



Templar Hive Children's Care – Visitor Management Policy

1. Purpose

This policy sets out how Templar Hive Children's Care manages visitors to the home, ensuring children's safety and wellbeing while minimising disruption to neighbours and the community.

2. Scope

This policy applies to:

- Professionals visiting on official duties
- Family members and friends approved for contact
- Contractors and service providers
- All other authorised visitors

3. General Principles

- Visitors are welcomed in a planned and controlled way that prioritises children's safeguarding.
- The number and timing of visitors will be managed to avoid unnecessary disruption or congestion.
- All visitors must respect neighbours, estate rules, and the quiet character of the community.

4. Professional Visitors

- Social workers, health professionals, and education staff visits will normally be arranged during office hours.
- Appointments will be scheduled to avoid multiple professionals attending at the same time.
- Professionals will be reminded of the parking and noise policies.

5. Family Contact Visits

- Family visits will be risk-assessed and approved by the placing authority.
- Where possible, family contact will take place in controlled settings or off-site venues to limit impact on the community.
- When visits occur at the home, they will be supervised and limited in size and duration.

6. Contractors and Service Providers



A sanctuary of care, purpose, and belonging

- Maintenance and service visits will be booked at reasonable times to minimise disturbance.
- Contractors will be briefed on parking arrangements and expected to act respectfully.

7. Safety and Safeguarding

- All visitors must sign in and out of the visitor log.
- ID checks will be carried out for professionals and contractors.
- Unauthorised visitors will not be permitted entry.
- Children will not answer the door or allow visitors into the property.

8. Community Considerations

- Visitors will be asked to park considerately and to avoid blocking neighbouring driveways or access roads.
- Staff will remind visitors to keep noise to a minimum when arriving or leaving the property.

9. Complaints and Concerns

- Any concerns raised by neighbours regarding visitors will be investigated by the Home Manager.
- Actions will be taken to prevent recurrence, and responses provided to complainants within 3 working days.

10. Review

This policy will be reviewed annually or sooner if required by Ofsted, local authority requirements, or community feedback.