

University of St Andrews Out of Hours Protocol

Appendices:

- A- CCTV Code of Practice
- B- Service Level Statement

1. Context

The University security service provides night and weekend cover throughout the year, including statutory holidays at Easter and over the Christmas and New Year period.

While varied, the duties of the University security service fall within the following categories:

- 1.1 Prevention of incidents and the promotion of student and staff safety through patrolling, CCTV monitoring, and regular checks of buildings particularly those open on a 24-hour basis and halls of residence;
- 1.2 Response in the event of an incident (including a major incident, e.g. a fire or a student death) by contacting appropriate supporting services, including Estates for technical issues and Student Services for welfare or student related issues;
- 1.3 University telephone answering service.

Within each of these categories lie a range of duties in which specific instruction or relevant guidance is given. Security officers report to their line manager, the University security manager who is responsible for ensuring adequate cover and training.

In the event of a call, security officers will take appropriate action and this can be summarised as follows

2. Range of Duties

2.1 Preventing and Ensuring Personal Safety

CCTV cameras are installed in buildings for the purposes of the prevention and detection of crime and to ensure personal safety. These cameras continuously record but may not be monitored at all times. Access to stored data is controlled through a CCTV Code of Practice and permitted to specific persons only. The Code of Practice is shown at Appendix A.

Patrols of buildings are carried out on a regular basis with particular emphasis on 24-hour computer rooms or other areas in constant use. Security officers have access to halls of residence and will carry out checks of foyer areas but will not ordinarily go beyond these areas unless by invitation of and prior arrangement with the warden, or in an emergency where delay could cause risk. Access to halls is governed by a Service Level Statement between Estates and Residential and Business Services (Appendix B).

University security officers are authorised to note details of any student whose conduct is in breach of the University Discipline Code and report said person to the discipline officer. These breaches include those affecting the security of halls of

residence or other buildings, or conduct which threatens or endangers others. For these reasons, officers may be given details of “at risk” students, or those presenting an imminent threat.

3. Response to Calls (see point 1.2 above)

3.1 Estates Services – Maintenance and Repairs

The support unit of Estates provides technical services to the University with competent trades staff on duty during the day and on-call at all other times. Electrical, heating or plumbing failures within a hall of residence are reported to the duty warden who can make an initial assessment as to urgency, before reporting the matter to the security service.

A further assessment may be carried out but if the situation is an obvious emergency or where delay could place someone at risk, the relevant engineer will be called out to make the situation safe pending a full repair or restoration of service. If the problem is less urgent and can be deferred until the next working day, it will be passed on to Estates.

Similar provisions apply to defective lifts where contracted engineers are on 24-hour stand-by and will be called out.

3.2 Student and Staff Welfare

As well as current students and staff, occasionally prospective students or alumni may be at the core of the enquiry. All such calls need to be passed to the Student Services Manager on call (by calling the unit emergency mobile). The manager on duty has access to the SITS data of all students and the HR confidential staff data base. The OOH security officers can be called on to provide physical backup if the manager decides to go out to the call from the St. Andrews local area. He/She will not go out to a situation alone and they can also have backup from the Warden on duty and from a trained Assistant Warden in each hall of residence. This backup can consist of telephone contact, practical assistance remotely or physical attendance at the scene, where appropriate. Confidentiality is important, but if a student is acutely at risk or is placing another member of our community at risk Out of Hours, the SS Manager has authority to notify Next-of-Kins, although, wherever possible, this is a duty referred to the Police and/ or medical professionals. It has to be emphasized that the service offered “Out of Hours” is primarily assistance in an emergency situation and that this is seen as only backup to the statutory emergency services provided by local agencies such as the Police (Tel No. 418900 or 999), the Scottish Ambulance Service (999) and the local Health Centre (NHS 24 Tel No. 08454 242424).

3.3 Wardens in Halls of Residence

In each hall of residence an Assistant Warden (AW) will be on call. Assistant Wardens can further call for assistance from the Warden on duty – a responsibility that person carries for three halls each night. If the AW and Warden agree that an issue need higher responsibility decision making, they can call the SS Management team member on duty through the OOH security officers. An “At Risk” register of students who are thought to be particularly vulnerable at any point in time will be notified to appropriate Wardens and AW’s will be informed and advised not to

approach that student alone if an Out of Hours call comes through referring to them. Physical accompaniment from team members would be called in that case.

