Physical Security Policy

WOLF-W-SEC-002

Wolfson College Physical Security Policy

Reviewed – July 2023 (JT/CL)

Purpose of this Policy

The purpose of this policy is to provide a framework and procedures for identifying and dealing security risks facing the College, its Staff, Students and Visitors

Introduction

Wolfson College is situated on the bank of the River Cherwell in North Oxford. The College is based on one site of over 13 acres, there are a total of 14 Buildings and Sportsground.

The purpose of this policy is to provide a framework and procedures for identifying and dealing with security risk facing the College, its staff, students and visitors. This policy will allow the College, in as far as is reasonably practicable, to ensure the safety and security of the site and the people using these facilities.

The Policy:

• Defines the roles and responsibilities of relevant persons

• Confirms determination to minimise the security related risk facing the College.

• Affirms commitment to have in place security systems, procedures and control measures that ensure that the College, including visitors to the College, can go about their business in a safe and secure environment.

Roles and Responsibilities

Management and Responsibilities

It is essential that adequate resources are made available for managing the risk arising from security related issues within the College. It is important that all personnel involved in implementing this policy are competent, trained and aware of their responsibilities.

Bursar

The Bursar is responsible for all strategic aspects of security across the College properties.

Home Bursar

The Home Bursar will ensure that support/training and resources are available to implement the Security Policy, and be responsible for the development of strategic security, drafting the College Security Policy, and will take the lead role in its implementation and will propose amendments to the Security Policy that may be necessary in the future. He will manage the day to day implementation of the Security Policy and monitor its continued effectiveness.

Heads of Departments

Heads of Departments, supported by the Home Bursar, are responsible for helping to ensure their areas are as secure as possible and high light areas of concern to the Home Bursar.
Staff

All staff must be knowledgeable of and adhere to the Security Policy.

Students

Students must follow security procedures and co-operate with requests from the College Staff, especially in emergency or evacuation situations.

Visitors

Visitors are required to follow the College Security Procedures and follow directions from their host, particularly in an emergency situation. Where issued, visitors must display their pass at all times. It is the responsibility of the host to ensure all visitors are informed of and comply with the College Security Policy.

College Site Security

The College operates a number of security systems in order to keep the premises and surrounding environment safe and secure for Fellows, Students, Staff and Visitors.

Closed circuit television (CCTV)

The College uses CCTV systems around the main site (outside and inside buildings) covering many of the vulnerable areas and public access points. The CCTV system and all its recordings are owned by the College and the system is operated by the Lodge Team. The CCTV is used to protect Fellows, Student, Staff, and Visitors, and College Buildings to prevent crime. It is used for no other purpose. The images captured are recorded and retained for 30 days in the event that they may be needed as evidence of criminal activity. (See Appendix 1 CCTV Standards and Procedures)

Privacy and Disclosure of Images

All images from the CCTV system are treated in accordance with the Data Protection Act of 1998. Under the Data Protection Act individuals, who have been monitored by a CCTV system, have a right of access to their recorded images. Requests to access recorded images must be made to the Home Bursar, in accordance with the College CCTV Standards and Procedures

Covert Cameras

Covert cameras are not in general use around the campus. However, on occasion it may be necessary to operate such cameras for the purposes of detecting crime and/or apprehension of offenders. Before use, permission to use covert cameras will be obtained from the Bursar. It will be sited only for a specific time period and as necessary to the operation. Recordings from covert CCTV cameras will be treated in accordance with The Data Protection Act of 1998.

Alarms

A small number of intruder alarms are in place around the College and these are monitored by the Lodge Team.

Security Patrols

Members of the Lodge Team carry out regular patrols of the Grounds and Buildings as night in order to provide a visible deterrence to criminal activity. This is supported by regular visits from the University Security Service.

Crime Prevention

Security Awareness and Reporting of Incidents

Any incident of crime and suspicious activity should be reported immediately to the Lodge Team or Home Bursar. An Incident Report Form should be completed and passed back to the Home Bursar. In the case of a crime, the police may need to be called.

