

Emergency House Placements

User Guide for staff in Children and Families

(please also refer to Guidance for Placement Sufficiency Contingency Arrangements which sets out the emergency response to be implemented when a placement has not been found for a child and there are no carers available to cover EDT out of hours.)

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1. Overnight stays at Myton Park

- Keys to be collected from Myton Reception during working hours or if aware of possible placement after hours contact reception 01926414801 and arrangements made for where keys to be left;
- If after hours you will need to unlock the padlock on the gate 5268;
- The key to the Bungalow front door has an orange cap, top lock only used;
- Light switch immediately on right wall just by the front door.
- Once front door unlocked, have the small bronze key ready to open the padlock to the alarm/cleaning cupboard. This is past the first door on the left (playroom/lounge 2), and is flush into the wall. Alarm 2580.
- Playroom/Lounge 2 is on the left, Lounge on right. Ahead of you is the bedroom – key with slight bend on lock part.
- The bed in the bedroom is already made up. Additional Z beds are in the cupboard in the playroom/lounge, key on key ring;
- Bathroom with shower to the right of the bedroom;
- Kitchen along the short corridor;
- Keys to back door on key ring;
- Windows in the lounge are fitted with restrictors. If you need to open the window wider, there is a key on the key ring to unlock the restrictor which should then slide across to remove the top half;
- On leaving the Bungalow, ensure all windows are closed and restrictors locked;
- Set the alarm 2580 Yes. Put the padlock on the cupboard door and leave. Lock the front door. (Top lock only);
- Hand keys back into reception. If after hours, leave in a pre-arranged place and lock the gate with the padlock, turning the numbers;
- For any further information contact Team Administrator or Deputy Team Administrator.

1.1 In the event of a fire

- There is a smoke detector in the hallway and both lounges. Fire exits are the front and back doors. The FIRE ASSEMBLY POINT is in the 2 parking bays in front of the Bungalow.

1.2 Panic alarms

- There are no fixed panic alarms in the Bungalow, but there are mobile panic alarms which can be obtained from reception.
- Panic alarms will only be responded to during working hours.

1.3 Out of hours emergency numbers

- The registered contractors and services listed below are for dealing with breakdowns outside normal office hours and are to be used solely in extreme urgency.

Mechanical engineering including; General mechanical (including heating, hot & cold water services); Oil and gas fired boilers; Air conditioning; Gas services (including kitchen catering).	Dodd Group 0121-565-6012 – This is a call handling centre – Identify yourself as Warwickshire County Council
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Electrical engineering including; General electrical:- (including lighting , power, distribution) intruder alarms Emergency lighting ,fire alarms, fire suppression systems; Automatic doors roller shutter doors nurse call and TV aerial systems; Standby generators refrigeration (commercial fridges/freezers); Lifts/elevators.	Dodd Group 0121-565-6012 – This is a call handling centre – Identify yourself as Warwickshire County Council
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If any of the above contractors are not available, contact a member of Maintenance and Minor Works Team staff for advice on pager number 07623 905063. Relay your message to the operator stating property address and UPRN No. 5268, message, and contact name and telephone number.

2. Overnight stays at Hilary Road Centre

- 2 keys required to access building and ID card – 1 gold key for front gate and 1 silver key for main front door;
- To enter building use main front door key to unlock and use ID card to enter building;
- Enter through front door (directly opposite main front door) and turn left;
- Identify alarm panel (Intruder K-Pad) on left and enter in code 2333A (this will deactivate the alarm);
- Light switches can be found on walls on each corridor and room;
- Contact Room 1 to be used for overnight stays. To access this room go back through the front door and turn left and access Conference Room 3 with your ID card. This room has several doors off it as well as a space in the corner where you will find beds and bedding;
- In front of you, is a double door and through this you will find two bathrooms (1 with a shower). Towels and toiletries can be found in the shower room;
- To the left of you, is a door leading through to the contact room. This is labelled staff only. You will need your ID card to exit the contact room back through to Conference Room 3;
- The green sofa also pulls out as a sofa bed;
- To exit the contact room through the double doors, you will need to press the green button, but again you will then need your ID card to access back through into the room;
- To access the kitchen you will need to go back to reception and turn left once through the front door. There is a badge panel on the left to grant you access through to the main corridor. The kitchen is through the 5th door on the left just before the next set of double doors.

