initiatives and changes to existing practice.

(c) ensuring that full use is made of the university Campus Services Committee to explain and justify proposed changes to existing practices and to reasons for the introduction of new provisions and practices.

(d) wide use of Hermes to publicise proposals and to invite comment.

4. The Security function will have the following resources available:

(a) (i) 24 Security Officers providing 24 hours a day security coverage.

(ii) 2 patrol vehicles equipped with radio communications.

(iii) 12 personal radios.

(iv) CCTV cameras covering the whole campus externally and selected buildings internally with digital recording and retrieval of images.

(b) The parking function will have the following resources available:

(i) 2 Traffic Wardens to patrol the campus and ensure compliance with the Parking Regulations, issuing Civil Charge Notices as appropriate.

(ii) 1 Parking Administrator responsible for issuing permits, collecting payments for permits, ensuring timeous payments of Civil Charge Notices pursing payment of Charges and checking payments and issuing refunds on the RingGo system.

(iii) Access to DVLA database of registered keepers of motor vehicles by virtue of membership of the British parking Association and accreditation as an Approved Operator of that Association.

5. The budget and funding source are both in-house and are set annually as part of the bidding process.
Income in respect of the security function is very limited and comprises only payment by other departments/colleges for specific security provision.

Income in respect of the parking function is significant and is of the order of £300,000 p.a. in relation to the sale of parking permits, pay as you go monies and civil charge notice monies. Parking income is not retained by Campus Services but it is used to pay for the upkeep of car parks and lining and signing.

6. Services will be delivered as follows:-

(a) Immediate response:

(i) alarm calls, both intruder and fire.

(ii) emergency calls

(iii) requests for assistance from the Emergency Services

(iv) vehicles causing serious obstruction

Where possible an immediate response will be provided by 2 personnel. If only 1 member of staff attends initially, he will be joined as soon as possible by back-up staff.

(b) Response within 2 hours

(i) reports of non-urgent situations e.g. minor damage to or malfunction of equipment of property

(ii) Non-urgent collection/delivery of documents

(c) Mail will be collected/delivered twice daily, Monday to Friday. Requests for collection/delivery of urgent mail will be dealt with immediately.

(d) Letters and e-mails will be dealt with as soon as is reasonably practicable and in any case within 14 days from the date of receipt.

(e) Requests to other departments/colleges for their staff to attend will be met as soon as reasonably practicable and in any case within 1 hour.

7. (a) The Campus Services (Security and Parking) function will supply services as outlined in this document unless, by virtue of circumstances outwith its control it is unable so to do. If there is a failure to supply the service promised, a written explanation will be provided to the user setting out the reasons for non-compliance and detailing the steps to be taken to prevent, if possible, a recurrence.
(b) The user of the services will comply with the agreed timescales for requesting the service and will ensure that access and the necessary information is available to allow the services to be timeously and efficiently provided.

(c) The users of the services will notify the supplier of the services as soon as is reasonably practicable of any perceived failure to supply the services requested.

8. Campus Services (Security and Parking) will operate at all times within the following legal and regulatory framework:

(a) Criminal and civil law provision will be adhered to at all times. Any failure to do so may result in legal action in respect of such failure.

(b) The provision of Health and Safety legislation will be complied with at all times and any breaches of it will be the subject of a report.

(c) The provisions of the University Ordinances will be complied with.

(d) the Security manager will, where appropriate, exercise his responsibilities as an Authorised Officer in terms of University Ordinances.

(e) All Security Officers and other members of Campus Services exercising a security function from time to time will require a licence granted by the Security Industry Authority in terms of the Private Security Act 2001.

(f) Training courses for the Skills for Security Certificate necessary to obtain the SIA Licence will be provided by the University.

9. The following mechanisms for reviewing performance by Campus Services (Security and Parking) will be utilised:

(a) Scrutiny of Incident Report Forms by the Security Manager on a daily basis to ensure:

(i) their full and proper completion

(ii) proper response to the situation

(iii) timeous response to the situation.

(b) Follow-up call to the customers/client to ascertain his satisfaction or otherwise with the security/parking action.
(c) Maintain a daily log of incidents, their type, location and frequency and use such information to determine daily manpower levels, frequency and location of patrols, operation planning and strategic planning.

(d) Circulation of questionnaires on, say, a bi-annual basis to departments/colleges to ascertain how the security/parking function is perceived.

(e) Review all letter of complaint/appreciation to determine possible deficiencies/assets.

10. Campus Services (Security and Parking) will take the following action in respect of complaints and disputes:

(a) The method of making a complaint will be publicised, e.g. by a Hermes entry and will cover minor, more serious and disciplinary complaints.

(b) Minor complaints will be resolved by dialogue between the alleged miscreant’s line manager and the complainer. Should this not prove possible, the complaints will be referred to the Security Manager.

(c) More serious complaints will be dealt with by the Security Manager. If resolution is not achieved, the matter will be passed to the Head of Department. If resolution is still not achieved, the complaint will be passed to the University Secretary for his consideration.

(d) Complaints from which criminality may be inferred will be referred to the Security Manager for his consideration in the first instance. Should he considered that there is criminality (other than that of a minor nature) he will refer the matter to the police. In any case, he will record the complaint and his reasons for the action taken.

(e) The principle to be followed is that complaints and disputes should be dealt with at the lowest level possible subject to the agreement and satisfaction of the complainer.