4. Health Issues

If a local doctor requires information or backup this can be provided by the SS Manager who has discretion and professional judgement to decide what confidential information should be disclosed given the circumstances.

If a hospital doctor calls requiring the discharge of a student from hospital, it must be made clear that there will not be a health supervision facility available once returned to student accommodation for we do not have medically qualified staff. However we can observe students on an hourly basis (in hall) if necessary or will try to get a student volunteer to stay overnight with a student going home to a sole occupancy situation in a private flat. No responsibility can be taken, however, for the health of that student and a guiding principle should be that the doctor should feel happy about discharging that student *to their own cognisance*.

5. Police Liaison

Liaison with the Police is a large part of the OOH workload.

Except in an emergency where the police are in literal “hot pursuit” of a suspect, they have no automatic right of entry without warrant to University buildings or halls of residence. Where entry is required to carry out an enquiry, such as interviewing a student who has witnessed a crime, the police should be accompanied by a warden (or in an emergency by a security officer who will also contact the warden) to assist access and avoid alarm to other residents.

An emergency situation is deemed to be one where delay would defeat the ends of justice or where there is real or perceived risk to an individual or group of individuals within a hall or other building.

Confidential data will be released only in line with our IDP (Information Disclosure Protocol) and with the welfare of the whole university community a paramount driver. If an issue is not seen to be critical to the welfare of the community (e.g. lost property) the police should be referred to the relevant unit during the next working day.

If the Police wish a student to be released from custody, this must be, once again, carried out to their own cognisance. We will not provide custodial facilities.

Police have a duty, however, under the IDP, to disclose information to the University where they believe the student or any other member of our community could be at risk. They will do so, following the procedure outlined in the IDP. When this occurs outside of office hours, the University security officers will be consulted by the Police and they, in turn, will involve the Student Services Manager on duty.

6. Next Day follow- up

University security officers will report all relevant occurrences and patrol details on a daily log which is submitted to the security manager. The Security Manager will, in turn, ensure that any relevant information is passed to other service managers, including Student Services and the Press Office. Issues of a security nature or those involving members or staff may also be reported to the Proctor or other representative from the Principal's Office.

In Student Services, the Intake Adviser, on receiving information from the Security Manager, will check student records. If previous contact is known to the department, he/she will further refer the student internally to the appropriate member of the team. If the student is new to the department, a team member will be allocated to follow up and ensure that a consultation appointment is offered to the student/s involved. In welfare cases this is likely to be a member of the Disability team or the Support Advisers team; in discipline cases, the Discipline Officer will be notified.

7. Press and the Media

Enquiries from the media for information related to a specific event or more generally about the University, or a member of staff or student will always be referred to the press office. In an emergency or urgent situation, the press office will be made aware of the situation to be in a position to respond. Where the matter concerns a student, referral will also be made to student services.

8. Telephone Service

The University switchboard operates during normal office hours and after these times calls are diverted to the security service. In the majority of cases where information about the University or some unit is being sought, the caller will be advised to call back during office hours. In cases where parent is trying to contact a student in a hall of residence, the security service will take details then refer the matter to the relevant warden or if necessary, Student Services.

Security officers will not divulge personal information on any student or any member of staff to a third party, except as noted above, to the police in certain situations (see, in particular, 3.2 above).

Appendix A

University of St Andrews Protocol for the Use of Closed Circuit Television

Principles

Closed Circuit Television (CCTV) surveillance will be used for “the purposes of the prevention, investigation and detection of crime, and personal safety” and these purposes are covered by the University's entry in the Data Protection Public Register (registration no Z5909128).

Use of camera technology will be in compliance with the terms of the Code of Practice issued by the Information Commissioner's Office.

Images will be digitally recorded and stored for the purposes defined. Equipment will not be used to record sound, including conversations, but may be used to transmit voice messages consistent with the purposes of the system.

All areas under CCTV surveillance will display appropriate signage giving information as to the presence of cameras, their purpose, the identity of the operator (University of St Andrews) and a contact telephone number (University Security Manager).

All cameras on University premises or property will be visible.

Areas in which digitally stored information is kept or accessible, or capable of being viewed by non authorised persons will be kept secure at all times.

Cameras will be used only to monitor University premises or property, and except where the location is partly public, will not be used to monitor public spaces or buildings.

Cameras will be positioned to avoid viewing into offices or other private spaces.

A list of buildings to which this protocol applies, subject to amendment as additions and deletions are made, will be held by the University Security Manager.

