

POLICY UNDER REVIEW

Please note that this policy is under review. It does, however, remain current Trust policy subject to any recent legislative changes, national policy instruction (NHS or Department of Health), or Trust Board decision. For guidance, please contact the Author/Owner.

Information Category	Detailed Information
Document Title:	Staff Residential Accommodation Policy V1.0
This document replaces (exact title of previous version):	New Document
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Author / Owner:	Karen Fallowes – Facilities Manager, Knowledge Spa and Residences
Contact details:	Karen.Fallowes@nhs.net
Brief summary of contents:	Policy and procedures relating to temporary staff accommodation provided by the Trust
Suggested Keywords:	Staff accommodation, residential accommodation, accommodation, sanctuary housing, Penlee, Pendeen, residence
Target Audience:	RCHT: Yes CFT: No CIOS ICB: No
Executive Director responsible for Policy:	Chief Operating Officer
Approval route for consultation and ratification:	- JCNC – Joint Consultancy Negotiation Committee. - ELT - Executive Leadership Team. - POD - People and Organisational Development Committee.
Manager confirming approval processes:	Chief People Officer

Information Category	Detailed Information
Name of Governance Lead confirming consultation and ratification:	Nicole Steinkruger, People, Policy, Risk and Governance Manager
Links to key external standards:	None Required
Related Documents:	Standard Operating Procedures held by Facilities Teams
Training Need Identified:	No
Publication Location (refer to Policy on Policies – Approvals and Ratification):	Internet and Intranet
Document Library Folder/Sub Folder:	Human Resources

This document is only valid on the day of printing

Controlled Document

This document has been created following the Royal Cornwall Hospitals NHS Trust Policy on Document Production. It should not be altered in any way without the express permission of the author or their Line Manager.

