



The University of West England (UWE) is a modern, growing university, located in Bristol. It is one of Britain's most popular universities, with more than 30,000 students and 300 staff, and is the largest provider of higher education in the south west of England. Students attend UWE from across the UK, as well as a growing number of international students from over 50 countries worldwide.

The University is committed to providing a safe working and living environment for its students and staff and its real estate has grown significantly to accommodate its popularity. As a consequence, some aspects of physical security have remained local to campus sites and management of security has become de-centralised. The Facilities Management Department felt the time was right to review current physical security controls across the University real estate to establish what was currently in place and plan for a more integrated approach. They therefore went to tender for the following services:

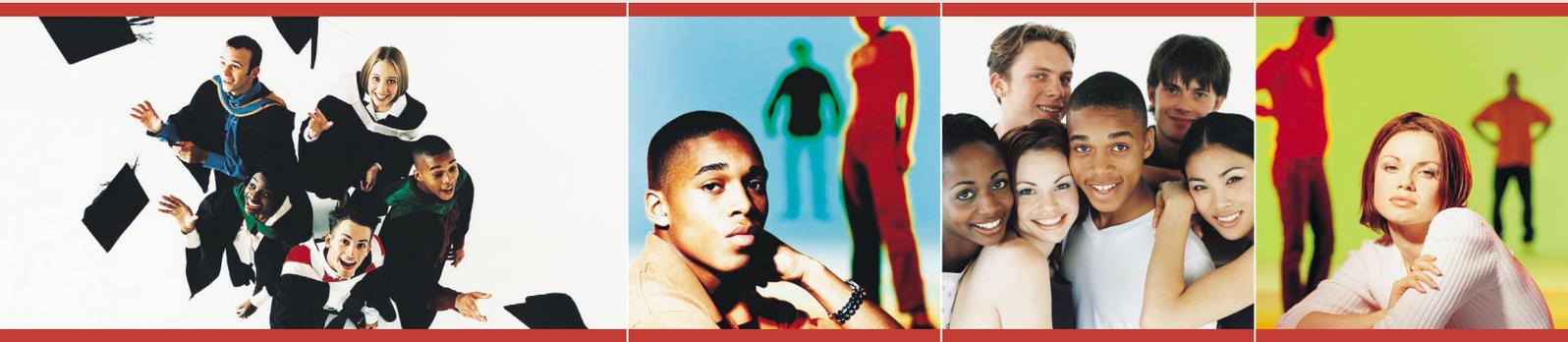
- **Technical Systems and Physical Security Reviews**
- **Threat Assessment**
- **Risk Assessment**
- **Document Review/Audit**
- **Strategy Document outlining the way forward**

After a fairly rigorous selection process, Advent IM was commissioned to provide the entire requirement, over a period of only 4 weeks. Annette Blackburne, UWE General Manager Operations confirms, **“Advent IM's independence meant we could be assured of an unbiased review. In addition, having met the Lead Consultant as part of the selection process and hearing about their experiences in previous projects, this left us confident in Advent IM's ability to deliver this service in the timescales provided.”**

After an initial project initiation meeting, Advent IM began the review with a detailed Threat Assessment, which highlighted the existence and severity of threats to the University campus sites at the national, regional and local levels. The process involved all of the University security staff as well as the UWE Police Beat Officer, Crime Prevention Officer (CPO) and the Bristol Counter-Terrorist Support Advisor (CTSA). Advent IM then worked with the UWE to establish impact levels for the identified threats.

At the same time, Consultants also conducted a detailed review of Physical Security across four campuses and three office blocks, located in an adjacent business park, during both day and night. The real estate is vast across the University and includes a true mixture of architectural design, environs and legacy systems, which provided the Team with some interesting challenges.

The detailed security review was conducted initially by component i.e. CCTV, lighting, intruder detection, access, control, passes etc, culminating in a test of system integration.



In parallel to the review, many meetings and discussions took place between the Consultants and key stakeholders, including Health and Safety representatives, Student Union, Finance, Union Representatives, Librarians, Senior Management and others, to assist the Facilities Management Department in gaining buy-in to consistent physical security controls from all professions, faculties and disciplines.

The documentation review included analysis of existing procedures and policies and recommendations for additional requirements. Many observations were made, including the amalgamation of cash in transit procedures and the surrender policies required to support the movement of valuable commodities.

Having identified threats, physical security controls and procedural documentation currently in place, Advent IM was then able to conduct a detailed qualitative risk assessment, based upon best practice principles, to produce a prioritised risk assessment and risk mediated remediation plan. This provided the Team with the necessary data to develop an informed strategy document that will enable UWE to secure funding and move forward with improvements to its physical security management.

The findings, observations and recommendations from all reviews and assessments were encapsulated in a single report and delivered to the General Manager for information and action. Particular emphasis was given to any 'quick wins'. As can often be the case, many observations were cost neutral and simply required a slightly different approach. The report highlighted both the strengths and weaknesses throughout the UWE premises, its security personnel and processes.

Separate to the specified requirements, Advent IM also engaged with the IT Department within the University to discuss the use of converging technologies such as CCTV over IP and provide advice on the implementation of these requirements. This technology could have serious implications on the confidentiality, integrity and availability of the network as a whole and there are legislative and regulatory issues regarding the use of CCTV cameras and its imagery to consider.

There were many challenges on this project, not least the tight timescales, and many felt the need for input and involvement across the faculties, which emphasised the proactive nature of the UWE team and its staff. The report left the UWE Facilities Management Department with a total review of existing design, a prioritised approach to future development and a clear strategy for the forthcoming years, proving physical security can be a business enabler if installed, used and maintained effectively.

Says Annette Blackburne, "The timetable we gave Advent IM was very tight, however they understood this from the start and spent time getting to understand us and ensure our needs were met. The Consultants were organised, polite, thorough and extremely professional throughout, providing practical, common sense advice and recommendations. As a result we now have a clear security strategy going forward, which is due largely to Advent IM's commitment to the review. Although the review is completed, we continue to receive support from Advent IM and I would not hesitate to recommend them to other organisations."



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