

Door Entry System Policy

Document Owner	Head of Property Safety
Prepared by	Property Safety/Policy Officer
Approved by	Director's Group
Approved date	January 2024
Date of next review	January 2027
Monitoring, Auditing and Reporting	<ol style="list-style-type: none"> 1. Via the CX repairs system the number of repairs requested, and completion timescales can be monitored. This data is included in the general repairs Performance Indicators. 2. The Asset Management Plan will identify the number of systems due for renewal annually with the associated budget

1. Scope and Aims

- 1.1. Door entry systems are installed in medium/high rise or supported housing – this policy applies to these property types.
- 1.2. Normally door entry systems will be replaced on a like for like basis. Following resident consultation systems may be upgraded to video calling. This will also be dependent on cabling and overall installation costs.

2. Equality and Diversity

- 2.1. An equality and diversity impact assessment has been carried out and is attached as an appendix to this Policy.

3. Resident Consultation

- 3.1. Residents will be consulted prior to the installation of a new system in their block. A face-to-face meeting must be held with residents as part of the consultation process (this meeting maybe held over MS Teams or Zoom etc.)
- 3.2. Resident feedback and installation costs will be used to determine the type of installation planned.

4. Policy Statement

- 4.1. Hexagon will repair systems when required.
- 4.2. Hexagon will replace systems when they come to the end of their operational life – normally after 30 years. Alternatively replacement will be considered should the existing system be deemed beyond economical repair.
- 4.3. Hexagon will seek to ensure the type of system used across its property portfolio is consistent as part of any upgrade programme – Hexagon's Section 20 Policy will apply if the cost threshold is met.
- 4.4. Hexagon will consider upgrading systems as part of the replacement process (digital telephone calling and/or video calling).
- 4.5. Normally (unless there are exceptional circumstances – these will be considered by the Head of Property Safety) two fobs will be issued to each property to enable residents to access their building.
- 4.6. Residents will be charged for additional or lost fobs. The individual code or reference for each fob issued will be recorded against the resident so should the need arise they can be deactivated.

4.7. Trade access is available via door entry systems – between 7 and 11am.

4.8. Hexagon's primary repairs contractor will be issued with door entry fobs. Other contractors will be issued with fobs for only the duration they are working in a medium or high-rise or supported housing setting.

5. Legal Framework

5.1. Tenancy and Leasehold Agreements

5.2. Landlord and Tenant Act 1985

5.3. Health and Safety at Work etc. Act 1974

5.4. Management of Health and Safety at Work Act 1999

5.5. Housing Health and Safety Rating System – Housing Act 2004

5.6. Building Regulations

6. Related Hexagon policies, strategies, and procedures

6.1. Asset Management Plan

6.2. Repairs Policy

6.3. Section 20 Policy

6.4. Sinking Fund policy

Appendix 1: Equality Impact Assessment

Part one: Initial Screening

Name of policy, service, or function	Door Entry System Policy
Persons completing initial screening	Andy Vincent

Analysis of relevant data

Data Type	Summary and Analysis		
Organisational Statistics	241 repair requests have been made between April 2023 and end November 2023 relating to door entry systems.		
	For 170 of those requests, we hold age data		
		Population reporting door entry system repairs in 2023/24	Resident Population of Hexagon
	0-20	1.18%	0.42%
	21-30	11.18%	5.27%
	31-40	19.41%	17.88%
	41-50	21.18%	21.93%
	51-60	25.88%	27.06%
	61-70	14.12%	17.91%
	71-80	4.12%	6.70%
	81-90	2.94%	2.40%
		100.00%	100.00%
	For 152 of those requests, we hold ethnicity data		
		Population reporting door entry system repairs in 2023/24	Resident Population of Hexagon
	Asian or Asian British: Bangladeshi	0.66%	0.45%
	Asian or Asian British: Chinese	0.66%	1.01%
	Asian or Asian British: Other	0.66%	0.72%
Asian or Asian British: Pakistani	0.66%	2.51%	
Black, African, Caribbean, or Black British: African	13.16%	16.19%	
Black, African, Caribbean, or Black British: Caribbean	21.05%	14.88%	

