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**Visitors**

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| **Procedure name**  | Visitors  |
| **Department**  | Housing  |
| **Related policy**  | Visitors Policy  |
| **Author/updated by**  | Adrianna Collyer   |
| **Most recent update**  | 31/01/2022 |
| **Checked by**  | Becky Parke  |
| **Check date**  | 31/01/2022 |
| **Emailed to staff**  |   |

# **General**

YMCA Crewe wants to protect the rights of service users to be able to have visitors, whilst ensuring the health and safety of all visitors, service users and staff regarding visitors.

Visitors can be roughly split in to three categories: those visiting Service Users, those visiting YMCA staff and contractors. This procedure gives further details for managing visitors on site and in particular the working practice for the Customer Support Team Members and Duty Officers.

**The Visitor Book**

Whenever a visitor arrives on site it is the responsibility of the Customer Support Team Member, or Duty Officer (outside of reception hours) to ensure visitors sign into the ‘Visitors Book’.

The visitor book is kept in Reception from 8am-4pm Monday to Friday, and in the Duty Office from 4pm-8am on weekdays and at weekends.

It is important that the Customer Support Officer or the Duty Officer ensures that every visitor uses the visitor book correctly by signing their correct name, the name of the person they are visiting and the time at which they enter and leave the building or room.

The book must not be left unattended at any time.

**Banned / Authorised Visitors**

Whenever a visitor, past service user or member of the public presents a risk to current service users, staff or to YMCA property, the Head of Housing and Support Services or the Senior Housing Coach may ban the person from the YMCA premises.

To keep a record of people banned from the premises an excel spreadsheet named ‘Banned/Authorised Visitors’ is located on Teams in *Housing\Duty team\Banned Authorised Visitor Book.* This database gives the name, date of leaving and reason / type of ban.

Whenever a visitor arrives on site and signs into the visitor book it is the responsibility of the Customer Support Team Member, or Duty Officer (outside of reception hours) to ensure they check the ‘Banned/Authorised Visitors’ database to see whether the visitor is authorised or banned.

* If they are authorised, they can be allowed entry
* If they are listed as banned, the individual should be refused entry

If they are not listed at all, then the Client Finance Team Member or the Duty Officer outside of reception hours should take a copy of ID and add them to the spreadsheet as authorised. A copy of their ID should then be scanned and saved in the online file on Teams in *Housing\Duty team\Banned Authorised Visitor ID documents*. Staff must refuse anyone not providing ID.

It is the responsibility of the Head of Housing and Support or the Senior Housing Coach to add to the banned database after an eviction or when a risk arises from a visitor, past service user or member of the public. The ‘Banned/Authorised Visitors’ database should be reviewed annually and when a visitor, past service user or member of the public no longer pose a risk their name and information should be removed from the list.

If a visitor, past service user or member of the public thinks they have been unfairly treated regarding being banned from the YMCA premise then they have the right to appeal in writing to the Head of Housing & Support Services.

**Service Users Visitors**

Details of the Visitor rules can be found in the Excluded License Agreement under the section ‘House Rules’. In addition, the following statements apply:

* The Licensee must sign all visitors in and out in the visitor book, using full names of the visitor and resident
* All visitors must be authorised by providing ID
* All visitors must be aged 16+ and the Licensee must not sign in anyone under 16 years of age.
* The Licensee cannot sign in any visitors in while under the influence of alcohol, drugs or legal highs.
* The Licensee must not bring into the building anyone who has been excluded/banned from YMCA Crewe
* Service user’s family members who are under 16 years can visit in the GLO Café or may be allowed to visit through prior arrangement with the Head of Housing and Support or the Senior Housing Coach in which a suitable room in the front of the building will be booked to accommodate the visitors
* The Licensee may sign in up to 2 external visitors at any one time
* Visitors are not allowed to be signed into the building between 10.00 pm and 8.00 am, except on weekends visitors are to be signed into the building between 2:00 pm and 10:00pm.
* All visitors must leave by 12:00am.
* The Licensee must accompany their visitor(s) around the premises and ensure their visitor(s) remain in the Licensee’s room or the communal areas with them.
* The Licensee is responsible for the behaviour of their visitor(s) and must ensure that they comply with all House Rules whilst they are on site.
* The Licensee must ensure that their visitor(s) does not bring and/or drink alcohol on the YMCA premises.
* The person who is being visited is responsible for relaying the basic fire procedure to their visitor, which is described at the front of the Visitors Log and on the wall at Reception.
* Past residents are not able to sign in as a visitor until six months after they have moved out.

**Overnight Guests**

Service users in apartments are allowed overnight guests, the following conditions apply:

* Overnight guests must be over the age of 18
* Service users under the age of 18 are not allowed to have overnight guests
* The service user and visitor must complete the overnight guest form. The Overnight Guest forms will be kept in the visitor’s book and can be located on Teams in *Open Access\Policies, Procedures and Forms\Housing\ Housing Forms*
* The overnight visitor must be authorised by a Housing Coach or Duty Officer by also signing the form to allow the guest to stay over.
* The form must be completed in advance, before 10.00 pm on the night the overnight guest is staying.
* There is a £5 charge per stay (except for partners of pregnant females)
* Payment should be made at the time of completing the form and handed to reception, after reception hours payment should be placed in a labelled envelope and put on the Senior Benefits Support Officer’s desk.
* Any service user is allowed a maximum of 3 consecutive overnight stays and 7 within a calendar month
* The YMCA reserves the right to refuse any overnight guest. A reason will usually be given for this refusal although it is not always possible due to the complex nature of the accommodation
* Visitors must be signed in by 10pm and must be vacated by the 12 o’clock the following day unless consecutive nights have been booked
* The same rules apply to Overnight guests as service user’s visitors in the daytime

**External Agency Visitors**

When external agencies come to visit service users and/or staff members they should be encouraged to sign in and out at Reception and use a designated meeting room. A member off staff should accompany the external worker to the room with the service user.

**Contractors**

Any contractor who is completing work on the YMCA premises should report to Reception and sign in using the visitor’s book. The Properties Team Leader or a member of the maintenance team should accompany the contractor to the area of the building where the work is to be completed and unlock any doors needed. Only the Properties Team Leader can authorise keys to a contractor.

**Overnight Apartment Visitors**

**Resident details**

|  |  |  |
| --- | --- | --- |
| Name |  |  |
|  |  |  |
| Room number |  |  |

**Visitor’s details**

|  |  |  |
| --- | --- | --- |
| Name |  |  |
|  |  |  |
| Address |  |  |
|  |  |  |
| Date of birth and age |  |  |
|  |  |  |
| Emergency contact number |  |  |
|  |  |  |
| Proof of ID |  |  |

**Signatures**

*By signing here, the host resident is accepting that it will be their responsibility to ensure that their visitors abide by the accommodation rules. If the visitors do not abide by the rules, the host residents are putting their own accommodation at risk.*

|  |  |  |
| --- | --- | --- |
| Resident’s name | Visitor’s name | Staff member’s name |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |
| Resident’s signature | Visitor’s signature | Staff member’s signature |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |
| Date | Date | Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

*There is a charge of £5 per night for staying in a resident’s apartment.* Paid o Received by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**YMCA Crewe reserves the right to refuse any visitor entry without giving a reason.**