Personal Safety

The College is generally an open site and this provides for a free and collegiate atmosphere that many in the College enjoy. Whilst it is the responsibility of the College to provide a safe and secure environment, it is the responsibility of all to take all reasonable measures to ensure their own personal safety. (See Appendix 2: Personal Safety)

Staff and Students

A Security brief will be provided to all staff during Induction. Heads of Departments are responsible for ensuring this brief is undertaken during their induction. Further tips on personal security can be found in (Appendix 2: Personal Safety). Students are briefed on safety issues during Student Induction.

Contractors and Visitors

All contractors who work on College property have a general responsibility to give due consideration to personal security issues. In particular they should follow security advice and procedures designed to protect them whilst on the property. A visitor's host or project manager has the responsibility to ensure security advice and procedures are made readily available.

College Identity Cards

All staff and students are issued with an Oxford University Card. This card acts as an identity card, a library member card, a student registration card and this also allows access to areas, such as Library, Gym and Laundry. Cardholders must safeguard their card and report lost cards as soon as possible. Identity cards are not transferable nor should they be loaned out to anyone for any purpose. The identity card remains the property of the Oxford University.

College and Public Events

This applies to all meetings and events (including lectures, seminars, committee meetings, musical and theatrical performances) on any premises wherever situated, of which the College has title or possession, by freehold, leasehold, licence or otherwise, including its halls of residence. The Code also applies to any activities in which students, staff, visitors and other members of the College engage in, anywhere on the College premises.

The Conference and Events Office will normally screen both internal and external bookings.

The College will not deny use of College premises to any individual or body of persons on grounds connected with their beliefs, views, policy or objectives, provided that:

The College premises are at all times used only for lawful purposes;

Room bookings are made by persons whom the College regard as properly responsible and in compliance with any prescribed procedures and/or reasonable adjustments for operation of this Code;

A speaker has been invited to an event at the College by an authorised member of the College or by an external individual or group who has received permission to use the College premises.

The College reserves the right of final decision about admission or exclusion of any person, including press, television and broadcasting personnel, in respect of any event covered by this Code.

The College reserve the right to refuse or withdraw permission for an event to take place or close an event once it has begun.

The following list, which is not exhaustive, provides examples of the kinds of circumstances in which a decision to refuse or withdraw permission for, or to close, an event might be taken:

1. Where the bounds of lawful free speech are exceeded or thought likely to be exceeded such as by incitement to commit crimes or breach of the peace;
2. Where physical harm to persons, damage to College property or a breach of the peace is taking place or thought likely to take place;

3. Where the frequency of bookings made by an individual or organisation seems calculated to inhibit access of others to the college's facilities;

4. If, in the opinion of the College, unlawful acts are likely to take place, or indeed are taking place, as a result of the event in question; or

5. Where the visiting speaker has a history of denying free speech to others or has otherwise engaged substantially in activities which are inimical to the values which this Code seeks to uphold.

In order to enable an event to proceed, the College may impose conditions. For example, in certain circumstances, measures such as the hiring of professional security staff or ticketing of an event may be required. Costs will in principle fall to the organiser of an event.

The Events and Conferencing Office along with the Home Bursar will normally be responsible for the security arrangements for any event that he or she considers to pose a security or safety risk to any person, building or facility. They will act as the main point of contact for any necessary dealings with the police. In addition, where security-related decisions need to be taken at very short notice – such as once an event is under way - the Bursar and Home Bursar have delegated authority to cancel, postpone or close an event, or impose whatever restrictions are necessary to ensure security and safety.

Security

It is the organisers responsibility to ensure that any event has adequate security in attendance. The Events and Conferencing Team along with the Home Bursar and Bursar have the right to insist on extra security at the organisers expense if they deem it necessary.

Asset Protection

It is the responsibility of all staff and students to take reasonable measures in protecting College property, as well as their own personal property, from theft or damage.

Control of Cash

Members of staff who handle cash on behalf of the College must adhere to the cash handling guidelines provided by the Accounts Department; however cash handling has been limited to be at an absolute minimum now.

Security of Buildings

Students, staff and College members are responsible for ensuring that all doors are locked and windows closed when a room is being left unattended. Ground floor or easily accessible rooms must be secured even if they are only being left unattended for a short time. All accommodation communal doors especially to outside area must be locked at all times. (See Appendix 3: Crime Prevention and Security Awareness)

College Equipment

Staff and students are to make all possible effort to ensure that all College equipment is protected from the possibility of theft or damage. Staff members have a special responsibility to take appropriate measures to ensure that equipment directly under their control is kept safe and secure.

