

Security Policy and Procedures

Policy Statement

St Chad's College seeks to ensure, as far as is reasonably practicable, the security and safety of all students, staff, visitors and contractors, whilst within or situated on College premises. The Bursar is responsible for the effective operation and enforcement of the Security Policy and Procedures. Responsibility for security and personal safety rests with all persons who study, work or visit the College. All students, members of staff, visitors and contractors are expected to work together to ensure the success of the Policy.

Security and personal safety is everyone's responsibility and cannot be left solely as a matter for Reception staff or police.

St Chad's College will exercise its right to prosecute and/or take appropriate disciplinary action against any person who acts negligently, dishonestly, or commits a crime against the College.

Responsibilities

Responsibility for security rests with all students, staff (including contractors and agency staff) and with visitors to the College. In particular, everyone should report all activity (suspected or real) of a criminal nature, unacceptable behaviour, or any suspicious activity immediately to the Bursar or Reception staff (Reception staff will contact the appropriate College officer). Within this overall responsibility some particular elements are defined as follows:

- a. Senior Management Team: the senior management of the College should ensure that support and resources are available to staff for the implementation of the Security Policy. Necessary measures to improve security in essential areas should receive priority consideration. Where appropriate, specific training to achieve acceptable standards of operation should be supported and properly resourced.
- b. Bursar: overall development and planning of security strategy, policies and procedures
- c. Clerk of Works (CW): Day to day responsibility for security is delegated to the CW. All matters concerning security should be directed to the CW in the first instance. This includes the delivery of an effective day-to-day security service.

- d. Reception staff: security duties to include patrolling of all areas, crime prevention, issuing of keys and staffing receptions
- e. Evening and Night Reception Staff: security duties to include patrolling of all areas, closing down and setting / un-setting alarms of all buildings, crime prevention, and staffing Reception.
- f. Heads of Department: have a pivotal role in promoting security alongside safety, within their area. The actual responsibilities will vary according to the location of the department and the nature of the activity..
- g. All Staff (including those with a contract of work, including research staff, visiting fellows, anyone employed as tutor, researcher even on an ad hoc basis) must ensure they are familiar with and follow the procedures in the College Security Policy. They must also co-operate with security-related requests from the Bursar, CW or other staff, especially with emergency or evacuation instructions and in relation to all security procedures (e.g. showing ID cards on request).
- h. All Students: have a responsibility to look after College facilities properly and to give due consideration to security issues. They must follow security procedures designed to protect College property, in particular regulations governing access to computer rooms or areas with other public use equipment. Students must co-operate with security-related requests from staff, especially with emergency or evacuation instructions and in relation to security procedures (e.g. showing ID cards on request).
- I. All Visitors: including conference delegates and event attendees have a responsibility to look after the College facilities whilst on site and to give due consideration to security issues. In particular they must follow security procedures designed to protect College property. Visitors must follow instructions from College staff, particularly in emergency situations.
- j. Common Areas: security risks in common or public areas of buildings are the responsibility of the College as a whole but will be the devolved responsibility of CW. However Heads of the various department in College are asked to draw particular risks or issues to the attention of the Bursar and CW so that effective solutions can be proposed in conjunction with all interested parties.

Crime Prevention and Security-Awareness Procedures

1.1.2 Procedure: Crime Prevention and Security Awareness

* All suspicious activity should be immediately reported to the Bursar or the Reception staff in the first instance (who will contact appropriate College officers).

* Personal valuables should be locked away, placed out of sight or kept on the person. Personal property should never be left unattended

- * Offices must be locked upon leaving, with windows closed and locked
- * Laptops should not be left unattended and must be locked out of sight when not in use, particularly overnight. In open areas, laptops should be either secured to the desk with a steel enclosure or security cable or locked away when not in use in a secure cabinet
- * Ground-floor windows (and curtains or blinds) should be closed at dusk and lights should be turned off when leaving.
- * All incidents of crime on College premises, real and suspected, must be reported to the Reception staff and an Incident Form completed.
- * The evening Reception staff will do their rounds in the evening to ensure that appropriate doors are locked. They will also patrol common areas of Main College to aide in the identification of security risks, monitor public safety and to act as a deterrent against crime.
- * Remind staff and students each term to close doors and windows.

