



## **Access Policy**

November 2024



# Contents

Terms used in this Policy .....	- 3 -
Introduction.....	- 3 -
Purpose.....	- 3 -
Objectives .....	- 3 -
Procedural Arrangements .....	- 4 -
University Cards for College Staff.....	- 4 -
University Cards and fobs for Students .....	- 4 -
Replacing a fob either temporarily or permanently.....	- 5 -
Replacing a lost University Card .....	- 5 -
Vacating College Accommodation.....	- 5 -
Access for Contractors and Regular Suppliers.....	- 6 -
Access for various Roles and Facilities .....	- 6 -
Common Room Executive Committee .....	- 6 -
Guest Room Access .....	- 6 -
Gym .....	- 6 -
Junior Deans .....	- 6 -
Music Room.....	- 7 -
Student Guest.....	- 7 -
Welfare Officers .....	- 7 -
Visitor Access.....	- 7 -
Digital Door Locks .....	- 7 -
Record Keeping, Access and Control .....	- 7 -
Audit & Access to access logs .....	- 8 -
Appendix A – Levels of Access.....	- 10 -
Appendix B – Roles and Responsibilities for this Policy .....	- 12 -
Appendix C – Equality Impact Assessment, Data Protection and Freedom of Information.....	- 14 -



## Terms used in this Policy

**Access and Egress:** This refers to the entry and exit of students, staff and visitors to the College and College buildings including student accommodation.

**The College:** This refers to Linacre College

**The University:** This refers to the University of Oxford

**University Card:** This refers to an authorized access control card issued by the University of Oxford

**Fob:** This refers to an access-only tag issued by Linacre College for specific purposes

**Salto:** This refers to the system that is used to administer the electronic door access

**Battels account:** This refers to the internal financial account with College held by all members

## Introduction

The control of access within Linacre College and its premises is a key element in providing a comprehensive security environment. The maintenance of this security is important to protect members and their welfare interests, to preserve a safe environment for academic and social pursuits and to protect College assets. This environment is designed to be proportionate to those ends, can never provide absolute security and should not be overbearing. The College has installed electronic access control systems across its sites which allow movement to be controlled by a card/fob reader and Salto system. Entry into controlled areas is achieved by scanning an authorized University Card or fob against the card reader.

Levels of access are allocated to an individual's University Card, which is controlled from a central data base administered by the University and the College Salto system.

This Policy runs alongside and in conjunction with 'The University Card Notes and Guidance for Authorised Administrators', dated November 2016

In addition, the College also utilises other non-electronic access control devices such as mechanically coded locks and keys which further allow for the restriction and control of access and movement around College premises.

## Purpose

The overall purpose of this document is to provide guidance to all staff on their approach and management of locked doors, entry and exit protocols and the authorisation and distribution of access control devices.

## Objectives

The objectives of this policy are to keep the people and property of Linacre College safe and secure:



- To restrict members of the public from gaining access to areas, accommodation and departments of the College without obtaining permission;
- To provide a variety of security access or egress levels to control the movement of students, staff and visitors to and from higher-than-normal risk areas of the College and Buildings;
- To develop a security awareness culture that encourages staff to challenge anyone not using or producing a University Card or fob in College areas, accommodation and departments.

## Procedural Arrangements

The procedures for issuing, updating and replacing a University Card are contained in the document 'The University Card Notes and Guidance for Authorised Administrators', dated November 2019.

User access control of both the University Card and individual fobs are programmed and updated by the Salto access control system. Once the University Card is created with Linacre College affiliation the Card is automatically uploaded onto the Salto system and 'public' access generated.

In the case of College student accommodation an individual fob will be programmed to provide access to the entrance doors of that particular student accommodation in addition to the individual bedroom access. This will also include access via any other door necessary for the student to be able to get to their bedroom.

In the case of Linacre College Staff, access rights are dependent on the role requirements as stated in Appendix A or by the Line Manager and will be added by the Lodge. 'Public' access is automatically added.

Linacre College Lodge operates 24/7, Monday to Sunday, with the exception of Bank Holidays where operations may be limited. When the Lodge is closed, emergency cover is provided by the Junior Deans, specifically the Junior Dean on duty.

## University Cards for College Staff

The HR Officer administers the issue, replacement and cancellation of the University Card for Staff. Once the University Card is created by the University Card Office it is automatically uploaded onto the Salto system and 'public' access generated. Once the card is physically present, the Lodge can register the card and the relevant Staff Access Level can be assigned as directed by the HR Officer or Line Manager. For exceptional Staff Access Levels, permission in writing from a member of SMT or the HR Officer, should be sent to the Lodge by email.