2.1 Useful take-aways who will deliver food:

- Continental Pizza (pizza, chips, burgers etc.) – 024 76 353550
- Domino's Pizza – 024 76 351000
- Flames (Chicken, chips, burgers, kebabs, pizza etc.) – 024 76 384008
- Hidden Dragon (Chinese) – 024 76346570

- Oriental Star (Chinese and English) – 024 76 371300
- Tiffin's (Indian) – 024 76 395942
- Winwo House (Chinese) – 024 76 329713

2.2 To lock Hilary Road

- Ensure all doors and windows are secure and movement detectors are not obstructed;
- Enter the alarm code 2333A and press the A key;
- Go out through the front door and press the red button to exit the main front door;
- Lock the door with the silver key;
- Lock the gate with the gold key.

2.3 In the event of a fire

- If there is a fire, please evacuate the building at the nearest exit and make your way to the front car park – FIRE ASSEMBLY POINT.
- Call 999 and wait for the Fire Brigade to attend site.
- If this is a false alarm:
 1. Locate the fire alarm panel on the opposite wall to the entry alarm panel;
 2. Check display panel for location of fire and press 'MUTE' button and then 'RESET' menu. This may take a couple of seconds to register – however the alarm trigger will stop.
 3. Go to Reception and in the top drawer under the first desk is a Fire Alarm Key. Use this key to reset the actual box for the fire alarm that was activated. To do this you need to insert the key at the bottom of the box and turn it and then push the bottom of the box back to its natural position.
 4. Call the Monitoring Station on 0844 809 9980 giving them our site code as L11738. Inform them that this was a false alarm and ask them to record this as such.
 5. Return the key to reception drawer.

2.4 Activating a Panic Alarm

- Panic Alarm buttons can be found in each of the Contact Rooms and Conference Rooms at Hilary Road. To activate these you need to stick two fingers underneath the alarm and press up and release.
- Only staff on the premises will respond.

2.5 If a Panic Alarm is activated

1. Locate the Panic Alarm Panel – on opposite wall to the entry alarm panel and next to the Fire Alarm Panel.
2. The display should show you where the alarm has been activated. It will be necessary to check to see if someone is in difficulty. Panic Alarms are located in each of the Contact Rooms and each of the Conference Rooms at Hilary Road.
3. To stop the noise, open the key pad and put in the number 1234 and press enter. This will silence the alarm.
4. To reset the alarm you will need to Reception and in the top drawer under the first desk is a Panic Alarm Key. Insert this key into the panic alarm button and reset from red to green.
5. Return to the panel and enter 1234 again followed by enter. This will reset the system.

2.6 Other contact details

- Profile Security (if the alarm goes off during out of hours) – 01133 839036

3. Informing the Fire Service when a child is placed in an emergency house

- If an incident occurs that triggers the placement of a child in an emergency house then the duty manager should inform the Fire Service on the following phone number **01926 423231** (this number is covered 24/7) asking to be put through to Fire Control, where upon details of this emergency house placement can be passed and recorded.
- Fire Control will then inform the duty Group Commander of the details recorded, who would then make the decision to inform the necessary crew who would attend incidents at the 3 locations if required.
- The Fire Service would also like to be informed of any information relating to this emergency house placement in regards to any red flags that should be shared with Crews attending which may hamper a rescue or firefighting duties, for example:
 - the length of stay in the property;
 - any special needs, learning or physical;
 - mobility issues with the individuals, which may hinder them exiting the building if a fire occurred;
 - if the individual has been/can be violent, especially to people in uniforms;
 - has been involved in arson related activity;
 - and any other items/issues that you feel need to be mentioned that may hinder a rescue or put firefighters in danger.