

<b>Campus Safety and Security Procedure</b>	
<b>Enabling Policy Statement; Executive Owner; Approval Route:</b>	Our Operations - Chief Operating Officer - Operations Committee
<b>Is the Procedure for internal use only (Non- disclosable) ?</b>	Disclosable
<b>Associated Policy Statements:</b>	Our Safety
<b>Authorised Owner:</b>	Director of Campus Operations
<b>Authorised Co-ordinator:</b>	Head of Governance Services
<b>Effective date:</b>	February 2025
<b>Due date for full review:</b>	February 2028
<b>Sub documentation:</b>	N/A

#### Approval History

<b>Version</b>	<b>Reason for review</b>	<b>Approval Route</b>	<b>Date</b>
1.0	Requirement for Campus Safety procedure	Operations Committee	24/02/25

## 1. Purpose

- 1.1. The aim of this procedure is to set out the primary objectives of the University of Surrey's security approach and the roles of the Campus Safety Team, who are responsible for security.
- 1.2. The primary objectives of the Campus Safety and Security Procedure will be the:
  - Protection of staff, students and visitors.
  - Protection of university assets.
  - Reduction in incidents of crime.
  - Reduction of incidents of misconduct.
  - Enhancement of student experience.
- 1.3. The Campus Safety Team will achieve these objectives through the implementation of crime prevention and detection techniques and incident response techniques that will be commensurate to the risk and will always be considerate to the student experience.

## 2. Scope and Exceptions to the Procedure

- 2.1. This procedure sets out the provision of safety and security for the University of Surrey. This is provided by the Campus Safety Team and is for University of Surrey campuses, property and associated land only, including Surrey Sports Park, Surrey Research Park and Blackwell Park Ltd.
- 2.2. The Campus Safety Team endeavour to ensure the safety and security of students, staff, visitors, buildings and any other assets belonging to the University of Surrey.
- 2.3. The Campus Safety Team are based on Stag Hill Campus and Manor Park Campus. The Head of Campus Safety manages the department with the help of the Campus Safety Support Manager. Together, they oversee the four operational teams that provide safety and security across the campus. These teams are made up of one Campus Manager, a Deputy Campus Manager, a Control Room Operator and six Campus Safety Officers. Campus Safety staff are all vetted with an enhanced DBS check prior to joining the team.

## 3. Definitions and Terminology

- 3.1. SIA – Security Industry Authority. A government body that oversees the private security industry in the UK.
- 3.2. SIA Door Supervisors Licence – this is the standard security qualification required by staff to work in the private security industry. As Campus Safety staff are employed directly by the University, they are not legally obliged to hold this licence. However, in order to follow best practice and to ensure all officers are held to a set standard, all officers are required to obtain this licence following a seven-day course.
- 3.3. SCS - Surveillance Camera System. The camera system that is used to monitor the campus 24/7.
- 3.4. BWV - Body Worn Video. A body worn camera that is used to record video and audio evidence of incidents. Worn by all Campus Safety Officers. These devices are switched on only when Campus Safety Officers are at an incident, they do not record 24/7.
- 3.5. Incident Management System – the IT platform used to record and manage incidents.
- 3.6. Silver Command – Senior University staff who act a point of escalation in serious and critical incidents.
- 3.7. Incident Ready – this is the data base in which documentation and plans are held that detail how

major incidents will be handled by the university.

#### **4. Procedural Principles**

##### **4.1. Security Provision**

- 4.1.1. The open nature of our campuses, whilst being excellent for community engagement, also presents an inherent risk by allowing members of the public access at all times of the day and night. Whilst the majority are law abiding and welcome on site, there are a small number who come on to campus with criminal intent. Such activity is countered using a range of physical and personal safety measures.
- 4.1.2. These measures include the staffing of a 24-hour, 365 days a year Campus Safety Team who patrol the campuses. Their work is supported by an extensive SCS network. Providing coverage back to the permanently staffed Campus Safety Control Room. A trained control room staff member then deploys Campus Safety staff to incidents and alarms on site.
- 4.1.3. The University also has a network of alarms across its site, including access, temperature controls, panic alarms, accessible toilets, and fire alarms.
- 4.1.4. The Campus Safety Team have marked vehicles for use across campus and have access to bicycles for patrols.
- 4.1.5. Foot and vehicle patrols take place across all campuses to deter criminality, check the security of university assets and buildings and provide a high visibility presence and reassurance to students, staff and visitors to the University.
- 4.1.6. Senior Campus Safety Managers provide advice and guidance on building and asset security to stakeholders across the University.
- 4.1.7. Campus Safety Officers provide crime prevention advice and guidance to staff and students and are able to put measures in place for vulnerable staff and students or those considered at risk of crime.

