



# Key Holder, Building Access & Security Policy

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## 1. Scope of the Policy

- 1.1 This Policy applies to the Unity Well Being Centre, 62 Vernon Street (owned by Nelson Town Council) and the Town Clerk's Office located on the ground floor office within the Town Hall, Market Street which is owned by Pendle Borough Council.
- 1.2 This policy applies to all staff, members and tenants of the Council to ensure that a safe and secure working environment is maintained which protects occupiers, assets and information. It has particular relevance to key or fob holders in order that they may understand their responsibilities and are familiar with the lock-up procedures.

## 1.3 Appendices

Appendix A - KEY/FOBHOLDER acceptance for the Unity Well Being Centre

## 2. General Principles - Lone working

Safe working considerations for lone workers are referred to in the Council's Health & Safety manual and in the Lone Working Policy. Lone workers include those who work alone in a building or part of a building or when with a member of the public.

## 3. Keys and fobs procedures

- 3.1 The ground floor office for Nelson Town Council, Town Clerk' Office falls outside the scope of section 3 as the management of its keys is the responsibility of Pendle Borough Council.
- 3.2 In order to access Nelson Town Council's buildings, keys (to open doors or locks) and/or fobs (to activate or disable alarm systems) may be loaned to nominated persons. It is fundamental to the effective operation of this Policy that these items are accounted for and that the person receiving them is aware of their responsibilities. The Town Clerk will ensure there is an adequate system in place to fulfil this and will be focal point for requests for keys and fobs. References to keys includes master keys.
- 3.3 Keys and fobs are loaned based on need, and are not be viewed as a privilege of office.
- 3.4 In the absence of the Town Clerk, the Assistant Clerk or other member of staff nominated by the Town Clerk, will fulfil their responsibilities.
- 3.5 Prior to the loan of a key or fob, the Town Clerk and the nominated person will complete the form at Appendix A (Unity Well Being Centre)
- 3.6 Nominated persons who lose their keys or fobs or have them stolen must notify the Town Clerk as soon as possible who will decide whether to notify the Police and/or to re-set fobs in order to render the lost fob useless and/or to re-issue a replacement. The Town Clerk will also decide whether to levy a charge upon the nominated person for the replacement key and/or to re-programme the fobs.

3.7 Nominated persons who no longer need a key or fob, for example owing to them leaving, losing office, expiry of rental period or taking up a different role, must return the key or fob to the Town Clerk or nominated person who will complete Appendix A as appropriate.

3.8 Nominated persons must not loan keys or fobs to any other person without the authorisation of the Town Clerk or nominated person and must not make duplicates, alter keys, locks or mechanisms or admit unauthorised persons to a building.

3.9 The Town Clerk or nominated person will undertake a periodic audit of keys and fobs (including those not in circulation) to ensure that all may be accounted for and to take the necessary action if not.

3.10 The nominated key holder (s) will consist of the following:

- Facilities Caretaker, Town Clerk or nominated member of staff
- Chairman of the Council
- Chairman of the Unity Well Being Management Committee
- A member of the Council (discretion of the Town Clerk)

3.11 The key holders must be within 20 minutes travelling distance of the site. There must be no less than two key holders to the building and no more than four in any case.

3.12 There is no requirement for tenants to sign an additional form when issued with the keys and fobs as this is covered within the lease agreement, however the Town Clerk or nominated person will note the keys/fobs issued as part of the policy. Tenants will be required to complete Appendix A when issued with keys/fobs.

#### **4. Unity Wellbeing Centre security procedures**

- a. The Unity Centre will be opened Monday to Friday from 9am by the Caretaker who will disable the security alarm using a fob. A spare set of keys to open the front entrance doors are located in a secure key cupboard in the CCTV room. Either the key safe or the door to the CCTV room must be locked when not in use.
- b. All staff must sign the staff signing-in book upon arrival at and departure from the Unity Centre. Office based consultants may also sign the staff signing-in book at the discretion of the Town Clerk.
- c. All visitors must sign the visitors book in the reception area upon arrival at and departure from the Unity Centre, this includes Councillors. Key holders are also required to sign the staff sign in book or the visitors book as appropriate. In respect of functions only the lead name need sign in at the commencement of the hire period and sign out at the end.