Staff Residential Accommodation Policy

V1.0

April 2023

Summary

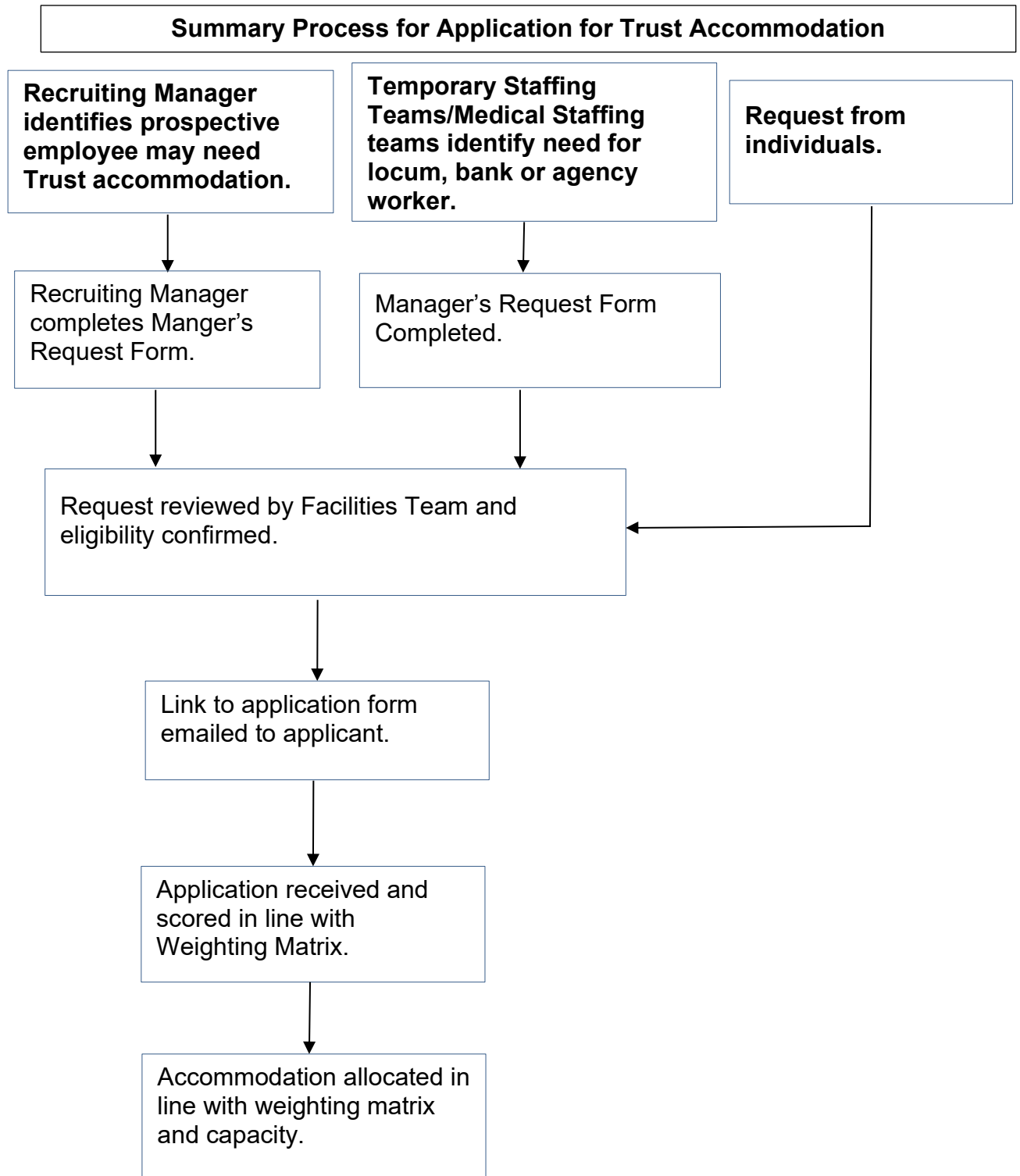


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Data Protection Act 2018 (General Data Protection Regulation – GDPR) Legislation

The Trust has a duty under the Data Protection Act 2018 and General Data Protection Regulations 2016/679 to ensure that there is a valid legal basis to process personal and sensitive data. The legal basis for processing must be identified and documented before the processing begins. In many cases we may need consent; this must be explicit, informed, and documented. We cannot rely on opt out, it must be opt in.

Data Protection Act 2018 and General Data Protection Regulations 2016/679 is applicable to all staff; this includes those working as contractors and providers of services.

For more information about your obligations under the Data Protection Act 2018 and General Data Protection Regulations 2016/679 please see the Information Use Framework Policy or contact the Information Governance Team

Royal Cornwall Hospital Trust rch-tr.infogov@nhs.net

1. Introduction

- 1.1. Royal Cornwall Hospitals NHS Trust (RCHT), hereafter referred to as the Trust, offers some short and medium-term accommodation to employees and temporary workers at the Trust.
- 1.2. The Trust must ensure that a clear and consistent approach to managing available accommodation is provided so that the offer to employees and temporary workers is understood, and to ensure that the management of the available accommodation meets the needs of the Trust.
- 1.3. The Trust recognises that the provision of residential accommodation for staff on a short-term basis is an enabler of recruitment into key vacancies, retention of staff facing acute accommodation issues and in maintaining operational service provision.
- 1.4. The Trust will manage the compliance of its accommodation in line with legal and statutory requirements.
- 1.5. This policy sets out the roles and responsibilities of those both accessing and managing staff accommodation and provides an overview of key processes in relation to how the Trust operates the accommodation.

2. Purpose of this Policy/Procedure

The purpose of this policy is to ensure that the use of its residential accommodation is directly related to and reflects the changing needs of the Trust and that the accommodation is managed efficiently, economically and flexibly, ensuring resources and accessibility are maximized.

3. Scope

- 3.1. For the purposes of this policy, 'accommodation' refers to any residential accommodation available to staff which is managed or provided by the Trust, including accommodation both on and off the main hospital sites, which is available as a short-term property by means of a lease or license agreement.
- 3.2. The details set out in this policy apply to:
 - Any staff at the Trust accessing temporary accommodation provided by the Trust.
 - Individuals who have been appointed by the Trust within the recruitment pipeline, seeking temporary accommodation.
 - Workers appointed through an agency on behalf of the Trust seeking temporary accommodation on or off site provided through the Trust.
 - Employees joining the Trust from an international recruitment agency.
 - All teams with a responsibility to implement the processes outlined in this policy.

