



Visitors and Security Policy

Policy statement

At Little Elms we aim to protect the children in our care at all times. This includes making sure any visitors to the nursery are properly identified and supervised.

Visitors

- All visitors must sign in the Visitors Log on arrival and departure. Identification must be checked for all visitors' e.g. Family tours, Ofsted Inspectors or colleagues attending in a professional capacity such as Speech and Language Therapists.
- Visitors are informed of any relevant policies including the Fire Evacuation procedure and Mobile Phone and Electronic Devices Policy. Any mobile phones and/or electronic devices must be kept secure in the office.
- A member of staff must always accompany visitors in the nursery while in the nursery; at no time should a visitor be left alone with a child.

Little Elms reserves the right to refuse entry to any person who we may have reasonable doubt of their identity or visiting capacity, until that person's identity can be confirmed, for example by means of a phone call to a professional body or parent.

Security

- Staff must check the identity of visitors they do not recognise before allowing them into the nursery. Identification must include their name and clear photo, for example a passport, driving license or work ID card.
- Visitors must sign in on the Visitors' Log the time of arrival and departure including when they left their mobile phone and/or recording device in the office. If a contractor must use their mobile phone and or electronic for reporting reasons, they must be accompanied at all times and not enter any playrooms where children are present. Once they have finished reporting they must return the phone/recording device back to the office.
- All visitors must be accompanied at all times whilst in the nursery unless that person is attending for a professional reason, i.e. Ofsted Inspection.
- Parents and responsible adults do not need to be accompanied when dropping or collecting children. Only authorised persons will be permitted to collect a child providing they are able to provide identification and the collection password with the staff member ensuring this corresponds with the information kept on the child's file.
- All external gates and doors must be kept shut and locked where applicable. All internal doors and gates must be kept shut to ensure children do not leave the playrooms unattended.
- Staff, parents, and visitors are reminded not to hold doors or gates open or allow entry to any person, whether they know this person or not. Staff within the nursery must be the only people allowing visitors entry into the nursery.
- The nursery will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents. The police may be called in these circumstances.

- If any persons are found to have gained unlawful entry into the nursery with the potential to pose a risk to children and staff, the nursery will initiate the Lockdown Procedure immediately and alert the police either by activating the panic alarm or calling 999.

Associated Documents:

- *Visitors Log*
- *Mobile Phone and Electronic Devices Policy*
- *Critical Incident Policy*