Personal Property

It is the owner's responsibility to take reasonable measures in ensuring that their personal property is safe.

Lost Property

Any lost and found property should be handed in at the Lodge/Reception desk in the New Academic Wing. A guide to dealing with lost and found property is found in Appendix 4: Lost Property.

Control of Locks and Keys

Keys are issued from the Accommodation Office or the Lodge. All keys must be signed for and a printed name may be requested. All key must be returned at the end of the day with the exception of accommodation keys. Lost keys must be reported immediately to the Accommodation Office or the Lodge. A deposit is charged for accommodation keys to cover the cost of any lost keys.

Emergencies

Staff and students are encouraged to familiarise themselves with the information provided by the College on what to do in an emergency. They should also familiarise themselves with the contact details for the Lodge Team, the police and other emergency services. More details on what to do in an emergency can be found on Page 10: Contacts

Major Incidents

The Crisis Management Framework sets out the framework for the actions to be taken at College level in response to a major incident affecting any or all of the College Buildings. The objective of the plan is to help ensure the safety and wellbeing of people and security of property in the aftermath of the incident.

Fire Alarm Activations

In the event of a fire alarm activation the Facilities Team is responsible for managing the incident, including managing an orderly evacuation of the buildings and directing occupants to the designated fire assembly point, and calling the Fire Brigade if necessary. Under no circumstances can anyone re-enter the affected building(s) without the all clear and go ahead from the Facilities Team or the Fire Brigade.

Staff, students and visitors to the College are required to cooperate fully with Facilities Team in the event of fire alarm activation.

First-aid

If a person has an accident or is taken ill contact the Lodge for first-aid assistance. They have lists of first-aiders on site and the location of first-aid supplies. They will also summon an ambulance if it is required.

Bomb and Suspect Devices

Suspect Devices – By Post

When opening the post look for the following:

- Shape - Look for packages that are unusual in shape.
- The Balance - Is it evenly balanced? If the letter or parcel is lopsided, treat it as suspect.
- The Weight - If this seems to be excessive for size, treat it as suspect.
- Source – Is it from an unusual source, poor handwriting or far too many stamps.
- Any Holes - Are there any small holes or pinpoints, which could have been made by wires? Any wires sticking out?
- Stains - Are there any stains or grease marks?
- The Smell - Some, but certainly not all, explosives have an aroma of marzipan or almonds.
- The Feel - In the case of letters, feel will indicate whether there is only folded paper inside (which will show that it is all right) or if there is stiffening; for example, cardboard or the feel of metal, in which case treat it as suspect.
- The Outline - Can you see if there are any unusual outlines if you hold it up to the light?
- The Flap - Is the flap of the envelope stuck down completely? (There is usually a small gap.) If so, treat it as suspect.

If you suspect anything please:

- Do not open
- Contact the Home Bursar or the Bursar
- If possible carefully remove to an area that can be isolated, such as a store room, cupboard, outside or place on the floor.
- Move away and keep people away from the area.
- Notify the Lodge.
- With the agreement of the Home Bursar or the Bursar contact the University security and the emergency services

Suspect Devices – In the grounds

When walking around the grounds or through the building please keep a look out for anything that looks suspicious. This could include:

- Packages or containers that appear out of place in that location.
- Packages or containers that cannot be accounted for.
- Packages placed under or around buildings especially outlaying buildings such as sheds, temporary buildings, garages, in or around the rubbish collection points, etc.
- Leaking or stained containers or packages.
- Wires showing from under or around any buildings.
- Area around or under building that may have been disturbed.

If you suspect anything please:

- Do not approach
- Contact the Lodge who will then contact the Home Bursar or the Bursar.
- Keep people away from the area
- If the object is under an occupied building on agreement with the Home Bursar or the Bursar the fire alarm may be sounded to clear the building.
- With the agreement of the Home Bursar or the Bursar contact the University security and the emergency services.

ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT

1	Remain calm and talk to the caller
2	Note the caller's number if displayed on your phone
3	If the threat has been sent via email or social media see appropriate section below
4	If you are able to, record the call
5	Write down the exact wording of the threat:

When	Where	What	How	Who	Why	Time

CODEWORD:
(or write "None given")

ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE:

1	Where exactly is the bomb right now?
2	When is it going to explode?
3	What does it look like?
4	What does the bomb contain?
5	How will it be detonated?
6	Did you place the bomb? If not you, who did it?
7	What is your name?
8	What is your address?
9	What is your telephone number?
10	Do you represent a group or are you acting alone?
11	Why have you placed the bomb?
	Record time call completed:

Name of person informed:　　　　　　　Time informed:

Name of service informed:　　　　　　　Time informed:

This part should be completed once the caller has hung up and Police and Home Bursar have been informed

Date and time of call:

Duration of call:

The telephone number that

received the call:

ABOUT THE CALLER: Male   Female   Nationality?   Age?

THREAT LANGUAGE: Well spoken   Irrational   Taped   Foul

CALLER'S VOICE: Calm   Crying   Clearing throat

Nasal   Slurred   Excited   Stutter

Slow   Lisp   Familiar   Rapid

Accent (please specify)   Laughter   Hoarse   Deep

Other (please specify)

If the voice sounded familiar, who did it sound like?

BACKGROUND NOISES: Street noises   House noises

Motor   Clear   Voice   Static

Booth   Music   Factory machinery

Other (please specify)

REMARKS:

ADDITIONAL   NOTES:

Signature: …………………………………………   Print Name:……………………………………

ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT SENT VIA EMAIL OR SOCIAL MEDIA

1   DO NOT reply to, forward or delete the message

2   If sent via email note the address

3   If sent via social media what application has been used and what is the username/ID?

4   Dial 999 and follow police guidance

5   Preserve all web log files for your organisations to help the police investigation
            (as a guide, 7
            days prior to the threat message and 48 hours after)

Signature: …………………………………………   Print Name: ……………………..

Contacts

Wolfson College
Linton Road
Oxford
OX2 6UD

Telephone (01865) 274100

Out of Hours Incident

The Lodge should be contacted in the first instance

Lodge Porter (01865) (2)74100

The Lodge Porter should then decide if the On-call Maintenance person should be called

Maintenance call-out mobile: 07795395422

Home Bursar mobile: 07379603454

Police: Non-emergency 101
        Emergency   999

The On-call Maintenance person should, if required call the Home Bursar or The Maintenance Supervisor in the first instance depending on the nature of the incident.

If the incident is serious and involves utilities, buildings or grounds the Home Bursar and/or The Maintenance Supervisor and/or Head Gardener should then contact the Bursar who may in turn contact the President or other senior College Officers.

If the incident is serious and involves a student or resident the Home Bursar should be contacted, and the dealing with emergencies and tragedies guidelines followed.

Security Plan and Security Review

The starting point for understanding the security environment is to evaluate security related risk. This evaluation should be based on:

•   Location and nature of the area

•   Building construction and design

•   Premises use

•   Current access control or other security measures

•   Past security record

- Value and desirability of contents

The security review should be carried out annually or more frequently if there have been changes to the building or the security environment. Once a review has been prepared it should be evaluated in consultation with the Home Bursar. A decision will be made on the level of exposure to security related risk and the appropriate measures to deal with the risk.

Policy Review

This policy will be reviewed annually, or as new knowledge on the subject evolves and subsequent guidance is issued.

Appendix 1: CCTV Standards and procedures

1. Introduction

For the purposes of this document operator of the CCTV system is Wolfson College and the Operational Manager is Home Bursar, Chris Licence. Under the Data Protection Act (DPA), the 'data controller' for the images produced by the system is Wolfson College.

2. CCTV System objectives

The objective of the CCTV system is the prevention and detection of crime and the safety of staff, students and visitors.

3. Document purpose

This document details the operating standards and procedures for the Closed-Circuit Television system installed at Wolfson College in accordance with the requirements of

- The Data Protection Act 1998 (DPA)
- Article 8 of the Human Rights Act 1998. Respect for Private and Family Life.

4. Data Protection

As the data controller for the System, the College is obliged to comply with the data protection principles embodied in the Data Protection Act. These principles require that personal data shall:

1. Be processed fairly and lawfully:

    The College meets this requirement by displaying clear and visible signs to indicate the presence of CCTV (Section 12), and to explain the purposes for which it is used: and by ensuring that the System is used only where it is a necessary and proportionate means of achieving the purposes for which it was established (Sections 2,6,7,8 & 9).

