

The Newcastle Upon Tyne Hospitals NHS Foundation Trust

Centralised Room Booking Policy

Effective: September 2011

Review: September 2014

1. Introduction

This policy is of relevance to all staff responsible for arranging room bookings for education, training or meetings. All bookings will be made via a central point using the room booking system. However, the responsibility for rooms and equipment, including maintenance and replacement, will remain with the relevant Directorates who manage the space where the rooms are located.

1.1. In view of the above, the Trust will take reasonable practical measures to:

- a) provide appropriate room facilities for employees and other users
- b) administer the allocation of room bookings in a fair and equitable manner
- c) maximise usage of facilities including other alternatives e.g. use of University facilities

The online booking system identifies the availability of rooms suitable for education, training or meetings across the Trust and manages the utilisation of rooms in an appropriate manner. The Education Centres and the Directorate contacts retain responsibility for the rooms and the equipment contained within them.

2. Policy Aim

- 2.1 To formalise and raise awareness of the Trust's room booking policy and the range of facilities available.
- 2.2 To raise awareness of alternative venues available
- 2.3 To ensure that all users who book rooms are aware of their responsibilities when using the facilities
- 2.4 To ensure that employees and others are aware of the action which may be taken as a consequence of a failure to act with the spirit of the policy

3. Scope

- 3.1 This policy covers various room facilities and arrangements at the following locations:
 - a) Freeman Hospital
 - b) Royal Victoria Infirmary
 - c) Benfield Road
- 3.2 It applies to the following users:
 - a) all employees

- b) all visitors (including employees of other employers who may not work on Trust premises)
- c) all patients and relatives
- d) all students and trainees
- e) all contractors
- f) anyone booking rooms held on the centralised system

4. Management

4.1 The room booking administrator will have overall responsibility for the administration and management of room booking arrangements and is responsible to the Education Services Manager. Directorates should ensure they identify an individual to be responsible for the Directorate room booking systems, equipment and the security of rooms suitable for education, training or meetings. This individual will fulfil this role in liaison with the room booking administrator.

The Trust Education Group can be used as a forum to highlight any issues with room bookings and future requirements for the centralised room booking service.

4.2 The role of the Education Services Manager will be:

- to oversee fair allocation of room bookings
- to consider appeals arising from a breach of this policy e.g. mis-use of facilities
- to monitor future requirements for accommodation needed to provide centralised service

4.3 The Education Centre room booking administrator will have control of the room booking database and will be required to:

- promptly action all requests for room booking
- send confirmation of room booking to requestor
- identify and monitor requests for AV equipment
- prioritise the bookings as per guidelines agreed by the Trust Education group (Section 7)
- create booking reports as requested
- monitor customer satisfaction and make recommendations to the Education Services Manager for the improvement of facilities
- to set-up equipment requested in advance and to attend if support is requested

4.4 The Directorates room contacts will remain responsible for:

- arranging access to rooms when booked
- checking the authorised person is using the room
- to monitor room use/mis-use
- to advise Room Booking Administrator of any issues occurring in relation to room bookings

5. Booking of rooms within the Trust

5.1 All booking requests must be co-ordinated via the Trust Central Booking System.

- 5.2 Requests for bookings can be made on the Trust Intranet under the medical education pages
- 5.3 Staff without access to the Intranet can request facilities by emailing room.booking@nuth.nhs.uk
- 5.3 Information on access for rooms will be given by the Education Centre Staff
- 5.4 The person booking the room will ensure that the room is left tidy and secure after use.
- 5.5 Request for AV equipment will be the responsibility of the person requesting the facilities.
- 5.6 All catering requests are the responsibility of the individual and Trust catering should be used.