3.3. The policy will primarily be implemented by:

- Estates and Facilities Team – Residences Team.
- Recruitment Team.
- Temporary Staffing Teams – Kernowflex, KernowMedic, Medical Staffing.
- West Cornwall Hospital Administrative Team.

4. Definitions / Glossary

4.1. Sanctuary Students

Sanctuary Students manage accommodation on behalf of the University of Plymouth which Trust has rights to use.

4.2. Licence Agreement

An agreement between the Trust and a member of staff or worker to enable them to access Trust accommodation.

4.3. Nominations Agreement

A formal agreement between the Trust and the University of Plymouth pertaining to use of Sanctuary Housing.

4.4. Notice to Vacate

This is a written correspondence from the Trust to an individual to terminate the agreement for accommodation.

4.5. Worker

Individuals engaged to work at the Trust on a temporary/flexible basis, such as those engaged through Kernowflex or KernowMedic, and other agency workers.

4.6. Employee

Individuals with a contract of employment at Royal Cornwall Hospitals NHS Trust.

5. Ownership and Responsibilities

5.1. Role of the Chief Executive

The Chief Executive Officer is ultimately responsible as the Accountable Officer for the implementation of this policy.

5.2. Role of the Chief Operating Officer

The Chief Operating Officer as the portfolio holder for Estates and Facilities has delegated accountability for the provision of staff accommodation and will be the responsible executive officer for this policy. The Chief Operating Officer will hear the appeal for refused accommodation requests.

5.3. Role of the Chief People Officer

The Director of People and Organisational Development holds operational responsibility for the Recruitment Team, Medical Staffing and Temporary Staffing Teams, which have a key role in recruiting, onboarding and handling any queries pertaining to accommodation as part of these processes. They will be responsible for ensuring that this policy is implemented across their directorate.

5.4. Role of People and Organisational Development Committee

The People and Organisational Development Committee will be the responsible reporting group. Reports will be provided to the committee twice-yearly on the operation and performance of the policy.

5.5. Role of Deputy Director of Facilities

The Deputy Director of Facilities is responsible for all Facilities Services within the Trust and will lead on all matters pertaining to the operational activities relating to Staff Residential Accommodation. They will ensure that this policy is implemented within the Facilities Teams, providing management to the Senior Facilities Manager.

5.6. Role of the Senior Facilities Manager

The Senior Facilities Manager will be responsible for management of the Nominations Agreement with University of Plymouth. They will ensure that legal advice is sought for any new contracts or agreements entered into by the Trust, providing specialist expertise to colleagues as needed. They will provide line management to the Facilities Manager (Knowledge Spa and Residences) in the implementation of this policy.

5.7. Role of the Facilities Manager (Knowledge Spa and Residences)

The Facilities Manager (Knowledge Spa and Residences) maintains operational responsibility for the day-to-day management of Trust Accommodation. This includes Penlee and Pendeen House, and liaison with the University of Plymouth for access to rooms through Sanctuary Students. This includes, checking eligibility for the rooms, booking, coordinating payments, ensuring upkeep of the rooms and handling of queries from residents. They will ensure development and maintenance of local Standard Operating Procedures, Guidelines and Terms and Conditions to be available to residents. They will maintain oversight of demand and capacity for staff accommodation. They will be the holder of the Accommodation Policy ensuring this is implemented within the Facilities teams.

5.8. Role of Business Manager, West Cornwall Hospital

The Business Manager will lead implementation of this policy at West Cornwall Hospital and will maintain management of accommodation procedures local to West Cornwall Hospital in line with this policy.

5.9. Role of the Recruitment Manager

The Recruitment Manager, in conjunction with the Recruitment Team, will provide details of the recruitment pipeline and those likely to require accommodation through to the Facilities Team. In particular, they will ensure that international recruits have a nominated place of residence ready for their arrival and will ensure that their induction includes orientation to their accommodation.