## University Cards and fobs for Students

The Academic Office administers the issue, replacement and cancellation of the University Card for all students, Fellows and Academic Visitors. Once the University Card has been created for a student affiliated to Linacre, it is automatically uploaded onto the Salto system and 'public' access generated.

Students are issued with fobs for their College accommodation. Every bedroom to student accommodation will have one pre-programmed fob / card which will be issued to the student in that accommodation at check-in and be kept on their person at all times. One spare room card per room is stored within the Lodge. If the student loses their original room fob / card the spare room card will be issued subject to the process as laid out below. The Lodge will conduct a monthly key audit to ensure the correct management of all fobs and this will be signed off at the end of every month by the Lodge Manager.



Student accommodation fobs / cards are programmed to give access to all doors that enable access to the room from the main entrance door of that accommodation block. Fobs / cards are issued to students as part of the student's check-in process. The Accommodation Manager is responsible for allocating all student accommodation on Mercury software system. The Lodge will receive this information by running the Check-in Report on Mercury.

## Replacing a fob either temporarily or permanently

When a student or member of staff reports they have lost (either temporarily or permanently) their accommodation fob, the Lodge can issue a replacement fob (permanent) or card (temporary). For permanent replacement, the previous lost fob's access rights will be revoked and therefore rendered unusable. They will require a valid University Card as proof of ID.

- The Lodge will record that the replacement fob / card has been issued.
- The student will be told that if the lost fob / card is found it must be returned within 24 hours, after which the student will be charged a lost fob / card fee of £5.
- For temporary replacement, the Lodge will send the student a reminder email saying that they have been issued with a replacement card and must be returned, if not, a £5 lost fob fee will be charged against their battels account whether the card is returned after that period or not. The Lodge Manager will be copied into the email. Simultaneously, the porter will add a task set for 24 hours to remind the porter on duty to check that the fob has been returned or must follow the continued actions below.
- Should the £5 lost fee apply, the Lodge will inform the Accommodation Manager via the lost fob / card record form to request a charge made against the student's battels account.

A record folder of lost fobs will be used to record and administer all lost fobs.

## Replacing a lost University Card

Staff must report a lost University Card to the HR Officer or Line Manager as soon as they are aware it is missing. The Card will be deactivated and depending on the circumstances the member of staff will need to pay a fee to the University via an online payment system

Students, Fellows and Academic Visitors must report a lost University Card to the Academic Office as soon as they are aware it is missing. The Card will be deactivated and depending on the circumstances they will need to pay a fee to the University via an online payment system.

All lost cards, once deactivated, cannot be reactivated if later found.

## Vacating College Accommodation

As part of the student's check out process the student will hand their fob back to the Lodge. The Lodge will immediately deactivate the fob and University Card on the Salto system. If the fob is not returned to the Lodge as part of the check out process the Lodge will immediately deactivate the issued fob and email the Accommodation Manager and request that a £5 lost fob fee is charged to battels. Returned fobs (and replaced fobs) will be deactivated and recycled for continued use.



## Access for Contractors and Regular Suppliers

All contractors must check in as 'Contractor' using the reception iPad. The iPad is already set up with the Health and Safety declaration, and the Lodge will issue an identification Badge which must be worn visibly at all times. The Maintenance Team should accompany a Contractor to the Lodge and provide the Lodge with a completed Door Access Application Form with full details and the Head of Maintenance's authorisation. The Lodge will issue a yellow fob with a black tag and set up a profile in Salto. There is a separate sign-off sheet for contractor fobs. At the end of the job the Contractor must return the badge and fob to the Lodge and the access fob will be cancelled. They must also check out on the iPad.

The Head Chef has management responsibilities for food and beverage suppliers and is to ensure that they inform the Lodge upon termination/end of the contracted period. They are responsible for regaining possession of any fob issued to a supplier.

## Access for various Roles and Facilities

### Common Room Executive Committee

The Common Room President is responsible for notifying the Lodge, in writing, which CR Exec Members can have access to the entrance of the Bamborough Building and the CR Storage cupboard.

### Guest Room Access

Our guest rooms have two safe keys (one for each occupant), which are stored securely in the Lodge's key safe. In the case of loss or theft there is no written identification on the key rings, each containing a fob and room safe key.

The Lodge is responsible for the management of the guest room bookings. On the day of guest check in the Lodge issues the guest with a fob and room safe key which gives the guest/s access to the main front door, the internal reception door, the guest room and safe. The guest/s on check in will confirm via the sign-in book the receipt of fob/s and key/s.

