

Service Catalogue

This document provides a comprehensive guide to the services available from Oxford University Security Services – delivering safety and security through effective prevention, reassurance and response.



Oxford University Security Services

Oxford University Security Services (OUSS) provides a wide range of services aimed at maintaining a safe and secure environment in which to work and study.

Our range of core security services are provided to all University departments:

Alarm monitoring and onward reporting
CCTV monitoring
Security patrols
Crime reduction advice
Enforcement of the University car parking policy

A range of specialised support services can also be purchased:

Primary Incident Response Service (formally known as key holding)
Building un-locking and locking
Lock-out service
Operational radio communications
Event security
Security vetting and screening
Out -of- term security provision
Security training and development
CCTV camera recording and storage

The Security Services teams provide 24-hour, 365-day security services to staff, students and visitors.

Our full range of core and specialised services can also be provided to colleges.

Core Services



Alarm monitoring and onward reporting

OUSS provides dedicated controllers at the University's alarm monitoring stations located at the Old Observatory and the Old Road Campus. OUSS does this to support its efforts to protect life and property and prevent crime across the University estate. On receipt of an alarm activation (during normal working hours 08:30-17:00 Monday to Friday), OUSS will inform the department.

On receipt of an alarm activation out of normal working hours (17.00-08.30 Monday to Friday, at weekends and on public holidays), OUSS will inform the department's nominated emergency contact.

In the event of a confirmed emergency OUSS officers may, if available, attend the property to assist the department's nominated key holder.

We will also:

- Provide detailed incident reports of alarm activations
- Assist the department with local alarm testing
- Identify system faults for onward reporting to service providers
- Maintain the infrastructure, facilitating external repair through maintenance providers
- Review the infrastructure technical development, ensure timely system upgrades and manage end-of-life replacement.

When alarms are monitored by an external service provider, OUSS will act as the nominated receiving centre providing a 24hr, 365 day onward reporting service.





CCTV monitoring

OUSS operate the University's strategic CCTV system which is registered with the Information Commissioners Office. It is accredited by the Surveillance Camera Commissioner's Code of Practice and complies with Data Protection regulations and Human Rights Acts 1998 and the Protection of Freedoms Act 2012.

Trained OUSS operators use the system to prevent and detect crime and to support staff and student safety across the University estate from our secure CCTV suites at the Old Observatory and the Old Road Campus. The University's CCTV cameras record 24/7 with footage held on a secure data storage system for 30 days.



OUSS identifies system faults for onward reporting to external service providers who maintain the systems infrastructure. We support technical development, system upgrades and end-of-life replacement through University-approved suppliers.

OUSS also maintains and uses its live link to the Thames Valley Police CCTV suite to facilitate live streaming of incidents as part of an Information Sharing Agreement. An annual compliance report compiled by OUSS is provided to the Information Commissioner's Office.



Security Patrols

Uniformed Patrol Officers provide intelligence-led foot and vehicle patrols of the University estate to reassure staff, students and visitors whilst being a visible deterrent against those wishing to commit crimes or disrupt the University's day-to-day functions. Officers will respond to incidents and, where necessary, request help from the emergency services.



Crime reduction advice

Our specialist Crime Prevention Design Advisor and Crime Prevention & Reduction Advisor will support departments by providing advice and guidance on:

- Crime Prevention through Environmental Design (CPTED), advising on building design and security for new builds and refurbishment projects
- Development and review of building security plans and emergency action plans in support of the University Physical Security Policy
- Tailored Crime Prevention measures to reduce the crime and anti-social behaviour, along with problem-solving where persistent issues are identified
- The care of victims and welfare support, personal property and bicycle security and safety advice.



Car parking enforcement

OUSS is the authorised operator of the University-controlled car parking scheme. Our officers will respond to information received on breaches of the University car parking conditions and take appropriate action.

