## Service Level Standard

## Crime Incidents on Main Campus

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| 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.ukSecurity 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.** |

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| **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

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| 1. We will endeavour to keep you informed of any arrest that is made in regard to the reported incident.
 | 1. 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.
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#### Assistance we need from you

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| 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.
 | 1. 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.
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