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# Security Services Annual Report 2016/2017

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# Executive Summary

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*This annual report has been prepared to reflect the activities associated with Estates Security Services during the Academic Year 2016/17 for which purpose the period 1 August 2016 to 31 July 2017 has been used.*

*There has been an increase of 77 crimes (52%) with a total of 225 crimes for this Academic Year, against 148 crimes the previous year. Whilst this is disappointing it is not surprising given significant decreases in previous years, crime levels do however, continue to remain low in comparison with a decade ago when reported crime exceeded 1,000 crimes.*

*Despite an increase in crime our Campuses still remain safer than they have been in the past and our low crime levels have been achieved in an environment of continued expansion of our sites, whilst still retaining an open access environment for our visitors to enjoy. The presence of in-house uniformed Security staff at all times, the provision of special operations (covert measures) and other crime prevention initiatives all continue to serve as a major deterrent to the criminal element. Incidents of serious crime continue to remain low with the more serious crimes of violence, including sexual assaults, and burglary being recorded in single figures. In particular there has only been 1 dwelling burglary (student residences) this year with a previous high of 130 some years ago.*

*Despite concerted efforts, pedal cycle crime still accounts for around 50% of the reported crime and we continue to experience problems in this area. Although detection rates are relatively high the Police response to this type of crime has been notably delayed since recent budget cuts. A number of crime reducing initiatives, described later in this report, have been introduced to target this type of crime.*

*Crime figures for the Nottinghamshire Police area increased by 20,708 crimes (26%) with a total of 90,702 crimes against 69,994 crimes the previous year.*

*The University Car Parking Charges Scheme continues to be reviewed annually with a freeze on permit charges this year, following the removal of the salary sacrifice scheme. Charges will be reviewed again in November 2017, with a view to implementation in April 2018, when the permit year will change to April-March to coincide with the Workplace Parking Levy charges.*

*University Card operations continue to be processed in a timely fashion, with all staff and students being issued with a card as required, over 12,000 cards were issued to new students at the start of the Academic Year. During the year Security Management worked closely with Project Transform on the changes required for the service delivery and the support to the new Student Services Centres.*

*We will continue to concentrate on crime prevention and reduction initiatives, especially efforts to further reduce pedal cycle thefts, with a view to ensuring that all staff, students and visitors feel as safe and secure as possible. We will also continue to do everything possible to enhance the customer service interface to ensure that students enjoy a positive experience at the University.*

*Gary Stevens  
Head of Security, September 2017*

**Crime**, an increase of 77 crimes (52%), with 225 crimes in 2016/17 against 148 crimes in 2015/16. Crime is still however over 75% lower than a decade ago.

**Pedal Cycle Crime**, an increase of 20 crimes (24%), with 104 pedal cycles stolen in 2016/17 against 84 in 2015/16. This crime continues to be the highest crime on our Campuses, despite various robust initiatives.

**Events**, the Security Services Section have been committed to a number of events, including University Open Days, UCAS and School Open Days, Summer and Winter Graduations, Student Registration, Freshers and International Welcome week. The Section also provided Security for visits by HRH Duke of York, HRH Duke of Gloucester and His Excellency Mark Regev Israeli Ambassador.

**Student Discipline**, 258 students were reported to Security for breaches of the Code of Discipline for Students during the year, slightly lower this year with a decrease of 3 over last year's figure of 261. The Compliance & Investigations Manager, appointed in January 2013, continues to have a positive impact in this area and is dealing with the bulk of routine on-Campus student discipline investigations outside of the Halls of Residence.

**Special Operations (Covert Security)**, this initiative continues to be successful, directly resulting in 34 persons being apprehended and 248 persons being challenged during the year on our property in relation to crimes committed and suspicious activity. This is an increase in both arrests and persons challenged and shows that the work undertaken by both the Covert and Uniformed Officers is having a positive impact upon identification of persons committing crimes against the University community.

**Trespass Notices**, to date 53 notices have been issued to exclude persons from University sites who have been involved in criminal activity, anti-social behaviour or disruption of University activities. This is supported by the issue of criminal behaviour orders by the Courts against repeat offenders, also resulting in numerous criminals being banned from University sites.

**CCTV installations**, there are now 476 installations at the University, an increase of 56 over last year. The CCTV provision is reviewed on a regular basis and details of recent installations are included later in this report.

**Crime Prevention Initiatives**, these continue such as Immobilise property marking, advice at Freshers Fayre, crime prevention talks and surveys, advice at Main Registration, International Welcome Fair, Moving in Moving On Fair, Cycle Safety and Security events on Campuses to meet and discuss issues with Cyclists, with the full range of initiatives detailed later in this report.

**Traffic Management**, robust measures are in place for Open Days, student arrivals and returners with better use of direction signage, entrances and use of temporary overflow car parks. This has resulted in reduced congestion, vehicles being parked more quickly and event visitors being able to spend longer exploring the Campuses. Feedback over car parking arrangements remains positive. For the June 2016 Open Days over the

two day period a total of 7,945 vehicles were parked. For the September 2015 Open Days a total of 7,402 were parked. The traffic plan introduced for Student arrival day at the start of the academic year, following previous changes, worked well resulting in traffic flowing more smoothly onto Campus with no delays. 4

**University Card**, all staff who require a University card have one. All new Students are issued cards on arrival, unless they had not uploaded a photograph. Total cards issued to new Students at the start of the Academic Year totaled just over 12,000. Initiatives to deliver cards to Students included a service at the two International welcome events, Student Registration, late Registration event in Portland Building, deliveries to University Catered Halls, School of Education, School of Nursing, Medical School Derby and TUNIC.