	Black, African, Caribbean, or Black British: Other	3.95%	4.08%																																
	Mixed: Other	3.29%	2.72%																																
	Mixed: White & Black African	5.26%	1.41%																																
	Mixed: White & Black Caribbean	3.95%	2.64%																																
	Mixed: White Asian	2.63%	0.61%																																
	Not known	4.61%	8.48%																																
	Other Ethnic Group: Arab	0%	0.08%																																
	Other Ethnic Group: Other	0%	0.27%																																
	Refused	1.97%	1.44%																																
	White: Irish	0%	1.87%																																
	White: Gypsy, Romany, Traveller	0%	0.05%																																
	White: British	33.55%	35.90%																																
	White: Other	3.95%	4.40%																																
	12 of the 241 requests were made by a tenant where Hexagon holds disability information. This represents 4.98% of the reports (2.57% of Hexagon tenants are reported as having a disability)																																		
	<table><tr><th>Tenant Disability</th><th>Count</th><th>% of Total</th></tr><tr><td>Unknown</td><td>4,861</td><td>97.43%</td></tr><tr><td>Learning Disabilities</td><td>5</td><td>0.10%</td></tr><tr><td>Visual Impairment</td><td>4</td><td>0.08%</td></tr><tr><td>Hearing Impairment</td><td>8</td><td>0.16%</td></tr><tr><td>Mobility</td><td>39</td><td>0.78%</td></tr><tr><td>Wheelchair</td><td>5</td><td>0.10%</td></tr><tr><td>Other</td><td>62</td><td>1.24%</td></tr><tr><td>MH - Schizophrenia</td><td>1</td><td>0.02%</td></tr><tr><td>MH - Other</td><td>4</td><td>0.08%</td></tr><tr><td>Total</td><td>4,989</td><td>100.00%</td></tr></table>			Tenant Disability	Count	% of Total	Unknown	4,861	97.43%	Learning Disabilities	5	0.10%	Visual Impairment	4	0.08%	Hearing Impairment	8	0.16%	Mobility	39	0.78%	Wheelchair	5	0.10%	Other	62	1.24%	MH - Schizophrenia	1	0.02%	MH - Other	4	0.08%	Total	4,989
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Due to the small datasets relating to door entry systems, it is difficult to draw firm conclusions regarding how the repairs system is being used by difficult population demographics.																																			
National / Regional Statistics	In England there are over 12,500 high-rise blocks (over 18 meters) https://assets.publishing.service.gov.uk/media/62f3c722e90e076cfa481c31/Building_Safety_Data_Release_July_2022.pdf + over 100,000 medium-rise blocks. https://www.insidehousing.co.uk/news/more-than-100000-medium-rise-buildings-outside-scope-of-fire-safety-measures-minutes-reveal-64231 Door entry systems are utilised extensively across all of these blocks.																																		

Qualitative data from colleagues managing/delivering the service area	None to report
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Resident Involvement

Residents do need to be consulted on the policy. Residents would expect systems to be repaired and replaced.

Residents will be consulted when systems are due for renewal to ensure their views are taken into account.

Screening

Protected Characteristic	Is impact positive, negative, or none			Reason
	Positive	Negative	No Impact	
Age	X			Residents will be consulted before installation of a new system allowing us to identify any reasonable adjustments required.
Disability		X		The location of some systems may cause residents with a disability difficulty. Blind residents may need the numbering in braille.
Sex			X	No impact identified.
Gender reassignment			X	No impact identified.
Race			X	No impact identified.
Religion or belief			X	No impact identified.
Sexual orientation			X	No impact identified.
Socio-economic status			X	Residents will be consulted before installation of a new system allowing us to identify any reasonable adjustments required.
Literacy			X	Residents will be consulted before installation of a new system allowing us to identify any reasonable adjustments required.

What are the arrangements for monitoring the policy and its impact on customers?

<p>An annual exercise considering how key policies (repairs for example - of which much of this policy is a part) will be undertaken. This will include seeking to identify whether disparities exist in how services are being taken up by different parts of the community served by Hexagon.</p>

<p>Repairs satisfaction monitoring is also undertaken – satisfaction levels for different communities, services (plumbing, carpentry, tiling etc.) and different geographies will also be explored.</p>

As a negative impact has been identified, we will complete Part 2 of the Equality Impact Assessment.

Part Two: Full Equality Impact Assessment

Further assessment
<p>What alternative measures or policies were considered and what action has been taken?</p> <p>Advice will be sort on where entry system should be located in order to ensure disabled access.</p> <p>Guidance on door entry system installations is contained within Building Regulations M4.</p>
<p>What mitigating actions or adaptations to the policy/service have been considered?</p> <p>None – although this will be discussed with residents at the time of installation.</p>
<p>Who have you consulted with and what further evidence do you have since the initial screening took place?</p> <p>None</p>
<p>Final Decision – What is the final decision in light of the evidence above? (Do you need to timetable reviews or action plans to monitor impacts on Equality?)</p> <p>An annual review of the profile of residents accessing the repairs and other key services will be undertaken.</p> <p>This will identify if there are discrepancies in which residents are using key services and enable Hexagon to develop an action plan to ensure broadly and equality of service use.</p>