**Normal working hours  
(Monday to Friday 9am to 5.30pm)**

- The principal access to the Unity Centre for visitors is through the main entrance doors on Vernon Street. No visitors are allowed to be admitted to the building from any other access point.
- All visitors who go beyond the public areas must be booked in at Reception and may only leave the public area when accompanied by a member of staff
- All security doors must be kept secure so that access is only available to those with a key or knowledge of the security code. They may only be left unlocked, for convenience only, if they are occupied. Fire doors and emergency exits must not be propped open.
- Only staff and key/fobholders may enter and leave the building from the Devonshire Street
- Access for tenants is to be used at the main front entrance doors.

### **Closing the building**

A keyholder / fobholder is required to run through the following checklist before leaving the building:

- check no-one else is in the building, by referring to the signing-in book and visiting book
- check that all windows are shut and locked
- check that all lights are turned off
- check that all non-critical appliances are switched off
- check that the alarm is activated

### **4 Security of equipment and possessions**

- 4.1 No equipment such as laptops and projectors for example should be left unattended in meeting rooms. Those who book such equipment are responsible for its security and safe return
- 4.2 Personal possessions are the responsibility of the individual and if a staff member, volunteer or visitor brings an item of value into the office, they must ensure that it is appropriately stored in a safe place. The Council is not responsible for personal possessions that go missing unless there is proof of forcible entry.
- 4.3 Cash records and petty cash will be kept in a locked cupboard/safes within the offices, in compliance with Financial regulations and controls procedures.
- 4.4 Any thefts or losses must be reported immediately to the Building Manager and to the Police if appropriate.
- 4.5 Visitors must not be allowed to let anyone else into the building without the prior permission of staff.
- 4.6 On leaving the office, all filing cabinets that hold sensitive information/material must be locked and keys stored in a secure location. All internal doors should be locked, windows checked and upon departure of main building, alarm must be set. Failure to do so could result in disciplinary procedures.



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## APPENDIX A

### KEY/FOBHOLDER acceptance for the Unity Well Being Centre

I, as Key/fobholder (delete as applicable) for the Unity Well being Centre

agree to be responsible for:

1. following this security policy and all of Nelson Town Council's policies and procedures
2. signing in and signing out in the book provided at the Counter on arrival
3. being the responsible person in an emergency, this includes dealing with fire, accidents and accident reporting
4. the key/fob loaned to me by the Council and not allow it to be duplicated or altered or loaned or gifted to another individual
5. returning the key/fob to the Town Clerk or nominated person when requested
6. reporting lost or stolen keys/fobs to the Town Clerk or nominated person
7. meeting the cost of replacing keys or re-programming fobs if requested
8. disabling the security alarm on arrival and setting the security alarm on exit
9. ensuring the appropriate use of the Unity Well Being Centre
10. ensuring, prior to setting the security alarm on exit, that the building is empty and secure, including that doors and windows are closed and where necessary locked, and that all electrical equipment is left in a safe state
11. acting on the direction of the Town Clerk or nominated persons in all matters relating to the safety and security of the Unity Well Being Centre

In order to carry out these responsibilities I have received induction into

- where the first aid kits are and how to record in the Accident Book
- who to advise if equipment is broken or faulty
- what issues or emergencies might arise for a key/fobholder and how to deal with them
- opening up and exiting routines
- fire safety
- health and safety
- the operation of the alarm

**Key/Fob Holder (Appendix A) continued on reverse**

**Nelson Town Council - Key/Fob Holder (Appendix A) continued**

**Name:**

**Address:**

**Contact telephone number:**

**Email address:**

**Office:** **(Tenants to complete only)**

**Keys Received:**

**Fob Received:**

..... **(signed)** ..... **(date)**

**Witnessed by an officer of Nelson Town Council:**

..... **(signed)** ..... **(date)**

**Keys Returned:**

**Fob Returned:**

..... **(signed)** ..... **(date)**

**Witnessed by an officer of Nelson Town Council:**

..... **(signed)** ..... **(date)**

**As well as being retained by the Town Clerk or nominated person, a copy of each completed Appendix A must be provided to the key/fobholder at the time of being issued with the key/fob and also upon return of the key/fob.**