



Visitor and Intruder Policy

Statement of Intent

As part of the nursery day, we will have visitors for many reasons ranging from NVQ Assessors to Early Years and Childcare Service Advisors. This policy is in place to ensure the safety of the children as well as the staff remains a priority at all times when visitors are onsite. The nursery believes that the safety of the children and staff in our setting is of paramount importance. We make every effort to keep our setting secure from intruders.

Visitor Procedure

Method:

Any visitors to the nursery can only gain access via the security-controlled front door which can only be operated by a member of staff. Visitors must state what the purpose of the visit is or whom they are coming to see and provide identification. This identification should be validated if a member of staff is at all unsure. This should be done by telephoning the department the visitor represents to confirm their visit. It is better to be safe and sure than to be at risk. If an unexpected visitor has no suitable reason to be on the premises, they will be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the police will then be telephoned immediately.

All visitors to the setting will be required to sign in the Visitor Register which is kept at the main entrance, reception area and to wear, at all times, an official Visitor badge.

The following information will be logged:

- Date
- Time in
- Time out
- Name of visitor
- Reason for visit
- Car Registration

Updated: Sep 22, Jan 23, Sept 24, August 25, March 26

- ID checked

During their visit, visitors will be asked to:

- Store their personal belongings safely in the office including and especially, their mobile phone.
- Wear a visitor badge which should be displayed clearly at all times.
- Familiarise themselves with the emergency evacuation procedures. These are displayed near all fire exits from the premises. A member of staff will alert the visitor if we are expecting a fire alarm test.
- Remain clearly visible to a member of staff at all times while they are on the premises.
- At no time should a visitor enter the children's toilets or nappy changing area.

Intruder Procedure

All practitioners and parent/carers must be aware of the procedures to take in the event of an intruder being identified on the premises. All practitioners must be aware that it is their priority to maintain the safety of the child/ren in their care as well as their own safety and to protect the setting's environment.

Method:

An intruder is an individual in the setting who has not followed establishment visitor procedures and may or may not be a safety hazard to the setting. This policy provides a means of dealing with either situation. Any member of staff who observes an individual in the setting who appears suspicious or out-of-place should either approach the individual (if safe to do so), ask for their name and purpose in the setting or should contact the Manager for assistance. The person approaching the suspicious individual must determine if the person poses a safety hazard or just needs to be made aware of the setting's visitors' policy.

While determining the status of a visitor, every effort must be made to ensure children in our care are safe, feeling secure and where possible, continuing to be engaged in their current activities. If need be the children must be given reassurances as to their own and others safety and wellbeing.

Procedures for:

Intruders posing a safety hazard

- Politely greet the intruder, identify yourself and ask the purpose of their visit. Having a member of staff close by to secure the door and for support if needed.
- Explain that all visitors must sign in.
- If the intruder becomes agitated and refuses to leave the building peacefully endeavour to calm the person whilst trying to gain the attention of your staff member to call the police.

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- If the caller persists, the children and staff will assemble together upstairs away from the windows and doors and will be distracted by staff, the register and telephone will be taken with them, and they will stay there until the police will arrive.
- If the person leaves before the police arrive do not attempt to detain them.
- If the person does not leave before the police arrive. Explain to the officers what has happened, so they can deal with the intruder and find a cause for arrest.
- Remember to log the incident and review security measures.
- A record will be made of any such incidents in the Incident Record Book and Molly Blackburn; Director, will be immediately notified.

Procedure if:

Intruder is armed

- All staff will be alerted and the police contacted immediately.
- Try to remain calm diverting the intruder as far away from the children as possible.
- The children and staff will assemble upstairs away from the windows and doors and will be distracted by staff, the register and telephone will be taken with them, and they will stay there until the police will arrive.
- If the intruder shows a weapon try to remain calm do not try to disarm them, reassure them that it is not necessary for them to use it.
- Once the police arrive, make them aware of where the intruder is and any weapon you may have seen, describing the intruder and reporting anything relevant the intruder may have said.
- All staff and children should remain where they are unless directed otherwise by the police.
- A member of staff in the office will telephone Molly Blackburn, Director, and then contact all parents concerned.
- The incident should be recorded and security procedures reviewed and updated immediately.

Outdoors

The risk of an intruder entering the outside area is seen as small as the nursery is surrounded by a fence and locked gate. However, if the safety of the child/children/staff is threatened during outside play the following procedure will be put into play.

- The staff member positioned near the locked gate leading onto the rear car park, will raise the alarm by blowing the whistles available in the garden and classroom, she will to the best of her ability, without compromising her own safety use delaying tactics whilst the other members of staff as quickly as possible get the children back inside the nursery building, as the situation denotes, offering the quickest and safest place for the children and staff.
- It is the responsibility of the SENCO/ 1:1 key person to bring the child/children with additional needs into safety.

- The most senior member of staff outside, at the incident, is responsible for sweeping the outdoor area for children.
- All other staff must act as quickly as possible to lead the children to a place of safety whilst not endangering themselves.
- Staff will take all the children calmly upstairs. Staff will calmly and quietly guide the children to the upstairs silently. This is to be practised with the children.
- A member of staff will close the window blinds.
- The last member of staff entering the building will lock the door and close the door blinds.
- A member of staff in the office will telephone the police and Molly Blackburn, Director, and then contact all parents concerned.

In any event there will be a thorough investigation of the incident and all the staff involved will make a report. Molly Blackburn, Director, will inform Ofsted and the parents of the incident and the subsequent investigations, with due regard to both data protection and confidentiality policies.

In any event our security procedures will be reviewed and updated immediately.

Guidance

- Records, policies and notification requirements of the Early Years Register - January 2013 No 120412
- The Statutory Framework for the Early Years Foundation Stage 2025: Section 3 – The Safeguarding and Welfare Requirements
- Working Together to Safeguard Children 2026.

In addition, the following policies in relation to this policy safety are in place:

Policies:

Risk Assessment

Health & Safety

Child Protection