



VISITORS POLICY

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Contents

1. Introduction to the Policy
2. How this Policy Benefits the Home
3. Definitions & Legislation
 - 3.1 Definitions
 - 3.2 Key Legislation and Statutory Guidance (table)
4. The Policy
 - 4.1 Policy Statement – Open but Safe
 - 4.2 General Rules for All Visitors
 - 4.3 Visitors Book and Recording
 - 4.4 Parents, Relatives and Friends
 - 4.5 Delivery People
 - 4.6 Maintenance Workers and Contractors
 - 4.7 Officials (Social Workers, Advocates, Regulatory Bodies)
 - 4.8 Employees and Children from Other Homes
 - 4.9 Neighbours and Community Relations
 - 4.10 Staff Personal Visitors (Not Permitted)
5. How the Home Trains its Staff About this Policy
6. Related Policies and Guidance
7. Policy Approval and Review Details

1. Introduction to the Policy

This policy sets out the framework, principles, and procedures that **Byram House** follows to manage visitors to the home, ensuring the safety and privacy of children, staff, and visitors while maintaining positive community relationships. The policy applies to all staff, agency workers, volunteers, and contractors working at Byram House, whether at 62 Deighton Road, 66 Deighton Road, or elsewhere. **The Home is Byram House, which comprises the two residences at 62 Deighton Road and 66 Deighton Road.** This policy applies equally across both residences. Byram House wishes to maintain an open and professional relationship with neighbours, agencies, and interested people in the community. We welcome and encourage appropriate visitors, but this must be achieved within the context of protecting the interests and rights of everyone living and working in the home.

Staff personal visitors: Byram House does **not** permit staff members' family or friends to visit the home or its premises, except in pre-approved exceptional circumstances (e.g., an emergency). This is to safeguard children and staff and to comply with GDPR (privacy of children's personal data).

All visitors must have their identity authenticated. If a visitor cannot prove their identity, the Registered Manager must be consulted before access is permitted.

The objectives of this policy are to:

- Comply with the **Children's Homes (England) Regulations 2015** (including Regulation 34 – protection of children, Regulation 35 – fitness of premises, and Regulation 22 – communication).
- Ensure that all visitors are appropriately supervised and briefed on safety (fire evacuation, boundaries) where necessary.
- Protect children from unauthorised or unsupervised contact with visitors who may pose a risk.
- Maintain a clear record of all visitors (name, organisation, time in/out, purpose) in the **Visitors Book**.
- Build positive relationships with neighbours and the local community while managing any impact of the home's operation.

This policy must be read in conjunction with the **Safeguarding Policy**, **Complaints Policy**, and **Code of Conduct and Ethics Policy**.

2. How this Policy Benefits the Home

This Visitors Policy benefits Byram House in the following ways:

- **Legal Compliance** – It meets duties under the **Children’s Homes Regulations 2015** (Regulation 34 – protection of children, and Regulation 35 – fitness of premises), **Data Protection Act 2018** (privacy of children’s data), and **Working Together to Safeguard Children 2026**.
- **Child Protection** – It ensures that unsupervised contact with children is controlled, that visitors are chaperoned where necessary, and that identity checks are carried out.
- **Clarity for Staff** – It defines clear categories of visitors (parents, delivery, contractors, officials, neighbours) and the specific procedures for each.
- **Accountability** – It requires recording of all visitors in the **Visitors Book** and, where appropriate, in children’s daily records.
- **Community Relations** – It encourages positive engagement with neighbours while managing potential difficulties (noise, behaviour, boundaries).
- **Inspection Readiness** – The **SCCIF 2026** expects the home to manage visitors appropriately. This policy provides clear evidence.
- **Training Framework** – It sets out annual training for staff on visitor management, identity verification, and safeguarding.