**Car Parking Charges Scheme**, the sixth year of operation resulted in 8,074 permits being issued across all eligible groups. There was a slight increase in charges of 5% in September 2016, followed by a freeze on charges until April 2018 to compensate for the removal of salary sacrifice. The formula for charging staff based on salary and emissions is still generally well received.



## Overview of Security Services

### **Responsibilities:**

**Uniformed security presence** provided 24 hours a day, 7 days a week, 365 days of the year, on all UK University Campuses.

**Best practice advice on crime prevention and detection of illegal activities** provided, including administration of the CCTV systems.

**Provision of a crime/incident reporting system.**

**Responding to calls for service**, provision of routine patrols, checking, locking and unlocking buildings, gatehouse cover.

**Coordination of call out and emergency out of hours works**, extension of the Estates Helpdesk out of normal working hours.

**Investigation of complaints in relation to staff** and visitor behaviour.

**Investigation of complaints in relation to student** behaviour and disciplinary proceedings.

**University's traffic management policies**, administration and enforcement of, including the issue of car parking permits.

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**Management of keys**, including the ordering, cutting and supplying, for the whole of the University.

**Found property**, recording, safekeeping and disposal.

**Provision of University Card** support including Enquiry Desk and Helpline, overseeing production of new and replacement cards and dealing with access rights and door schedules.

**Sound level monitoring** of events and parties.

***Establishment:***

***The Security Section establishment during the year consisted of 71 staff providing management, administrative support and Operational cover for all UK Campuses. This includes:***

- 1 Head of Security
- 1 Deputy Head of Security
- 3 Security Assistants
- 1 University Card Assistant
- 1 Security Manager (Crime Prevention/Reduction)
- 1 Security Manager (King's Meadow Campus)
- 1 Security Manager (Sutton Bonington Campus)
- 1 Security Supervisor (Projects and Operational Support)
- 1 Security Supervisor (Car Parking and Gatehouses)
- 4 Security Supervisors (Operational 3 Shifts)
- 1 Senior Security Officer (Projects and Operational Support)
- 1 Senior Security Officer (Special Operations)
- 1 Senior Security Officer (Car Parking and Gatehouses)
- 4 Senior Security Officers (Operational 3 shifts)
- 1 Security Officer (Special Operations)
- 2 Security Officers (Car Parking)
- 5 Security Officers (Gatehouses)
- 41 Security Officers (Operational 3 Shifts)

Operational in-house staff provide cover 24 hours a day, 7 days a week for all four Campuses.

Contract Security provide cover in the King's Meadow Campus Gatehouse and they also assist with University Open Days, Graduations and occasional cover on a demand led basis. Out of hours cover at the Royal Derby Hospital Centre is provided by the in-house Security Team at the Royal Derby Hospital.

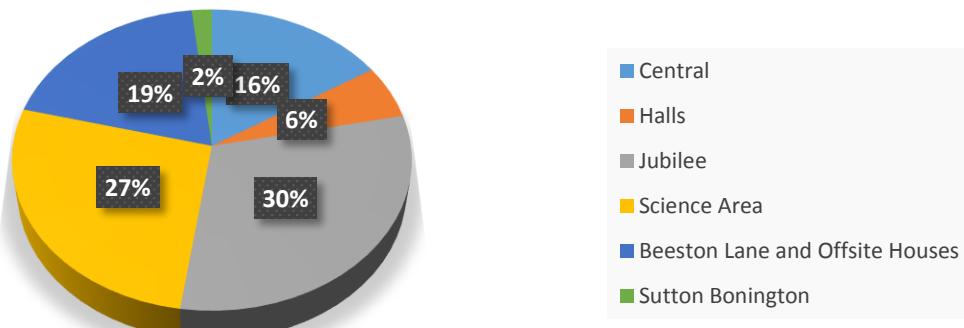
# 1. Reported Crimes

## 1.1 Breakdown of Crime by Location

Reported crimes are recorded by location. The Chart below shows the distribution of reported crimes according to these locations:

