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Key Holder Policy

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Purpose

This policy outlines the responsibilities, processes, and controls for co-owners who are trusted with keys, fobs or access codes to a building or secure areas. Its main purpose is to ensure security, accountability, and consistency in how keys, security codes, fobs and premises are handled.

Permanent Key Holders

Osprey Court

There are at least 2 key holders for each unit at Osprey Court. The names and contact numbers are shared with Country Estates for emergency purposes. These names are also documented in the fire folders which are located at the entrance to each building.

Practice Services

Broadmead Medical Centre (BMC)

BMC Practice is accessed via the Boots store in Broadmead, using a keypad to gain access to the building.

A master key to first and second floor of the practice is held within a key-safe box on the first floor. On the second-floor staff room there is a further key safe. In this key safe, keys to all rooms within the GP practice are secured.

During working hours swipe cards are used to access all rooms / areas within the Practice.

The Operations Manager also holds a master key to the second floor.

Homeless Health Service (HHS)

The Operations Manager is responsible for maintaining the key holder records.

Charlotte Keel Medical Practice (CKMP)

The Practice keys are held by Group 4 Security – see below:

Group 4 Security

Manager: Phil - 07841969037 or 0808 1962045 or 0113 2008924

Help & Assistance - NCC - 0800 368 8968

Site Number - 10101152

Documentation and Tracking

Osprey Court

An up-to-date Key Holder Spreadsheet is maintained, tracking all key holders and their respective access permissions, including fob access. This spreadsheet must be updated whenever there are new starters or leavers.

Facilities review this spreadsheet monthly.

Practice Services

BMC

A list of all swipe card passes is held by the IT Support Officer. The IT Support Officer oversees the issuing of passes when staff join. When they leave the pass is collected or disabled. All other keys are secured in the appropriate key-safe each day.

HHS

The practice maintains a Key Log Register for all key / swipe card holders. The register is updated whenever keys / access cards are issued, returned or reassigned. The register is also audited every 6 months to ensure records are accurate.

CKMP

A list of all access passes is held with the IT Team. When staff join, they are given a pass; when they leave the pass is collected or disabled. CKMP maintain the system for the other users in the practice. .

Approved Managers/Key Holders

The following approved managers are responsible for maintaining and updating key holder records:

- IUC – Gemma Cuff
- Osprey Court (Units 3, 4, 20 & 21) – Gemma Cuff
- IAP – Lin Gibbs
- Broadmead Medical Centre – IT Support Officer / Operations Manager
- Homeless Health Centre – Operations Manager
- Charlotte Keel Medical Practice – Operations Manager

Key Safes, Codes and Keys

Key and Code Access

At all shared facilities across Brisdoc, we use key safes or coded access doors for storage areas. These access codes must be reviewed and updated every six months, or sooner if a security concern arises.

Osprey Court and IUC

Code Changes, Distribution and Planning

This process needs to be completed within one day.

1. The Service Delivery Team, Digital Team and Facilities Team need to agree a date, at least 1 week in advance work together to implement these changes.

2. The Facilities Team will produce new codes for each alarm, safe or coded access doors. A list of all codes to be changed can be found in the Facilities & Bases folders.
3. Facilities will share this list with the Digital Team on the morning of the planned changes.
4. The Facilities Team will complete an IT Ticket to request that Bitwarden is updated with the new codes.
5. The Facilities Team will inform the Service Delivery Team Managers that the codes have changed.
6. The Digital Team will update Bitwarden and inform Facilities and the Service Delivery Team Managers once done.
7. The Service Delivery Team will notify the IUC Operations Team that the changes have taken place and updated codes are on Bitwarden.
8. Facilities will notify all Managers at Osprey Court and the cleaning company that the codes have changed.

Practice Services

BMC

BMC Practice is accessed via the Boots store in Broadmead, using a keypad to gain access to the building. This code does not change. Rather the security of swipe-card access is deferred to, with the allocation / removal / return of swipe cards being closely managed by the IT Support Officer. The Operations Manager holds an ‘emergency’ second floor master key. A master swipe card is also held within a key safe on the first floor. The code for this key safe is updated on a regular basis.

HHS

A central spreadsheet is maintained to record the location, allocation, and status of all master keys and access arrangements. This spreadsheet is updated as and when changes occur, such as the issue or return of keys. Regardless of interim updates, a full audit of keys, access records and permissions is conducted every 6 months.

CKMP

External Doors - Group 4 security Guards have a set of external keys.

