



# St Chad's College

## Durham

## Security Policy and Procedures

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### 1. 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 Finance and Operations Director 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.

### 2. 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 Finance and Operations Director 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 (College Officers) 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. Finance and Operations Director: overall development and planning of security strategy, policies and procedures.
- c. Facilities and Housekeeping Manager: day to day responsibility for security is delegated to the Facilities and Housekeeping Manager. All matters concerning security should be directed to the Facilities and Housekeeping Manager 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 Finance and Operations Director, Facilities and Housekeeping Manager 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 Facilities and Housekeeping Manager. However Heads of the various department in College are asked to draw particular risks or issues to the attention of the Finance and Operations Director and Facilities and Housekeeping Manager so that effective solutions can be proposed in conjunction with all interested parties.

### **3. Crime Prevention and Security-Awareness Procedures**

#### **3.1 Procedure: Crime Prevention and Security Awareness**

- All suspicious activity should be immediately reported to the Finance and Operations Director or the Reception staff (who will contact appropriate College Officers).
- Personal valuables should be locked away, placed out of sight or kept on the person.
- Offices must be locked upon leaving, with windows closed and locked.
- All incidents of crime on College premises, real and suspected, must be reported to the Porters or Reception staff.
- Porters will patrol College buildings through the evening to aide in the identification of security risks, monitor public safety and to act as a deterrent against crime.

## **3.2 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.

## **3.3 Crime Investigation**

All crimes that occur on College premises will be investigated appropriately to prevent re-occurrence and aid crime prevention. The Finance and Operations Director 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.

## **4. Personnel Identification and Visitors**

### **4.1 Identity Cards**

All students are issued with Durham University ID cards (campus cards), which are 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.

### **4.2 Contractors**

Contractors will be issued with a visitor's pass on entry and should wear these passes during their visit.

### **4.3 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.

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 Ann Loades Room are to be clearly directed (either by person or by signage) to the respective meeting room / venue.

Visitor Badges can be collected from Reception, where they are both signed-out and signed back in via the Visitor Badge Log Book.

#### **4.4 Obtaining an ID card**

New and replacement cards for staff can be arranged via the Finance and Operations Director. Students should contact the Academic Office Administrator.

### **5. Locks, keys and access controls**

#### **5.1 Control of Locks, Keys and Access Control Cards**

The Facilities and Housekeeping Manager 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 Facilities and Housekeeping Manager.

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 Facilities and Housekeeping Manager.

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

## 5.2 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 Facilities and Housekeeping Manager. Contractor's access to College buildings will be strictly controlled by the Facilities and Housekeeping Manager according to agreed access control procedures.
- All losses of keys must be reported immediately
- Persons leaving the College are to return their key directly to the College Reception, 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 Facilities and Housekeeping Manager and must be approved by the Finance and Operations Director. 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.
- A security risk analysis may be conducted by the Finance and Operations Director (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 and for environmental purposes. For further advice on security of information and acceptable IT use, see the University's IT security policies.

## 6. Insurance Cover

Students should refer to the College Handbook for details of insurance cover for their personal effects.

Students and staff should be aware that loss or damage to personal property is not generally covered by the College insurance policy.

### 6.1 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.

Any post which is considered to hold valuable or sensitive personal information will be retained at the College Reception and students will be notified to collect it. All other post, with the exception of parcels, will be placed in the student pigeon holes on the first floor of Main College for collection.

## 6.2 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.

## 6.3 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

## 7. Suspicious and Unacceptable Behaviour

### 7.1 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.

## **7.2 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.

## **7.3 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).

## **7.4 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.

## **8. Property – Lost or Found**

### **8.1 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.

## **8.2 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 Finance and Operations Director or the local Police will be asked to arbitrate.

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

## **8.4 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.

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.

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](http://www.immobilise.com) which provides a system for tracing the owners of found or recovered property.

## **8.5 Car Parking**

Please note that the market place is within a congestion charge zone. 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 Finance and Operations Director for further details.

The University has a restrictive policy for parking in Durham City. The College works within that system. Postgraduates resident at Trinity Hall may apply for a permit to 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. Permits are issued and arranged by the Finance and Operations Director.



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

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

## **8.6 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. Bicycle stores are provided behind Grads' and Epiphany House.

## **8.7 Access support**

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

## **8.8 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.

## **9. 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.

### **9.1 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

## **9.2 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.

## **10. Risk Assessment**

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 Finance and Operations Director or Housekeeping and Facilities Manager to decide whether the risks are acceptable, what level of protection is required and what the College's priorities should be.