On guest check out the Lodge will receive the returned fob/s and room safe key/s directly from the guest/s which are then processed for safekeeping as detailed above in this section.

### Gym

The Gym is situated on the lower ground floor of the Abraham Building and is accessed through the Abraham Building main door to which all students and staff have public access granted to them.

Access for Reuben students will only be granted after they have completed the Gym Induction, the Lodge will be responsible for granting such access.

Where external membership to the gym is granted, the Fees and Battels Officer will notify the Lodge by email that a fob needs to be issued to that member for access to the Gym.

Where Linacre College Clubs are authorised to use the Gym for training purposes, the Club President will request that the Domestic Operations Manager issue a set number of fobs for club members. The Club President is responsible for the management of the fobs and is responsible for the return of all fobs from club members that resign their membership. The Domestic Operations Manager will request the issue of these fobs by email to the Lodge.

### Junior Deans

Junior Deans receive extended access on their appointment to the role. The Senior Tutor or Welfare Lead will make a request in writing to the Lodge.



## Music Room

The Key to the Music Room is securely kept in the Lodge's key safe. To access the Music Room the staff member or student, on identification and proof of booking, will be given the key to the Music Room by the Lodge. The allocation of the key is recorded in the Key Log. When the key is returned this is again recorded in the Key Log.

## Student Guest

All students are permitted to host a guest within their College student accommodation for a maximum period of 3 consecutive nights on an infrequent basis but no more than twice a term. No access fob or key will be issued to the guest. The guest must be accompanied at all times by the hosting student while on College premises. No unaccompanied student will be given any access to any building or room within College premises by any member of staff.

## Welfare Officers

Linacre College Welfare Officers will have extended access to areas that lie within their official remit. The Senior Tutor is responsible for notifying the Lodge in writing of the necessary requirements.

## Visitor Access

All Visitors to the College are required to sign in using the e-Reception system via the iPad in the Lodge. The system alerts the staff member by email that their visitor has arrived. The staff member will collect the visitor and is responsible for that visitor until their departure. The visitor is required to sign out on the system. Where day visitors to the College require public door access (such as conference guests) preconfigured, time-limited fobs with public access will be allocated and logged on the Salto system. The fobs will be returned to the Lodge on check out.

## Digital Door Locks

Digital door locks are provided at College premises and where these are fitted the following procedures must be adhered to:

- The code must be changed every 12 months, or sooner depending on the circumstances, by the Maintenance Department. A record of all digital door locks and their administration will be held by the Maintenance Department and stored on a shared drive for access by the Lodge;
- The code must not be written down and displayed regardless of the circumstances;
- Where digital locks are in use, they must remain operational and left in the locked position;
- The College's Domestic Committee will review the appropriateness of digital locks across College premises;
- All damaged locks should be reported to the Maintenance Department to ensure an early response to unsecured areas.

## Record Keeping, Access and Control

- The Lodge will keep records of all fobs issued and returned;
- All fobs distributed will be recorded as users on the Salto operating system, detailing who the fob is assigned to and the level of access corresponding to each user/fob;
- The operating system can provide reports on the levels of access or users who have access to each area. It is the responsibility of the Lodge to ensure the records are up to date and requests have been actioned in a timely fashion.



- These records will be retained for a maximum period of 3 months from the date of the student vacating College accommodation;
- Once fobs are returned to the Lodge they MUST immediately be deactivated. If the fob cannot be recycled then it must be destroyed by disposal via the confidential waste system;
- All fobs and keys should be tagged and serialised, which if lost cannot be identified to the access areas provided.
- Fobs and keys that are unaccounted for should be reported to the Lodge Manager;
- Under no circumstances should fobs or keys be removed from the Lodge without due process and authorisation;
- It shall be the responsibility of all persons in control of fob consumables and associated accessories to ensure their safe keeping and storage;
- Computer systems used in the fob process are password protected and should never be left on and unattended when not in use.

## Audit & Access to access logs

On a monthly basis, on a random day of the month, the Lodge Manager is responsible for undertaking an audit of access permissions, checking that all 'all doors' access permissions are validly issued and required in accordance with this policy and checking at least 2 other categories of special membership type (e.g., Junior Deans, housekeeping staff, staff with 24-hour access) and making sure these remain appropriate. Any deviation should be reported to the Domestic Operations Manager.

Only the Lodge Manager and the IT department are able to access logs within Salto of which fobs have opened doors at any time. This is potentially intrusive information, especially when used in combination with CCTV information, and it may only be used in serious or urgent situations where the same level of assistance cannot be obtained from another means.

