



Phoenix Community Care Ltd Policy & Procedure

Health & Safety PCC Housing Security & Keys

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Introduction

When referring to locks and keys, all front doors referred to as the door onto the street is marked on the key fob as main door. The main door has a Mortise and Yale locking systems, all the back doors have a mortise key and an internal sliding bolt. The service users rooms all have individual Yale locks. If the property has two flats the door to the street is known as the Main door and the flat door is known as the front door and the label has an arrow to indicate if the key belongs to the upstairs or downstairs flat.

Identification of keys

Each PCC property used for supporting housing has 3 master sets of keys kept on individual key rings. The property to which the keys belong are identified by the first four letters of the street name, e.i Hartham Road would be Hart (no house number is on the label for security reasons). One set of the master set of keys is kept at the office and must be signed in and out to keep check of who has the keys. The second set is held by the Key Worker Manager and the third set is held by the Maintenance Manager. Each key worker has a set of keys to the properties they oversee but their sets do not include the keys to the service user's rooms. The service user is given keys to the Main door [a mortise and Yale key] and a key to their own room [a Yale key].

Key Checks

The property manager is responsible for monitoring the keys. When a service user vacates their room, the key worker instructs the service user to return their keys to the office where they are put onto the office set of keys ready for the next service user who will use a room in that property. If the service user is not going to the office on their last day, then the keys are given to the key worker who will then put them onto the office master set.

The property maintenance manager checks all the keys match once a year. This is recorded in the house checks folder kept at the office. If a key is lost to a service users room then a replacement is cut immediately [usually within 4 hours of notification]. PCC have a contract with a 24 hour lock smith

for out of hour problems that may arise.

The Maintenance Manager is also responsible for replacing damaged locks, if a new lock is installed the Maintenance Manager will change all the keys accordingly on the master sets.

All the office master key sets are kept in the key box at bath road office and in the wall box is a signing in and out list.

Property

All PCC properties have internal doors that comply to 30 minute fire restraint, the external doors are standard external doors. The properties have windows that lock, the service user is made aware that it is their responsibility to close the casements securely when they are not in the room.

Emergency phone numbers are on display in the office on the wall, in the house folder and given to the service user in their welcome pack.

Most of the properties have a garden area if the property has access to this via a passage way there is a gate with a lock on it to deter unwanted visitors

Security is always on the agenda of the monthly house meetings and the service users are constantly reminded of the correct way to raise concerns, incidents and accidents regarding the smooth running of the property.

Records

The property manager visits the properties monthly or as a request for works is made. The key workers complete a monthly risk assessment on the property [APPENDIX 1] they are responsible for passing this to the Maintenance Manager and is then filed after any works are completed in the individual house folder kept at the office. If pests or bugs are discovered a further risk assessment [APPENDIX 2] is completed to monitor and treat the problem. This is managed by the Maintenance Manager. An annual risk assessment [APPENDIX 3] is done on each property by the Maintenance Manager and the findings are submitted to the board of directors.

This enables a flow of planned works to be budgeted for. For the day to day running of repairs and maintenance to the properties the Maintenance

Manager has a monthly budget, if major works are required at any time outside of the annual risk assessment an emergency request is submitted to the board of directors for their immediate attention and action.

Major works

If a major works has to be carried out in a property the following should take place:-

- The property maintenance manager will inform the key workers manager of the works to be done and together they will risk assess the situation looking at the safety, time, amount of disruption and any compensation payment required or organisation of temporary accommodation.
- The service users will be informed of the proposed major works by letter. The letter will explain what is to be done, how it is to be done, when it will be done and the length of time the works will take and how it will affect them as an individual i.e. they may have to vacate their room on such a day for a specific length of time.
- The plans of the major works to be done along with a copy of the letter is sent to the service user that will be displayed in the property two weeks before work is to commence.
- A First aid kit is attached to the proposed plans along side useful and emergency phone numbers.
- If extra works becomes necessary on top of the major works (i.e. wood rot needs treating) the service user will again receive a letter explaining the situation 24 hours prior to the work commencing a copy of this letter will also be put with the displayed plans of the works in the property.
- If there is significant disruption to cooking facilities monies will be given to provide one hot meal each day of works being done and cooking facilities are not available.
- All new kitchens and bathrooms that are fitted will comply to building regulations, all new electric and gas circuits and systems will comply and be checked to the standards required for building regulations **Service users** The key-

worker should work closely with the service user in the first weeks of their placement to make sure they are safe and understand the importance of how to keep safe whilst using PCC accommodation. The service user should be made aware of the house rules [APPENDIX 4] and using the assessment and the review tool the key worker and the service user complete risk assessments and support plans together to identify areas of concern with regards to safely living in PCC accommodation. This paper work is to be found in the policy and procedure '*Support Planning*'.

External contractors

The Maintenance Manager has a list of contractors that are regularly used. These are aware that they are working in environments housing vulnerable people and have DBS checks as part of their contract. If a contractor is not known and does not have DBS checking then the Maintenance Manager or a member of PCC will check the contractor on site at least once a day. If works are being carried out in a service users room the key worker will be present if it is a short job, if major works are being done in the service users room the service user will be re-located for the duration of the works.