Specialised Support Services



Primary Incident Response Service (formally known as key holding)

OUSS provides a comprehensive response service out of normal working hours (17.00–08.30 Monday to Friday, at weekends and on public holidays). This gives reassurance that all issues will be dealt with appropriately to a satisfactory conclusion on behalf of the department. This service includes the following elements:



Key management

OUSS will ensure all building access keys/cards are registered in our secure key management systems, located at our Old Observatory and Old Road Campus centres. Access to building keys is strictly controlled with biometric access limited to authorised security personnel.



Fire alarm response

OUSS provides dedicated controllers at the University's alarm monitoring stations located at the Old Observatory and the Old Road Campus to monitor alarms 24/7, 365 days per year. OUSS will inform the department on receipt of an alarm activation during normal working hours (08:30–17:00 Monday to Friday).

On receipt of an alarm activation out of normal working hours (17.00–08.30 Monday to Friday, at weekends and on public holidays), OUSS will call the Fire Service, send a Patrol to the scene who will ensure the premises have been evacuated, and liaise with the Fire Service.

If there is a confirmed fire, OUSS will inform the department's nominated emergency contact and facilitate any necessary remedial measures to ensure the safety and security of the premises, including resetting the alarm system.



Fire alarm monitoring services supports local and departmental Fire Risk Management Plans as part of a duty of care to keep all staff, students, visitors and residents safe and secure. Collaborating with the Oxfordshire Fire and Rescue Service, Chief Fire Officers' Association and the University Safety Office, we operate in accordance with the University Fire Safety Policy Statement S2/05.



Intruder alarm response

OUSS provides dedicated controllers at the University's monitoring stations located at the Old Observatory and the Old Road Campus to monitor alarms 24/7, 365 days per year.

OUSS will inform the department when an alarm is activated during normal working hours (08:30-17:00 Monday to Friday).

When an alarm is activated outside normal working hours (17.00-08.30 Monday to Friday, at weekends and on public holidays), OUSS will if necessary send a Security Patrol to the scene to investigate the cause of the activation.

If we believe crime has been committed we will call the police. We will also contact the department's nominated emergency contact, who may need to attend the premises to provide details of any stolen or damaged property.

OUSS will deal with discovered or reported damage to premises by following the Estates Services call-out policy for any repairs that are necessary. OUSS will facilitate remedial measures required to ensure the safety and security of the premises, including resetting the alarm system.



Personal attack alarm response

On notification of an identified personal attack alarm activating, OUSS will immediately despatch a Security Patrol to the premises, investigate the reason for activation and facilitate any necessary remedial action. OUSS will arrange for assistance and support to be provided when necessary.



Lift alarm response

When a lift alarm is activated, OUSS will despatch a Security Patrol to the scene to provide reassurance to the person trapped. The University contracted lift maintenance company will be called to attend and the department will be informed. If necessary OUSS will summon the Fire and Rescue service for assistance.



Plant, environmental, building systems alarm response

OUSS will by prior agreement with the department, provide an appropriate response to specialist alarms. This agreement will consider all safety regulations and practices for the type of system.

OUSS will deal with discovered or reported damage to premises by following the Estates Services call out policy for any repairs that may be necessary. OUSS will facilitate remedial measures required to ensure the safety and security of the premises, including resetting the alarm system.

OUSS will inform the department on receipt of an alarm activation during normal working hours (08:30 - 17:00 Monday to Friday).

When an alarm is activated outside normal working hours (17.00-08.30 Monday to Friday, at weekends and on public holidays), OUSS may send a Security Patrol to the scene to investigate the cause of the activation.

All alarm activations are recorded on the OUSS Incident Management System and a detailed incident report is sent to the department. This will assist the department with any preventative or corrective action necessary.

Other specialised support services include:



Building un-locking / locking

OUSS will carry out a daily un-lock up of a building and deactivate any intruder alarm systems at the agreed time and to suit the department's working times.

OUSS will carry out a daily lock up of a building in accordance with the department's instructions. A uniformed Security Patrol will carry out a full internal security check of the building to ensure all personnel have left. They will set any intruder alarm systems and secure the building. The building lock-up time will take place as close to the agreed time and to suit the department's working times.

