

Keyholder Policy

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Introduction

At any time that the Bridge Collective premises are open, there will be a keyholder present who will be responsible for the care of the premises and for ensuring that Bridge Collective policies are followed.

All Bridge members and participants in Bridge activities are expected to respect and support keyholders in carrying out their responsibilities.

Prospective keyholders will have seen and be willing to be responsible for the keyholder responsibilities before being authorised to be a keyholder.

People can be authorised to be keyholders only by agreement at a community meeting.

Keyholders must sign an agreement to specified responsibilities on becoming a keyholder, and then annually.

Keyholders must sign for keys that are in their possession. (There is a key signing in and out book for people holding a key temporarily).

Keyholder review

There will be a review of keyholders annually at a community meeting, and at other times as required. Reasons for a person to relinquish their position as a keyholder following a review are:

1. They don't want to continue
2. They no longer have a reason to use keys
3. In a community meeting, it has been agreed that they should no longer be a keyholder.

Use of the Bridge premises

A keyholder may open the premises:

1. At a time when the Bridge is advertised to be open to anyone.
2. When a group or other meeting that is agreed by the Bridge community meeting or has been booked and appropriately advertised is taking place.
3. When the keyholder has come to do work for the Bridge Collective such as office work, emptying bins etc., or to collect or bring items that are needed for a Bridge activity.
4. When the keyholder is responding to an emergency connected with the Bridge premises.

Keyholders should not open the premises for any private purpose not agreed at a community meeting.

Reception and welcoming of visitors to the Bridge Collective and activities

The keyholder is responsible for making sure that anyone who comes is welcomed (this duty can be delegated). It is the intention of the Bridge that people should experience it as a friendly and welcoming place.

Possible issues that might arise for a keyholder and ideas about how to deal with them

What to do if I am unable to open up

There is a list of keyholders who are willing to be contacted by keyholders.

We would like to provide phone numbers of all keyholders who are willing to be contacted by colleagues, perhaps for support or advice, or to see if someone can cover if you can't open up when you said you would, or maybe because you've forgotten the alarm. If you are willing to be contacted in this way, please could you let Andrew know for a list, which will be available to other keyholders only.

What to do in the event of an emergency

Ambulance/Fire/Police 999 or 112

Police emergency (Danger to life/ crime in progress) 999 or 112

Police Head Quarters (Middlemoor) 08452 777 444

Crime Stoppers (To call about a crime anonymously) 0800 555 111

You will need to give your name; the number you're calling from and the address.

Bridge Collective telephone: (01392 433358) / Mobile No. 07xxxxxxxxxx

Address: Unit 4, King Street Business Centre, King Street, Exeter. EX1 1BH

What to do if someone falls ill

The First aid box is: on the first shelf next to the exit

The First aider(s) is (are):

The Appointed person is: the keyholder as on the keyholder board.

Appointed person's responsibilities:

1. To take charge when someone falls ill including calling an ambulance if required.
2. Appointed persons should only attempt the first aid for which they have been trained.
3. Do not give any medication.
4. After an accident
 - a) Fill out an accident record form as per instructions on the front of the accident book. (Found in the Health and Safety box in the office)
 - b) Put it in an envelope and label it 'Accident Record form
 - c) Post into the Bridge Collective mailbox.
 - d) People who collect the post will file it and do any health and safety reporting.

Health & Safety named person(s) and Responsible person(s): Andrew, Nicola

The Responsible person's responsibilities are:

1. To follow up each accident as per the instructions in the accident book and store accident sheets securely.
2. Refill first aid kit if anything has been used.

What to do if someone has a concern or makes a complaint

Please see the Compliments, Concerns and Complaints Procedure.

What to do if I need to make an 'on the spot' difficult decision

The Bridge Collective will support keyholders in any reasonable decision made in an unforeseen circumstance that requires an 'on the spot' decision.

The keyholder's responsibility is to:

1. Make the best decision they can in the circumstance.
2. Bring it to the attention of the next Bridge Collective community meeting. (If there is a delay before this can happen, it would be advisable to speak about it with one or more other people at the Bridge).
3. Invite anyone who the decision affects to seek further discussion at the Bridge Collective, e.g. at the community meeting or through any of the systems that exist in the Bridge for discussing concerns and issues.

What to do if someone wishes to attend when there is a closed meeting/ activity taking place

When the Bridge is only open for a specific meeting/activity, if the person can legitimately participate in that meeting they should be offered the choice to do so. At the keyholder's discretion people could be allowed to use other parts of the premises for the duration of the meeting.

What to do if someone wishes to attend when it has been agreed at a community meeting that the person should not attend at this time.

Ask the person to leave and follow 'What to do if you need to ask someone to leave'.

What to do if there is a disturbance to the peace or threat to the safety of the Bridge Collective

- Does a fellow member, keyholder, facilitator, director, volunteer or employee have some practical knowledge which could help with the problem or concern?
- If the problem concerns another person, can you speak to them directly about it? Would having support from someone else make that possible? Is there someone in the group who can talk constructively with the person?
- Can the group together come up with a solution?

- Is there someone you trust who you could talk to about ways to resolve it?
- The complaints team volunteer to help find negotiated voluntary resolutions to concerns and complaints, through the complaint's procedure.
- If you believe an urgent authoritative decision is required by the community meeting it is possible to call an Emergency Director's Meeting. Please see 'How to call an Emergency Director's Meeting'
- If there is an instance where it doesn't seem possible to conduct the group/activity safely without asking a person to leave- the keyholder must follow: 'What to do if you need to ask someone to leave'.

What to do if you need to ask someone to leave

The named keyholder is responsible for deciding who can be on the premises and attend an activity but cannot make that decision arbitrarily.

If there is a disturbance to the peace or threat to the safety of the Bridge that the keyholder believes can only be resolved if someone is asked to leave, the keyholder must:

1. Act in a way that they consider to be fair in such a situation.
2. Bring it to the attention of the Bridge Collective at the next community meeting. (If there is a delay before this can happen, it would be advisable to speak about it with one or more other people at the Bridge).
3. If possible, invite the person who has been asked to leave to seek further discussion at the Bridge, e.g. at the community meeting or through any of the systems that exist in the Bridge for discussing concerns and issues. The aim of any discussion will be to be constructive and supportive to all parties.

The Bridge Collective expects that decisions made by keyholders to refuse access according to the above guidelines will be complied with peacefully and without disruption, even if the person denied access disagrees with the decision. The Bridge Collective will support the keyholder in using any reasonable, respectful, and lawful means to ensure compliance. It is recognised that keyholders will make the best 'on the spot' decision they can at the time.



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