3. Definitions & Legislation

3.1 Definitions

Term	Definition
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Home	Byram House, comprising 62 Deighton Road and 66 Deighton Road.
Company	IMS Care LTD.
Byram House	The name used throughout this policy to refer to the home and its staff.
Visitor	Any person who is not a resident child or a staff member on duty, including parents, relatives, friends, officials, contractors, delivery drivers, neighbours, and staff from other homes.
Visitors Book	A log (paper or electronic) recording visitor name, organisation, time in/out, purpose, and name of staff member who authorised access.
Chaperone	A member of staff who accompanies a visitor at all times when they are in areas where children are present (to prevent unsupervised contact).
Unsolicited Visitor	A visitor who arrives without prior arrangement (e.g., a parent who has not been authorised for contact).
Personal Visitor	A visitor invited by a staff member for non-work purposes (e.g., a friend or family member). These are not permitted.

3.2 Key Legislation and Statutory Guidance (presented in a table)

Legislation / Guidance	Key Provisions	Relevance to this Policy
Children's Homes (England) Regulations 2015 – Regulation 34	Requires the home to have policies for the protection of children, including visitor management.	This policy fulfils that requirement.

Children's Homes (England) Regulations 2015 – Regulation 35	Fitness of premises – requires that the home's premises are secure from unauthorised access.	The home must control visitor access to ensure security.
Data Protection Act 2018 & UK GDPR	Requires that personal data (including children's presence and identities) is not disclosed unnecessarily to visitors.	Staff must not share children's personal information with visitors without a lawful basis.
Working Together to Safeguard Children 2026	Emphasises the need for safe environments and multi-agency working.	Visitors who are professionals (e.g., social workers) must be properly identified.
Social Care Common Inspection Framework (SCCIF) 2026	Inspects how the home manages visitors and community relations.	Inspectors will review the Visitors Book and staff awareness of visitor procedures.
Safeguarding Vulnerable Groups Act 2006	Defines regulated activity; DBS checks required for certain roles.	Contractors who will have unsupervised contact with children must have an enhanced DBS check.

4. The Policy

4.1 Policy Statement – Open but Safe

Byram House is committed to being open and welcoming to appropriate visitors, but safety and privacy are paramount. All visitors must be:

- **Planned** where possible (exceptions for emergencies or unsolicited visitors).
- **Identified** (proof of identity required).
- **Briefed** on fire evacuation and any specific safety rules.
- **Chaperoned** where necessary (i.e., any visitor without an up-to-date enhanced DBS check must be accompanied by a staff member at all times when children are present).
- **Recorded** in the Visitors Book.

Staff personal visitors are not permitted on the premises at any time. This includes family members, friends, or acquaintances of staff, unless they are visiting in a professional capacity (e.g., as a contractor with a valid work order).

4.2 General Rules for All Visitors

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

Requirement	Detail
Identification	Proof of identity (photo ID) must be shown on arrival. If the visitor cannot prove their identity, the Registered Manager must be consulted before access is permitted.

Briefing	All visitors (except delivery drivers staying less than 5 minutes) must be briefed on: fire evacuation (nearest exit and assembly point), location of toilets, and any restrictions (e.g., no smoking, no unauthorised photography).
Chaperoning	Any visitor who does not have an up-to-date enhanced DBS check (including parents, relatives, friends, delivery drivers, contractors) must be accompanied by a staff member at all times while on the premises. They must not be left alone with children.
Recording	Arrival and departure times, name, organisation, and purpose must be recorded in the Visitors Book . For professional visitors (e.g., social workers), the visit may also be recorded in the child's daily record.
Unsolicited visitors	If a visitor arrives without prior agreement (e.g., a parent not authorised for contact), staff will politely explain that contact cannot be permitted until the Registered Manager or social worker has been consulted. If there is immediate risk to the child, staff will seek guidance from the Registered Manager or, in an emergency, the police.

4.3 Visitors Book and Recording

A **Visitors Book** (paper or electronic) must be kept at the main entrance of each residence (62 and 66 Deighton Road). The following information must be recorded for every visitor:

- Date and time of arrival.
- Full name of visitor.
- Organisation or relationship (e.g., parent of child X, plumber, social worker).
- Purpose of visit.
- Time of departure.
- Name of staff member who authorised access.

The Visitors Book must be reviewed weekly by the Registered Manager to identify any patterns or concerns. It must be retained for the current inspection cycle and be available for Ofsted inspection.

4.4 Parents, Relatives and Friends

Planned contact: Contact between children and their parents, relatives, or friends must be approved by the social worker and outlined in the child's Care Plan, ISP, and Placement Plan (including any supervision requirements).

Procedure for planned visits:

- The social worker must confirm the contact arrangements in writing (email or care plan).
- On arrival, the visitor must show photo ID. The staff member will verify that the person matches the approved contact.
- The visitor will be briefed on fire evacuation and house rules (e.g., no smoking, no alcohol, no unsupervised access to other children).
- If the visitor is not DBS checked (parents and relatives typically are not), they must be **chaperoned** by a staff member at all times, unless the child's ISP specifies that supervised contact can take place in a designated area without a staff member present (e.g., in a separate family room with the door open). Staff will use their professional judgement.
- The visit must be recorded in the **Visitors Book** and in the child's **daily record** (and on a Contact Form if used).

Unsolicited visits: If a parent or relative arrives without prior agreement, staff will:

- Politely explain that contact cannot be permitted until the Registered Manager or social worker has been consulted.
- Offer to contact the social worker on their behalf.
- If the person becomes aggressive or refuses to leave, staff will call the police.

4.5 Delivery People

Delivery drivers (e.g., post, parcels, groceries) are visitors for short periods. They:

- Do **not** require a full briefing, but must be directed to the delivery point and not wander into other areas.
- Must **not** be left unsupervised with children.
- Do **not** need to sign the Visitors Book if they are on the premises for less than 5 minutes and do not enter living areas. However, a record may be made in the daily log for high-frequency deliveries (e.g., daily post).
- If a delivery driver needs to enter a living area (e.g., to install equipment), they must be chaperoned.

4.6 Maintenance Workers and Contractors

Contractors (e.g., plumbers, electricians, builders, decorators) must be subject to additional checks before being permitted to work in the home.

Before arrival:

- The Registered Manager must ensure that the contractor has been briefed (preferably in writing) on:
 - The purpose and function of the home (child protection awareness).
 - Which areas of the home they may access.
 - Safe management of tools and equipment (sharp objects, hazardous substances must be kept secure).
 - Fire evacuation procedures.
 - That they must not have unsupervised contact with children.
- For contractors who will be on the premises for **more than one day** or who will be working in areas where children are present, the home must obtain an **enhanced DBS check** (with children's barred list) before they start work. The DBS certificate must be checked and a copy retained.

- For single-day, low-risk tasks (e.g., fixing a tap) where the contractor will be chaperoned at all times, a DBS check is not required, but the contractor must still be briefed and chaperoned.

On arrival:

- The contractor must show photo ID (and DBS certificate if required).
- The arrival and departure must be recorded in the **Visitors Book**.
- A staff member must chaperone the contractor at all times. The contractor must not be left alone with children.
- Any concerns raised by the contractor or staff must be immediately reported to the Registered Manager.

Long-term contractors (e.g., those working on a major refurbishment for weeks) must be treated with the same vetting standards as agency staff (see **Use of Agency Staff Policy**).

4.7 Officials (Social Workers, Advocates, Regulatory Bodies)

This category includes:

- Child's social worker (placing authority).
- Independent Reviewing Officer (IRO).
- Independent Advocate.
- Ofsted inspector.
- Regulation 44 Independent Visitor.
- Police officer (in the course of their duties).
- Health professionals (GP, nurse, CAMHS worker).

Procedure:

- Officials do **not** require a DBS check to be shown (they are deemed to have been vetted by their employer). However, they must still show photo ID (e.g., warrant card, NHS ID, Ofsted ID).

