



## Policy on the Use of Monitoring Equipment in UCD Residences

### Introduction

As part of the development of a safe and secure environment for students to live in and staff to work in, UCD Residences has monitoring equipment available to its team and service providers to document incidents and breaches of rules if deemed necessary.

This policy outlines the guidelines of use.

### Background

Following on from a serious incident in the Residences in 2009/2010, a review was undertaken to:

- Identify best practise in managing incidents and breaches of rules.
- Confirm requirements and formats needed for recording and reporting of incidents and breaches of rules.
- Provide staff, service providers and student Residential Assistants equipment that would allow them to carry out their duties in a safe environment and provide supporting documentation to written reports of incidents.

### The Review

The review was undertaken during and towards the end of 2009/2010. It included:

- Debriefing sessions with Residential Assistants
- Feedback from the staff and the main University security service provider.
- A security walk through with the Gardaí.
- Focus Groups with Residents on security including the use of CCTV and monitoring equipment.
- Discussions with the SU.

The review identified many areas that could be addressed including the use of personal monitoring equipment by members of the UCD Residences team when dealing with serious incidents, breaches of rules, and potentially dangerous situations.

Following on from lengthy consultation on the use of monitoring equipment already established and in use by the University Security contractors from the commencement of their contract, it was decided to ensure that there was a structure to manage the use of it within the residences, and to make it available to the Residential Services team. This has been included in the License to Reside since 2010/2011.



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## Residential Services

### Guiding Principles

To provide a tool that would be used only when required or deemed necessary by a member of the UCD Residences Team, under strict guidelines, to ensure accurate and fair monitoring of incidents or breaches of rules that are serious, potentially dangerous, or which may require documentation for further action.

The main purposes for the use of the equipment are to:

- Ensure accurate and fair recording of an incident which may be required to support a verbal or written report by either residence staff or student residents themselves.
- To provide student residential assistants and security with a tool which can help them work in a safe environment and gather supporting documentation when appropriate.

### Procedures for the Use of Monitoring Equipment

- Monitoring equipment is kept on site in a secure environment in the Residences at all times.
- Residential Services staff must sign out the equipment as required to ensure a clear and transparent daily log of use.
- The use of monitoring equipment should always be within the meaning of the Guiding Principles detailed in this policy.
- The operations order for security shall be kept up to date at all times and detail the rules regarding the use of the equipment.
- Security must not enter an apartment unless they are (a) requested to or accompanied by a Residential Assistant or Senior Residential Assistant, (b) invited in by a resident, or (c) responding to an emergency.
- Monitoring equipment will not be used inside a bedroom. There is a separate policy on the use of photographic documentation of damage / hygiene within a bedroom which is managed by the Residential Services Team.
- The use of monitoring equipment within an apartment must be identified to the occupants prior to entering an apartment or prior to commencement of recording. Users will again identify use once recording begins.
- Recordings shall be downloaded to a secure server each day by a person(s) nominated by the Manager of Residential Services and the information held on the device deleted.
- Only person(s) nominated by the Manager of Residential Services shall have access to the recordings. Residential Assistants, Senior Residential Assistants, and Security do not have general access to recordings.
- Where required as supporting documentation to an incident UCD Residences will provide the information to the appropriate bodies within the University if required to support an appeal or a decision, and to appropriate statutory bodies such as the Gardaí if formally requested.
- Where there is a recording that does not relate to an incident or breach that is being progressed the information shall be deleted. All recordings no longer required to support an ongoing incident / breach of rule shall be deleted within 30 days.