

SHELTERED HOUSING SCHEMES & SUPPORT SERVICES

OUTCOMES TO BE ACHIEVED:

Tenants feel safe and secure within the Scheme.

Elements addressed:

- Intercom & Door Entry Systems
- Central Management of Keys
- Alarm Systems
- Visitors

#	Performance Indicator / Standard	SCORE	Evidence
1	Tenants and staff feel secure about their personal safety within the Scheme, without compromising individual rights.		
2	The Scheme has a master Door Entry System and the main entrance door is kept closed at all times. The Door Entry System is included on the Scheme's Equipment Register.		
3	The tenant receives clear instructions on the working of the Door Entry System as part of the "induction" when taking up tenancy.		
4	Where the Scheme has no Door Entry System the main door is under observation by the Scheme Manager / Warden and / or CCTV.		
5	In these circumstances when going off duty the Scheme Manager / Warden ensures that the outer entrance door to the Scheme is locked.		
6	Where the Scheme has no Door Entry System the tenant is given a key to the front door in addition to keys to his / her personal accommodation.		
7	The Scheme is equipped with a master Intercom Release System where individual tenants can communicate with a person trying to gain entry to the Scheme through the front door.		
8	The Intercom Release System is checked for proper functioning on a monthly basis by the Scheme Manager / Warden as part of the Scheme's planned maintenance programme.		
9	Master keys held by the Scheme Manager / Warden enable access to be gained through both the front door and to individual tenant's accommodation in the event of an emergency.		
10	The custody and use of master keys is documented in a policy.		
11	Where the master key is kept in a secure break-glass panel, adequate supplies of replacement glass panels are kept by the Scheme Manager / Warden.		
12	Each occasion that a master key has to be used is logged in the Scheme Diary.		
13	This is reviewed at Quality Management Review Meetings to identify adverse trends and possible abuse of the system.		
14	The tenant has his / her own unique key to their personal accommodation in addition to any key to the front entrance door, reference clause 6. above.		
15	There is a policy covering the management and issue of all keys to the Scheme buildings and to individual tenants' accommodation.		
16	This policy clearly sets out the conditions under which keys are issued and the procedure to be followed for the return of keys when a tenant leaves the Scheme.		
17	This policy clearly sets out the conditions under which replacement keys are obtained in the event that a Scheme key or a tenant's key is lost or stolen.		