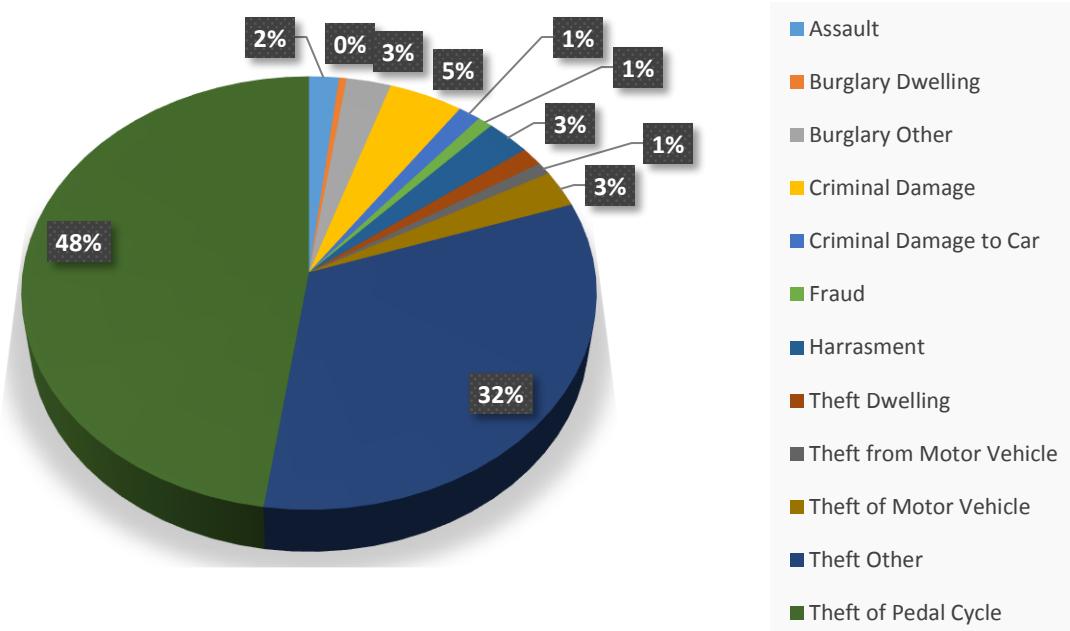
## 1.2 Breakdown of Crime by Category

FIG 1



Reported Crimes are recorded by Category. The Chart below shows the distribution of reported crimes according to these categories:

FIG 2



(Note that for 2016/17 the main area of concern relates to thefts of pedal cycles).

Overall crime at the University increased 77 crimes (52%) with 148 crimes reported in 2015/16 and 225 crimes reported in 2016/17.

Crime in the Nottinghamshire Police area increased by 20,708 crimes (26%) with a total of 90,702 crimes against 69,994 crimes the previous year. 7

### **Burglaries and Thefts**

Burglary and Theft from residential dwellings at the University remained consistent with 1 reported crime in 2015/16 to 1 reported crime in 2016/17.

Burglary and Theft from non-residential buildings at the University reduced slightly by 1 crime from 7 reported crimes in 2015/16 to 6 reported crimes in 2016/17.

Efforts to reduce this type of crime will always remain a priority as in previous years we have experienced much higher figures with a previous high of 130 burglaries some years ago.

The Special Operations Officers (Covert Security) have played a major part in achieving reductions by regularly apprehending criminals for this type of crime.

Initiatives continue, including Week One Welcome Week crime prevention advice, improved crime prevention website facilities and Immobilise property marking which provides for a tracking opportunity for stolen laptops, hard drives, mobile phones and other electronic electrical items. In total 1,226 Immobilise Licences were provided to Students within University Halls of Residence which is a record high figure. Ongoing liaison with Endsleigh Insurance has reduced the likelihood of false insurance claims.

Burglaries in the Nottinghamshire Police area increased by 555 crimes with 7,842 crimes in 2015/16 and 8,397 crimes in 2016/17.

### **Theft of and from Motor Vehicles**

Theft of motor vehicles on our Campuses increased this year with 6 reported crimes against 1 in the previous year. Theft from motor vehicles is not a major issue at present with only 2 reported crimes this year and 3 last year, with a previous high of 106 crimes in 2005/06. There was 7,708 vehicle crimes in the Nottinghamshire Police area during the year.



### **Theft of Pedal Cycles**

Theft of pedal cycles is by far the highest type of crime at the University at present with an increase this year of 20 crimes (24%), with 84 crimes in 2015/16 and 104 crimes 2016/17. A previous high was recorded of 197 pedal cycles stolen in 2002/03.

Increased cycle use and more expensive pedal cycles on our sites attracts repeat and new offenders, when offenders are identified by Security staff there are delays in the Police responding. When apprehended offenders see little or no deterrent effect from the often lenient sentences. On-going work to promote and encourage staff and students to cycle and our continued investment in cycle

facilities, cycle to work scheme, cycle routes and the impact of car parking charges on our Campuses has resulted in a 50% increase in cycle usage on our sites. 8

Security staff have apprehended numerous offenders for this type of crime and although the outcomes in terms of punishment does not act as much of a deterrent, criminal behaviour orders by the courts with conditions not to enter University Campuses are starting to have a positive impact.

Security continue to work with the Students' Union shop management who sell quality cycle D Locks at a reasonable price and advertise the two types of D Locks. Students and Staff are advised to purchase the locks which when used correctly greatly reduce the risk of them being a victim of cycle crime. Posters relating to cycle safety and where to buy these locks are placed in all cycle storage areas and on crime prevention notice boards within all Halls of Residence on University Campuses.

Regular Security patrols are carried out on all Campuses during which cycles are tagged to highlight poor locks with advice regarding cycle security and how to obtain D Locks on Campus.

Insecure cycles around the Campuses are removed and notices are left advising that the cycle has been removed with information to the cycle owner on how to recover their cycle.

