Introduction

The London Borough of Hackney operates a number of hostels throughout the borough to provide temporary accommodation for individuals and families who are homeless. These hostels range from small premises containing 8 rooms through to much larger complexes with a 100 units and shared facilities.

We know that living in a hostel is less than ideal and this can add to the stress and anxiety your family may come under. The Council will always try to make sure that the accommodation is suitable for you and your family’s needs and is in a reasonable state of repair. We will also ensure that the accommodation provides a safe and secure environment. To this end, the Council has had to put in place some restrictions around visitors and personal callers, in order to ensure the safety and security of everybody living within the accommodation, particularly young children and vulnerable adults.

The importance of keeping everyone safe

Safety and security is of paramount importance to the Council. Many of our residents will have young children; others may have come from estranged relationships and others still are fleeing domestic violence. All are entitled to feel safe and secure within the hostel. Therefore the Council has a responsibility to control those who have access to the buildings and be completely satisfied they are there for a legitimate purpose.

We would all like to have friends and family visit whenever we like, but in a hostel where many areas are shared, compromise is required to protect all the residents and to minimise any disturbance to other individuals and families in going about their daily lives.

Some hostels do not have staff on site at all times to manage the coming and going of visitors or to maintain security and safety of residents.

To ensure the continued safety and security for residents, under normal circumstances visitors are not permitted in hostel accommodation.

There may however be occasions when a resident needs help from family and/or friends, for example to help after having a baby or for care needs. These visits will require the agreement of the Hostel Manager and are strictly discretionary. You will need to identify specific times as well as named visitors. It is expected that these visits would be of a short duration and for a limited time. All arrangements are subject to regular review.
Access to children by non-resident parents
Where former partners to have access agreements in place to see their children, residents must make arrangements for this outside of the hostel.

Access by care professionals
There may occasionally be times where other professional services (Care workers, Social Services, Midwives etc.) need to see you at home. These visits are permitted but details of your visitor must be given to the Hostel Manager at least 24hrs in advance. Visits should be in normal working hours (9am to 5pm). They will be required to display an identity badge during the course of their visit.

KEY GUIDELINES
✔ No visitors will be allowed into the hostel under normal circumstances. However, visitors may be allowed in some special circumstances.
✔ Child access visits from former partners should not be conducted at the hostel.
✔ Visits from professional services are permitted only where that service needs to see you at home and should be in normal working hours only.
✔ Approved visitors should have proof of identity with them at all times. Any visitors without identity may be escorted from the building.
✔ Approved visitors will not normally be allowed into the hostel before 9:00am or after 5:00 pm.
✔ The behaviour and conduct on any visitor is the responsibility of the resident. Any visitor who is abusive to either a hostel resident or a staff member will be removed from the building and automatically refused future entry.

Please contact your Hostel Manager if you would like to discuss making an arrangement for visitors. If you are unable to contact your Hostel Manager, please contact the Temporary Accommodation Duty Line on 020 8356 1410.

If you have requested a visitor but the Hostel Manager has refused, he/she will provide a written notice explaining their decision. If you feel the Hostel Manager have behaved unreasonably in not allowing a visit to take place, please contact the Team Manager on 0208 356 7823 or 0208 356 3701 and they will try and resolve the issue or assist you in making a formal complaint.

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These guidelines will be reviewed regularly. If you have a comment or concern you would like to be considered at the next review cycle, please do not hesitate to let your Hostel Manager know or contact the Temporary Accommodation Duty Line on 020 8356 1410.