Service Level Standard

Crime Incidents on Main Campus

This service covers the response by security staff when an incident of crime occurs on the main campus and at the Student Flats.	This service can be obtained in any one of the following ways: Security Control Room Ext. 6817 (24 hours) Email Security.Control@ncl.ac.uk Security Manager Ext. 6435
This service is carried out 24/7 on the main campus and between 5:00 p.m. – 7:00 a.m. Monday-Friday and at Weekends at the Student Flats.	Each incident will be considered and classified into one of the groups given below. Response time will depend on the classification of crime and when reported to security staff. **Performance target time represents the arrival of an officer at the locus.**

Category	Performance Target	Target Rate %
Report of Crime in Progress	Within 10 minutes	100%
Physical Assault	Within 10 minutes	80%
Burglary	Within 20 minutes	80%
Suspicious Person	Within 10 minutes	80%
Criminal Damage	Within 20 minutes	80%
Car Crime	Within 20 minutes	80%
Theft	Within 20 minutes	80%

Our responsibility to you

1. We will endeavour to keep you informed of any arrest that is made in regard to the reported incident.

2. In the event of any complaint or query you should first contact the Security Supervisor who will try to resolve the problem to your satisfaction.

Assistance we need from you

1. Please provide a contact name and telephone contact number where you can be contacted.

2. Crimes should be reported immediately to University security staff.

3. Please give as much detail as possible to the location of the crime, the time it occurred and general description of person(s) who could be involved.