



Breakaway

Monitoring of visitors policy

Policy Owner:	Ranbir Sidhu (Registered Manager)
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Policy Summary:

Regulation 12, 34 of the Children's Homes Regulations 2015 including the Quality Standards

Policy Aim:

To safeguard children at Breakaway by ensuring all visitors are checked and monitored.

Policy:

All visitors to Breakaway must be checked and monitored to ensure the safety of all children. Visitors who have not been satisfactorily checked are not allowed access to the home.

All visits to the home must sign in the Visitor's book.

Breakaway staff are responsible for the monitoring and management of visitors.

Procedure:

All visitors to the home must provide photo identification to gain access to the home, and be accompanied by a staff member until they are delivered to the required person they are visiting.

Visitors without photo identification will not be allowed access to the building unless –

- They are a parent of a child that is known to us.
- They are a parent/relative that has been identified i.e. by password on the child's Nominated Person ID form.

Visitors on official business (announced or unannounced) must provide photo identification (e.g. social workers, reviewing officers, maintenance). If they are unable to provide photo identification they are not allowed access to the home.

Unofficial visitors calling at the home to see a staff member or child must be asked the following questions:

- Who they are, their name and status e.g. relative, friend or teacher etc
- The reasons for their visit;
- If they are visiting/picking up a child – have they been identified by the password on the child's Nominated Person ID form.

If the Breakaway staff member is in any way unsure about the visitor, they are not to be allowed into the home until the Manager/ Team Leader/ shift leader has been consulted and are happy with the information provided.

If the Breakaway staff member is satisfied with the information provided, the person concerned can be allowed into the home. However, the visitor is not allowed to meet with any children without supervision unless there is prior agreement e.g. as part of contact arrangements which will be detailed in the child/young person's case file.

All visitors must be entered into the Visitor's book. When the visitor leaves, they must be logged out of the book.

Staff Members working at Breakaway:

- Must carry photo identification at all times, whilst working for Breakaway. If a Breakaway staff member misplaces or loses an ID badge, they must inform the Manager/ Team Leader and it must be replaced as soon as possible, no later than two weeks.

Dealing with Violence/ Physical Aggression: A generic risk assessment is in place for staff's reference on dealing with violence/ physical aggression. This is in line with HSE guidelines [Health Services - Workplace violence: What you need to do](#)

Confidentiality:

When visitors (official or unofficial) enter the home, children's confidential information should not be visible (filing cabinet doors to be closed, no paperwork left out on desks). Staff members are not to disclose confidential information regarding other children, staff members or issues relating to the home.

Please see General Data Protection Regulation 2018 for further details