

COMMON ROOM AND COMMUNITY SPACE POLICY AND PROCEDURE 2020-2023

Report of the Head of Housing Management

1. SUMMARY

- 1.1 The Common Room and Community Space Policy is a key Derby Homes Policy which has been updated in accordance with Derby Homes three year review schedule. Since the last Policy update in 2018, there has been a full review of the policy to ensure it is in line with the Customer First Strategy as well as considering other factors such as Health and Safety and Safeguarding implications. This has resulted in us making considerable changes to the policy. We are therefore presenting the new policy rather than an amended policy which may be confusing to follow.
- 1.2 The purpose of this policy is to outline the objective and benefits of our common rooms and community spaces and to provide the information customers need to be aware of prior to a booking taking place.

2. RECOMMENDATION(S)

- 2.1 To approve the updated policy.

3. REASON(S) FOR RECOMMENDATION

- 3.1 The Customer Engagement and Community Development Team have overall responsibility for managing Derby Homes community spaces. The previous policy, procedure and bookings process has been reviewed, improved and updated to provide clarity to potential users and to bring them in line with other Derby Homes and Derby City Council policies and procedures.
- 3.2 The updated policy will ensure that we have a clear, consistent and robust booking process in place.

4. MATTER(S) FOR CONSIDERATION

- 4.1 We have 22 community spaces over the City. These rooms are owned by Derby City Council and managed by Derby Homes. The demand for use of these rooms has increased over the past 2 years. Overall, our rooms give space to facilitate fantastic opportunities, working in partnership with our customers and stakeholders in the local community.
- 4.2 The space and capacity in each room vary 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)

- 4.3 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.
- 4.4 The community spaces are a great asset to Derby Homes. We encourage maximum use of all our community spaces 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.
- 4.5 Customers and communities who engage with us will be encouraged and supported to develop new skills. This will have a positive effect on them by boosting their confidence, enhancing their life experiences and enabling them to contribute to the wider community if they wish. In some cases the experience leads to much welcomed volunteering and job opportunities for customers. As well as developing their skills, customers are able to influence the services delivered by Derby Homes. By working together, Derby Homes are better able to tailor services to meet local need.
- 4.6 The policy's aim is to give clear guidance regarding the charging structure, booking requirements and expectations of anyone wishing to hire the rooms.

5. OTHER OPTIONS CONSIDERED

- 5.1 None

IMPLICATIONS

6. CONSULTATION IMPLICATIONS

- 6.1 This policy was consulted with the following people:
- Derby City Council Counter Extremism Community Co-ordinator
 - Derby City Council Director of Legal, Procurement and Democratic Services
 - Derby City Council Cohesion and Integration Manager
 - Derby Homes Head of Governance and Corporate Service
 - Derby Homes Head of Finance
 - Derby Homes Director of Housing Services
- 6.2 Customers were not consulted on this policy as the segment which directly affects customers remains largely unchanged. The majority of changes to the policy are about Derby Homes' operational procedures and making sure we are operating as safe as possible for our customers.

7. LEGAL AND CONFIDENTIALITY IMPLICATIONS

7.1 There are changes to the

- Terms and conditions of usage
- Addition of GDPR Policy

8. COUNCIL IMPLICATIONS

8.1 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.

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

9. EQUALITIES IMPLICATIONS

9.1 Equality and diversity is important to us because it means trying our best to treat people fairly and with dignity. We will work with individuals or groups to remove any barriers that prevent them from using the rooms.

9.2 The policy does not discriminate against any of the 9 protected characteristics. Booking of the community spaces is open to any person or group that meet the booking requirements.

As Derby Homes falls under the Public Sector Equality Duty, we give due regards to ensure that our policies and procedures eliminate discrimination. This includes taking steps to meet the needs of people with certain protected characteristics for example:

- we adapt the buildings to make sure they are accessible for disabled people.
- We have a commitment to deaf and hearing impaired people through offering services such as a hearing loop.
- We encourage people with certain protected characteristics to participate in public life or in other activities
- We only stop a group or activity from taking place in our rooms if we believe that the group is either at risk of harm to themselves or others or they do not comply with our Verification check.

10. FINANCE IMPLICATIONS

- 10.1 During 2019/20 there were 56 chargeable hires, which generated £2,795 in income. Similar levels are expected in 2020/21 and the income budget anticipates £3,000

11. RISK IMPLICATIONS

- 11.1 If the policy and procedure is not approved, then this would be a risk to the efficiency, consistency and safety of using a community space. This policy, procedure and relevant documentation allows a consistent process to support the safety of Derby Homes and the use of the common room and community space's, as well as the safety of customers using the rooms.

12. POLICY REVIEW IMPLICATIONS

- 12.1 This is a key policy of Derby Homes and is included in the Key Policy Review Schedule. In accordance with Derby Homes Board Minute 10/51 this policy will be reviewed no later than 3 years from the date of this meeting.

The areas listed below have no implications directly arising from this report:

Personnel
Environmental

For more information please contact:

Holly Johnson / Customer Engagement and Community Development Manager / 01332 888418 / Holly.Johnson@derbyhomes.org

Background information: None

List of appendices Appendix 1 Common Rooms and Community Space Policy

This report has been approved by the following

Managing Director	Maria Murphy	26/05/2020
Head of Service	Lorraine Testro	07/05/2020
Head of Service – Finance & Income	Michael Kirk	15/05/2020
Head of Governance and Corporate Services - Company Solicitor	Taran Lalria	18/05/2020