6. Priority given to allocation

- 6.1 The booking system will give priority to users in the following order:
 - 6.1.1 Mandatory teaching and training or events essential to Trust business
 - 6.1.2 Regular departmental bookings in department rooms
 - 6.1.3 All other meeting and events
 - 6.1.4 Some rooms will have a designated primary purpose and this will take priority e.g. clinical skills rooms should be used for clinical teaching and only used for other events if no clinical teaching scheduled and no other space available
 - 6.1.5 Repeated failure to cancel the booking of a room will result in that user being given lower priority for future bookings.
- 6.2 Bookings for conferences, major events and mandatory teaching should be made as far in advance as possible.
- 6.3 Departments/directorates will have first option on rooms within their area for regular events but must communicate these needs clearly to the Room Booking Administrator on a regular basis.
- 6.4 Information regarding the purpose of the event and number of people attending will be required in order for the room booking assistant to allocate the appropriate space.
- 6.5 Requests for specific rooms will be honoured where possible but the Education Centre reserve the right to allocate appropriate space to ensure the full utilisation of all space and meet the needs of all customers.

7. Chargeable Room Hire

Room hire will be charged for all events that are sponsored or delegates are charged for attending and non-NHS organisations that wish to utilise Trust facilities.

8. Out of Hours

Some of the rooms are available for use out of normal working hours but please note the Education Centre office is open only in office hours. Staff requiring rooms out of hours are responsible for the security of these rooms and for making any special arrangements but these arrangements must be agreed with the Education Centre in advance. Guidance on security contacts and procedures can be obtained from a member of staff within the Centres prior to the date the room is required.

9. Monitoring

A report on room usage will be submitted to the Trust Education Group on an annual basis.

10. Withdrawal of Service Agreement

All staff will be requested to use facilities in a safe and proper manner and to leave the facilities secure and tidy as instructed. Catering will only be provided if there are facilities within the rooms.

No catering will be permitted in any of the Lecture Theatres.

The ability to book rooms will be withdrawn if rooms are left in an unsuitable state and will only be reinstated with the agreement of the Education Services Manager and the Directorate contacts.

If facilities have been booked and then are no longer required they must be cancelled via the room booking administrator.

Policy author: Education Services Manager

**THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST
IMPACT ASSESSMENT – SCREENING FORM A**

This form must be completed and attached to any procedural document when submitted to the appropriate committee for consideration and approval.

Policy Title:	Centralised Room Booking Policy	Policy Author:	Education Services Manager
		Yes/No?	You must provide evidence to support your response:
1.	Does the policy/guidance affect one group less or more favourably than another on the basis of the following: (* denotes protected characteristics under the Equality Act 2010)	No	Policy ensures equal access for all Trust staff
	• Race *	No	
	• Ethnic origins (including gypsies and travellers)	No	
	• Nationality	No	
	• Gender *	No	
	• Culture	No	
	• Religion or belief *	No	
	• Sexual orientation including lesbian, gay and bisexual people *	No	
	• Age *	No	
	• Disability – learning difficulties, physical disability, sensory impairment and mental health problems *	No	
	• Gender reassignment *		
	• Marriage and civil partnership *	No	
2.	Is there any evidence that some groups are affected differently?		
3.	If you have identified potential discrimination which can include associative discrimination i.e. direct discrimination against someone because they associate with another person who possesses a protected characteristic, are any exceptions valid, legal and/or justifiable?		
4(a).	Is the impact of the policy/guidance likely to be negative? <i>(If "yes", please answer sections 4(b) to 4(d)).</i>		
4(b).	If so can the impact be avoided?		
4(c).	What alternatives are there to achieving the policy/guidance without the impact?		
4(d).	Can we reduce the impact by taking different action?		

Comments:	Action Plan due (or Not Applicable):
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Name and Designation of Person responsible for completion of this form: A Williamson Date: 27/9/2011, ...
 Names & Designations of those involved in the impact assessment screening process:

(If any reader of this procedural document identifies a potential discriminatory impact that has not been identified on this form, please refer to the Policy Author identified above, together with any suggestions for the actions required to avoid/reduce this impact.)