The student pedal cycle hire scheme in partnership with Enactus continues to flourish and work continues in partnership between the Sustainability team and Security to promote the securing of pedal cycles. More recently we have seen the addition of on-street short term cycle hire on our Campuses. Security have also carried out a number of meet and greet events as cyclists arrive on the Campuses. This has been expanded to include events with the Sustainability team, Ridewise, Nottingham Bike works and also Dr. Bike. The Crime prevention work done at International Welcome week, Freshers, and Hall Talks has also included information on pedal cycle safety and crime prevention. Advice provided includes making staff/students aware of how best to secure their cycles and what locks to use, as well as advice regarding the use of card access cycle stores and not leaving their cycles on an open rack overnight which may become an easy target for a cycle thief. A selection of free items are given out e.g. Bike Shephard marking kit, high-viz rucksack covers, flashing armbands and spoke light sets. The events have proved to be very popular with both staff and students.

The Local Area Police Commander takes an active interest in the number of pedal cycles stolen at the University and he has been instrumental in securing the criminal behaviour orders for regular offenders with the condition not to enter University sites. Information on cycle security, by way of hand-outs supplied by Nottinghamshire Police, is also available.

Theft of pedal cycles in the Nottinghamshire Police increased by 80 crimes (4.5%) from 1,759 crimes in 2015/16 to 1,839 crimes in 2016/17.

## **Criminal Damage**

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Vandalism/Criminal Damage (including damage to vehicles) at the University has increased by 4 crimes with 9 crimes recorded in 2015/16 and 13 crimes recorded in 2016/17.

Criminal Damage offences in the Nottingham Police area increased by 1,268 crimes with 10,282 crimes in 2015/16 and 11,550 crimes in 2016/17.

### **1.3 Arrests for all Areas**

A total of 34 people were detained on University properties by Security Section staff, or were arrested following information provided by Security, a decrease of 4 compared with the previous year.

Offences include assault, attempted burglary and theft and damage. All detainees were handed over to the Police to be dealt with under the normal criminal justice procedures. In all incidents that come to the attention of Security involving staff and students, the cases are tracked to their conclusion.

### **Students Reported for Breach of Discipline**

A total of 258 students were reported to Security for breaches of discipline, a decrease of 11 from the 2015/16 figure of 261. This year 153 were referred to the Hall Wardens, 9 were reported directly to the local Police, 29 were dealt with directly by the Head of Security and 61 were referred to the Compliance and Investigations Manager and 6 were reported to the Head of Student Welfare. This year, no cases were reported to the Off Campus Manager for Student Affairs.

## **2. Crime Prevention and Reduction Initiatives**

This section of the report outlines both recently introduced crime prevention initiatives, as well as established on-going initiatives. The final part mentions the crime prevention surveys that were conducted.

### **2.1 Recently Introduced Initiatives**

**Cycle Security**, a close working relationship has been developed with both the Student's Union Shop management and Security suppliers to target cycle users on University Campuses with a variety of safety measures, including D Locks, Cycle Lighting and High Vis Rucksack Covers, which are sold at discounted prices in the shops at University Park and Jubilee Campus. There has also been meet and greet events on Campuses where Security Staff are deployed to speak to cyclists as they arrive at the Campus. Cycle Security advice is given to cyclists as well as some items to deter crime and to make cyclists safer while cycling on the Campus and the wider road network. These include Hi Viz ruck sack covers cycle seat covers with a crime prevention message, flashing arm bands, valve lights which fit onto the cycle's wheel valves, and spoke reflectors which fit onto cycle wheels spokes. In March and April there was a cycle awareness campaign. Security have improved

cycle safety and security by using Posters in all Hall and University card controlled cycle areas, as well as tagging any cycle which has a poor quality lock. Security also removed any insecure cycles and left a notice for the owner to contact Security on their return.

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**Off Campuses,** Security Staff have provided Security advice and Crime prevention freebies such as Banner Pens, Dipping Bells and other items. These events, 'You Go Together', were held in conjunction with Off Campus Manager for Student Affairs at Raleigh Park & St Peters Court with Security Staff dressed as Batman and Robin. During each event the aim was to engage with as many students as possible and give valuable Crime Prevention advice as well as handing out a selection of Security freebies. All students who attended these events were given a free meal voucher for the evening which on this occasion was Curry Night. Both events were extremely well attended.

**Immobilise,** Security staff and the Police attend each Hall of Residence during the early weeks of the new Academic Year to offer free to all Students Immobilise software for their laptops. Immobilise is a method of recording the Students items by way of the serial numbers. These are recorded on the Immobilise website which is available to Police Forces nationally. In the event of an item being stolen the Police will check the serial number against any property which comes into them. This year Security and the Police recorded the details of items for 1,226 Students in our Halls of Residence.

**Dedicated Security staff,** i.e. covert work to apprehend and deter criminals operating on University property and to provide closer cooperation with the Police with regard to crime, especially burglary, theft and pedal cycle crime. This continues and proves to be a great success with a large number of criminals arrested as a result of their work. The work undertaken by this team has resulted this year in the conviction of a number of burglars who received substantial custodial sentences at Crown Court.

During November Security patrolled Halls of Residence with the Police to give advice to Students regarding personal safety and security.

**Increased use of the University Card entry systems,** for main entrances to academic buildings on all Campuses. Also withdrawal of use of secondary entrance doors for general uncontrolled access.

**The Security Section continue to increase the amount of covert cameras and a number of overt cameras** that can be quickly deployed to hotspots when required.

