

Service Level Standard

Crime Incidents on NGH Campus

<p>This service covers the response by security staff when an incident of crime occurs on the NGH Campus.</p>	<p>This service can be obtained in any one of the following ways:</p> <p>Security Control Room Ext. 6817 (24 hours) Email Security.Control@ncl.ac.uk Security Manager Ext. 6435</p>
<p>This service is carried out 24/7 on the NGH Campus.</p>	<p>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.</p> <p>Performance target time represents the arrival of an officer at the locus.</p>

Category	Performance Target	Target Rate %
Report of Crime in Progress	Within 20 minutes	100%
Physical Assault	Within 20 minutes	80%
Burglary	Within 20 minutes	80%
Suspicious Person	Within 20 minutes	80%
Criminal Damage	Within 30 minutes	80%
Car Crime	Within 30 minutes	80%
Theft	Within 30 minutes	80%

Our responsibility to you

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| <ol style="list-style-type: none"> 1. We will endeavour to keep you informed of any arrest that is made in regard to the reported incident. | <ol style="list-style-type: none"> 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. |
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Assistance we need from you

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| <ol style="list-style-type: none"> 1. Please give us a contact name and telephone contact number where you can be contacted. 2. Crimes should be reported immediately to University Security staff. | <ol style="list-style-type: none"> 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. |
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