



Common Rooms and Community Space Policy

POLICY PURPOSE

In order for our customers and the public to use our common rooms and community spaces safely and efficiently, Derby Homes have a Common Rooms and Community Space Policy (Community Space).

The purpose of this policy is to outline all the information and booking requirements for customers to use before a booking can take place.

To summarise, this policy will outline:

- The information of each Community Space (Appendix 1)
- Procedure and forms for booking a room (Appendix 2)
- Emergency forms
- The Charging Structure
- Terms and Conditions of the booking and Verification Form (Appendix 3 and 4)
- Reporting any issues
- Who can use the rooms and examples of use
- Derby City Council and Derby Homes rights.

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1. Information about our Common rooms and Community Space

The facility of a community room is a great asset to Derby Homes. We encourage maximum use of all our community rooms and fully support bookings that focus on social inclusion. Derby Homes and other agencies can use the space to encourage customers to get involved with a variety of social events and activities as well as deliver projects that have the potential to influence people's lives.

Projects in our rooms have enhanced community development and social inclusion for Derby Homes as we know that some customers want to know about accessing employment and be involved in training, volunteering and educational opportunities. For example, customers and communities who engage with us will be encouraged and supported in developing new skills. This will have a positive effect on customers, boosting personal confidence, enhancing life chances and enabling customers to contribute to the wider community if they wish. As well as developing skills, local offers can be better tailored to meet local needs and priorities when we proactively engage with customers. We recognise that one size does not fit all.

Overall, our rooms give space to facilitate fantastic opportunities, working in partnership with our customers and stakeholders in the local community.

We have 22 Common Rooms and Community Space's (Community Spaces) over the City. These rooms are owned by Derby City Council and managed by Derby Homes. All the locations can be found in **Appendix 1**.

The space and capacity in each room vary (see Appendix 1) however all the locations have the following facilities:

- Tables and chairs
- Heating
- Kitchens with cooking facilities
- Toilet facilities
- Wi-Fi
- Kiosk (Large Smart Tablet with internet connection)

Parking is not available in all our community rooms as they are surrounded by residential homes. Some of the rooms have restricted permit parking.

Some of our rooms have a storage facility however everything left in the community space is left at the user's risk. For more information please see our terms and conditions (**Appendix 3**).

2. Charging Structure

Tenants who live in the surrounding area to a community space already pay a service charge which contributes towards the upkeep of the room. We therefore ask for a small payment from anyone else unless they meet the criteria for a free booking. We use all payments to maintain and improve the community facilities.

Free of charge bookings

As a general rule, open groups involved in resident's activities are free of charge. For more information, please contact The Hub, Derby Homes.

Free of charge bookings include :

- Tenants paying the service charge towards the cost of the Community Space for social activities or similar events
- Consultation events, trainings and meeting involving Derby Homes and Derby City Council tenants and employees.
- Not for profit groups and organisations.

Charge for bookings

The charges for the rooms are (all prices plus VAT) :

- £10 per hour (for any booking under 3 hours)
- £30 for 3- 4 hours
- £60 for over 4 hours

As a general rule, any group or activity that is not open to Derby Homes customers and the public attending is to be charged for.

Charged booking include:

- Profit making business', including self-employed people and franchisees, which would include:
 - i. Exercise classes charging per class
 - ii. Staff training courses
 - iii. Any class or activity that charges per person/child etc. entry
- Private hire such as a party, celebration or wake
- Any closed activity that is not open to the public and Derby Homes residents to attend

Organisations must supply a copy of their current public liability insurance certificate, which Derby Homes will check to ensure that the activity proposed to be undertaken in the community room is within the scope of cover on the insurance certificate.

Longstanding special arrangement

Derby City Council are able to use any Community Room as a polling station charged at £75 plus VAT per full day 6am – 10pm

Useful Information and cancellations

Derby Homes reserves the right for the final decision on all booking charges.

Key loss should be reported immediately and will be charged for. The loss of a key or fob is £20.

Please give at least 24 hours' notice if you are cancelling a room booking. We reserve the right to charge for the booking if the cancellation is made with less than 24 hours' notice.