**The University now has 476 cameras,** new cameras have been recently installed in The Barn (4) Trent Building (3) Tower Building (3) David Ross Sports Village (36) Nottingham Medical School (3) DH Lawrence car park (1) Science Road (1) Pope Building (1) Engineering Science Learning Centre (1) King's Meadow Campus (1) Jubilee Sports Centre (2). All cameras are serviced regularly audited, serviced and repaired or replaced as necessary.

**Ongoing improvements to lighting schemes** around the Campuses and Halls of Residence, carried out annually in consultation with the Students' Union. This year saw

the ongoing improvements to new lighting areas and the programme of replacing sodium lighting with LED lighting. Lighting has been improved on the Downs and the grassed area between Jubilee Avenue and Cut Through Lane.

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**Monitoring of access controlled cycle facilities** and cycle stands, including measures to ensure users secure their pedal cycles.

**Dogs**, Security liaise with the Police and the RSPCA regarding anti-social behaviour by youths entering University Park with dogs.

## 2.2 Established Initiatives

**Continued liaison with other interested agencies** including the Police, Nottingham City Council's Community Protection Officers, Neighbourhood Action Managers & Student Strategy Section, Nottingham Trent University and the Students' Union. This is on-going and assisted by S17 of the Crime & Disorder Act, 1998, which requires statutory authorities to liaise with the University to reduce crime.

**A dedicated in-house University Crime Prevention/Reduction Security Manager**, providing detailed crime prevention surveys and advice to staff, students and visitors. A total of 127 surveys have been conducted since 2001.

**Provision of advice on enhanced computer, data projector and plasma screen security devices** and subsequent acquisition of such devices by many Schools and Departments. There is strong evidence to suggest that criminals have been deterred from committing burglaries in buildings where such security equipment has been installed.

**Police Officers and Police Community Support Officers** dedicated to each of the University Campuses and the Vicinity:

- University Park and the Lenton Abbey area
- Jubilee Campus and Wollaton area
- Raleigh Park, Faraday Road and the Canning Circus area
- Sutton Bonington and the East Leake area

**The University is part of the local Neighbourhood Watch scheme** and we receive alerts regarding any common problems in our area.

**Provision of a joint Security and Police stand at the Freshers Fayre** offering advice and crime prevention packs to incoming and returning students. The packs include property-marking ultraviolet pens, themed crime prevention messages and Nottingham City maps. We also give away Banner pens which give information and contact details for Security, Crime Prevention, Off Campus Team, Nottinghamshire Police, Student Services, International Office, and a number of other services including Nightline. Other items given away at Intentional Welcome week fair and Freshers include dipping bells to prevent purse or bag theft and spoke reflectors and flashing armbands to make cyclists easier to see. Improved mobile and foot Police patrols in and around the Campuses for Freshers Fayre and uniformed and plain clothes staff present on the Freshers Fayre stand. Security also attended the Main Registration and International Welcome event in

Portland Building and the Moving in Moving on event, also in Portland Building, with the Off Campus Team.

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**Tasking actions with the Police Local Area Commander** to identify and target current crime trends at the University.

**All Students have been given information for a website to visit:**

[www.immobilise.co.uk](http://www.immobilise.co.uk) enabling students to register all serial numbers of mobile phones and laptops on the National Crime Unit Register. This is free of charge, and any property recovered by the Police is checked against this register.

**Crime Prevention talks are held in Halls of Residence** The Hall talks have now been extended to include all Halls with more involvement from the Hall Wardens and Managers. Security has a Crime prevention board in every Hall of Residence with information such as contact details for Security and Police. There are also leaflets on cycle safety, where to purchase D Locks and the fixed prices for Taxi's for Students going to a number of City Centre locations.

**Police Criminal Behaviour Orders**, for persistent offenders within the University with an increasing number applied for this year.

**Endsleigh Insurance**, Security staff now work closely with Endsleigh Insurance, regarding details of any burglaries in Halls of Residence. This initiative has deterred fake insurance claims.

**Trespass notices**, involves Security Management making recommendations to the Registrar to exclude persons from University sites who have been involved in criminal activity, anti-social behaviour or disruption of University activities. The Registrar signs a formal letter which is then served personally upon the recipient by Security or the Police. A total of 53 trespass notices have been served to date.

**Security/Customer Service point in the University Park Gatehouses** between 8.00am to 4.00pm weekdays, up to 12 midnight at the Sutton Bonington Main Building and 24 hours in the Security Control Room and the Jubilee Campus Gatehouse.

**Regular support for the Air Ambulance** landings at the Highfields Sports Ground. Year on Year the Senior Management from the Ambulance Control express their thanks to the Security Section for their help with this service. The number of landings, this year was 37, has increased as a result of the QMC being designated a Major Trauma Centre.



## 2.3 Crime Prevention Surveys

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The majority of the buildings have now benefitted from a Crime Prevention Survey with 127 surveys on record to date. The Crime Prevention/Reduction Manager has worked closely this year with Schools and Project Officers to review and implement improvements on existing buildings and areas. They have also worked on new buildings and areas being refurbished. These include Advanced Manufacturing Building new build, Portland Building refurbishment, Cripps Health Centre new build, David Ross Sports Centre, Day Nursery and The Barn.