2. Be held only for specified purposes and not used or disclosed in any way incompatible with those purposes:

    The College meets this requirement by providing signs to explain the purposes for which the CCTV is used in (Section 12), by defining the objectives of the System in this policy (Section 2) and by carrying out annual audits to review the continued justification for deploying individual cameras in relation to those objectives (Section 14).

3. Be adequate, relevant and not excessive:

The College meets this requirement by ensuring that the System is not used to look into private residential property and serves only its intended purposes (Sections 7 & 9)

4. Be accurate and kept up-to-date:

   The College meets this requirement by ensuring through regular maintenance that the System is capable of producing images of sufficient quality to be admitted as evidence in legal proceedings (Section 16).

5. Not be kept for longer than necessary for the particular purpose:

   The College meets this requirement by ensuring that the routine retention of recorded material does not exceed 30 days (Section 13).

6. Be processed in accordance with the rights of individuals:

   The College meets this requirement by responding appropriately to those seeking copies of images produced by the System (Section 5);

7. Be kept secure:

   The College meets this requirement by formulating and implementing appropriate technical and organisational policies and procedures (Sections 7, 8, 9, 11 &13).

8. Not be transferred outside the European Economic Area unless the recipient country ensures an adequate level of protection:

   Personal data from the System will not normally be transferred outside the European Economic Area. In the unlikely event that such a transfer was required, it would be done only in accordance with the DPA.

5. Disclosure

Requests for Copies of CCTV images from individuals

Individuals are entitled to requests copies of CCTV images. If they wish to see their own image, the request will be processed under the DPA as a 'subject access request'. If they wish to see other images, the request will be processed under the Freedom of Information Act (FOIA). There is no requirement for individuals to refer to either piece of legislation when making their request.

Action to be followed:

If an individual asks the College to provide a copy of a CCTV image, whether orally or in writing, the college will:

A. Record the following information from the individual:

- name and address
- nature of the images requested
- the date and time the images were recorded

- the location of the CCTV camera
- information to identify the individual if necessary

B. Seek to ensure that the relevant images are preserved by making a copy. The OM must be informed that a potential 'subject access request' or Freedom of Information request has been made;

C. Retain the images securely for a period of 12 months; and

D. Ask the individual to contact the Home Bursar, by email stating why they want to view the image/s.

Requests to View CCTV images from individuals

Individuals may wish only to view an image rather than obtain a copy e.g. to check for a lost item of property or to see if there are images of their bike being stolen etc. Such requests should be treated with caution, as the viewing of an image showing other people would still fall within the scope of the Data Protection Act.

Action to be taken by the department

- Establish clearly why the individual wants to view the image

- If the department is satisfied that the request is being made for a legitimate reason, an authorised member of staff should offer to view the image on behalf of the individual and to inform them of what it shows.

- An individual should only be allowed to view an image themselves where (i) the image does not show other people: and (ii) it can be viewed without gaining access to other images.

- If the image clearly shows other people and the individual insists on seeing the image for themselves, they should be asked to email the Home Bursar.

- If they wish to receive a copy of the image, the procedure outlined above should be followed.

6. Operational management and authorised persons

The operational management of the CCTV system, storage, access and downloading of image will be the responsibility of Home Bursar, Barry Coote. The persons authorised to monitor the CCTV are Lodge Staff, IT Staff and the Home Bursar.

CCTV monitors will be positioned so that authorised personnel only can view the images.

7. Privacy

Cameras will not be used to look into private residential property. Where equipment permits it 'privacy zones' will be programmed into the system as required in order to ensure that the cameras do not survey the interior of any residential property within range of the system. If such 'zones' cannot be programmed the authorised persons will be specifically trained in privacy issues.

8. Complaints

A member of the public wishing to register a complaint with regard to any aspect of the College CCTV Scheme may do so in writing addressed to:

Chris Licence
Home Bursar
Wolfson College
Oxford
OX2 6UD

The Home Bursar will ensure that every complaint is acknowledged in writing within a reasonable time period, which will include advice to the complainant of the enquiry procedure to be undertaken. The Home Bursar will liaise with the Data Controller and Legal Services. The complainant will be informed in writing the result of the investigation.