3. Procedure for booking a room

Step 1. To book a room, call the Hub at 01332 888499 or email hub@derbyhomes.org

We will discuss any locations requests and type of activity to help you find a suitable room. The room will be held at this stage until confirmation of booking is complete.

To confirm a booking, We will need some information from you as well as agreement to our terms and conditions.

Step 2. To begin, there is a booking form that must be completed (**Appendix 2**):

Depending on the size and activity of the group, we will ask for extra information and reassurances for safety purposes. If your group do not have this information available we have templates available on request. We will ask for information such as (but not limited to):

- Risk Assessments
- Public Liability
- Safeguarding Policy
- Health and Safety Policy
- Constitution of the group
- Equalities and Diversity policy

All information received will be in line with your Fair Processing notice which can be found at <https://www.derbyhomes.org/about/fairprocessingnotice/>

At this point we will fill out a Verification Check form for your booking to make sure the booking details are legitimate. This is attached as **Appendix 4** for information.

After reviewing all the information, we will make a decision whether your booking can go ahead based on the information in the terms and conditions.

Step 3. Confirm your booking, collect information form and arrange for key collection.

We ask that you come into the Hub to finalise your booking with a signed copy of the terms and conditions before we issue you with a key. At this point you are the named responsible person for the key and will be accountable for the room and the return of the key.

All bookings will be given an information form which provides passwords, alarm codes, fire safety and other useful information.

Step 4. Use the room and arrange to return the key.

Depending on the length of the booking, we may be able to issue the key for a longer period of time. This will be discussed during the start of the booking.

4. Terms and Conditions

To use our community space, you will need to agree to our terms and conditions before we can issue a key. Our terms and conditions cover a wide range of topics, below is an overview of our most frequent enquiries, more information is in **Appendix 3**.

Storage of Items

Some items may be stored in our community space, with permission from Derby Homes. All items that are stored will be at the risk of the user. Locks are not permitted to any doors (including kitchen cupboards) unless installed by Derby Homes.

Times of Use

Functions should be held at a reasonable time of the day and ending no later than **9pm** (without prior consent under special circumstances) so that residents living close to the community space are not disturbed.

Wi-Fi Policy

Wi-Fi is available to use in all of our rooms and a password is provided when booking. The Wi-Fi policy must be agreed to under our terms and conditions as part of your room booking.

Activities not permitted

Due to the size, location and health and safety of the rooms, certain activities are not permitted. A list of examples of what is not allowed is:

- Bouncy Castles
- BBQ's (except Humber Close)
- Firework Displays
- Crèche / Nursery
- Extremist activities

Derby Homes have the right to make the final decision of what activities are allowed in the rooms.

Housekeeping

Individuals or groups using the community space must leave the facility and kitchen clean and tidy and take their rubbish away with them.

Housekeeping includes:

- The kitchen to be left clean and tidy with pots washed, put away and sides wiped down.
- Floors to be hoovered
- The fridge is to be kept clean and all food disposed of or taken at the end of your activity
- If the oven is used, it needs to be cleaned after use
- All rubbish should be bagged up taken away from the building.
- No animals are allowed in the rooms other than assistance dogs.
- If the room is found in an unclean state, please report this as soon as you are made aware and take pictures if possible.

Please see **Appendix 5** for more information.

Alcohol Consumption

No alcoholic beverages are to be stored, consumed or sold on the premises.

Fire Alarms and Safety

All rooms have a non-smoking policy and are fitted with extra sensitive smoke alarms. If candles are being lit at a birthday party or event, please make us aware at the time of booking.

In case of an emergency

Should an emergency occur, Derby Homes reserves the right to override any agreement and use the facility as deemed appropriate.