## 3. Other Security Services Matters

This section relates to non-crime related issues and responsibilities of the Security Services.

### 3.1 Car Parking and Traffic Management

#### **Parking Scheme**

The University Car Parking Scheme moved into the sixth year of operation. The scheme provides for a charging mechanism for parking based on salary and emissions for Staff and other charging mechanisms for Associate Staff, Students and Contractors.

All permits issued are based on the permit year 1 September to 31 August, with renewals taking place in September each year. Income generated is used to offset the Nottingham City Council Workplace Parking Levy. Staff are able to pay monthly through salary exchange and are also able to purchase occasional vouchers as an alternative to a full permit. Associate staff and Contractors are able to purchase three or twelve month permits and Associate staff are also able to purchase occasional vouchers as an alternative to a permit.



A total of 8,074 permits were issued across all the eligible groups (previous year 8,012) and the formula for charging staff based on salary and emissions is still generally well received. The online permit system allows for Staff, Associate and Student applications.

Following the annual review of the scheme in April 2017, there was a freeze on charges following the removal of the salary sacrifice scheme. It was also decided to amend the permit year, with the exception of students, from September–August to April–March to coincide with the Workplace Parking Levy charges. The car parking working group will now meet in November each year to decide and changes for the following permit year.

#### **Impact of Car Parking Charges**

The impact of car parking charges still generally results in a reduction in vehicles although there are currently some concerns about space availability in the Central and Science areas owing to a number of building projects on-site. Space availability is monitored daily over

the current total of 4,867 spaces on University sites:

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- University Park Campus 2,719 spaces.
- Jubilee Campus 909 spaces.
- Sutton Bonington Campus 795 spaces.
- King Meadow Campus 444 spaces.

A full review of eligible parking spaces takes place annually in January.

### **Pedal Cycle Parking**

We continue to invest in our cycling infrastructure to support those who choose active travel. The availability of cycling parking continues to grow with there being 4,951 cycle parking spaces, a growth of 25% since 2009/2010. Also, over this last year we have seen the installation of City Card Smart Cycle Hire Bikes on our Campuses enabling ease of connectivity between the University Park and Jubilee Campuses.

The current total of spaces on University sites is made up as follows:

- University Park Campus 3,578 (2,396 non-secure and 1,182 access controlled)
- Jubilee Campus 857 (469 non-secure and 388 access controlled)
- Sutton Bonington Campus 456 (372 non-secure and 84 access controlled)
- Kings Meadow Campus 60 (40 non-secure and 20 access controlled)

### **Parking Permits (Staff)** – previous year shown in brackets

A total of 5,561 (5,307) permits were issued to staff as follows:

4,342 (4,281) full permits of which 300 (204) issued to staff working at Innovation Park.

810 (720) occasional use permits of which 40 (34) were issued to staff working at Innovation Park.

69 (68) full permits to Off-Campus staff.

### **Parking Permits (Associate Staff)**

A total of 1,029 (1,139) permits were issued to Associate staff as follows:

372 (418) full permits of which 155 (218) permits were issued to staff working at Innovation Park.

3 (16) 3 month permits none of which were issued to staff working at Innovation Park.

389 (349) occasional use permits of which 110 (136) were issued to staff working at Innovation Park.

### **Parking Permits (Students)**

A total of 1,249 (1,312) permits were issued to students of which 709 (721) were issued to students at Sutton Bonington for parking at the Sutton Bonington Campus only.

Students residing and/or studying at Sutton Bonington are allowed to apply and be issued with a student parking permit at 50% of the cost of a full student permit. 15

The majority of student permits (excluding Sutton Bonington), are issued to students who are commuting to the University from their home addresses 15 miles, or more, away.

### ***Parking Permits (Contractors)***

A total of 235 (254) permits were issued to contractors of which 25 (36) were 3 month permits.

### ***Road Traffic Collisions***

A total of 51 road traffic collisions were reported during the year, an increase of 14 on the previous year. No serious injuries were reported and all but a couple of the accidents involved very minor collisions between vehicles and posts. One accident resulted in a cyclist being taken to hospital with cuts and grazes.

They were mainly at University Park, where through traffic is present, at various locations on the Campus with no particular location giving rise to concern for the possible implementation of accident prevention measures. All the collisions reported involved an element of driver or rider error.

The Campuses have a 20mph speed limit in all areas. In addition to speed limits, appropriate traffic calming measures including speed humps, zebra crossings have been introduced on the Campuses.

The introduction of cycle lanes, the partial pedestrianisation of the central areas and the one way system at University Park continue to be monitored.

### ***Traffic Management***

Traffic Management for Open Days, student arrivals and returners was again improved this year, with better use of direction signage, entrances and use of temporary overflow car parks. This has again resulted in reduced congestion, vehicles being parked more quickly and event visitors being able to spend longer exploring the Campuses. Feedback over car parking arrangements has been very positive. For the June 2017 Open Days over the two day period 7,945 vehicles were parked and for the September 2016 Open Days over the two day period 7,402 vehicles were parked.

Due to the increased popularity of conferencing and other events such as Open Days and UCAS days, Florence Boot and Willoughby Halls Fields have been improved with grasscrete at the entrances. The hard standing created for the Temporary Sports Centre has proved very popular and useful, especially for Sporting Events, Conferences, Open Days and Graduations. This has helped to reduce the amount of vehicles parked on grassed areas.

### ***Parking/Traffic Infringements***

Parking Infringements are dealt with by way of penalty charge notices in partnership with First Parking Ltd, who are responsible for the back office procedures including collection of charges for notices that progress to them. First Parking Ltd is an Approved Operator by the British Parking Association and this allows them to ascertain vehicle ownership details

from the DVLA. They replaced the previous Approved Operator, the Car Parking Partnership, in May 2015. 16

Civil parking notices are issued for parking infringements by in-house Security staff, mainly by the Car Parking Team consisting of a Security Supervisor and two Security Officers, although all operational Security staff are also able to issue the notices.

The charge for a penalty charge notice to First Parking Ltd is currently £75.00 with a reduction to £45.00 if paid within 14 days. There is also an option to pay the University a reduced fee of £25.00 if the notice is paid within 24 hours. The proceeds from the notices are used to offset the charges under the Nottingham City Council Workplace Parking Levy and investments in sustainable transport.

A total of 3,349 penalty charge notices were issued during the year against 3,337, an increase of 12 on the previous year. 774 notices were paid on site during the year against 901, a decrease of 127 on the previous year.

Breaches of the Traffic Regulations that do not relate to parking are still dealt with by way of traffic infringement notices. These mainly relate to pedal cycle fines, usually £15.00, and driving offences fines ranging from £25.00 to £150.00.

The total number of fines for cyclists without lights during the year was 126 against 117 the previous year. Cycling without lights during the hours of darkness is obviously a dangerous practice and there have been numerous incidents and near misses on our sites through such inappropriate activity. The problems are exacerbated in October with the clock change and around this time Security carry out dedicated enforcement to deal with the incidents of cycling without lights. This is preceded by a 'cycle safe' poster campaign and the Students' Union also highlight the enforcement campaigns on their website where they offer a cycle lights for between £5.00 and £8.00, available from the Students' Union Shop.

### 3.2 Key Control

The Security Office manages approximately 31,000 keys giving access to all areas of University Park, Jubilee, Sutton Bonington and King's Meadow Campuses. A total of 5,928 keys were cut, compared with 6,141 in the previous year and 999 locks ordered, compared with 704 last year.

The provision of electronic access control continues with 606 installations, including 66 timed sensors.

The loss or theft of keys is of obvious concern to the University and there have been occasions when criminals have, in the process of a burglary, stolen keys for the purpose of carrying out repeat burglaries. When keys are lost or stolen Security act quickly to ensure that buildings are not further compromised and that only the necessary and appropriate remedial works are carried out as a re-suiting of locks in a building, or part of a building, can cost up to £100,000.

To reduce re-suiting costs Security provide regular crime prevention advice to building users and key holders on the safe storage and security of keys. In addition, strict control measures are in place to ensure that all University keys are ordered via the Security Office and, as part of the ordering process, checks are in place to ensure that only those

members of staff who are authorised to order keys do so.

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Strict procedures are in place to restrict the amount of high level keys in circulation. Grandmaster keys can only be issued for existing key suites following approval by the Estates Directorate Team and for new suites the grandmaster key will rarely be cut. Master keys can only be issued following approval by the Head or Deputy Head of Security.

The ordering of Lock Suites and the creation of suites for new builds and remodeling of existing buildings continues to be undertaken by members of Security. While this is time consuming it does allow for greater control of keys and their issue as well as ensuring the suites being delivered meet the Customer's needs.

To protect the high level keys held by Schools and Departments, staff are encouraged to secure keys in heavy duty safes.

### 3.3 Events

The Security Section has been committed to a number of events during the year:

**Main Open Days:**

2 Days 9, 10, September 2016

2 Days 30 June, 1 July 2017

**UCAS/School Open Days:**

20 Days between November 2016 to March 2017

**Graduations:**

4 Days Winter December 2016

8 Days Summer July 2017

**Student Registration/University Card/Freshers:**

2 Days 26, 27, September 2016

**International Welcome Week University Card:**

2 Days 22, 23, September 2016

### 3.4 Sound Monitoring

Security Staff closely monitored the levels of sound for a number of parties, especially the Summer Party, both at the Campus Boundaries and also in the areas of the locality where previous complaints have been made.

The numbers of parties held that were monitored during 2016/17 are:

University Park – 9 parties

Jubilee Campus – 9 parties

Sutton Bonington – 1 party

A number of parties breached the agreed sound levels although following intervention by Security no organised and approved parties had to be closed. Sound monitoring covers all parties and events that include both live and recorded music for both external and internal events. The definition of sound does not only relate to music but also to crowd noise and any other type of sound generated by an event.