Reports on the use of CCTV in pursuance of its purposes will be made by the security manager to each meeting of the University Security Strategy Group.

Recorded and Stored Images

All digitally recorded material will be stored for 31 calendar days after which it will be deleted, unless required for subsequent investigation.

Access to stored images will be restricted to designated members of staff, as per the protocol, and a record kept of all interrogations for specific purposes. The disclosure of stored information to third parties, except other designated members of staff and the police, will not be permitted.

Interpretation

Designated members of staff may be permitted to review stored data only for the purposes of the investigation and detection of crime or breaches of personal safety. These purposes include unauthorised access to buildings where security and safety is compromised; unauthorised tampering with or removal of fire or other safety equipment; or any other act, criminal or otherwise, in which safety or security are or may be compromised.

Designated Members of Staff

Staff designated to operate the CCTV system and review data are shown at [Appendix A](#) (i) and those designated to review data at [Appendix A](#) (ii). Those in the latter category may only review data in the presence of a designated operator (i).

Access by the Police

All crimes occurring within the University or on the University's estate should be reported to the police. Where a request is made by the police to view stored images it should be referred to the University security manager in the first instance. In cases of urgency, where the police are investigating a serious crime and delay would impede their investigation, access may be given and a record kept of the review, including details of the reviewing officers ([Appendix B](#)).

Downloaded Images

Where a request is made by a designated member of staff for a printout or the storage of images, it will be referred to the security manager. A record of all printouts or files will be kept and any printouts handed over to the designated member of staff will be recorded using the form shown at [Appendix C](#).

All such material is confidential and will only be used for the purposes defined above.

Access by Other Parties

Any request made by a member of the University staff, student, visitor, contractor, or member of the public in relation to stored images of a specific incident will be referred to the University Security Manager.

System Maintenance and Audit

The system will be maintained by University IT Services and subject to audit by the data protection officer.

S Davidson
Security Manager

January 2010

APPENDICES

Appendix A

List of Designated Persons

(i) Operate and Review Data
University Security Manager
University Security Officers
Assistant Director (Facilities Manager)
Bedellus
IT Technicians

(ii) Review Data
University Discipline Officer*
Wardens
Residence Managers and deputies
Data Protection Officer
Proctor
* or members of Student Services acting in this capacity

Appendix B

Date	Time	Reviewing Officer	Purpose of Review	Date/ Times of Period Reviewed	Requested By (Name/ Designation)

Appendix C

University of St Andrews	
University Security Service - CCTV Review	
Incident:	
Time and Date:	
Reviewed By:	
Evidence:	
Handed Over To: Name: Position: Date: Time: Signed:	

Confidentiality

The information provided by this review is for use in the prevention and detection of crime and personal safety. Images must not be disclosed or copied to any third party

Appendix B

University of St Andrews Security Service Level Statement – Estates and Residential and Business Services

Estates will provide a security service to Residential and Business Services (RBS), and specifically to halls of residence. Management of the University Security Service (USS) will remain with Estates with the University Security Manager (USM) responsible for service delivery and liaison between the two units.

Subject to review, the service will operate from 1900 to 0700 hours daily and on a 24-hour basis on Saturday, Sunday, statutory days, and non-statutory days deemed to be University holidays between Christmas and New Year.

USS personnel will be tasked by the USM but will respond to ad hoc requests made by Residence Managers and deputies, and members of hall warden teams.

The scope of the service will be as follows:

- Non-continuous monitoring of CCTV surveillance cameras located in halls of residence
- Review of recorded material in response to incidents
- Visits to halls of residence during tours of duty
- Attendance at halls of residence at the request of the Residence Manager or deputy or Warden and deputies
- Patrols of halls of residence at the request of and with the consent of the duty warden or deputy
- Initial investigation following incidents
- Call-out of relevant emergency service or trades or other service following incident
- The USS will not provide a continuous static presence in any hall but may do so for a temporary period if circumstances require.
- The USS will act as a point of contact for night porters or other night staff employed in halls of residence or contracted to work there.
- Procedures relative to leased properties remain unchanged with USS having access to keys as required.

Any matters concerning the operation of the service should be referred to the USM.

The USM will have regular meetings with designated representatives from RBS and will also liaise with Residence Managers on a frequent basis.

This SLS will be agreed by the Director of Estates or deputy and the Director of Residential and Business Services or deputy and any amendments will be approved jointly before implementation.

Director of Estates

Director of Residential and Business Services

January 2010