Key Safes are on the outside of the building with codes for the key safe held by named staff in CKMP. The intruder alarm is keypad operated and keyholders are aware of the code
Keypad internal doors - drugs storeroom. They keypad code to room 7 the drugs storeroom is changed every 6 months by NHSPS. Please see appendix 1 for Master Key Processes

Master Key Storage

The Facilities Team holds master keys for IUC storage cupboards, medication cabinets, safes and vehicles. If needed during a shift when Facilities are unavailable, master keys can be accessed from a key safe located in the Facilities office. The access code for this key safe is shared with SDT Managers. Any use of the master keys during a shift must be noted on the Shift Manager report, so Facilities can follow up.

Practice Services

BMC

BMC Practice is accessed via the Boots store in Broadmead, using a keypad to gain access to the building. This code does not change. Rather the security of swipe-card access is deferred to, with the allocation / removal / return of swipe cards being closely managed by the IT Support Officer.

A master key to first and second floor of the Practice is held within a key-safe box on the first floor. The second-floor staff room contains a further key safe, where keys to all rooms within the GP practice are secured.

The Operations Manager holds an ‘emergency’ second floor master key. A master swipe card is also held within a key safe on the first floor. The code for this key safe is updated on a regular basis.

HHS

Master keys are stored securely in a locked key box, with access restricted to authorised personnel only.

A central spreadsheet is maintained to record the location, allocation, and status of all master keys and access arrangements. This spreadsheet is updated as and when changes occur, such as the issue or return of keys.

CKMP

Internal Doors

Master keys in CKMP are held in Reception in a safe on the wall. The following teams have a set of master keys for internal doors; Operations Management, Lead nurses, cleaning team employed by NHSPS and Group 4 Security Guards.

External Doors

Group 4 security Guards have a set of external keys. Key Safes are on the outside of the building with codes for the key safe held by named staff in CKMP. The intruder alarm is keypad operated and keyholders are aware of the code. Keypad are used for internal doors to the drugs storeroom. They keypad code to room 7, the drugs storeroom, is changed every 6 months by NHSPS.

Appendix 1

CKMP Master Key / Room Key Sign Out Process

At CKMP there is a process for signing out and returning both master keys and room keys using the designated spreadsheet. This ensures key usage is tracked accurately and that all keys are returned at the end of use.

CKMP Master SIGN-OUT SPREADSHEET :

There are two sections in the key sign-out spreadsheet:

- One for **Master Keys**
- One for **Room Keys**

Signing Out a Key: All keys to be signed out by the Health Navigation Team Leaders. If neither of them is available, then a member of the Health Navigation team will sign out the keys. Instructions below on how to sign out a key.

1. Open the **Key Sign-Out Spreadsheet**.
2. Navigate to the correct section depending on the type of key being taken (Master or Room).
3. Fill in the following details in the next available row:
    - **Date**
    - **Name of staff member**
    - Place an **"X"** under the relevant key column (either in the Master Key or Room Key section).
4. Retrieve the physical key from the key safe.

Returning a Key: All keys to be returned to the Health Navigation Team Leaders. If neither of them is available, then a member of the Health Navigation team will report the returned key. Instruction below on how to return a key.

1. Physically return the key to its correct location in the key safe.
2. Reopen the **Key Sign-Out Spreadsheet**.
3. Go back to the same row where the key was signed out.
4. Mark the key as **returned** by saying 'yes' in the returned section.

MONITORING - A daily check should be carried out to ensure that:

- All keys signed out have been properly marked as returned.
- Any discrepancies are followed up with the relevant staff.

To perform a check:

1. Open the **Key Sign-Out Spreadsheet**.
2. Review the entries from the current day.
3. Follow up on any keys that are still marked with an "X" and not yet marked as returned.

Health Navigation Team Leaders are responsible for the daily check, it will be carried out by whichever staff member is working the late shift. If a key is missing, they will follow up with the staff member who last signed out the key.

ACCOUNTABILITY - Operations Manager is accountable for the security and Health Navigation Team Leaders are responsible for compliance.

Change Register

Date	Version	Author	Change Details
24.01.2023	4	Sabrina Flew	Added Key Safe and Codes information, changed co-owners wording to co-owners.
11.11.2024	4.1	Gemma Cuff	Added the planning of the code changes and re-arranged format. Removed the Permanent and Temporary Key Holder Form. Added details of key holder for Osprey Court.
14.07.2026	4.2	Nicki Clegg	Updated details for Practice Services
17.11.2026	4.2	Gemma Cuff	Added CKMP Master Key process as an appendix.