Title: **Security Service Level Agreement**

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Key Points: Revised Security Service Level agreement for publishing on the Security Services website

Action required:
- For approval

The University of Reading

<u>Security Services</u>

Service Level Agreement

GENERAL STATEMENT AND GUIDANCE NOTES

Security Services - Service Level Agreement (SLA)

1   General Statement

1.1   Security Services is a University service provider with a remit for:

> Safeguarding students, staff and visitors

> Safeguarding property

> Traffic management

This document details the services provided within current resources to meet the expectations of our customers and lays down the responsibilities of both parties.

1.2   This SLA is designed to provide both staff and resource support to staff, students and visitors, and where contracted to conference related functions and tenants. The SLA will be reviewed annually.

2   Breaches of the Service Level/Comments

2.1   The Security Services Manager welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to:

> Security Services Manager
> Whiteknights House
> University of Reading
> Reading
> Berkshire   RG6 6AH

All complaints will be dealt with in accordance with the University's complaints procedures.

2.2   Where the response is not deemed satisfactory, aggrieved parties should contact the Campus Services Director for further investigation.

2.3   Access to the security complaint procedure can be found at http://www.reading.ac.uk/security

3   Changes to the Service Level

3.1   The Security Services Manager will review the SLA annually (see paragraph 1.2) and where improvements are made the SLA will be duly annotated. Where there is a reduction of service, notice will be given that changes will be made either following written notification to specific parties or after three months' notice has been given.

3.2   Contracts. Where there are written contracts, both parties may withdraw from these agreements in compliance with any contractual arrangements.

Service	Level	User responsibilities
Operational Deployment	Security Services will take all reasonable measures available to prevent crime and deter criminal activity in order to safeguard people and property.	
	In the interest of ensuring a safe and secure environment, Security Services staff will provide both foot and mobile patrols of the University estates on a 24 hour basis	It is the users' responsibility to ensure that their area of operation is secure, and alarmed, before departing, and to report all suspicious incidents immediately.
Incident Reporting	Security Services will respond within a reasonable time frame (between 5-10 minutes on Whiteknights Campus and 15-20 minutes off- campus) to reports of all incidents upon University property or involving associated staff, students or visitors.	Users are to report incidents without delay to Security Control Room in person or by telephone. Email is not to be used. To ensure good practice and preserve evidence, users are required to follow security advice.
	Security Services will provide a written report of all relevant incidents detailing known facts, action taken and detailed timings. The Security Update report will be distributed the next working day by 1000 hours to all registered recipients.	Users, who are not a registered recipient of the Security Update and need to see a specific report, should contact the Security Services Manager.
	Security Services will support victims in the reporting of crimes to Thames Valley Police and will assist them in all subsequent enquiries as required.	Users (owners) are responsible for reporting personal loss to the police, even when committed upon University property. Users are responsible and required to remain at the scene to assist in the subsequent investigation and report

	compilation.
	Users are to assist the investigation by ensuring their actions do not disturb or compromise the crime scene and forensic evidence.
First Aid Response	Security Services will provide first aid trained personnel to enable first response medical assistance to University users when dealing with Security issues.	User to contact nearest Reception or call Security Services Control Room on extension 6300 for assistance.
Chaperone Service	Security Services will provide a chaperone service to vulnerable staff and students in accordance with the published protocol	Users should contact the Security Service Control Room on extension 7799.
Intruder Alarms	Estates & Facilities Directorate with Security Services will undertake security surveys and provide advice on the installation of intruder alarm systems to university specification.	
	Security Services will monitor the University's intruder alarm system and will respond immediately to alarm activations, or notification of such activations, to: − Protect life − Protect property − Prevent crime − Prevent loss or damage	In the event of an activation, including those caused by error, users are responsible for remaining at the scene to await the arrival of Security Services staff and to give details of the cause Users are responsible for ensuring any crime scene is preserved
	Estates & Facilities Directorate will maintain installed systems to ensure operational effectiveness.	
	Security Services and Estates & Facilities will provide training to local staff as required on the use of intruder alarm systems.	Alarm user codes are not to be issued to non-authorised personnel. In addition, codes should not be shared with others or issued to persons for an area unless that person is authorised and issued with a key for that area.

