

HOUSING COMMITTEE

8 JUNE 2021

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Report Title	VISITOR ROOM POLICY (INDEPENDENT LIVING)			
Purpose of Report	To inform Committee of a new Policy for Visitors Rooms within Independent Living sites to establish the accepted uses of this facility with a set daily charge.			
Decision(s)	The Committee RESOLVES to adopt; a) The Visitors Room Policy for Independent Living, and b) A charge for using the Visitor Room in Independent Living schemes of £20 for the first night plus £10 for each additional night.			
Consultation and Feedback	Consultation has taken place with all tenants in Independent Living sites.			
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Options	To continue without a policy with no set expectations may lead to misuse, non-compliance of facilities and inconsistent management.			
Appendices	Appendix A - Consultation Letter to Tenants Appendix B – Tenant Feedback Appendix C - Visitor Room Policy Appendix D - Equality Analysis Form			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	No	No	No	No

1. INTRODUCTION / BACKGROUND

- 1.1 For many years, all Independent Living schemes (formerly Sheltered Housing) have had guest rooms as part of the communal facilities for friends and families of tenants living at the schemes. The rooms have always been free of charge for the first 7 nights. On the 8th night and thereafter a charge of £7.74 per night was applied.
- 1.2 The guest rooms were originally purposed for families and carers of tenants, to be close at hand in the case of illness. Much of the tenanted accommodation is small and designed for one person. Over time, guest rooms have been used more generically resulting in the service providing a free room for up to 7 nights whilst visiting friends/family and the area.
- 1.3 The guest room facility has never had a policy to adhere to which has instigated a lack of clarity for both user and officer with regard to occupancy, minimum age, booking procedure, provisions/toiletries available through to laundering and cleaning the rooms.

2. MAIN POINTS

- 2.1 The introduction of a Visitor Room policy will clarify accepted use of the facility whilst outlining the main aims and objectives. This will alleviate potential misunderstanding around occupancy, minimum age, booking procedures, conditions of use and available facilities (i.e. linen/toiletries etc.)
- 2.2 A Visitor Room policy will provide set expectations for both staff and visitors to adhere to. The policy will be reviewed and updated annually or sooner if required, ensuring compliance of conditions are fully upheld.
- 2.3 It is relevant that the usage of the existing guest rooms is low however, the policy will state the charge for use which will generate an income back into the service. This will allow a fund for wear and tear replacement of furniture, linen etc., ensuring the visitors room is kept to a good, quality standard. The existing rooms within Independent Living schemes which are not being used as Visitor Rooms will be multi-purpose for use such as health & wellbeing classes, confidential meetings and 1-2-1's, breakout rooms for training purposes.

3. CONCLUSION

- 3.1 It is essential to have a Visitor Room policy in place to establish the accepted uses of all facilities providing a consistent open and transparent approach of use for all Visitors. There are clear conditions for use which will mitigate confusion.
- 3.2 The Visitor Room has the potential to become a valuable resource. With the introduction of a charge per night, income will be regenerated back into the scheme.

4. IMPLICATIONS

4.1 Financial Implications

There are no significant financial implications arising from this report. A charge for using the guest rooms in Independent Living Schemes is expected to only cover the cost of providing the accommodation and will not impact the overall position of the HRA.

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4.2 Legal Implications

There are no specific legal implications arising from the recommendation made in this report.

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4.3 Equality Implications

An EqIA has been carried out by Officers in relation to the decision made in this report and no equality implications arose.

4.4 Environmental Implications

There are no significant implications within this category.