5. Derby City Council's Booking Guidance

Any booking must comply with, and follow, the Derby City Council's Booking Guidance. The main summary of the guidance is:

1. A focus on the Prevent Duty 2015 and practical guidance to support facilitates and associated risks.
2. This policy is to be used in conjunction with existing policies and is tailored to each facility.
3. The guidance keeps Derby's community values at the centre of their decisions
4. The guidance finds a balance between freedom of expression and other legislation and obligations such as the Human Rights Act 1998 and the Equality Act 2010.
5. A focus on wider research and considerations with event booking
6. Conditions to room bookings to ensure inclusivity and community cohesion
7. Useful contact details for the Prevent Service and Hate Crime.

6. Reporting any issues

If the community space has any repair issues, please report these immediately to the Hub on either 01332 888499, hub@derbyhomes.org or for out of hours call **01332 888777**.

Important information to consider:

- Breakages should be reported to Derby Homes and will need to be paid for.
- Key loss should be reported immediately and will be charged for. The loss of a key or fob is £20.
- Derby Homes are not responsible for any items left in the room. Any items left for a period of 28 days will be disposed of.

7. Template Toolkit

To help our groups operate to a safe and good standard, we have templates of different helpful documents to consider when thinking of your community group.

If you need any specialised help, Derby Homes or Community Action Derby will give support and guidance. Template documents which can be requested are:

- Risk Assessments
- Safeguarding information
- Constitution information
- Roles and responsibilities

8. Who can use the Community Space and examples

In line with Derby City Council Responsible Event Booking Guidance, Derby Homes have to consider who is using the facilities to ensure community safety. Open groups and activities for residents are prioritised above any closed group. Below is an overview of what is permitted.

Derby City Council and Derby Homes reserve the right to refuse any booking. For more information please see the terms and conditions (**Appendix 3**).

Our Tenants

As the rooms are owned by Derby Homes, priority is given to residents who contribute towards the room through their service charge (this is usually local residents to the room).

The Public

As a general rule, we encourage all external groups to use the Community Space if the activity is open to the public and Derby Homes customers are able to participate. Before the booking is confirmed, we will need a detailed explanation for the purpose of the booking to ensure it is in line with our strategic objectives and is not a conflict of interest.

Multi-faith groups

Faith groups can use any room. Charges may apply depending on the location and nature of the booking. If the group represents and serves the immediate, wider community and creates community cohesion, these groups will be free of charge.

Councillors

Councillors and political parties are permitted to use the rooms for party purposes outside of purdah. Specifically, open groups such as resident surgeries are free of charge.

Community Space buildings are not to be used during purdah for any activity to ensure that the Council's buildings and facilities are not used contrary to legislation and guidance during the pre-election period.

Partners and organisations

Partners and other organisations can use the rooms free of charge if the group is not for profit and the activity is open and of benefit to Derby Homes customers. If the space is requested to use for closed activities such as internal training for staff or team meetings, this will be charged.

Occasions such as wakes, parties or gatherings

Rooms are available to use for activities such as children's parties, wakes and gatherings as long as the 'no alcohol policy' is followed. As these activities are not open to the public we will charge for the use of the rooms unless the user contributes to the room through their service charge. Please see the charging structure for more information. Some rooms are not able to facilitate these types of bookings due to the proximity of other properties.

9. Our Equality and Diversity Commitment

Equality and diversity is important to us because it means trying our best to treat people fairly and with dignity. It also means making sure that we remove barriers to equality for our employees, job applicants and for people using our services

We believe in treating everyone fairly and with respect. We see the diversity of our city as a real strength. We want to build strong communities with a sense of togetherness and we want to tackle disadvantage. We also want to build a strong cohesive workforce that reflects the community we serve. We want everyone to be able to reach their full potential and to benefit from the cultural, social, economic and civic strength of our city. We recognise that it's only by meeting people's particular needs, having accessible services and a diverse workforce, just like the community we live in, that we will achieve equality.

10. Derby City Council and Derby Homes' Rights.

Considering Derby City Council's Booking Guidance and Derby Homes' policies and procedures, Derby Homes' reserve the right to:

- Refuse any booking on reasonable grounds

- the final decision on all booking charges
- the final decision of what activities are allowed in the rooms
- In case of emergency, the right to override any agreement and use the facility as deemed appropriate.
- the right to dispose of any unattended items after 28 days.