5.10. Role of the Head of Temporary Staffing

The Head of Medical Staffing will provide details of the medical recruitment pipeline and those likely to require accommodation through to the Facilities Team. In particular they will ensure that international recruits have a nominated place of residence ready for their arrival and will ensure that their induction includes orientation to their accommodation. The Head of Medical Staffing supports the Accommodation Operational Group as Chair of the meeting, escalating any concerns in line with agreed governance structures.

5.11. Role of the Accommodation Operations Group

The Accommodation Operations Group is a weekly forum used to assess demand and capacity for staff accommodation. This group will aim to ensure that sufficient capacity is in place for the pipeline demand and escalate any concerns regarding capacity as required. This group will undertake initial prioritisation of accommodation when demand outweighs capacity using the Trust's agreed accommodation weighting matrix. This group is chaired by the Head of Medical Staffing. This group will be responsible for management of the Accommodation Weighting Matrix and its revision to reflect changing Trust needs.

5.12. Role of Line Manager

Line Managers are responsible for ensuring the wellbeing of their staff. This includes any impact of accommodation on an employee's wellbeing. Line Managers will be required to confirm eligibility for Trust accommodation to the Facilities teams when required. At the time of recruitment, line managers will be responsible for completing the manager's request form for accommodation as described in [Section 6.1](#) of this policy.

5.13. Role of Staff and Workers, including Agency Workers

All staff and workers accessing Trust Accommodation will be required to abide by the terms and conditions of use provided upon completion of the licence agreement. Any staff accessing the accommodation will be responsible for prompt payment, and for proactively seeking private accommodation to ultimately move out of Trust accommodation in line with the agreed lengths of stay.

6. Standards and Practice

6.1. Accessing on Site Accommodation

6.1.1. Points of Access

The process for requests for on-site accommodation is as follows:

- For managers requesting accommodation for a prospective employee, a Manager's Request Form should be completed in the first instance, found at the following link:
<https://app.smartsheet.com/b/form/e22eaa3daae0478bb5af7d9a1c6128d5>.
- For applicants wishing to apply for Trust Accommodation, the Facilities Team will issue an Applicant's Request Form to commence the application, this can be found on the following link
<https://forms.office.com/r/M6WmazwgQU>.
- For queries about accommodation at Royal Cornwall Hospital, contact the Facilities Team, contactable by rch-tr.accommodation@nhs.net or via 01872 256400.
- For queries about accommodation at West Cornwall Hospital, contact the hospital reception on 01736 874000.

6.1.2. International Recruitment

Recruitment Services will liaise with the Trust's Facilities Team to map the expected arrivals of International Recruitment, at the earliest opportunity, to ensure that appropriate accommodation is available prior to arrival. The Recruitment Team will require confirmation of available accommodation in order to confirm the flights for international recruits.

6.1.3. Temporary Staffing

Any requests to house temporary workers at the Trust engaged through an agency should be directed to the Facilities Team by means of completion of an application form, to be completed by KernowFlex or KernowMedic. Confirmation of employment will then be sought from a line manager, KernowFlex or KernowMedic, and then the individual will be booked into an available room by the Facilities Team.

6.2. Prioritisation of On-Site Accommodation

Accommodation at the Trust is limited. When demand for accommodation is greater than the available capacity, a prioritisation process will be followed using information provided through the Manager Request Form and the Application Form. In prioritising access to accommodation, consideration will be given to the operational impact of both offering or not offering accommodation for any stays greater than four weeks. Priority will be granted in line with the [Weighting Matrix for On-Site Accommodation Allocation](#); a copy of which can be found on the Manager's Request Form. The prioritisation will take into account:

- The type of contract through which the individual will be working.
- The nature of the role i.e., clinical/non-clinical and operational pressures.
- Travel distance to work.

6.3. Managing Demand and Capacity of on-site Accommodation

6.3.1. To assist the Trust in managing the availability of on-site accommodation, the Facilities Team will:

- Define the Trust's total accommodation capacity.
- At any point in time, set out the available capacity and booked rooms.
- Assist in providing assurance reporting through the Trust about the management of on-site accommodation, including assessing the impact of any changes in demand.

