UNIVERSITY OF OXFORD

Estates Services

SECURITY SERVICES

Delivering safety and security through effective prevention, reassurance and response

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Oxford University Security Services (OUSS) provides a wide range of services aimed at maintaining a safe and secure physical environment across the University estate.

Key to this approach is the development of effective security partnerships between OUSS staff, departments, colleges and the wider University community, to maintain a safe and secure environment in which to work and study.

We offer a range of security services across the University estate, both core services and more specialised support services.

Alarm Monitoring

- Fire Detection
- Building Safety and Security *(intruder, radio lone worker and personal attack alarms)*
- Critical System, Environmental and Building Management Alarms

We provide a 24/7 alarm monitoring service for approximately 3,500 individual alarms across the University estate at our Control Centres in the Old Observatory and on the Old Road Campus, with a link to Thames Valley Police.

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.

This service supports local Fire Risk Management Plans as part of a duty of care to keep all University staff, students, visitors and residents safe and secure.

We provide a year-round out-of-hours response, supporting departments in dealing with alarm activations to ensure University staff, students and properties are safe. This includes a mobilised response during the 'sleep risk' hours.

Our Command and Control information management system provides detailed information on alarm activations and their causes, supporting local problem-solving and corrective action. We also support departments with alarm testing, system maintenance and incident investigation.

Effective collaboration and information-sharing with departments in relation to alarm systems enables effective and timely response.

Effective detection systems provide a safe and secure working environment for staff and students, and increases the security of University property and assets.

Integrating systems will provide future opportunities for increased safety and security, including links between alarms and CCTV.

CCTV Camera Monitoring

The objective of CCTV is the prevention and detection of crime and to support public safety.

The system is operated in accordance with Data Protection and Human Rights Acts 1998 and the Protection of Freedoms Act 2012. It is accredited by the Surveillance Camera Commissioner's Code of Practice.

The University CCTV system is operated by trained Security Services staff at its secure CCTV suites at the Old Observatory and the Old Road Campus.

We have a live link to the Thames Valley Police CCTV suite to facilitate live streaming of incidents as part of an Information Sharing Agreement.

The Estates Services CCTV platform managed by OUSS has scope to integrate with departments' local CCTV systems, where compatible, and provide data storage. Further information can be found on our website.

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 emergency services.

Crime Reduction

Our specialist Crime Prevention Design Advisor (CPDA) and our Crime Prevention & Reduction Advisor (CPRA) can provide 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 incidence of 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.

Key Holding

We provide a key-holding service to departments that includes response to emergency situations 365 days a year. Through our secure key management system we can provide a fully auditable intelligent key storage facility, with biometric access controls for authorised personnel. Effective key management also reduces the cost of replacing keys and locks.

Building Locking and Unlocking

Our building locking and unlocking service enables department staff to come and go safe in the knowledge that the building is secure.

This can include full internal security patrols of the building and setting and un-setting of any security systems.

We can also provide authorised access to members of staff and students locked out of their work place or accommodation.

Operational Communications (Radio)

Through the Estates Services radio scheme we can offer access to a high-quality, encrypted radio communications network that offers:

- Improved staff safety and security, including lone worker monitoring
- Direct emergency contact with the Security Services control room
- Additional functions including wireless public address, text messaging and alarm notification

Out of Term Security Provision

During closed periods (out of term), or temporary or fixed periods during building maintenance, redevelopment and refurbishments, we can provide the following services:

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

Event Security

We can support event organisers with event planning and organisation, threat and risk assessment, and uniformed security staff to help manage the event.

Security Training and Development

Our dedicated trainer can provide:

- Bespoke and cost-effective security-related training and development for University departments and colleges
- Support and guidance in the development and testing of local crisis management and response plans
- Structured incident de-briefings
- Security training for key personnel, such as reception teams

CCTV Camera Recording and Storage

The Security Services team manages the Estates Services CCTV network hosted on the Orion IP Platform. With appropriate permissions, we can also integrate compatible systems onto the platform. This will enable us to view, review, and store and download department CCTV systems in response to an adverse event, an intruder or fire alarm activation.

Security Vetting and Screening

Security vetting and screening provides additional assurance of the trustworthiness, identity, integrity and reliability of employees, visitors, contractors and temporary staff.

We can also provide guidance on pre-employment screening processes and regulations.

Estates Services

SECURITY SERVICES

For more information about the details and cost of our services,
or to discuss how we can help you, please contact:

Security Services, The Old Observatory,
South Parks Road, Oxford OX1 3RQ
Tel: General Enquiries 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