Any security related matters noted will be recorded on the OUSS Incident Management System and a detailed incident report sent to the departments.





Lock-out or lock-in response services

OUSS will provide an authorised lock out/in service to members of staff and students locked out of or inside their place of work or accommodation.

A Security Patrol will attend the property, outside normal working hours (17.00 - 08.30 Monday to Friday, at weekends and on public holidays). They will ascertain, the reason for the person being locked out or in, confirm they are authorised to enter the property, and make reasonable identity checks.

It may be necessary to contact the department's emergency contact to confirm identity and obtain authorisation. It may also be necessary to refuse access if the person does not have out of hour's access permission or their identity cannot be confirmed. If the individual needs to collect belongings, the Patrol will escort them into and out of the property.

All lock out and lock in events will be recorded and a report will be sent to the department. This will assist the department with any preventative or corrective action necessary.



ES radio communications scheme

OUSS manages the Estates Services radio scheme. As the OFCOM licence holder we can provide access to a high-quality, encrypted radio communications network that offers:

- Direct emergency contact with the security services control room
- One-to-one private communications and individual talk groups.
- Improved staff safety and security, including lone worker monitoring.

On receipt of a radio lone worker alarm at our monitoring centre OUSS will attempt to make contact with the lone worker by radio and telephone. If necessary a Patrol will be sent to the last known location of the radio to conduct a safety check on the lone worker.

OUSS will provide training for users, facilitate remote system upgrades, repairs and maintenance with its external service provider. Additional functions include; text messaging, alarm activation notification and public address broadcasting.



Event security

OUSS has extensive experience of supporting University and college VIP visits and ceremonial events. OUSS will support event organisers with:

- Event planning
- Threat and risk assessment
- Uniformed security staffing
- Event access control management
- Liaison with Police and other emergency services
- Contingency planning and response.



Security vetting and screening

Personnel security (vetting and screening) provides assurance as to the trustworthiness, identity, integrity and reliability of employees, visitors, contractors and temporary staff.

Personnel Services publish advice, guidance and regulations on pre-employment screening processes and procedures, which can be found at:

www.admin.ox.ac.uk/personnel/recruit/preempcheck



Out-of-term security provision

We can provide the following services outside of term time or during closed closure periods, for example due to building maintenance, or planned staff absences:

- Internal building security patrols
- External security patrols of grounds/site
- Key storage and management for emergency response or controlled access
- Alarm monitoring, response and resolution
- Incident response, management and resolution

Security Patrols will be carried out at random times to offer maximum protection. The patrol will ensure that all areas are secure and that the integrity of the building or grounds are intact. Should they find any cause for concern, they will contact the department's emergency contact for further instructions. The Police will be informed immediately should that be necessary.



Security Training and Development

Our dedicated training and development officer will provide:

- Bespoke security and customer service training for key personnel.
- End user and trainer training on CCTV and radio schemes.
- Support with developing and testing local crisis management and response plans.
- Organise structured incident de-briefings.



CCTV camera recording and storage

OUSS will, with the appropriate permissions facilitate the integration of compatible departmental systems with the Estates Service's CCTV camera platform.

With a memorandum of understanding in place, OUSS CCTV operators will view, review, store and download the department's CCTV in response to an adverse event, intruder or fire alarm activation.

OUSS will provide the infrastructure to record and store data to evidential standards, and will respond to requests from the department to retrieve and download stored data for up to 30 days.

OUSS will respond to freedom of information requests on behalf of the department. We will also provide technical development and upgrades to the system infrastructure, manage external repair and maintenance providers and end-of-life replacement of the infrastructure.



Security Services, The Old Observatory, South Parks Road, Oxford OX1
3RQ Tel: 01865 272944 Email: security.control@admin.ox.ac.uk. You can
also find out more on our website at www.admin.ox.ac.uk/ouss