6.3.2. Responsibility for managing the accommodation demand and capacity tracker will sit with the Facilities Team. Responsibility for advising on the recruitment pipeline will sit with the Trust's Recruitment Team, Temporary Staffing and Medical Staffing, and Service Managers seeking accommodation. These teams will ensure that the Facilities Team are apprised of any changes at the earliest possible opportunity.

6.4. University of Plymouth

The Sanctuary Students accommodation is owned by the University of Plymouth with management provided by Sanctuary Students, where the Trust have access to 100 rooms, managed through a Nominations Agreement. Accommodation at University of Plymouth Housing is for six months. Requests for accommodation at Sanctuary Students are for medium term accommodation. All enquiries relating to this accommodation must be made through the Trust Accommodation Team in line with the process described in [Section 6.1](#) with no direct contact to be made with the Sanctuary Students Management Team.

6.5. Penlee and Pendeen

Penlee and Pendeen Houses are on-site accommodation available at Royal Cornwall Hospital and are managed by the Trust's Facilities Team. The accommodation consists of 74 rooms. This is intended as short-term accommodation only, with routine agreements of up to three months available. The maximum length of stay at Penlee and Pendeen House is six months. Standard Operating Procedures and guidance in relation to Penlee and Pendeen are available from, and maintained by, the Facilities Manager (Knowledge Spa and Residences).

6.6. West Cornwall Hospital

Twenty rooms are available as short term lets at West Cornwall Hospital. Priority for these rooms will be for staff or temporary workers working at West Cornwall Hospital and St Michael's Hospital in the first instance and will be allocated in line with the accommodation weighting matrix. The accommodation is managed by the West Cornwall Hospital Management Team and is intended as short-term accommodation only with routine lets of up to three months available. The maximum length of stay at West Cornwall Hospital is six months.

6.7. Other Rental Properties

In times of high demand, the Trust may seek to procure additional private accommodation which will let to staff in line with the Trust's prioritisation process. This may include additional private rental accommodation, or access to other temporary accommodation. This will be managed using a licence agreement, arranged through the Facilities Team in line with all other Trust accommodation. Any requests to procure additional property will be undertaken in line with the Trust's Standing Financial Instructions.

6.8. Termination of On-Site Accommodation

All those accessing the on-site accommodation will be expected to adhere to the terms set out in their license agreement and terms and conditions. Where an individual is in breach of the terms set out in the license agreement, the Trust retains the right to terminate the licence agreement through issuing a Notice to Vacate. The process for a Notice to Vacate will be managed on a case-by-case basis.

6.9. Lengths of Stay

The length of stay in Trust Accommodation, including Penlee, Pendeen, West Cornwall Hospital accommodation and any other accommodation owned by RCHT is a maximum of six months, with the exception of clinical staff on a 12-month rotation. Any request to go beyond six months will be granted by exception only and will be subject to an application for consideration by the Accommodation Operations Group. Any exception request will be granted for one month only. Applicants seeking to extend their provision, should contact the Facilities Team at the earliest opportunity. The length of stay for Sanctuary Students is six months except for those on a 12-month placement or similar.

6.10. Appeal

Where an exception request for the extension of a licence agreement is refused, the individual may appeal the decision. The appeal will be considered by the Chief Operating Officer or a nominated deputy. A copy of the process for an appeal is available from the Facilities Team upon request.

7. Dissemination and Implementation

- 7.1. This policy will be disseminated by means of Trust internal communications and made available thereafter on the Trust's Documents Library.
- 7.2. There are no training requirements associated with this policy. Suggested keywords to assist in finding a copy of this policy are outlined in the Governance Information, [Appendix 1](#).

8. Monitoring compliance and effectiveness

Information Category	Detail of process and methodology for monitoring compliance
Element to be monitored	Residential Accommodation Demand and Capacity.
Lead	Accommodation Operations Group.
Tool	• Demand and Capacity Tracker. • Weighting Matrix.
Frequency	Staff Residential Accommodation demand and capacity will be monitored on a weekly basis as minimum.
Reporting arrangements	The Accommodation Operations Group will monitor the implementation of the policy and provide a periodic report to the People and Organisational Development Committee.
Acting on recommendations and Lead(s)	Any recommendations or additional actions required will be undertaken by the Accommodation Operations Group and, if required, through a staff accommodation working group.
Change in practice and lessons to be shared	Consideration of any required interim changes to policy and practice will be identified by the Accommodation Operations Group. A review of the policy and lessons learnt will be undertaken six months after the approval and introduction of the policy.