Typically, data relating to student use of fobs may only be requested by the Senior Tutor, or another senior member of staff, involved in an urgent welfare situation, most typically a concern for the life or wellbeing of a student to determine when they most recently used their access fob. Access to this may be made available after a verbal request in an emergency but must be supported by an email subsequently which will be retained by the Lodge Manager for 12 months. The Dean for Discipline may similarly request fob data in support of an active disciplinary enquiry and fob data may be supplied to the police or security agencies after receipt of a written request or in response to a court order.

Fob data must not be used to support investigation into trivial matters or those without serious concerns for welfare including unauthorised but benign additional guests in student rooms, parking or minor licence agreement breaches. Staff fob data may be supplied to the Director of Estates or the Bursar in support of a significant disciplinary investigation (or with the consent of the individual) but this should only be used where the case is serious. Non-staff Fellows' fob data may be supplied to the Principal or Bursar for similar purposes. For non-College members, the data may be used in a greater range of circumstances such as attempting to access areas not permitted, by the Domestic Operations Manager, Director of Estates, Bursar or Principal.

The Data Protection Officer may also obtain reports of fob access data if they deem it personal data and in scope of a subject access request.

Seeking to access fob data without due cause or supplying it is likely to be regarded as gross misconduct under the College Disciplinary Regulations and may also represent a criminal offence under data protection legislation.





Logs of fob access are deleted after a period of 3 months unless they are required to evidence an ongoing investigation being conducted by the College, University, University Security Services or Police.



## Appendix A – Levels of Access

The access levels for users are guided by this Appendix but may be varied on the authority of the Domestic Operations Manager or Bursar, with a record of this instruction retained in the Lodge.

### **Current Linacre Students**

All current Linacre student members will be granted access to all public doors. For those living on the main site, this will include the front doors to the accommodation blocks as well as their own bedroom door and any associated kitchen should this be fitted with a lock. Those living in offsite accommodation will be granted access to their own house (e.g., 49 Walton Street residents will have access to this accommodation only) except where there is a clear block of properties – so residents of the Union Street flats will have access to the exterior doors at Union Street. At no time may a student be granted fob access to another bedroom door.

### **Current Staff**

Staff not requiring routine access to other properties are granted 7 day a week access to the public doors on the main site, with access deactivated from 23:30 to 06:00. Staff working in particular areas controlled by Salto access should have those areas added. Some staff with an occasional need for out of hours specific access, e.g., the IT manager, those who may entertain such as the Head of Development, should have 24-hour access on a case-by-case basis.

### **Lodge Porters**

Lodge Porters, including the Lodge Manager, are granted 24-hour access to all areas except student bedrooms over the estate. Where emergency access to a student bedroom is required, the porter will sign out that room's spare fob to attend to the emergency.

### **Maintenance Staff**

Maintenance staff, including the Maintenance Manager, are granted 24-hour access to all areas over the estate.

### **Housekeepers**

Housekeepers are granted access to all areas between 06:00 to 16:00 Monday to Friday. The Head of Housekeeping will be granted access to all areas from 06:00 to 16:00 Monday to Saturday.

### **Senior Management Team**

The Senior Management Team have 24-hour access to all areas including student bedrooms but must log any student room access with the Lodge and follow College procedures covering this access in all cases.

### **Contractors and Suppliers**

Contractor and Suppliers' fobs must be issued for the specific areas where there is a routine need to access – for example kitchen delivery fobs must work only on the iron gate, kitchen door and kitchen store. Contractors needing to work in off-site houses must not be given fobs which permit access to student doors unless specifically needed to carry out necessary work. Only under the direct written authority of the Director of Estates, the Bursar or Domestic Operations Manager may



contractors be given all areas access. Contractors and Suppliers must only be given their fobs once they have signed the Health and Safety documentation on the e-Reception software system located within the Lodge.

#### **Junior Deans**

Junior Deans are granted 24-hour access to all public areas over the estate. Access to student bedrooms can be gained by signing out the spare bedroom card located within the Lodge.

#### **Welfare Officers**

Welfare Officers are granted 24-hour access to all public areas over the estate. Access to student bedrooms can be gained by signing out the spare bedroom card located within the Lodge.

#### **University Security Service**

University Security Services Officers are granted 24-hour access to all public areas over the estate. Access to student bedrooms can be gained by signing out the spare bedroom card or a master all access fob located within the Lodge.

#### **Other external authorities, e.g., police**

Access fobs may be issued to verified external authorities where there is a clear need on the written authority of the Director of Estates or the Bursar. In general, external authorities should be escorted on site.

