

FORUM HOUSING ASSOCIATION

Forum Housing Association is committed to the promotion of Equality of Opportunity, recognising that passive policies will not succeed in combating discrimination.

All the Association's Policies and Procedures have implicit in them a determination to challenge discrimination and promote positive action to achieve Equality of Opportunity which is not a paper exercise but a reality.

The above statement is applicable to this policy.

RESIDENTS' VISITORS

POLICY

Forum Housing Association encourages young people as residents, to maintain linkages within their communities, with family, friends and others to prevent social isolation and enhances the prospects of sustained resettlement. To achieve this, the Association encourages and supports residents rights to receive visitors to their accommodation Projects, providing that the resident is willing, and accepts their roles and responsibilities when receiving their visitors.

The Association recognises that where restrictions for unwelcome visitors are necessary to maintain effective housing management within its provision, these will always be balanced and considered against individual's human rights, particularly the rights for family life, to develop friendships and enjoy lives free from interference.

The Association reserves the right to place temporary restrictions on residents and visitor's rights and freedoms due to its legal duties to protect the health, safety and wellbeing of others.

The Association will communicate this Policy and Procedures to residents on admission, and by a variety of means once accommodated including newsletters, circulars, display boards and where necessary through its Needs Assessment and Support Planning framework.

PROCEDURES ALL PROJECTS

Direct Access Procedures:

1. Residents in Association Direct Access Projects are entitled to receive three visitors from their **immediate** family providing that authorisation has been secured at least one working day in advance using form **H&YPS-RV1** – Direct Access Project Visitor Request Form. Requests for emergency visits and not pre-arranged can be authorised by the on-site Duty Support Staff.
2. Direct Access Visitors are required to sign the Visitors Register and display Visitor Badges at all times whilst on site at the Project.
3. Direct Access Visits will take place in a designated area of each Project and will not normally last for more than two hours.
4. Direct Access Visits will be available in two hour slots between 0900 and 2100 hours Monday to Friday and 12 noon and 2200 hours on a Saturday and Sunday.

Medium Term Accommodation Procedures:

1. Residents in Medium Term Accommodation Projects are entitled to receive a maximum of three external visitors at any one time, during the day. Visitors over 16 years of age must leave the Project no later than 2300 hours Sunday to Thursday, and no later than Midnight on a Friday or Saturday night. Separate procedures apply to individuals under the age of 16 years which are described below.
2. Medium Term Residents are entitled to have one overnight visitor, or two children visitors up to 8 years of age, for whom they have **direct and agreed parental** responsibility. In both instances, this entitlement is subject to Project Manager's permission via forms **H&YPS-RV2 and 3**.
3. Medium Term Residents are restricted to two 'with permission' overnight visits per week running from Monday to Sunday inclusive.
4. Medium Term Visitors are required to sign the Visitors Register on arrival and display Visitors Badges at all times whilst on site. The Visitors Badge will display the room or flat number of the residence being visited, and in addition a colour identifies which area of the building the Visitor is requested to remain within for the duration of their stay. Visitors wishing to visit other areas of the building are required to register at the Project reception.

Dispersed Accommodation:

This policy and procedure recognises the level of maturity and independence anticipated from residents occupying the Association's dispersed accommodation, via the following procedures:

1. Residents in Dispersed Accommodation Projects are entitled to receive a maximum of three external visitors at any one time, during the day. Visitors over 16 years of age must leave the Project no later than 2300 hours Sunday to Thursday, and no later than Midnight on a Friday or Saturday night. Separate procedures apply to individuals under the age of 16 years which are described below.
2. Dispersed Accommodation Residents are entitled to have one overnight visitor, or two children visitors up to 8 years of age, for whom they have **direct and agreed parental** responsibility. In both instances, this entitlement is subject to Project Manager's permission via forms **H&YPS-RV2 and 3**.
3. Dispersed Accommodation Residents are restricted to two 'with permission' overnight visits per week running from Monday to Sunday inclusive.

Visitors under 16 years of age:

The following procedures are detailed to provide additional safeguards to young people visiting who are aged less than 16 years of age:

1. Visitors aged less than 16 years of age to a Direct Access Project will be accompanied at all times by a person over the age of 18 years with direct and agreed parental responsibility.

2. Overnight Visitors less than 16 years of age who wish to stay overnight at a Medium Term or Dispersed Project are required to receive permission from the relevant Project Manager.
3. Day Visitors less than 16 years of age to a Medium Term Project are required to have verbal permission to visit from the Duty Support Staff prior to taking up visitors rights.
4. Day Visitors less than 16 years of age to a medium term or dispersed accommodation Project are required to vacate the premises no later than 2100 hours Sunday to Thursday and by 2230 hours on a Friday or Saturday, unless having permission to stay overnight.

Unwelcome Visitors:

1. Unwelcome Visitors to any Association Project will be advised that they are unwelcome by the Duty Support Staff or Manager and be required to leave the Project immediately. In most instances this will resolve the immediate concerns and no further action will be necessary.
2. Unwelcome Visitors to any Association Project assessed and identified as a significant or substantial risk require an appropriate response. Duty Support Staff have the right to place such individuals on a provisional bar and seek Police assistance to remove immediately.
3. This provisional bar lasts for a period of 7days and covers all Association Projects, save if the individual is accommodated elsewhere within the Association. Incident Report **R&A-H&S1** will be completed by Duty Support Staff in all circumstances.
4. The Behaviour and Lifestyles Team (PRC) will on receipt of satisfactory information from the relevant Project and others, assess the provisionally barred visitor for an extension of this barring period.

Non-compliance with this policy may result in disciplinary proceedings.

H&YPS-RV1	Direct Access Project Visitor Request – Immediate Family
H&YPS-RV2	Request for Overnight Visitor aged 16 years or over
H&YPS-RV3	Request for Overnight Visitor Under 16 years of age
R&A-H&S1	Incident Report (previously known as FOR-INC1)
H&YPS-RV4	List of Association Projects