Visitors Policy

Purpose

This policy sets out how we manage visitors to ensure the safety and welfare of all children, staff and parents. It applies to all adults who are not employed at the setting, including contractors, students, volunteers, professionals and family members.

Key Principles

- The safeguarding of children is our highest priority.
- No visitor will have unsupervised access to children unless they hold appropriate checks and authorisation.
- All visitors must follow the setting's safeguarding and health & safety procedures at all times.

Definition of a Visitor

A visitor is any person who is not:

- A member of staff currently on duty
- A child enrolled at the setting
- A parent or carer collecting/dropping off, unless they are staying onsite for longer than normal

Managing Visitors

Booking or Notifying a Visit

- Where possible, visitors should arrange their visit in advance with the Manager/Operations Manager/Business Manager.
- Unannounced visitors will be assessed on arrival to determine whether access can be granted.

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Arrival Procedure

All visitors must:

- Report to the main entrance and not enter through any alternative doors
- State the purpose of their visit
- Present identification if requested
- Sign in via the visitors' book or digital system

No visitor may access children's areas without staff supervision.

Supervision of Visitors

- Visitors must remain accompanied by a member of staff unless they have been risk-assessed and authorised otherwise (e.g., professionals such as speech & language therapists).
- Visitors without DBS clearance will *never* be left alone with children.
- Staff are responsible for ensuring visitors do not take photographs, record video or access confidential information unless explicitly authorised by the Manager.

Safeguarding Expectations

All visitors must adhere to the setting's safeguarding and child protection policy. If visitors observe or hear anything that raises concern, they must report immediately to the Designated Safeguarding Lead (DSL).

The DSL has the right to refuse entry or ask a visitor to leave if safety is compromised.

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Contractors and Maintenance Workers

- Work that requires access to children's areas during opening hours will be risk-assessed and supervised.
- Where possible, maintenance work will be scheduled outside of children's hours.
- Contractors must provide ID and will not be left alone with children under any circumstances.

Students and Volunteers

Students and volunteers are considered visitors until their placement is formally agreed.

They must:

- Complete an induction
- Follow safeguarding procedures
- Work under the supervision of assigned staff
- Never be counted in ratios unless they meet age and qualification requirements

Delivery Personnel

- Delivery drivers do not enter the children's areas.
- Deliveries should be handed over at the entrance or appropriate service point.

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Parents as Visitors

Parents attending events (stay & play, parent meetings, activities) are considered visitors for the duration of the visit and must:

- Follow staff instructions
- Not use mobile phones in children's areas
- Never be left alone with a child other than their own

Confidentiality

Visitors must not share or discuss any personal information, observations or details relating to children, families or staff.

Confidential information must only be accessed with permission from a Manager.

Emergency Procedures

Visitors must:

- Follow all evacuation and lockdown instructions
- Report to the assembly point and remain with their supervising member of staff

In the event of an emergency, staff will ensure visitors are safely evacuated or sheltered.

Leaving the Setting

All visitors must:

- Sign out in the visitors' book/system
- Be escorted off the premises if needed

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Refusal of Entry

The setting reserves the right to refuse entry to any individual who:

- Poses a safeguarding risk
- Displays threatening or inappropriate behaviour
- Cannot provide legitimate identification or reason for visiting

This policy was adopted in September 2021.

It will be reviewed annually or as required.

Last updated: 07.10.26

Signed by Chair of Trustees:

Signed by Operations Manager: