



Visitors Policy

Version number:	Version 1	Document owner:	HND Children's Care Ltd.
Version Date: Review Date:	January 2026 January 2027	Document ID number:	4.5 Visitors Policy
Version expiry:	January 2027	Document classification:	Final
Version status:	Live document		

Regulations and Standards:

The Children's Homes (England) Regulations 2015:

- Regulation 7 - The children's views, wishes and feelings standard.
- Regulation 12 - The protection of children standard.
- Regulation 17 - Placement plan for looked after child.
- Regulation 44 - Independent person; visits and reports.

Contents:

1. General
2. Parents, Relatives and Friends
3. Delivery People
4. Maintenance Workers and Contractors
5. Officials (e.g., Social Workers, Independent Visitors, Regulatory Authority)
6. Employees and Children from other Homes
7. Neighbours

1. General:

HND Children's Care LTD wish to maintain an open and professional relationship with neighbours, agencies and interested people in the community. We also welcome and encourage visitors to all of our homes, but we understand that this has to be achieved within the context of protecting the interests and rights of everyone living and working within the home.

There is potentially a wide range of people who may wish to visit our homes and staff need to be vigilant when permitting visitors to enter the home, ensuring identification is always



authenticated. If the visitor is unable to prove their identity, the manager must be consulted and give approval before contact is permitted.

Visitors to homes fall into several categories: social workers, parents, relatives or friends of children, prospective employees, inspectors, neighbours or representatives of community / agency groups, workers, delivery drivers, meter readers and so on.

The degree of briefing they need should be appropriate to the risks to which they are exposed and to which they might expose children. We understand this must be kept in context. We want the children in our care to lead normal everyday lives and to learn how to assess and manage risks.

The following applies to all visitors who are likely to remain in the home or come into contact with children.

They should have a clear understanding of the purpose and function of the home, this does not mean that they should be required to read our Statement of Purpose, but they should be briefed on the purpose of the home and risks they may encounter.

The visit should normally be planned / announced and agreed by the manager or staff (e.g., for social worker visits). Visits to children by parents, relatives and friends must be planned as set out in Section 2, Parents, Relatives and Friends.

Visitors should be welcomed by a manager or member of staff on duty, who should act as a reference person for the visitor for the duration of their visit. The manager / member of staff should ensure that the visitor's identity is authenticated as described above.

The visitor should be briefed on what behaviour they are likely to encounter, what to do if an incident occurs, practical matters such as fire precautions, location of toilets, mealtimes, etc.

Their arrival and departure must be recorded in the daily log, visitors log and, if an individual child has been visited, in his / her daily records.

Any visitors that are unchecked (DBS Checks) must be supervised when on the home's premises.

2. Parents, Relatives and Friends:

No contact may be permitted between children and their parents, siblings, relatives or friends without the approval of the social worker - preferably outlined in the placement plan.

HND Children's Care LTD will do all we reasonably can to encourage contact with parents and relatives, but we have a duty to protect children's rights and interests. Therefore, contact with parents or relatives must be planned / agreed with social workers in consultation with children, and clearly set out in placement plans.



If parents or relatives arrive without prior agreement, staff should politely and sensitively explain that they cannot allow contact until the manager / social worker has been consulted; and then consult the manager. If there appear to be any immediate risks to the child or others, staff should seek guidance and support from a manager or, in exceptional circumstances, the police.

In relation to planned contacts, before or upon arrival parents and relatives will need a fuller briefing including information on how to react if there are problems or if children make offensive suggestions. Staff take reasonable precautions to prove the identity of parents, relatives or friends before entering the home. If the person is unable to do so or there is any doubt or concerns on the part of staff, they may not come into the home and should be politely referred to a manager.

3. Delivery People:

People visiting for short periods, and not entering the premises, such as delivery drivers, post office staff etc. will not be allowed to have unsupervised contact with children and will not normally be expected to note their arrival or departure in the daily log and visitors log.

4. Maintenance Workers and Contractors:

Before contractors are permitted to undertake work in the home, the manager must ensure that they are properly briefed on the purpose and function of the home, and that any parameters are agreed, e.g., which parts of the home they may access, safe management of tools / equipment.

Staff must ask the visitor/s to prove their identity before entering the home. If the person is unable to do so or there is any doubt or concerns on the part of staff, they may not come into the home and should be politely referred to a manager.

Under no circumstances may contractors have unsupervised contact with children, even if they have obtained DBS checks, unless the relevant social worker approves it.

All arrivals and departures must be recorded in the daily log and visitors log, any concerns raised by the workers or by staff within the home must immediately be brought to the attention of the manager.

5. Officials (e.g., Social Workers, Independent Visitors, Regulatory Authority):

Independent visitors or advocates who are likely to require unsupervised contact with children must firstly satisfy the manager of the home that they have up to date DBS.

Social workers, police officers and representatives of regulatory authority will not be required to provide details of DBS, but their identities must be confirmed by way of appropriate formal identification such as ID badges, collar numbers.



6. Employees and Children from other Homes:

Staff and children not working / living at the home must be treated as visitors; their arrival and departure must be recorded in the daily log and visitors' log.

Should family members of employees visit the home, they must not be allowed to have unsupervised contact with children. Any visits of this nature **MUST** be discussed and agreed with the home's manager in advance.

7. Neighbours:

HND Children's Care LTD are keen to establish good relationships with people in the community, maintaining an open and honest dialogue.

Our neighbours are welcome to visit our home if ever required or necessary, staff should ensure that like any other visitor, they are signed in to our daily logs and visitors record, and neighbours should be supervised during their visit to the home.

Where possible the locations of homes are chosen where such impact is minimised but where this is not possible, physical measures are taken such as the erection of substantial fences or the double glazing of windows from which a noise nuisance might emanate.

Homes should discourage behaviour patterns, which seem likely to cause difficulties e.g., noisy activities or loud music in close proximity to neighbours' property.

In new locations, contact should be made with neighbours at the earliest opportunity and regular contact after that should be maintained. All efforts should be made to build up goodwill and understanding as they are of assistance if difficulties do arise.

Neighbours should be given practical advice on dealing with our children which might include not inviting them into their homes, not lending money or offering cigarettes, etc.

If an incident occurs, it must be taken seriously. All phone calls or visits should be dealt with calmly and politely, even if aggressive. A manager should call back as soon as possible and if at all possible; arrange a visit to the neighbour. If the neighbour wishes to make a complaint, the manager should refer to our '[Complaints Policy](#)'.

End.