1.2.1 Incident Reporting

It is the responsibility of all staff and students of the College to report all activity, suspected or real, of a criminal nature, suspicious and/or unacceptable behaviour. Incident reporting is crucial to the identification of patterns of criminal activity. It permits investigation and recommendations to be made to prevent a reoccurrence. Comprehensive reporting of incidents provides an accurate picture of the level of crime throughout the College and thus ensures that adequate resources are provided to combat that crime. Success in the College's fight against crime is greatly enhanced by fast, efficient and detailed reporting.

1.2.2 Procedure: Reporting of Security Incidents

- * All incidents of a security nature should be reported in the first instance to Reception.
- * All available information should be included, such as time, location, persons-involved, items missing etc
- * An Incident Report form is available from Reception The form should be completed as soon as possible after an incident by the person reporting the incident
- * The local Police should be informed in all cases of reported crimes of assault, indecency, fraud, theft (including car or cycle theft) and burglary. In cases of doubt, advice on Police involvement may be sought from the Duty Officer. All Police involvement on College property is to be notified to the Bursar during weekdays day

or the Duty Officer at night or weekends to enable effective College management of any subsequent actions on College premises.

* If an individual wishes to report criminal activity but remain anonymous, they can do so by using the 'Crimestoppers' line on 0800 555 111.

* All serious crime or major incidents must be managed in accordance with the College's Emergency Plan which is available on the internet. In the first instance, any serious crime or incident must be immediately reported by dialling ext. 43358.

1.3 Crime Investigation

All crimes that occur on College premises will be investigated appropriately to prevent re-occurrence and aid crime prevention. The Bursar and other personnel as appropriate will be responsible for carrying out internal investigations of security related incidents, producing written reports for circulation where necessary and providing follow up crime prevention advice.

Staff or students alleged to be involved in any crime within the Estate or crime affecting the College community may be referred to the Principal, who has the power to suspended and/or ban staff or students from entering the College premises pending investigation and/or disciplinary action.

2.1.1 Identity Cards

All students are issued with Durham University ID cards, which is used for library, identity, student registration and (in some University buildings) access control. All College staff are eligible for such ID cards, but only those who require internet access or library privileges actually acquire such cards. ID cards are valid for the duration of the individual's course or contract. These cards should be regarded in security terms as the same as a key and remain the property of Durham University. Cardholders must safeguard their card and report any loss to the University. ID cards are not transferable, and holders must not loan their card to other persons for means of access or for any other purpose. Disciplinary action may be taken by the College for the misuse of University cards.

2.1.2 Contractors

Contractors will be issued with a visitor's pass on entry and should wear these passes during their visit. Passes are numbered and should be returned on leaving the College. Contractors who will be on site for more than a week will generally be issued with a St Chad's College Contractor card to allow them access to the building they are working in. The maintenance department hold a limited number of contractor access cards for building access.

2.1.3 Visitor Identification

St Chad's College has two distinct types of building: the main college building (known as Main College) is the only College building that is open for public access and all other buildings are restricted to students and room guests (with the exception of housekeeping, maintenance and other operational staff and their escorted visitors). Given that Main College is accessible via a number of entry points, and given that Reception can be bypassed, security from intruders depends on College members feeling able to 'challenge' unaccompanied and un-badged individuals.

In this context 'challenge' means asking, 'May I help you?' or saying, 'It looks like you may be lost' or some similar phrase.

All College Operational Staff (housekeeping, catering, reception, maintenance) wear both a uniform and a name badge (or their name is embossed into the uniform). If they are not uniformed, they wear a name badge. This is the primary identification for College operational staff.

Academic, academic-related and secretarial staff do not generally wear a uniform or a badge and are therefore potentially open to challenge if they are not well-known. The same goes for all other College members (such as JCR / MCR / SCR members).

Any person who is neither a member of staff nor a member of the JCR, MCR or SCR is deemed to be a visitor.

