



Phoenix Community Care Ltd Policy & Procedure

Health & Safety PCC Housing

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Health and Safety PCC Housing

Introduction

- Phoenix Community Care (PCC) recognises and accepts its responsibility for providing, so far as is reasonably practicable, safe and healthy living accommodation and environment for the service users using their accommodation.
- This policy needs to be read in conjunction with other PCC policies relating to Health and Safety, Fire, First aid, Risk assessment, Dealing with Violence and Aggression Working in the community and PCC housing, security – keys, property, the service user.
- Poor standards of accommodation are a common cause of injury, poor health, and low moral and can create unnecessary hazards in particular fire hazards. PCC recognises the need to ensure that adequate standards to the properties are in place to prevent this.

Legislation

The housing act of 2004 requires Local authorities to licence prescribed Houses in Multiple Occupation [HMO].

An HMO only requires a licence if it comprises of 3 or more storeys, and is occupied by 5 or more persons, living in 2 or more households.

All PCC housing has accommodation for only 5 persons and is available in properties with only 2 storeys. Prior to the introduction of the above Act PCC always complied to HMO standards in their housing. The board of directors decided as they no longer were required legally to comply with HMO that an alternative guideline should be that of building regulations which is now the path of choice when any works are carried out on the housing and any maintenance issues arise.

Note: Haringey has recently (2016) added other properties to the HMO register and we are going through the process of obtaining the licenses on these properties with the HMO department of Haringey Council. As of today we have obtained a license for one property.

Record Keeping

PCC have an appointed property maintenance manager and team of staff and outside contractors who monitor and maintain the upkeep of the properties.

Each property has its own folder kept at OUR office holding all the required inspections as outlined below:-

- **Gas** – annual checks to all gas appliances and boilers to the regulations of 1998

- **Electric** – inspection reports to the NICEIC standards updated as recommended by the NICEIC inspector or when any new electrical work is done on the property.
- **Fire** - all rooms except the kitchen have individual smoke alarms. The kitchens have heat detectors, fire blankets, fire extinguishes and a carbon monoxide detector. The procedures for checking these are in the fire policy and procedure. The fire extinguishers are 'Fire angel – FE909 super foam, they are fire extinguishing medium 600g ABF foam propellant n2 @ 10 bar and have pictures on the side for easy identification. The fire blanket is 1.1 x1.1, the materiel reference is JT510 BS EN 1869; 1997 licence no; KM35O47 with pictures on the side to explain its use.
- **First Aid** – a First aid box is supplied to each property and is kept in the kitchen area, the contents are checked monthly and replacements put in, the box is a standard first aid kit and contains a first aid advice sheet, 2 bandages, 2 absorbent dressings, 6 safety pins, 4 cleansing wipes, 10 assorted plasters, antiseptic cream, and micropore tape
- **Keys** – each property has a master set of keys held at our office. The property maintenance manager and the Key worker manager also hold a set. The Key workers have a set of keys but no keys to the service users rooms. The procedure for checking these is in the Key policy and procedure.
- **Property Structure** - the day to day property repairs and an emergency are reported directly to the property maintenance manager using the request incident form. The property manager visits each house at a minimum monthly. An annual property risk assessment is done and from this a recommendation of works is compiled. The procedure for this is in the Working in the community within PCC housing policy and procedure.
- **Storage** – Nothing is stored in the properties as the service users are encouraged to be self sufficient.
- **Waste** – each property is expected to comply with the local authority waste collections schemes. The property manager deals with any exceptions to this. There is also life skills training on waster disposal with the local council requirements (recycling, etc)
- **Service user information** – Each service user is given a welcome pack when coming into the accommodation explaining the running of the house and the house rules, a further folder is kept in the kitchen for daily reference. See APPENDIX 1 and displayed on the notice area.

The house folders kept at our office contain the following;

- Monthly maintenance reports
- Letters to service users, councils and private organisations

- Purchased products information
- Fire systems / certificates
- Fire risk assessments
- Property health and safety risk assessments
- HMO information and letters
- T.V certificates
- Gas certificates
- Electric certificates
- Pest control reports
- Major works planning and estimates
- Key checks

The house folders kept in the PCC properties contain the following;

- Fire evacuation procedure for the that property
- House rules in English, Albanian, Romanian, Vietnamese, French and Aramaic
- Service user's responsibilities
- Important information
- Key workers help and advice service times
- Children's rights or the Vulnerable adult
- Anti – bullying policy
- Complaints Policy and procedure
- Complaint and grievance form
- Maintenance report form
- Cock roach identification leaflet
- Maintenance staff accident report form
- Kitchen cleaning checklist
- Stock control chart
- House meeting minutes
- Copy of Gas certificate
- Fire log
- Central heating systems check
- Where to find the first aid kit and emergency numbers

Safe systems of work in the properties

In order to ensure that satisfactory standards are achieved the following arrangements must be adhered to by the service users and any PCC staff visiting the property:-

- Check that the property is free from hazards especially items that may block a fire exit or be a source of fire.
- Always put articles away immediately after use in communal areas.
- Clear up any spillages immediately and always leave the communal areas how you would like to find them yourself.

- Ensure that waste materials are properly stored and are removed on a regular basis.
- Do not store articles or substances anywhere other than in the designated areas
- Ensure that the accommodation is tidy and articles and substances are put away after use.

Contents for Clients Folders

1. Fire Evacuation procedure
2. House Rules (English)
3. House Rules (Albanian)
4. House Rules (Romanian)
5. House Rules (Vietnamese)
6. House Rules (French)
7. House Rules (Aramaic)
8. Service user's Responsibilities
9. Important Information
10. Key Worker Help & Advice Service Times
11. Children's Rights
12. Anti Bullying Policy
13. Complaint's Policy
14. Complaint's procedure
15. Complaint's & Grievance Form
16. Accident report Form
17. Maintenance report Form
18. Cockroach Identification Leaflet
19. Maintenance staff accident report form
20. Kitchen cleaning checklist
21. Stock control chart
22. House Meeting notes
23. Copy of Gas certificate
24. Fire Log book

Contents for House Folders (in office)

1. Monthly maintenance Reports
2. Letters to Service Users / Councils / Private Organisations
3. Purchased Products Info
4. Fire Systems / Certificates
5. Fire Risk Assessments
6. Property health & Safety risk Assessments
7. HMO Info & Letter
8. TV Certificates
9. Gas Certificates
10. Electric Certificates
11. Pest Control reports
12. Major works planning & Estimates
13. Key Checks