

Repairs and Maintenance Policy

Version number:	Version 1	Document owner:	HND Children's Care Ltd.
Version Date: Review Date	January 2026 January 2027	Document ID number:	7.10 Repairs and Maintenance Policy
Version expiry:	January 2027	Document classification:	Final
Version status:	Live document		

Regulations and Standards:

The Children's Homes Regulations 2015:

- Regulation 6 - The quality and purpose of care standard
- Regulation 46 - Review of premises.

Contents:

1. Domestic Environment
2. Repairs and Maintenance

1. Domestic Environment:

HND Children's Care Ltd homes must be decorated and furnished to a standard which creates a pleasant domestic environment appropriate to the age, cultural and ethnic background and number of children accommodated in HND Children's Care Ltd. Children must be given opportunities to have a say in the general decor, furnishings, and upkeep of HND Children's Care Ltd.

The house, furniture and bedding must be kept in an acceptably clean fashion. Whilst children are encouraged to be involved in the cleaning and upkeep of their home it is the responsibility of the staff team and the manager to ensure that HND Children's Care Ltd is kept to an acceptable standard and must be handed over to the next shift in a good condition.

Each child's bedroom must contain:

- suitable bed and bedding
- a seat and work surface for writing and drawing in private.



- storage for clothes
- a lockable or otherwise safe storage for personal possessions
- natural lighting with curtains or blinds and artificial lighting sufficient to read by
- carpet or another appropriate floor covering.
- heating

No child will be allowed or expected to share a bedroom.

Children should be encouraged to personalise their bedrooms, although staff may need to set guidelines on the suitability of materials (e.g., posters with sexual content). This will be dependent upon the age of the child and their specific needs.

Every home must have a telephone which offers an acceptable level of privacy for personal calls. This needs to be maintained in working order and any damage or breakdown must be repaired as quickly as possible.

Every child must have facilities for study at HND Children's Care Ltd that are quiet, offers a seat and a desk / table space and is adequately lit. They must have suitable storage for books and study materials which area available when needed.

HND Children's Care Ltd homes must have space for children to undertake and store materials associated with personal hobbies in addition to offering a place where children can meet privately with visitors and a space for play and recreation which do not affect other children's routine activities.

The staff sleeping area / room must not be part of the communal sleeping in area and must be located close to the children's bedrooms to respond to any night-time needs or emergencies.

2. Repairs and Maintenance:

The interior and exterior of HND Children's Care Ltd homes must be maintained in a good state of structural and decorative repair. The following arrangements have therefore been put in place to ensure appropriate maintenance and repair:

- Staff to complete maintenance log listing maintenance tasks to be undertaken and then sent to the manager / RI / Director. The manager / RI / Director will deal with all requests and confirm who will be completing the work and when.
- All repairs and maintenance must be logged as evidence of identification and completion.
- An Out of Hours on call system is in place to respond to emergencies. All telephone calls to the Out of Hours service must be authorised by the Manager / RI / Director.
- External Contractors such as electricians, plumbers, and heating engineers to be accompanied on site where necessary.
- The Director to inspect the properties periodically to ensure that all properties are maintained to an appropriately high level of quality of finish.



- The Director will meet with managers periodically to discuss general requirements / improvements and to forward plan any construction work with consideration.
- Managers will be provided with a renewals budget to replace damaged or worn items.
- Managers are responsible for ensuring that the children enjoy homely accommodation, decorated, furnished, and maintained to a high standard.

End.