There are two visitor identification policies: one for Main College and the other for residential buildings:

a. Main College: Anyone visiting a member of staff in Main College is to be met at Reception and accompanied when in College. If this is impractical and they cannot easily be accompanied, they will be asked to wear a 'Visitor' badge.

b. Residential buildings: All visitors with an operational or business to access residential buildings will be accompanied by a staff member and they will be required to wear a 'Visitor' badge.

c. All visitors attending public or organised events being held in Main College, the Chapel or the Horsfall Room are to be clearly directed (either by person or by signage) to the respective meeting room / venue. They are open to challenge should they stray away from the room / venue. In the case of the Horsfall Room, visitors ought not to be given the key but should be accompanied to open up the room.

Visitor Badges are numbered and they should be collected from Reception, where they are both signed-out and signed back in via the Visitor Badge Log Book. It is the staff member's responsibility for ensuring that the badge is collected and returned.

Given that issuing visitor badges is the equivalent of issuing a master key (i.e., it potentially provides access to all areas), they must be stored in a lockable draw and

issued with care and in a controlled manner. Staff treating them without due care will be subject to disciplinary procedures as misuse could be classed as gross misconduct.

2.1.4 Obtaining an ID card

New and replacement cards for staff can be arranged via the Principal, Vice-Principal or Bursar.

2.1.5 Control of Locks, Keys and Access Control Cards

The CW controls the issue of all new locks, keys, access control systems and cards. The College operates a master key system, which allows various levels of access. No lock or key should be installed on College's premises without the authority of the CW.

Master and sub-master keys may be issued to departments for local use and may be issued to individual staff. Departmental administrators should keep a record of all keys issued locally and ensure staff return keys when they move offices or leave the College's employment. It is the responsibility of all individuals who are issued keys to ensure their safe keeping at all times and report any loss immediately to the CW.

Where additional access control within the College is required, department managers should discuss their needs with the Bursar so that usage analysis and installation costs can be assessed.

2.1.8 Procedure: Request for Locks & Keys

Reception staff are responsible for the issue, receipt and accountability of all individual keys.

All requests for new keys should be recorded in the key book.

* Contractors: keys can, in certain circumstances, be issued to contract staff by the CW. Contractor's access to College buildings will be strictly controlled by the CW according to agreed access control procedures.

* all losses of keys must be reported immediately

* persons leaving the College or transferring to the University are to return their key directly to their line manager, who will record the key's return. They should not pass it directly to (new or old) colleagues in their department.

All requests for master or sub-master keys are to be made directly to the CW and must be approved by the Bursar. Sub-master keys can only be requested by Heads of Department.

Any loss of master or sub-master keys will be subject of an inquiry. Loss of keys may also lead to disciplinary measures should negligence be proved.

3.2 Procedure: Security of Equipment:

All computer/AV equipment should be secured dependent on its use:

* Public or open access facilities: portable IT and AV equipment must be secured using a purpose made PC desk with security bolt, steel enclosure or other approved security device. Access control to the area should be considered. Where in excess of £30k of equipment is in use, the use of CCTV should be considered. In open office areas for student or public access: individual PC's or laptops are the responsibility of the owner.

* AV equipment should be secured to an agreed security specification depending on its functionality. The CW will provide advice

* All valuable portable IT equipment such as laptops and PDA's must be locked away and placed out of sight when not in use (especially overnight).

* A security risk analysis may be conducted by the Bursar (in conjunction with the College Insurers) at any time, with any resultant report or recommendations to improve security made to the Principal.

* Computers should always be password protected and switched off when not in use to protect them from authorised access to information. For further advice on security of information and acceptable IT use, see the University's IT security policies.

3.3 Security Hardware

All requests for installation of locks, CCTV, intruder alarm or access control will be subject to a risk analysis. Such equipment is not to be purchased, installed or removed without prior consultation with the Bursar who will advise on approved installers and security response. Where CCTV is installed, the requirements of the Data Protection Act and the College's CCTV Policy must be followed.

Temporary security measures must always be considered where there may be temporary additional risks such as building works, the erection of scaffolds or the removal of existing security equipment. Advice from both the Bursar and the CW must be sought during the planning of these works.

3.4 Insurance Cover

The replacement cost of College property stolen through burglary may be claimed from the College's Insurers but generally only where forced entry to the premises is

proven. Property left in unlocked drawers, or within an insecure/unlocked or un-alarmed area, may not be covered. The insurance policy also has a built in excess.

Loss or damage to personal property is not generally covered by the College insurance policy.

