



VISITORS (HOUSING) POLICY & PROCEDURES

**Effective from:
13 August 2025**

APPLICATION OF THIS DOCUMENT

The Charity is committed to ensuring that the security and integrity of its housing services is maintained through the management and control of access for residents' visitors.

The Policy applies to all legal entities within the Group.

This Policy shall operate alongside YMCA's Strategic Plan and other policy documents.

1. POLICY STATEMENT

- 1.1 YMCA St. Paul's Group has an obligation to ensure that our residents live in an environment that is as safe as it is possible for us to make it, whilst acknowledging the importance of the support that visitors provide to our residents.
- 1.2 While removing all risk is not possible, we are in a position to ensure that we are able to control who accesses our services, and to whom we do not allow access.
- 1.3 Our primary method of achieving this is through the application of suitable resident visitor management.

2. EQUITY IMPACT STATEMENT

- 2.1 We are committed to ensuring that our services deliver fair access to all elements of our services including residents having the ability to have a social life. Many of our residents have experienced exclusion and disadvantage in accessing services. This policy is designed to ensure that a fair and consistent approach is used in services where visitors are allowed.

3. DEFINITIONS

- 3.1 **New Visitor:** any individual with a relationship to a resident who wishes to visit that resident on our premises for the first time.
- 3.2 **Resident Visitor:** any individual with a relationship to a resident who wishes to visit that resident on our premises.
- 3.3 **Banned Visitor:** any visitor whose behaviour has led to the decision being made that we do not want them to have access to our premises.
- 3.4 **Photo ID:** includes driving licences, passports, student ID.
- 3.5 **Reasonable probability:** where staff feel, using the information available, that an act is likely to have occurred. Definitive proof is not required where there is reasonable probability.
- 3.6 **INFORM:** the housing management system used to manage resident information, including information on their visitors.

4. PROCEDURES

Procedure for registering new visitors

- 4.1 New resident visitors should present at reception with the resident they wish to visit and provide ID which contains the following details:
 - 4.1.1 Their name
 - 4.1.2 Their date of birth
 - 4.1.3 Photo ID
 - 4.1.4 The name of the resident they are a visitor of
- 4.2 YMCA SPG does not usually allow visitors under the age of 16, however, this may differ in designated mother and baby units.
- 4.3 Permission to access the premises will only be granted when a photo ID has been provided.
- 4.4 Staff must then take a copy of the visitors ID and store it under the 'Visitor' tab on INFORM.

New visitor procedure for visitors of 16- and 17-year-old residents

- 4.5 In some services, 16- and 17-year-old residents are allowed to have a visitor stay overnight. In these cases, there are additional safeguarding measures in place.
- 4.6 Visitors of 16- and 17-year-old residents wishing to stay overnight must ensure that their social worker has agreed for this visitor to stay overnight. They will need to email the YMCA with their confirmation and full name and date of birth of agreed visitor.
- 4.7 A visitor of a 16 or 17-year-old resident is unable to stay overnight until this has been done.
- 4.8 The social worker should be informed that once the guest has been agreed, consent is assumed. If they wish to withdraw consent, then they can do so by contacting the service.

Visitor Procedure

- 4.9 On subsequent visits to the service, the resident visitor must present at reception with the resident and inform staff of their name.
- 4.10 Staff will then confirm their identity using the ID stored on the resident's 'visitors' tab INFORM.
- 4.11 If their identity is confirmed to the satisfaction of the staff member, access may be granted.

- 4.12 Residents are responsible for the actions of their visitors and must remain with them at all times. This includes meeting them at the reception entrance when they arrive and escorting them out of the building when they leave.
- 4.13 Resident visitors can be asked to leave at any point if the staff have any concerns as to their behaviour. Visitors who fail to leave when requested should be considered intruders, and suitable police support sought.
- 4.14 If the visitor profile indicates that the person is banned, access to the premises must not be granted.
- 4.15 If staff cannot confirm their identity, they should deny access until ID is provided.
- 4.16 In some services, overnight visitors are allowed (for 16- & 17-year old residents, see section above). In all cases, where overnight visitors are allowed, the YMCA may charge a small fee for the overnight stay which must be paid before the stay can be authorised.
- 4.17 Residents can have a maximum of 1 x overnight guest per night, up to 3 times a week.

Banned Visitor Procedure

- 4.18 Where staff feel that there is any reasonable probability that a visitor poses a threat to the safety of any resident, staff member or other visitor, they should be banned from entering the service. Visitors are initially banned for one month at which point the ban will be reviewed and either lifted or extended.
- 4.19 Managers should authorise requests to ban a visitor.
- 4.20 Residents should be informed, in writing, of the reason for their visitor being banned.
- 4.21 The ID held on INFORM should be marked as banned, with the next review date of the ban to be stated.
- 4.22 This information should then be communicated via e-mail to the staff team and other YMCA SPG services or employees as appropriate.

5. REVIWING & REPORTING

- 5.1 The Housing Senior Management team will monitor at least annually:
 - ▶ The number of visitors registered against each site
 - ▶ The number of ex-visitors now banned from our premises
 - ▶ Feedback from residents on the impact of this policy against their needs
- 5.2 The Housing Senior Management team will review this document and its implementation at least every three years and ensure that it still meets the needs of the residents.
- 5.3 This review should involve consultation with the resident representative committee.

6. DATA PROTECTION

- 6.1 For safeguarding and security measures, YMCA SPG need to be aware of who is in the building, this is why we request visitors to bring their ID when they come to visit.
- 6.2 We realise that bringing a passport every time to visit someone in the YMCA can be difficult, so we can scan the ID onto the system so that visitors can visit and not worry about bringing their ID again.
- 6.3 All visitor IDs will be stored onto INFORM, a secure system that only YMCA SPG staff can access. It will be stored under the resident they are visiting. The ID will be held on file until the resident moves out or the individual asks staff to delete it. Please note that if an individual requests the ID is deleted, it would need to be provided again before they would be allowed to visit a resident again.
- 6.4 Visitor IDs will be held in the strictest confidence and used only to verify the identity of the visitor.