

Key Holding Policy

Policy Management	
Policy Created: <i>February 2026</i>	Document Location: <input checked="" type="checkbox"/> <i>Bee-Able CIC website</i> <input checked="" type="checkbox"/> <i>Hard copy in red folder on top shelf of locked cabinet in office</i> <input checked="" type="checkbox"/> <i>Electronic copy on OneDrive > Documents > Policies</i>
Date of Last Review: <i>February 2026</i>	
Date of Next Review: <i>February 2027</i>	
Responsibility: <i>Manager, Bee-Able CIC</i>	Name: <i>Sharon Senior</i>
Signed:	Date:

1. Purpose

To ensure the safe, secure, and respectful handling of service users' house keys, protecting their safety, privacy, and property while enabling effective support.

2. Scope

This policy applies to all Bee-Able CIC staff, volunteers, and sessional workers who may require access to a service user's home as part of Companionship or Practical Support services.

3. Key Principals

- Service user safety and dignity come first.
- Keys are only held where absolutely necessary.
- Wherever possible, safer alternatives are used.
- Clear consent and accountability are essential.

4. Preferred Access Method – Key Safes

Bee-Able CIC strongly encourages the use of key safes as the safest method of accessing a service user's home.

Key safes reduce the risk of loss, misuse, or unauthorised access.



Where a key safe is used:

- The code must only be shared with authorised staff.
- Codes are treated as confidential information.
- Any changes to the code must be communicated promptly to the office.

5. Holding Physical Keys

Where a key safe is not possible or appropriate, Bee-Able CIC may agree to hold a physical key, subject to the following conditions:

- Written consent must be obtained from the service user or their legal representative before any key is accepted.
- The consent will clearly state:
 - Why key holding is required
 - Who may use the key
 - How the key will be stored
- Keys will be:
 - Labelled using a unique identifier (never a name or address)
 - Stored securely when not in use
 - Logged in the Bee-Able CIC key register.

6. Use of Keys

Keys must only be used for the agreed purpose and during authorised support times.

Keys must never be copied or shared without permission.

Keys must not be taken home by staff unless explicitly agreed and recorded.

Staff must immediately report any concerns, loss, or misuse of a key.



7. Loss or Security Concerns

Any lost or misplaced key must be reported to the Manager immediately.

Bee-Able CIC will support the service user to assess risk and agree next steps, which may include changing locks or key safe codes.

An incident record will be completed in line with the Accident and Incident Policy.

8. Ending Key Holding Arrangements

Keys must be returned promptly when:

- Support ends
- Access arrangements change
- A service user requests their return

The return of keys will be recorded and confirmed with the service user or their representative.

9. Confidentiality and Respect

Key holding is treated as a matter of trust.

Staff must respect the service user's home, privacy, and belongings at all times.

Any concerns about boundaries or access must be raised with the Manager.

10. Monitoring and Review

We will review our practices regularly and this policy every year, or sooner if legislation, guidance or practice changes, to make sure it stays relevant and effective.