- They may have unsupervised contact with children **only if** they are known to the child and it is part of their professional role (e.g., social worker speaking privately with the child). However, they must not be alone with a child in the child's bedroom (meetings should take place in a communal area or an office with the door open).
- The visit must be recorded in the **Visitors Book** and in the child's **daily record** (or on a Professional Contact Form).
- If the official is visiting to investigate a serious matter (e.g., police, LADO), the Registered Manager will ensure that staff cooperate fully.

4.8 Employees and Children from Other Homes

- **Employees from other IMS Care LTD homes** (who are not normally based at Byram House) are considered visitors. They must follow the same identification and chaperoning rules as other visitors.
- **Children from other homes** are visitors. They must be chaperoned at all times and must not be left unsupervised with children at Byram House. Their arrival and departure must be recorded in the Visitors Book and in the daily record (as evidence of positive social interactions).

4.9 Neighbours and Community Relations

Byram House is committed to building and maintaining positive relationships with neighbours.

General principles:

- Neighbours will not have unsupervised contact with children.
- The home will discourage behaviour that may disturb neighbours (e.g., loud music, shouting in the garden late at night).
- Physical measures (e.g., fencing, double glazing) are in place to minimise impact.

If a neighbour visits or calls to raise a concern:

- Staff must listen calmly and politely, even if the neighbour is aggressive.
- The Registered Manager will return the call or, if appropriate, arrange a visit to the neighbour.
- If the neighbour wishes to make a formal complaint, staff will explain the home's **Complaints Policy** and provide a copy.
- All neighbour contacts must be recorded in the Visitors Book (or a separate community relations log).

Positive engagement:

- Neighbours may be invited to social events (e.g., summer fete, open day) with prior risk assessment.
- The Registered Manager will aim to introduce themselves to neighbours when a home first opens or when new neighbours move in.

4.10 Staff Personal Visitors (Not Permitted)

- **Staff members are not permitted** to invite their own family members, friends, or acquaintances to the home for personal visits (e.g., a staff member's partner visiting for lunch). This is to safeguard children and protect confidentiality.
- **Exception:** In an emergency (e.g., staff member needs to collect a child from school due to illness), the Registered Manager may give written permission for a specific one-off visit. The visitor must be chaperoned and must not have unsupervised contact with children.

5. How the Home Trains its Staff About this Policy

Byram House provides structured training to ensure all staff understand and can implement this Visitors Policy effectively.

Training Element	Frequency	Method / Content
Induction	Upon appointment	Face-to-face training covering: categories of visitors, identity verification, chaperoning rules, Visitors Book, briefing requirements, handling unsolicited visitors, contractor DBS requirements, and the dual-site operation (62 & 66 Deighton Road).
Annual refresher	Every 12 months	Classroom or virtual session covering updates to legislation (SCCIF 2026, Data Protection Act), case studies, and refresher on visitor management.
Contractor briefing	As needed (for managers)	Training on how to brief contractors, when to request DBS checks, and record keeping.

Staff are required to:

- Read and sign this policy annually.
- Complete all mandatory training.
- Never allow an unchaperoned visitor (without DBS) to have unsupervised contact with children.
- Record all visitors in the Visitors Book.

6. Related Policies and Guidance

- Safeguarding Policy
- Code of Conduct and Ethics Policy
- Complaints Policy
- Data Protection Policy
- Use of Agency Staff Policy
- Health and Safety Policy (contractor safety)
- Children's Homes (England) Regulations 2015
- Working Together to Safeguard Children 2026
- Social Care Common Inspection Framework (SCCIF) for Children's Homes 2026

7. Policy Approval and Review Details



Home	Byram House	
Reviewed by	Danyaal Iqbal / Mustafa Amin	Deputy Manager / Registered Manager
Approved by	Stacey Wagstaffe	Responsible Individual
Date	May 2026	