The agreement between the University and Nottingham City Council Environmental Health and Pollution Control Department is that before 11.00pm the sound level must not exceed 65 decibels at any of the University boundaries. After 11pm the sound must not be audible at any of the University boundaries. If the above limits are breached then Security will instruct the event organiser to reduce the sound levels. A further sound check is then made and if found to still be above the specified limits the event will be stopped

## 4. Crime Statistics

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### INCLUSIVE CRIME STATISTICS ALL UNIVERSITY AREAS 2016/2017

MONTH CRIME	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	TOTALS	TOTALS 2015/2016
Assault	<b>1</b>	<b>1</b>	<b>1</b>								<b>1</b>		<b>4</b>	<b>1</b>
Arson							<b>1</b>				<b>2</b>		<b>3</b>	<b>0</b>
Burglary Dwellings		<b>1</b>											<b>1</b>	<b>1</b>
Burglary Other	<b>4</b>		<b>1</b>							<b>1</b>			<b>6</b>	<b>7</b>
Criminal Damage	<b>4</b>			<b>3</b>					<b>1</b>	<b>1</b>		<b>1</b>	<b>10</b>	<b>7</b>
Criminal Damage To Car		<b>1</b>				<b>2</b>							<b>3</b>	<b>2</b>
Fraud											<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>
Harassment	<b>1</b>			<b>1</b>		<b>1</b>		<b>1</b>			<b>2</b>		<b>6</b>	<b>3</b>
Indecency	<b>1</b>	<b>1</b>										<b>2</b>	<b>4</b>	<b>0</b>
Robbery													<b>0</b>	<b>0</b>
Theft Dwellings													<b>3</b>	<b>3</b>
Theft from a Motor Vehicle					<b>1</b>	<b>1</b>							<b>2</b>	<b>3</b>
Theft of Motor Vehicle		<b>1</b>		<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>	<b>1</b>		<b>6</b>	<b>1</b>
Theft Other	<b>16</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>12</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>71</b>	<b>37</b>
Theft Pedal Cycle	<b>7</b>	<b>5</b>	<b>16</b>	<b>12</b>	<b>8</b>	<b>11</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>4</b>	<b>104</b>	<b>84</b>
<b>TOTALS</b>	<b>35</b>	<b>12</b>	<b>22</b>	<b>23</b>	<b>14</b>	<b>19</b>	<b>16</b>	<b>22</b>	<b>12</b>	<b>16</b>	<b>19</b>	<b>15</b>	<b>225</b>	<b>148</b>

### CRIME STATISTICS FOR UNIVERSITY PARK 2016/2017

MONTH CRIME	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	TOTALS
Assault			<b>1</b>								<b>1</b>		<b>2</b>
Arson							<b>1</b>				<b>2</b>		<b>3</b>
Burglary Dwellings													
Burglary Other	<b>1</b>		<b>1</b>							<b>1</b>			<b>3</b>
Criminal Damage	<b>1</b>								<b>1</b>	<b>1</b>			<b>3</b>
Criminal Damage To Car	<b>1</b>					<b>2</b>							<b>3</b>
Fraud											<b>1</b>	<b>1</b>	<b>2</b>
Harassment	<b>1</b>					<b>1</b>					<b>2</b>		<b>4</b>
Indecency	<b>1</b>	<b>1</b>										<b>2</b>	<b>4</b>
Robbery													
Theft Dwellings												<b>3</b>	<b>3</b>
Theft from a Motor Vehicle						<b>1</b>							<b>1</b>
Theft of Motor Vehicle			<b>1</b>										<b>1</b>
Theft Other	<b>13</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>52</b>
Theft Pedal Cycle	<b>3</b>	<b>4</b>	<b>11</b>	<b>11</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>69</b>
<b>TOTALS</b>	<b>21</b>	<b>9</b>	<b>16</b>	<b>16</b>	<b>12</b>	<b>11</b>	<b>8</b>	<b>14</b>	<b>8</b>	<b>11</b>	<b>14</b>	<b>10</b>	<b>150</b>

CRIME STATISTICS FOR JUBILEE CAMPUS 2016/2017													
MONTH CRIME	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	1.	TOTALS
Assault													
Arson													
Burglary Dwellings			<b>1</b>										<b>1</b>
Burglary Other		<b>3</b>											<b>3</b>
Criminal Damage	<b>3</b>			<b>3</b>								<b>1</b>	<b>7</b>
Criminal Damage To Car													
Fraud													
Harassment				<b>1</b>									<b>1</b>
Indecency													
Robbery													
Theft Dwellings													
Theft from a Motor Vehicle						<b>1</b>							<b>1</b>
Theft of Motor Vehicle				<b>1</b>	<b>1</b>	<b>1</b>				<b>1</b>			<b>4</b>
Theft Other	<b>3</b>	<b>1</b>		<b>1</b>		<b>2</b>	<b>3</b>	<b>2</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>18</b>
Theft Pedal Cycle	<b>4</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>35</b>
<b>TOTALS</b>	<b>13</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>70</b>

CRIME STATISTICS FOR SUTTON BONINGTON 2016/2017													
MONTH CRIME	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JULY	TOTALS
Assault	<b>1</b>		<b>1</b>										<b>2</b>
Arson													
Burglary Dwellings													
Burglary Other													
Criminal Damage													
Criminal Damage To Car													
Fraud													
Harassment													
Indecency													
Robbery													
Theft Dwellings													
Theft from a Motor Vehicle													
Theft of Motor Vehicle													
Theft Other						<b>1</b>				<b>1</b>			<b>2</b>
Theft Pedal Cycle								<b>1</b>					<b>1</b>
<b>TOTALS</b>	<b>1</b>		<b>1</b>				<b>1</b>	<b>1</b>		<b>1</b>			<b>5</b>



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