##### **4.2. Incident Response**

- 4.2.1. Campus Safety provide the first response to any incidents on campus including accidents on site and alarm activations.
- 4.2.2. All Campus Safety staff are trained in emergency first aid, conflict management, mental health awareness, health and safety, and disclosures of sexual misconduct. All Campus safety officers have either the Door Supervision or CCTV SIA license, or both.
- 4.2.3. Incidents can be reported to Campus Safety in a number of ways. These include, in person reporting, email, anonymous reporting via SurreyNet, self-reporting on KIM as well as telephone calls into the Control Room. Incident reports can come from students, staff and members of the public and are all recorded as numbered incidents onto the Incident Management System.
- 4.2.4. Campus Safety staff are equipped with a radio and BWV device to capture evidence and conduct whilst on patrol and when attending spontaneous incidents. Body armour is worn on night shifts due to the increased threat of violence. Body armour can be worn during the day and the use of this will be risk assessed by individual officers.
- 4.2.5. The Head of Campus Safety, the Campus Safety Support Manager, Campus Safety Managers and Deputy Campus Safety Managers are authorised persons and can carry out investigations into student disciplinary matters. At the conclusion of the investigation, they are able to issue appropriate sanctions in line with OSCAR guidelines and can also refer cases of potentially major misconduct for consideration by a Student Disciplinary Panel.

- 4.2.6. Where there is an incident out of hours that requires escalation, then the Head of Campus Safety, the Campus Safety Support Manager, Head of Accommodation or Director of Campus Operations will be contacted as Duty Manager. They operate on an on-call rota, being available 24/7 for a week at a time. They will provide advice and guidance as to how the incident should be managed and decide whether the matter should be escalated to the duty Silver Commander. They will also consider whether the duty Media and Communications Officer should be contacted.
- 4.2.7. Whenever an incident requires a Silver response, a post incident review will take place to ensure that any learning can be drawn out and actioned to improve the responses in future. This is undertaken with the Silver Group and the report is saved in Incident Ready within the University intranet system.
- 4.2.8. Campus Safety work closely with police, ambulance service and the fire service should they be deployed to the campus. Generally, Campus Safety will meet the emergency services vehicle(s) at the entrance and take them to wherever the incident is. Campus Safety Officers will assist emergency services locating relevant locations on campus and getting help to those that need it as quickly as possible.

#### **4.3. Safeguarding and Wellbeing**

- 4.3.1. Campus Safety play a key role in the safeguarding of students and staff on campus. Out of normal working hours they are the only team on campus and respond to calls from students in times of mental health crisis or those at risk of harm, whether from themselves or others.
- 4.3.2. Campus Safety work closely with colleagues from the Centre for Wellbeing and can refer students on to them for further support. The Centre for Wellbeing can request Campus Safety to carry out welfare checks on students if they are believed to be at risk.
- 4.3.3. The Centre for Wellbeing provide an on-call service for Campus Safety so immediate guidance can be provided for urgent cases out of hours.
- 4.3.4. Senior Campus Safety Managers attend a twice weekly meeting with the Centre for Wellbeing to discuss complex cases and to share relevant information about vulnerable students in order to provide them with the help and support they require.

#### **4.4. Events**

- 4.4.1. The Campus Safety Team operates with enhanced staffing for key events during the academic year including graduations and VIP visits. This necessitates close liaison with close protection staff and other departments and agencies to ensure safety for visitors and other parties.
- 4.4.2. The University of Surrey works with private security companies who provide SIA door supervisor trained staff to help provide safety and security at large events such as open days, large protests and in some circumstances to cover staff shortages.

#### **4.5. Working with other departments and external agencies**

- 4.5.1. Campus Safety Managers work closely with the Centre for Wellbeing and work to manage the risk to any students identified as being vulnerable. The Campus Safety Team play an active part in any management plans agreed at the weekly Complex Cases meetings.
- 4.5.2. The Head of Campus Safety works closely with the OSCAR team and/or Human Resources in relation to serious student and staff misconduct investigations.
- 4.5.3. Campus Safety work with the Disability and Neurodiversity team in arranging and managing personal escape and evacuation plans for those students who require help in moving in and around buildings in times of emergency.