3.5 Mail Receipts and Deliveries

All mail and goods delivered to Reception will be sorted, dispatched and distributed from this location. Internal mail will only be delivered to and collected from Reception. Recorded and Registered Mail and goods must be signed for and a record of its delivery kept in the appropriate log held in Reception.

3.6 Headed Paper, Stationery and Logo

Pre-printed headed paper and other stationery displaying the College logo, staff names, telephone numbers etc., must be treated carefully to avoid fraudulent use. Headed paper, order forms, compliment slips etc should be locked away when not in use. Old or unwanted headed paper must be disposed of correctly by shredding or by using the College's waste paper disposal system.

Any person found using College stationery or the College logo for personal business or other purposes may be subject to disciplinary action and/or if relevant, legal action.

4.1.1 Procedure: Office Security

General Awareness:

* Students and staff should be made aware of the University's security 42222 and 43333 emergency telephone lines (24 hour) for gaining assistance and reporting incidents

* Any suspicious behaviour should be reported immediately by telephone to the College on ext 43358 or via 07940623050

* Staff working out of hours should be made aware of St Chad's College's relevant policies from the Health and Safety handbook.

4.1.2 At the end of the working day, staff should ensure that:

* Valuables and confidential documents (laptops, exam scripts, research data, personnel files etc) are locked away.

* Any keys that have been issued during the day have been returned and any losses reported immediately

- * A 'clear desk policy' is maintained in Reception (and other places where possible) to ensure that sensitive documentation is locked out of sight
- * All non-essential electrical appliances are switched off (or unplugged if necessary)
- * Office doors and all windows are closed and locked as appropriate
- * Ground floor curtains and blinds are closed with any items on windowsills which hinder closure removed
- * All lights turned off
- * PCs or monitors are switched off or password protected when not in use to prevent unauthorised access to information

4.2 Personal Security and Security

Whilst it is the responsibility of the Bursar and CW to provide a safe and secure environment so far as is reasonably practicable, it is the responsibility of all students and staff on College premises to take all reasonable measures to ensure their own personal safety and security.

4.2.1 Entry/Exit and Movement between College and University Buildings

Access to Main College ought to be restricted to reception. Use of the Garage for entry to College ought to be discouraged with appropriate signage and use of the College's CCTV system to monitor the gardens.

Students and staff should make themselves aware of their surroundings and of other people when walking between buildings. Try to avoid poorly lit or isolated areas and where possible, walk with other colleagues. Report any deficiencies in lighting in College or the University to the Bursar so that the message can be passed on and remedial action taken.

All entry doors need to be monitored to ensure that they open and close correctly

Ground-floor windows need to be checked to ensure that they do not open more than the prescribed height. The same goes for higher windows deemed to be a fall-risk.

4.2.2 Suspicious behaviour

If suspicious or criminal activity is noticed, notify, or get a colleague to notify, the College Reception Desk (on ext 43358) or call University Security (on ext 42222). Then, if you feel able, question the individual(s) in a friendly positive manner. The College Reception staff or University Security staff will direct response to the area as a matter of urgency, and if appropriate, ensure the Police are contacted.

4.2.3 Unacceptable Behaviour

If faced dealing with conflict, try to remain calm, avoid raising your voice, arguing or using aggressive body language. Call for assistance from immediate colleagues, Reception staff, or the Duty Officer.

St Chad's College will not tolerate any form of verbal abuse, harassment, threatening, intimidating or other unacceptable behaviour, or any type of assault from or against staff, students or visitors. This type of behaviour should be reported immediately by completing an Incident Report Form which is available from Reception.

St Chad's College will exercise its right to request that persons leave the premises if required and, if necessary, will ask Police to assist in the removal of such persons. The College will invoke disciplinary procedures against staff or students as necessary.

Where an individual's behaviour is perceived to be a potential threat to any other individual or to the good order of the College community, appropriate staff may be notified of the persons name and department in order to prevent or restrict that person's access to the College. They may also be subject to disciplinary action.

4.3 Drugs and Illegal Substances

Any suspicions of handling or use of controlled or illegal substances should be reported to the relevant persons on duty, so that appropriate investigation and consultation with College Officers and external authorities may take place.

Drug wipes are to be used to carry out random checks of communal areas (especially toilets).

