

Visitors Policy

Tide House has a duty to ensure the safety of all visitors and to mitigate the risks that any visitors may pose to placed families.

Tide House receives visits that fall into two broad categories – professional and family. Examples of professional visitors would be social workers or solicitors. Examples of family visitors would be non-resident parents or other family members attending for contact with placed children.

We do not tolerate intimidating or abusive behaviour towards resident families or towards Tide House staff. Any visitor behaving inappropriately will be asked to leave and may not be permitted to visit again.

Professional Visitors

Professional visits should be arranged with as much notice as possible.

Visiting professionals will be asked to show identification, such as a staff ID card, on arrival. Where identification documents are not available, they may be able to validate their identity via their professional email address. This is at the discretion of Tide House staff.

Family Visitors

Family visits are to be pre-arranged and will be held in accordance with the Family Placement Plan with regard to:

- The frequency
- The duration
- The level of supervision
- The location (community based, or at Tide House)

All family visitors on their first visit must show valid personal photographic identification and on any subsequent visits as may be required (for instance if on duty staff have not previously seen the visitor/s).

Family visitors will also be required to undertake the following upon arrival and before contact takes place:

- Saliva sample drug test
- Alcohol breath test

- COVID-19 Lateral Flow Test

Visitors should arrive 15 minutes *before* the start of their planned contact to allow for these tests to be undertaken. If any of the above tests are positive contact will not take place, and the visit will be cancelled.

Visitors arriving late for contact will lose contact time. The contact will not be extended unless there are exceptional circumstances, in which case an extension may be agreed by Tide House staff where it is operationally viable to do so.

If a family visit is to include taking placed family members in a vehicle, the following original documents must be produced, and copies taken:

- Valid photo driving licence
- Valid insurance certificate
- Valid MoT certificate

Online proof of MoT and insurance may be acceptable as an alternative to physical copies, at the discretion of Tide House staff.

Tide House staff will satisfy themselves that the vehicle has age-appropriate car seating as necessary, fitted safely. If staff are not satisfied that a car seat is safe for the child to travel, then the placed child will not be allowed to travel in the vehicle.