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University of
Kent

Estates

ESTATES DEPARTMENT/ CAMPUS SERVICES/ SERVICE LEVEL STATEMENT

September 2018

Version 4



CAMPUS SECURITY

Role – To promote and maintain a safe and secure environment in which the personal safety of students, staff, and visitors is assured.

Service provision and standards

Security patrolling/incident response	
Indicative standard	In the interest of ensuring a safe and secure environment, Campus Security staff will provide both foot and mobile patrols of the University's estate at the Canterbury and Medway campus on a 24-hour basis. Campus Security will respond within a reasonable period to reports of all incidents upon University property or involving associated staff, students or visitors.
Frequency	24/7, 365 days/year (Canterbury/Medway campus).
Note	Campus security contact 01227 (82)3300 (enquiries) 01227 (82)3333 (emergencies).
Alarm response	
Indicative standard	Campus Security will monitor the University's fire and intruder alarm system and will respond to all alarm activations at the Canterbury campus.
Frequency	24/7, 365 days/year.
Note	Medway fire alarm response managed by Campus Security with support from site based FM staff.
Security reception – lost/found property	
Indicative standard	Campus Security will record and retain (28 days) all found property on campus. We will record details of lost property and seek to reunite owners with recovered items.
Frequency	24/7, 365 days/year.
Note	Medway – Lost/found property service at Medway building reception and Security office M1-21.
CCTV	
Indicative standard	Campus Security Control Room Operators (CRO) will operate the CCTV system in accordance with the University of Kent's Data Protection/CCTV Policies/Surveillance Camera Codes of Practice.
Frequency	24/7, 365 days/year.
Note	

Additional services

Special events security	
Indicative standard	Additional Campus Security staff can be provided at current pay rates (plus premium where applicable) for special events upon request. Full cost of extra staff borne by event organiser.
Frequency	As required.
Note	Subject to operational commitments.

Customer responsibilities

- To be vigilant at all times and report incidents without delay to Campus Security
- Victims of crime are responsible for reporting any personal loss to the police. Kent Police will not record a loss reported by a third party, even when committed upon University property
- To follow University of Kent's Emergency Procedures at all times and cooperate with Campus Security incident commanders
- In the event of an alarm activation, including those caused by error, customers are responsible for remaining at the scene to await the arrival of Campus Security staff
- To ensure that their area of operation is secure, and alarmed, before departing, and report all suspicious activity to the Control Room immediately

Contact points

Campus Security		
Mark Arnold , Head of Security	M.C.Arnold@kent.ac.uk	01227 (82)3829
Lisa Collinson, Deputy Head of Security	L.Collinson@kent.ac.uk	01227 (8)16256
Campus Security Duty Manager	Security@kent.ac.uk	01227 (82)3060
Campus Security Control Room	Security@kent.ac.uk	01227 (82)3300
Emergency Line		01227 (82)3333

www.kent.ac.uk/estates

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