

# Visitors Code of Conduct

## Policy version control sheet

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<b>Name of originator</b>	Roz Simpson
<b>Approved by</b>	Nita Ellul
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<b>Links to other policies</b>	Safeguarding

### Changes to previous version

6/7/20 addition of Situations when visits may be restricted. Section 9

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## 1 Aim

- 1.1 3 Dimensions aims to provide a **safe positive welcome** for all visitors to our but understand that this has to be achieved while also protecting the interests and rights of everyone living and working with us. In order to restrict disruption to a minimum, all visits should be **'by appointment or invitation'**. This **applies to everyone**, Social Workers, parents, relatives or friends of children, prospective employees, neighbours, community/agency groups, maintenance workers.
- 1.2 The **only exception** to this would be official **unannounced inspection** or visits from Ofsted inspectors .
- 1.3 This applies to anyone who is likely to remain in the building or come into contact with the children.
- 1.4 We want those in our care to lead normal everyday lives and be able to meet a range of visitors and also **understand the risks** from unexpected callers or strangers **in order to be safe** in a range of circumstances.

## 2 General principles

- 2.1 Where appropriate **visitors will be briefed on the purpose of the school** and what to do in the event of disrupted behaviour and other H&S issues. They will also be required to leave **personal items** such as handbags, luggage, mobile phones, cigarettes, vaporisers and lighters in the office along with any medication. Ideally all these items will be left **locked in the visitor's car before entering the premises**.
- 2.2 If visitors arrive without prior appointment, staff should **politely and sensitively explain** they cannot be allowed access until the Education Manager has been contacted and authorisation given.
- 2.3 In **every instance** staff must see a form of **identification** and depending on the visitors role, also ask for current DBS [see sections below]

- 2.4 For fire and security purposes **all visitors will be signed into and out of the relevant Visitors book by the member of staff opening the door.** All visitors will be given a **Visitors Badge** if visiting **Chardleigh site** with the exception of Social Workers, family, friends who are already well known and recognisable to the children.

### 3 Parents, relatives and friends

- 3.1 We will do all we can to **encourage contact** with parents, relatives and friends but we have a duty of care to protect children's rights and interests. Contact **must be planned** with social workers in consultation with the children and clearly set out **in Placement Plans.**
- 3.2 If visits are not re arranged staff must politely and sensitively explain that they cannot allow contact until the manager or social worker has agreed. If there appears to be **any immediate risk** to the child or others staff should seek guidance or in **exceptional circumstances call the police.**
- 3.3 For all planned contacts, family and friends should be **briefed on how to react** in the event of **unreasonable behaviour.**

### 4 Delivery People

- 4.1 People visiting for short periods such as delivery drivers, post office staff, meter readers will not be allowed to have unsupervised access with children and will not normally be expected to note their arrival or departure in the Visitors book, but will be accompanied as required.

### 5 Maintenance workers and contractors.

- 5.1 For general maintenance we will use our own maintenance staff who have DBS, Identification Cards and will sign in the Visitors book when working away from the Chardleigh site.
- 5.2 Where practical for any other work we will use contractors from an agreed list and if appropriate DBS checked personnel.
- 5.3 Before contractors are permitted to undertake work the manager must agree a date for work to be undertaken and ensure that they are properly briefed on the purpose of the home/school and any parameters are **agreed as to which parts of the site they have access to and the safe management of tools etc.**
- 5.4 Staff must ask for identification.

5.5 All arrivals and departures must be recorded in the appropriate **Visitors book**, ie House, School, Office and a **Visitors badge issued**.

5.6 Even with a DBS, contractors will not have unsupervised access to children.

## 6 Officials. - Social Workers, Independent Visitors, Regulatory Authorities

6.1 Should such visitors require unsupervised contact with children this is acceptable .

6.2 Independent Visitors or Advocates must satisfy the manager that they have an up to date **Enhanced DBS**.

6.3 Social Workers, police officers and representatives of a Regulatory Authority will not be required to provide details of DBS checks.

6.4 Visitors in this category will be signed in and out of the Visitors Book but **are not required to wear a Visitors Badge**.

## 7 Employees from other Schools or Homes.

7.1 Staff and children not living/working at the school must be treated as visitors and their arrival and departure must be **recorded in the Visitors Book**.

7.2 If family members of employees visit the home they **must not be allowed unsupervised contact**.

## 8 Neighbours

8.1 We aim to establish good relationships with our people in the community however a School can create be a degree of negative impact on neighbours and **we must be mindful of noisy activities, loud music or unreasonable behaviour in the immediate vicinity**.

8.2 **Neighbours should be given practical advice** on dealing with those in our care which might include not inviting them in, lending money etc. and they may not have unsupervised contact at any time.

8.3 If an incident occurs it must be taken seriously. **All phone calls or visits must be dealt with calmly and politely**. A manager should **call back or visit** as soon as possible and if necessary neighbours should be informed as to how to make a formal complaint.

## 9 Situations where visiting may have to be restricted.

- 9.1 In certain circumstances it may be necessary to restrict or even prohibit visitors to the school.
- 9.2 These circumstances will be at the discretion of the Education Manager and generally in line with Public Health England advice and guidance during episodes of infection such as Norovirus or Covid 19
- 9.3 Visitors at such times will follow instructions from the Education Manager and other staff which may include where and when visits can take place and any infection control measures that need to be followed.