

Service Level Standard

Security Attendance at Events including Car Parking Arrangements

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| This service covers the security attendances for special events held within the University Campus area. | This service can be obtained in any one of the following ways: Security Manager Ext. 6435 Security Supervisor Ext. 6345 Email george.westwater@ncl.ac.uk Email Security.supervisor@ncl.ac.uk |
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Each booking request will fall into one of the categories given below. The response will depend on the classification given.

| Category | Performance Target | Target Rate % |
|--|--------------------------|---------------|
| Initial Response to e-mail | Within five working days | 90% |
| Congregation | As above | 100% |
| Careers Events | As above | 100% |
| Registration | As above | 100% |
| Outside organisations (other than careers) | As above | 100% |
| Student/School open days | As above | 100% |

Our responsibility to you

1. We will endeavour to meet your request and be responsible for security related issues during the event for which we have agreed.
2. On receipt of the request we will endeavour to reply to you within 5 working days.
3. 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 us with as much detailed information regarding the event as you can.
2. Please provide an account code to where all charges are to be sent (if applicable.)
3. Please provide the name of person/organisation managing the event.
4. For example any additional requirements e.g. coned areas/signage etc.