



Yenaa Housing

Visitors Policy



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Policy Checklist	
Date of Implementation	Feb 24
Date of Last Review	Feb 26
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Visitors Policy

1. Purpose and scope

This policy sets out Yenaa Housing's approach to visitors at our exempt supported accommodation services. It explains residents' rights to receive visitors, the responsibilities of staff and visitors, and how we balance residents' privacy and safety with the provider's legal, regulatory and safeguarding duties.

2. Principles

- Respect for residents' rights: residents have a right to privacy, family life and to receive visitors without unreasonable restriction, subject to safeguarding, safety and tenancy/licence terms.
- Safety and safeguarding: the safety, welfare and safeguarding of residents, staff and visitors is paramount.
- Proportionality and fairness: any restrictions or conditions on visits will be proportionate, necessary, recorded and regularly reviewed.
- Compliance: the policy follows relevant statutory duties, housing and care regulations, data protection and safeguarding legislation and guidance applicable to exempt supported accommodation.
- Transparency: residents will be given clear information about visiting arrangements and any changes.

3. Legal, regulatory and policy context

This policy takes account of current obligations including (but not limited to):

- Human Rights Act 1998 (right to private and family life);
- Care Act 2014 (where applicable for safeguarding adults);
- Safeguarding statutory guidance (Care and Support statutory guidance);
- Data Protection Act 2018 and UK GDPR (processing of personal data, visitor logs);
- Health and Safety at Work etc. Act 1974 and associated regulations (fire safety, premises safety);
- Equality Act 2010 (non-discrimination and reasonable adjustments);
- Relevant local multi-agency safeguarding policies and housing authority guidance;
- Criminal Records checks guidance for regulated activities where relevant.

Note: exempt supported accommodation may not be regulated by the Care Quality Commission in the same way as regulated care settings; however, safeguarding and other statutory duties still apply. Directors and line managers remain responsible for ensuring compliance.

4. Resident rights and responsibilities

- Right to receive visitors: residents may receive visitors during agreed visiting hours, in private and in their accommodation, subject to risk assessments and tenancy/licence conditions.
- Visiting hours: routine visiting hours are 9am -21.00 Residents may agree alternative arrangements with line managers for exceptions.
- Behaviour: residents are responsible for the behaviour of their visitors. Unacceptable behaviour (violence, harassment, drug use, intimidation, theft, damage) may lead to visitors being asked to leave and further action under tenancy/licence terms or criminal proceedings.
- Notice and consent: residents may be asked to give consent to some visitors where required by safeguarding, risk or tenancy conditions. Residents will be informed of any restrictions and reasons.

5. Visitor responsibilities and conduct

- Individual residents are responsible for their visitors and ensuring they are safe to come into the property
- Sign-in: all visitors must sign the visitor log on arrival and departure, providing name, organisation (if relevant), time in/out and contact details. Staff will explain how visitor data will be used and stored in line with data protection requirements.
- Restrictions: visitors must follow house rules (no smoking in communal areas, respect quiet hours, no illegal activity). Visitors must not enter other residents' rooms without permission.
- Safeguarding: visitors must comply with safeguarding procedures and report concerns to staff immediately. Visitors engaged in regulated activities (e.g. personal care) may be required to provide DBS clearance or attend under supervision, in line with guidance and risk assessment.

6. Children and young visitors

- **No children under the aged of 18 are allowed to visit the property**

7. Allegations, incidents and dealing with problematic visitors

- Reporting: staff must record and report incidents involving visitors promptly, following incident reporting procedures. Serious incidents will be reported to the directors and, where required, to statutory agencies (police, safeguarding adult board, local authority).
- Immediate action: staff will take immediate action to protect residents and others, which may include asking a visitor to leave, calling police, suspending visits, or activating emergency procedures.

8. Privacy, data protection and record keeping

- Confidentiality: staff and visitors must respect residents' confidentiality. Information about residents and visitors will be shared only on a need-to-know basis and in accordance with data protection and safeguarding obligations.
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9. Equality and reasonable adjustments

- Non-discrimination: visiting arrangements will be applied fairly and without discrimination under the Equality Act 2010.
- Reasonable adjustments: Yenaa Housing will make reasonable adjustments to visiting arrangements for residents or visitors with disabilities (e.g. mobility needs, communication support) unless such adjustments would cause unjustifiable risk.

10. Communicating the policy

- Resident information: residents will receive a copy of their licence on admission and whenever changes are made. Staff will discuss visiting arrangements during induction and reviews.

11. Complaints and appeals

- Concerns: residents and visitors who disagree with a visiting decision may use the provider's complaints procedure. Complaints will be handled fairly, promptly and recorded.
 - External review: where appropriate, residents may seek support from local authority housing teams, advocacy services or other relevant bodies.
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