4.4 Weapons

Weapons are not permitted throughout the College premises. This includes imitation firearms and knives which may be for decorative or ceremonial purposes. Any person found carrying an illegal weapon will be reported to the police and may be arrested. Disciplinary action may also be taken against anyone found carrying a weapon on College premises.

4.5 Property – Lost or Found

4.5.1 Found Property

If anyone finds identifiable property, such as a wallet or handbag, they should if possible, notify the owner as soon as they are able and arrange for the item to be delivered/collected. If the owner is not contactable, follow the procedure below:

* Unidentified found property should be handed into Reception .

* When property is handed in, the date/time, finder's name, department and contact details are recorded.

4.5.2 Claiming Property

When someone claims lost property, full details will be required: i.e., a full description of the item. For certain more expensive, personal or sensitive items, proof of ownership may be requested (this is perhaps more important for non-members of College and it may simply require some third party verification that someone has seen this in the person's possession). When Reception staff are satisfied of the owner's claim, the property will be handed over on signature. Where any doubt to ownership exists, the Bursar or the local Police will be asked to arbitrate.

4.5.3 Property Left in Libraries/Chapel/ other public areas

No valuable items of property or teaching material are to be left unattended in public areas. Public areas are cleaned daily, and any item of property will be treated as lost property and dealt with as above. Where the value is questionable (leftover papers) and/or the condition of the item is such that it can be regarded as refuse, the material will be removed as waste.

4.5.4 Lost Property

If anyone loses property that has yet to be recovered, they should report such losses to Reception.

4.5.5 Disposal of Property

Items of found property handed in will be retained for a reasonable period of time dependent on the type of property. Attempts will be made to trace the owner if the item contains any personal details (ID card, driving licences etc). If the owner cannot be traced and no one claims the item, it will be destroyed or donated to a local charity shop.

4.5.6 College Liability

St Chad's College is not liable for losses of or damage to personal property incurred by students, staff or visitors, including through criminal activity whilst on College premises.

4.5.7 Property Marking and Registration

All staff and students are advised to mark personal property with their name and home postcode and to ensure that valuables are covered by personal insurance. Valuables such as bicycles, mobile phones, laptops can be registered on-line at

www.immobilise.com which provides a system for tracing the owners of found or recovered property.

5.1.1 Car Parking

Please note that the market place is within a congestion charge zone.

5.1.2 Staff Car Parking

St Chad's College staff are entitled to apply for a parking permit to park on College premises. They may also be eligible to apply for a University permit. Please contact the Bursar for further details.

5.1.3 Student Car Parking

The University has a very restrictive policy for parking in Durham City. The College works within that system. Postgraduates resident at Trinity Hall may park their car there (with appropriate permits visible on their cars). In very limited circumstances, other students may also gain permission to park there, provided that there is a genuine College-related or University-related need to have a car in Durham.

5.1.4 Motorbike Parking

The only area for motorbike parking is Trinity Hall. However, the area is not judged safe for overnight parking of such vehicles.

5.1.5 Bicycle Storage

Whilst St Chad's College positively encourages cycling, for reasons of safety and to protect the fabric of the building, it does not allow bicycles, other than folded-up bicycles, into its buildings. A bicycle store is provided behind Grads' House.

5.1.6 Disabled Parking

Parking for disabled drivers is very limited. However, if you have a Green Badge, you may park on the Bailey, just in front of Mouldsdale Hall (the College's dining hall). Green Badges are obtainable from Durham County Council.

5.1.7 Assistance for wheelchair users

St Chad's College Attendant Staff may be able to offer assistance to wheelchair users. Wheelchair users are urged to ring Reception (on 0191 334 3348) to arrange for someone to offer assistance (especially if using the disabled spots in front of Main College). Such support will depend on staff availability and cannot be guaranteed.

5.1.8 Liability

Leaving motorcycles, scooters, bicycles and other vehicles parked on the College's property is always at the owner's risk. The College accepts no responsibility for theft or damage to vehicles on its premises.

6.1.1 CCTV

The use of Closed Circuit Television (CCTV) is recognised as a useful tool in the fight against crime, both prevention and detection. The College uses a CCTV system in various places to cover entrances and main public access areas.

The Reception staff manage the CCTV within the precinct.