- 4.5.4. Senior Campus Safety Managers meet with the Accommodation and Thrive Well teams weekly to discuss any students who may require assistance, particularly out of hours. This meeting also serves to highlight any areas of concern from the Accommodation or Thrive Well team.
- 4.5.5. The Head of Campus Safety is responsible for representing the University in multi-agency partnership groups including the Guildford Community Safety Executive Group and the Surrey Police Sexual Assault Management Group along with the Surrey County Prevent Executive Group.
- 4.5.6. The Head of Campus Safety is the operational lead for PREVENT and works with the Chief Student Officer in managing any referral decisions.
- 4.5.7. The Campus Safety Team regularly work with the police. Information can only be passed to police or other local authorities, when a Data Protection Act form has been completed, unless the details are required urgently in order to protect persons immediately at harm. All details of the disclosure will be entered onto an incident report and the Data Compliance Team will be notified.

## 5. Governance Requirements

### 5.1. Implementation: Communication Plan

- 5.1.1. The nature of Campus Safety and security provision is such that the operational detail as found within the procedure is not something that requires wide communication and as such a proactive communication campaign is not required. There will be occasions where the Head of Campus Safety will wish to highlight a risk or specific concern to students and staff. In such cases, the advice of the internal media team should be sought out to ensure that any messages are appropriate for the audience intended.
- 5.1.2. This procedure will be shared with all Campus Safety staff as well as the Director of Campus of Operations.

### 5.2. Implementation: Training Plan

- 5.2.1. The Head of Campus Safety, the Campus Safety Support Manager and all Campus Safety Officers are SIA Licensed. Those that work in the Control Room are SIA Public Space Surveillance trained and everyone else is trained to Door Supervisor level.
- 5.2.2. All training is managed by the Head of Campus Safety and the Campus Safety Support Manager.

### 5.3. Review

- 5.3.1. The procedure should be reviewed every three years or if there is a significant change in how campus safety and security is provided.

### 5.4. Legislative Context and Higher Education Sector Guidance or Requirements

- 5.4.1. **The Private Security Industry Act 2001.** This provides for the statutory regulation of the private security industry through licensing of security staff. The University of Surrey is exempt from this licence requirement, however, requires all Campus Safety Officers to be licensed under this authority and thereby adhere to the necessary regulations detailed within the act.
- 5.4.2. **Surveillance Camera Code of Practice.** The Surveillance Camera Code of Practice sets out the twelve guiding principles which strike a balance between protecting the public and upholding civil liberties. The principles provide a coherent and comprehensive structure to enable good and transparent decision making that will reassure the public that surveillance cameras are used to protect and support communities.

**5.4.3. The Health and Safety at Work Act 1974.** An employer must, so far as reasonably practicable ensure the health, safety and welfare of employees and anyone else who may be affected by their work. This general duty extends to members of the public who may be affected by the Universities work activities.

**5.4.4. Section 3, Criminal Law Act 1967.** A person may use such force as is reasonable in the circumstances in the prevention of crime, or in effecting or assisting in the lawful arrest of offenders or suspected offenders or of persons unlawfully at large.

**5.4.5. Counter-Terrorism Act 2008.** Sets out the legislative procedures, principles and guidance for dealing with incidents and the investigation of terrorism by investigating authorities and police in England and Wales.

**5.4.6. Care Act 2014.** Outlines the guidance for safeguarding adults at risk and individuals who have care and support needs who are vulnerable to abuse, neglect or exploitation.

**5.4.7. Working together to Safeguard Children.** Statutory guidance on multi-agency working to help, protect and promote the welfare of children.

### 5.5. Sustainability

5.5.1 The Campus Safety Team works to ensure that it restricts its impact on emissions but using the vehicles provided sparingly. Daily patrols are carried out on foot on Stag Hil Campus and by both foot and vehicle on Manor Park campus due to the distances covered. Bicycles have been provided to the team for use in warmer months to reduce emissions further.

5.5.2 Whilst on patrol, officers turn off any unused lights and close windows and doors where possible to minimize heat loss from buildings.

## 6. Stakeholder Engagement and Equality Impact Assessment

6.1. An Equality Impact Assessment was completed on (to be completed) and is held by the Authorised Co-ordinator.

6.2. Stakeholder Consultation was completed, as follows:

Stakeholder	Nature of Engagement	Request EB Approval (Y/N)	Date	Name of Contact
Governance	Review of procedure		13/01/2025	Kelley Padley
H&S	Review of procedure		23/01/2025	Matthew Purcell
Sustainability	Review of procedure		30/01/2025	Martin Wiles
OSCAR	Review of procedure		17/01/2025	Glen Moulton
Accommodation	Review of procedure		28/01/2025	Kim Hart
Centre for Wellbeing	Review of procedure		22/01/2025	Laura Smythson
Academic Freedom of Speech	Review of procedure		10/01/2025	Abigail Bradbeer