		Departments, Schools Directorates are responsible for ensuring that their staff using the system are fully conversant with the system
Fire Alarms	Security Services will monitor the University's fire alarm system and will respond to activations, assisting in: – evacuation – evacuation of personnel from refuges – welfare and safety of evacuees – Fire Brigade access – security of the scene – first aid – intelligence gathering – business continuity – provision of reports	Users should follow the University of Reading Emergency Procedures at all times.
Panic Alarms (Fixed)	Security Services will dispatch a patroller immediately upon the activation of identified Panic Alarms, prioritising the response. Where these are not identified the response will be as per intruder alarms (see above).	Users are to use Panic Alarms only for emergency situations.
Disabled Rooms & Lift Alarms (fixed)	Security Services will respond, to disabled room and lift alarm activations on Whiteknights Campus within 5-10 minutes.	Users are responsible for the correct use of installed systems. Where users activate an alarm in error, they are to remain at the location or contact the Security Centre to avoid an

		inappropriate operational response.
CCTV Management	Estates & Facilities Directorate with Security Services will undertake Security Surveys and provide advice on the installation of CCTV systems to University specification.	
	Image data will be processed in accordance with the Data Protection Act principles and Information Sharing Agreement.	
	Security Services will report any maintenance issues to ensure operational effectiveness.	
Control Room – Operating Hours	Security Services main Control Room located at Whiteknights Campus will provide a 24 hour operational service throughout the year.	
Control Room - Staffing	Security Services main Control Room located at Whiteknights Campus will be permanently staffed by trained personnel.	
Control Room – Call Handling	Control Room staff will respond to telephone calls received as follows: Extension 6300 (emergency number) will be answered within 5 seconds, 95% of the time and within 10 seconds, 100% of the time. Extension 7799 (enquiry number) will be answered within 15 seconds, 90% of the time.	
Control Room - Response Action	Control Room staff will respond in the appropriate manner according to the nature of the call, prioritising as	Users should be clear and concise about the issues reported and the nature of the call to ensure proper

	necessary.	prioritisation.
Control Room - Management of Incidents	Supervisors and Controllers will co-ordinate incidents, ensuring that appropriate follow-up action and investigation is undertaken in a timely manner.	
	Supervisors and Controllers will co-ordinate the correct compilation of reports.	
Control Room – CCTV usage	Control Room staff will monitor and respond accordingly to incidents observed on the CCTV surveillance system.	
Control Room - Systems	Control Room staff will monitor and maintain all systems within the Control Room in accordance with the agreed maintenance provision, taking prompt action through service providers to rectify faults and issues.	Service providers will ensure that they respond in accordance with their agreed SLA and maintenance agreements.
Control Room - Out of Hours Contractors	Control Room staff will assist Estates & Facilities colleagues in the signing in and out of external contractors outside of normal working hours.	Relevant Estates & Facilities staff are to provide accurate and up-to-date records of contractors due to be on site at these times.
Control Room - Loss of Services	In the event that the main Control Room situated at Whiteknights Campus is lost through any form of natural or unplanned event, the Security Services Manager will implement the Business Continuity Plan to re-establish services with as little disruption as possible to the University.	
Traffic Management - Regulations	Security Services will carry out car parking management in accordance with the University of Reading Car Parking Regulations.	Users should adhere to the University of Reading Car Parking Regulations. Users should report any suspicious circumstances or parking issues to the Control Room on extension 7799.

Traffic Management - Signage	Security Services staff will deploy appropriate signs as required.	Users are responsible for complying with signage.
Traffic Management - Patrols	Supervisors and Controllers will co-ordinate the patrolling of the University car parks, access and egress routes to provide as far as is reasonably practicable a safe and secure environment.	
	Patrollers will carry out their duties in accordance with the University Car Parking Regulations to ensure reasonable access to authorised parking areas.	Users are to inform Security Services when large events are taking place to ensure safe access and egress on campus.
Civil Parking Notices	Security Services will monitor and work with the external company engaged to issue Civil Parking Notices to vehicles that contravene the University of Reading Car Parking Regulations.	Users are responsible for paying the fine to relevant off campus agency.
Special Events	The University of Reading reserves the right, at all times in accordance with University Regulations, to change the use of car parking provision for special events. Users, where possible, will be informed in advance of any changes of use.	Users to comply with any information that is provided.