

## HINCKLEY HOMELESS GROUP

### LAWRENCE HOUSE SUPPORTED ACCOMMODATION

#### Procedure for Management - Responding to Office Alarm

##### Introduction

Hinckley Homeless Group run a 12 bed supported accommodation unit for young homeless people aged 16-25 years. This service is manned a majority of the time however on occasion, and every weekend mornings, there are no staff on duty / present. During these times, residents have access to emergency support via telephone to **Service 24** and the office alarm is set.

Both offices at Lawrence House are covered by an electronic alarm. This has been installed by Mike B's Security who also maintains the unit. Contact number is 01455 891046.

The alarm has both movement sensor units for the two offices along with door sensors. The alarm can only be set when all doors are closed.

There are three possible types of alarms:

**Burglar alarm** – triggered by someone entering the offices when the alarm is set and not disarming by entering code.

**Tamper alarm** – triggered by someone trying to tamper with the alarm system.

**Panic alarm** – triggered when a member of staff presses the correct combination of two buttons on the alarm fob. This fob is permanently attached to the set of master keys used by the staff on duty at Lawrence House.

When any alarm is triggered, the alarm system connects to the telephone and calls the following people in order:-

- a) Sue Clarke, Project Manger
- b) Tim Render, Chair Management Committee
- c) Dave Steer, Vice Chair Management Committee
- d) Simone Donaghy, Treasurer Management Committee

The alarm phones each person in order and states the type of alarm e.g. panic alarm. If the person called does not respond, then the system will call the next person on the list and continue until it has received a response.

The person who receives the alarm call should acknowledge the call by pressing '2' on their phone. This informs the alarm that the call has been received / responded to and it will not call any further contacts.

NOTE: should the alarm be triggered by accident, e.g. if a member of staff enters the office and does not successfully disarm the alarm by entering the correct code, then there is no way to cancel the calls to the Management. By successfully resetting the office alarm on site, this merely silences the alarms and resets the unit but does not cancel the alerts / calls.

## **Responding to an Alarm Call**

The Management Committee have agreed the following responses to receiving an alarm call.

The Management member should press '2' on their phone to acknowledge the call. The office and Lawrence House should then immediately be telephoned on 01455 890688.

If a member of staff answers the phone – the Management should speak to them about why the alarm has sounded and check if any further Management Support is needed. The Management member should ask the member of staff on duty to record the incident in the Lawrence House Day Book.

If a member of staff does not answer the phone – the Management should then attend Lawrence House urgently to ascertain the issue. They should telephone the police before journeying to Lawrence House to advise that they are responding to a burglar/tamper/panic alarm and requesting support. If this is due to a panic alarm then urgent support should be requested due to the possibility of threat/violence. If they are unable to quickly get to Lawrence House, then they should speak to another Management member to seek assistance. Once at Lawrence House, the Management member should assess and respond to the situation accordingly – always ensuring their own safety and the safety of Lawrence House residents. If the police have not arrived at Lawrence House before the Management, then do not enter unless you are sure that there is no immediate threat. Details of the incident should be fully recorded in the Lawrence House Day Book by either the Management Member or the member of staff on duty.

## **Notes**

All of the Management on the call list are in possession of keys to enable access to Lawrence House and the Main Office. The Master Keys are always kept in the Main Office, in the key safe, unless a member of staff is on duty in which case they are in their possession.

The Management Committee has agreed that this procedure is to be shared with the Local Police and a copy has been forwarded to them.

The Management Committee is responsible for ensuring that this procedure should be subject to review on a regular basis, not to exceed a period of 3 years.