9. Updating and Review

This policy will be reviewed after six months of operation and where significant changes are proposed consultation will be undertaken with all relevant departments and through the JCNC. If the required changes are minor approval will be sought from the Chief Operating Officer. Minor procedural or other revisions if required may be made in advance of the review date.

10. Equality and Diversity

10.1. This document complies with the Royal Cornwall Hospitals NHS Trust service Equality and Diversity statement which can be found in the [Equality Diversity And Inclusion Policy](#) or the [Equality and Diversity website](#).

10.2. Royal Cornwall Hospitals NHS Trust is committed to a Policy of Equal Opportunities in employment. The aim of this policy is to ensure that no job applicant or employee receives less favourable treatment because of their race, colour, nationality, ethnic or national origin, or on the grounds of their age, gender, gender reassignment, marital status, domestic circumstances, disability, HIV status, sexual orientation, religion, belief, political affiliation or trade union membership, social or employment status or is disadvantaged by conditions or requirements which are not justified by the job to be done. This policy concerns all aspects of employment for existing staff and potential employees.

10.3. Equality Impact Assessment

The Initial Equality Impact Assessment Screening Form is at [Appendix 2](#).

UNDER REVIEW

Appendix 1. Governance Information

Information Category	Detailed Information
Document Title:	Staff Residential Accommodation Policy
This document replaces (exact title of previous version):	New Document
Date Issued / Approved:	April 2023
Date Valid From:	April 2023
Date Valid To:	April 2026
Author / Owner:	Karen Fallowes – Facilities Manager, Knowledge Spa and Residences
Contact details:	Karen.Fallowes@nhs.net
Brief summary of contents:	Policy and procedures relating to temporary staff accommodation provided by the Trust
Suggested Keywords:	Staff accommodation, residential accommodation, accommodation, sanctuary housing, Penlee, Pendeen, residence
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Approval route for consultation and ratification:	- JCNC – Joint Consultancy Negotiation Committee - ELT - Executive Leadership Team - POD - People and Organisational Development Committee
Manager confirming approval processes:	Chief People Officer
Name of Governance Lead confirming consultation and ratification:	Nicole Steinkruger, People, Policy, Risk and Governance Manager
Links to key external standards:	None Required

Information Category	Detailed Information
Related Documents:	Standard Operating Procedures held by Facilities Teams
Training Need Identified:	No
Publication Location (refer to Policy on Policies – Approvals and Ratification):	Internet and Intranet
Document Library Folder/Sub Folder:	Human Resources

Version Control Table

Date	Version Number	Summary of Changes	Changes Made by
April 2023	V1.0	Initial issue.	Jonathan Lloyd-Owen, Staff Accommodation Lead

All or part of this document can be released under the Freedom of Information Act 2000

All Policies, Strategies and Operating Procedures, including Business Plans, are to be kept for the lifetime of the organisation plus 6 years.

This document is only valid on the day of printing.

Controlled Document

This document has been created following the Royal Cornwall Hospitals NHS Trust [The Policy on Policies \(Development and Management of Knowledge Procedural and Web Documents Policy\)](#). It should not be altered in any way without the express permission of the author or their Line Manager.

Appendix 2. Equality Impact Assessment

Section 1: Equality Impact Assessment (EIA) Form

The EIA process allows the Trust to identify where a policy or service may have a negative impact on an individual or particular group of people.