9. System Inspection

In the interest of openness and transparency there will be unrestricted access to the CCTV System to any College personnel nominated to carryout inspections.

10. Public Information

A copy of the department CCTV standards and procedures document will be made available on request.

11. Staff training

The Home Bursar and authorised staff only should receive appropriate training to perform their duties in relation to operating, monitoring, accessing and downloading CCTV images. All users should be proficient in their CCTV duties and be familiar with their handling data responsibilities under the Data Protection Act 1998; staff could commit a criminal offence if they misuse CCTV data.

Staff will be inducted by the Home Bursar and training needs to be reviewed annually.

12. Signage
It is necessary to let people know that they are in an area where a surveillance system is in operation. The department will display prominent CCTV in operation warning signs, the signs should be clearly visible and readable and contain:

(i)   details of the College operating the system,
(ii)   why the system is operating (i.e. the purposes),and
(iii)   who to contact for further information.

An example of wording: "Images are being monitored and recorded for the purposes of crime prevention and detection and public safety. The scheme is operated by Wolfson College for more information call 01865 274100".

13. Retention of recorded images
To comply with the DPA, images must not be retained for longer than is necessary to meet the purpose for which they are recorded.

CCTV images will be retained for: 30 days

The CCTV recorder is retained in a secured location with strictly limited access.

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14. Reviewing camera positions

All CCTV cameras should be located to perform the objective(s) of the CCTV system. The Home Bursar will review all camera positions on an annual basis to ensure that there is still a 'pressing need' and a 'legitimate reason' for their presence. Those cameras no longer required will be removed.

15. New cameras

The Home Bursar together with the relevant stakeholders must give permission for any new camera, ensuring that there is a pressing need and a legitimate reason for each camera.

16. Maintenance of CCTV system

There is a regular maintenance contract in existence for the CCTV system which includes regular servicing of all component parts of the camera system.

Appendix 2: Personal Safety

For your personal security please keep the following points in mind:

• Avoid walking alone own at night

• Keep your valuables out of sight and carry your bag close to you.

• Be aware of people when using a cash machine and preferably draw out money during the day. Always use the cash machines inside the bank whenever you can. Have a friend accompany you to the cash machine, especially at night.

• Be suspicious of e-mails or phone calls requesting personal information and destroy papers carrying bank or credit card details.

• Report any suspicious activity to Lodge Staff. This helps to prevent and detect crime against the College.

• If you are faced with threatening or abusive behaviour, stay calm, avoid raising your voice and the use of aggressive body language such as finger pointing/wagging. Call for assistance from colleagues.

• Bicycle storage facilities are available around the College. Be sure to lock your bicycle even if leaving it for just a minute. Hardened steel D-shaped locks are recommended.

Appendix 3: Crime Prevention and Security Awareness

All members of staff and visitors to the school must observe the following:

• All suspicious activity must be immediately reported to the Lodge Team.

• Personal valuables should be locked away or placed out of sight or kept on the   person, and personal property should never be left unattended.

• Offices must be locked upon leaving, with ground floor windows closed
& locked (where locks are fitted).

• Laptops should be locked out of sight when not in use, particularly overnight.
• Windows and curtains or blinds should be closed at dusk and lights (except security lighting) should be turned off when leaving.

• All incidents of crime on College premises, real or suspected, must be reported to the Lodge Team

Appendix 4: Lost Property

• All lost property should be handed into the Lodge who will log it and store in the Lodge Office.

• Any person(s) reclaiming items will need to offer a full description and evidence that the item to be reclaimed is their property. All reclaimed property must be signed for.

• All unclaimed articles will be held for a minimum of 90 days. After 90 days unclaimed items will be donated to charity. Any items that cannot be donated will be destroyed. Articles of a personal nature such as credit cards or driver's licenses will be destroyed (shredded) and disposed of in a non-compromising manner.

• The finder of lost property must advise Lodge Staff if they intend to claim the property if the rightful owner does not. In this case the person wishing to claim the Lost Property must be issued with a receipt. Upon production of the receipt issued when handing in property, the finder may claim the item after 90 days.