#### **Ad Hoc users**

There are a number of cases where specific access to limited areas can be granted. For example, gym members and sports coaches to access the gym on a fob. The principle here should be that access is as restricted as feasible both in terms of doors, duration and timings. The Lodge Manager can issue these for routine use at their discretion, with reference to the Domestic Operations Manager, Director of Estates or Bursar for more complex cases.



## Appendix B – Roles and Responsibilities for this Policy

Title	Role	Key Responsibilities
Staff, Students, Visitors	Adherence	<p>Report lost fobs/keys to appropriate line manager and Lodge team immediately. The fob will then be disabled from the Salto data base and will no longer work with the electronic access control system.</p> <p>Challenge and question people not wearing identification and tailgating, particularly if they are in access-controlled department areas.</p>
Managers	Operational	<p>Ensure that their area of responsibility is risk assessed and that they fully understand the access and egress requirements of their area.</p> <p>Authorise staff to access their area through the use of electronic, coded or key operated control systems. They are to assume the role of Named Authoriser, or appoint a member of staff to carry out this duty as well as, or on their, behalf.</p> <p>Encourage and support staff to challenge anyone who they do not recognise who attempts to follow them into a restricted access area.</p> <p>Ensure that any lost or damaged fobs or keys are reported to the appropriate line manager responsible for issuing and the Lodge, and that arrangements are made for a replacement to be issued.</p> <p>Ensure that arrangements are in place for providing access provisions for official visitors or contractors working in an area controlled by an access control system.</p> <p>Collect all access control resources from employees and students who are leaving the College and send these to the Lodge.</p>
Director Of Estates	Implementation	<p>Carry out regular audits on the processes and procedures to ensure compliance with this policy.</p>
Managers	Responsible	<p>Request the removal of access from any employee that no longer requires access to their area of responsibility.</p>
Trustee Board	Executive Lead	<p>Overall responsibility for security within Linacre College.</p>
Lodge	Responsible	<p>Overall responsibility for access control, management and administration of all fobs, keys and digital locks within the Linacre College estate. This overall responsibility will be supported by both the IT and Maintenance departments.</p>
		<p>Only Porters appointed in a substantive role within the Lodge will be trained and given access to the Salto software system by the IT department. On provision of an issued password by IT, the porter can give and modify access levels according to procedures set out in this policy.</p>



IT Department	Responsible	<p>The IT Manager is responsible for carrying out monthly audits of the Salto system to monitor use of the system by the Lodge. Any anomalies are to be reported to the Domestic Operations Manager for investigation.</p> <p>A log is to be maintained of monthly audits undertaken by the IT department. This responsibility may be delegated to others within this department.</p> <p>Access to audits and data logs run by the IT department or the Lodge may be shared on request with the Senior Management Team. Where the Accommodation Manager or those responsible for student welfare require access, data this will be administered on a case-by-case basis.</p> <p>All access and data logs are to be managed in line with Linacre College's Data Protection Policy, Information Security Policy, Student Privacy Policy and GDPR compliance.</p> <p>Together with the Maintenance department set up Salto Access system software.</p>
Maintenance Department	Responsible	<p>Installation of Salto Access system.</p> <p>Together with the IT department set up Salto Access system software</p> <p>Maintenance, repair and troubleshooting of all hardware which includes all liaising with Salto Access system suppliers and engineers</p>
Management of fobs	IT and The Lodge	<p>IT will receive training via Salto engineers, who in turn will train all members of the Lodge who hold substantive contracts with the College.</p> <p>Training is to be delivered in person and online via video.</p> <p>All new Lodge staff with substantive contracts will receive formal training by IT which will be conducted as part of their induction.</p> <p>The Lodge Manager will ensure and monitor that this training has been performed. The Domestic Operations Manager will ensure that the Lodge Manager has this training as part of their Induction.</p>



## Appendix C – Equality Impact Assessment, Data Protection and Freedom of Information

Linacre College is committed to ensuring that the way we provide services and the way we recruit and treat staff reflects individual needs, promotes equality and does not discriminate unfairly against any particular individual or group. The Equality Impact Assessment for this policy has been completed by Dr Clara Barker on 16 May 2023

### **Data Protection and Freedom of Information**

This statement reflects legal requirements incorporated within the Data Protection Act and Freedom of Information Act that apply to staff who work within the college. All staff have a responsibility to ensure that they do not disclose information about the college's activities in respect of service users in its care to unauthorised individuals. This responsibility applies whether you are currently employed or after your employment ends and in certain aspects of your personal life e.g., use of social networking sites, etc. The college seeks to ensure a high level of transparency in all its business activities but reserves the right not to disclose information where relevant legislation applies.