For guidance please refer to the Equality Impact Assessment Policy (available from the document library) or contact the Equality, Diversity, and Inclusion Team
rcht.inclusion@nhs.net

Information Category	Detailed Information
Name of the strategy / policy / proposal / service function to be assessed:	Staff Residential Accommodation Policy
Department and Service Area:	Human Resources
Is this a new or existing document?	New
Name of individual completing EIA (Should be completed by an individual with a good understanding of the Service/Policy):	Karen Fellows, Facilities Manager, Knowledge Spa and Residences
Contact details:	Karen.Fallowes@nhs.net

Information Category	Detailed Information
1. Policy Aim - Who is the Policy aimed at? (The Policy is the Strategy, Policy, Proposal or Service Change to be assessed)	• Staff, recruits and temporary/agency workers. • The Trust must ensure that a clear and consistent approach to managing available accommodation is provided so that the offer to employees and temporary workers is understood, and to ensure that the management of the available accommodation meets the needs of the Trust. This policy sets out the approach to this.
2. Policy Objectives	• To offer a clear, consistent and fair approach to managing staff residential accommodation. • To set out key roles and responsibilities in the management of Trust Accommodation. • To set out the access routes for Trust Accommodation.
3. Policy Intended Outcomes	A clear, consistent and fair approach to managing staff residential accommodation.

Information Category	Detailed Information
4. How will you measure each outcome?	• Demand and capacity for Trust Accommodation. • Feedback through the Accommodation Operations Group. • Number of appeals.
5. Who is intended to benefit from the policy?	• Staff, recruits and agency personnel. • The Trust will benefit through assisting recruitment and retention.
6a. Who did you consult with? (Please select Yes or No for each category)	• Workforce: No • Patients/ visitors: No • Local groups/system partners: No • External organisations: No • Other: Yes
6b. Please list the individuals/groups who have been consulted about this policy.	Please record specific names of individuals/ groups: Staff Accommodation Project Team.
6c. What was the outcome of the consultation?	The group informed the development and drafting of the policy.
6d. Have you used any of the following to assist your assessment?	National or local statistics, audits, activity reports, process maps, complaints, staff or patient surveys: No

7. The Impact

Following consultation with key groups, has a negative impact been identified for any protected characteristic? Please note that a rationale is required for each one.

Where a negative impact is identified without rationale, the key groups will need to be consulted again.

Protected Characteristic	(Yes or No)	Rationale
Age	No	No anticipated impact.
Sex (male or female)	Yes	Any accommodation offered by the Trust should be an appropriate environment for the gender the individual identifies with. This should be considered on a case-by-case basis by the Facilities Team when offering accommodation. Single sex and mixed sex rooms are offered but depend on availability.

Protected Characteristic	(Yes or No)	Rationale
Gender reassignment (Transgender, non-binary, gender fluid etc.)	Yes	As above.
Race	No	No anticipated impact.
Disability (e.g. physical or cognitive impairment, mental health, long term conditions etc.)	Yes	Any accommodation offered by the Trust should be an appropriate environment for any specific needs the individual has. Any needs should be discussed with the Facilities Manager (Knowledge Spa and Residences) at the earliest opportunity. The Trust properties have limited access at present which may therefore pose a concern.
Religion or belief	No	No impact in terms of offering accommodation. Spiritual and pastoral facilities are available at the Trust.
Marriage and civil partnership	Yes	Penlee and Pendeen offer single rooms only and so are not suitable for couples seeking accommodation and are available for employees only. Some provision for couples may be available at Sanctuary Students Housing but is not guaranteed.
Pregnancy and maternity	Yes	Staff Residential Accommodation at Penlee and Pendeen is not suitable for individuals with a new-born baby or young infant. Individuals in temporary accommodation who are pregnant should be signposted to find suitable alternative accommodation prior to the birth of the baby.
Sexual orientation (e.g. gay, straight, bisexual, lesbian etc.)	No	No anticipated impact.

A robust rationale must be in place for all protected characteristics. If a negative impact has been identified, please complete section 2. If no negative impact has been identified and if this is not a major service change, you can end the assessment here.

I am confident that section 2 of this EIA does not need completing as there are no highlighted risks of negative impact occurring because of this policy.

Name of person confirming result of initial impact assessment: Karen Fellows

If a negative impact has been identified above OR this is a major service change, you will need to complete section 2 of the EIA form available here:
[Section 2. Full Equality Analysis](#)

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