6.1.2 Objective

CCTV is installed inside and outside buildings, with the objective of assisting to provide a safe and secure environment for the benefit of those who work, study and visit the College. This objective will be met through the use of the system in order to:

- * Reduce the fear of crime and offer public reassurance
- * Assist in the prevention of crime and public disorder
- * Facilitate the apprehension and prosecution of offenders in relation to crime and public disorder
- * Monitor and deal with any public safety issues

6.1.3 CCTV Policy and Procedures

Due to the complex nature of the Data Protection Act and its application to CCTV usage, the access to CCTV on St Chad's College's premises is restricted to authorised personnel only.

The policy on the deployment, use and access to data of CCTV equipment and systems is contained within the College's CCTV Policy.

In general, the Police should not require, nor be allowed, access to the College CCTV systems except for emergencies or for investigation of serious incidents. Request by Police to remove CCTV recordings must comply with the Data Protection Act

7.0 Risk Assessment

7.1 Before hardware is purchased or a security strategy is developed, risks need to be evaluated. This evaluation should include:

- * Location and nature of the area
- * Building construction, design and premises use
- * Current access control or other security measures
- * Past security record
- * Value and desirability of contents

Risks may vary depending on the time of day, level of building use or if alterations to the building are carried out. A risk analysis therefore needs to be 'carried': once a risk analysis is prepared it should be evaluated in consultation with the Bursar or CW to decide whether the risks are acceptable, what level of protection is required and what the College's priorities should be.

7.2 Ten Principles for Security Risk Analysis

When carrying out a security risk analysis, the analyst needs to ask how reasonable, realistic and commensurate the risk actually is. When risks are considered low, often a simple solution can be just as effective as a more complex one. The following points ought to be considered when carrying out a risk analysis:

7.2.1 Target Removal

Permanent or temporary removal of the target (the valuable item). Quite simply, this means ensuring the target is not visible from outside or is removed from public view e.g., expensive computing equipment should be housed on an upper floor rather than ground floor, or away from external windows.

7.2.2 Target Hardening

Make the target resistant to attack. Expensive IT equipment should be fitted within a steel enclosure or in a purpose made IT desk with security bolt. Where possible, doors should be solid, within a strong frame and fitted with adequate locks. Window shutters, blinds or grilles should be considered for large areas.

7.2.3 Remove the Means To Commit The Crime

This is good housekeeping. Ensure that anything an offender may find useful to assist them, such as keys, tools, ladders, etc., are locked away and not left easily accessible. All scaffolding should be enclosed at ground level to prevent climbing and an intruder alarm fitted at the first level of scaffolding.

7.2.4 Reduce the Payoff and Loss

What value is the item if stolen and resold externally? Consider the value of the loss if something was stolen. Property marking expensive items with the College postcode and the department name reduces the potential for resale and increases the chance of the property being returned if found. Insurance cover is available but limited and the Policy excess may not cover the loss. Consider specific items insurance if critical

7.2.5 Access Control

Where possible restrict access to storage areas or particular rooms that require a master or sub-master key.

7.2.6 Visibility and Surveillance

Three methods of surveillance should be considered:

1. Natural – the area is visible to other occupants or passers by
2. Formal – using technology and/or people to monitor the area and deter
3. Informal – encouraging employees to be vigilant

7.2.7 Environmental Design and Perimeter Control

A range of security measures should be considered at the design or planning stage of a building or refurbishment. Perimeter controls or surveillance methods should be considered.

All fencing needs to be kept in good order.

Garden areas should be studied to ensure that unnecessary ‘hiding spots’ can be minimised, especially those close to doors.

External lighting needs to be risk assessed and enhanced as required.

Bin collection points need to be assessed for the risk of providing unmonitored access to College.

7.2.8 Rule Setting

University procedures as well as College Policy should be used: e.g., efficient evening locking-up procedures for rooms; local key issue and controls; a ‘communication tree’ for effectively passing on important security information; exit procedure for staff who leave (to hand in ID cards and keys and to change access codes).

7.2.9 Increase the Chance of Being Caught

Any measure that slows down an offender or increases the chance of them being caught can be considered. The longer it takes to commit an offence, the more vulnerable the offender feels. Some of the other principles cover this, but also consider publicising security detection (CCTV warning signs) and any successes when criminals are caught.

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