



## Visitors Policy

Creative Stars Day Nursery welcomes visitors and operates an open-door policy with parents.

Limitations may be placed on visitors to protect the safety of children and staff and to avoid unnecessary disruption. The Managing Director, Dawn Day (or members of staff acting on her behalf) has the authority to determine which visits are to be permitted as well as the discretion to set any appropriate conditions on the nature of and extent of such visits.

In exercising this discretion, the Nursery Manager will consider the purpose of the visit, the impact of the visitors' presence and the relationship of any visitor to the children.

Creative Stars Day Nursery reserves the right to refuse entry to any person for whom we may have reasonable doubt of their identity or visiting capacity, until that person's identity can be confirmed. This could be, for example, by means of a phone call to a professional body or company.

In instances where parents are separated, both custodial and non-custodial parents have rights to visit the nursery unless a court order exists restricting such contact. All visitors must be signed into the Visitors' Book - either themselves or by a member of staff on arrival and departure.

If a visitor is in the nursery for more than an hour, the nursery manager must point out fire procedures. A member of staff must always accompany visitors in the nursery while in the building; at no time should a visitor be left alone with a child.

## Security

- Staff must check the identity of any visitors they do not recognise before allowing them into the nursery.
- Visitors to the nursery must be recorded in the Visitors' Book
- The Nursery Manager will inform staff of expected visitors daily and verbally remind staff.
- No visitor will be allowed to move freely around the setting unaccompanied unless that person is on the premises in a direct professional matter i.e., Ofsted Inspector, Early Years Advisor.
- Parents, visitors and students are reminded not to allow entry to any person, whether they know this person or not as staff within the nursery should be the only people allowing external visitors and parents entry to 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.

## Procedure for Welcoming Visitors

All staff, parents/carers, children and visitors must only enter the nursery by way of the main entrance unless they have a physical disability, which impedes them from doing so.

The entrance door must never be opened by another Parent/Carer or Visitor.

### On answering the door staff must:

- Open the door and greet the visitor – asks the visitor to supply their name/ business and the reason for the visit/who they wish to see.
- Unless the person is known to the nursery (i.e., usual contractors) or has a confirmed appointment, the visitor should be asked to wait at the door until the staff member has confirmed with the Management Team that the visitor can be allowed to enter.



- Visitors must then sign in documenting their time of arrival
- The visitor must sign out at the end of the visit recording their time of departure.

## Unexpected Visitors

From time to time, unexpected visitors will arrive at the nursery. Dependent on their reason for visiting the nursery will determine whether they are permitted to enter.

## Professional Bodies

If an unexpected visitor belongs to one of the following professional bodies; (Ofsted, Lewisham Council, Environmental Health, Lewisham Early Years Department, Kaleidoscope, Children's Social Services), the following procedures should take place:

1. Explain that as an unexpected visitor, a member of the management team will be needed to conduct relevant checks
2. Give the unexpected visitor a copy of the visitor's policy and draw their attention to the Heading 'Unexpected Visitors', subheading 'Professional bodies'.
3. Ask the visitor to wait outside of the door whilst you get a member of management's attention.

The member of management will then be requested to take the lead on allowing the professional into the premises. The steps the management will take are outlined below:

- Greet the unexpected visitor and ask for proof of identity and ask which department they should contact to confirm the unexpected visitors visit to the nursery
- Ask to see a DBS certificate or ask for their DBS number. If the professional does not have this, this needs to be checked when confirming the professional's identity.
- Explain that you will contact the relevant department to confirm the professional's identity and apologise for any inconvenience caused. This is to safeguard the children within our care as our door opens straight into the nursery floor
- Leave the professional within the outdoor environment and contact the relevant department
- When calling the relevant department, ask them to confirm identity and ask for confirmation of any physical distinctive features. If the professional body did not have a DBS number or certificate, ask the relevant department to confirm that this is in place and record the DBS number.
- At this stage, if the department cannot confirm identity and the appointment, the professional will be asked to leave as part of our visitor's policy guidelines. This is because we cannot confirm who they are and that their visit was expected
- If they confirm identity, management will give their thanks for support in promoting safeguarding the children and inform the professional that they can enter the premises
- Visitors must then sign in documenting their time of arrival
- The visitor must sign out at the end of the visit recording their time of departure.

**Prospective Parents:** We will not allow entry of any perspective parent unless they have booked an appointment. If they turn up unexpected, they are to be asked to phone or e-mail to arrange an appointment.

**Utility Providers:** Unless there is a pre-arranged appointment, servicemen/women from utilities (gas, electric etc.) will not be granted access. They will be advised to make an appointment where they can attend and be always accompanied by a member of staff.



**Emergency Collection of Children:** In the event of an emergency, the parents and carers MUST let us know if somebody else is coming to collect their child. As part of each child's registration pack, parents must also state a password which enables an unfamiliar adult to collect their child in the event of an emergency. We will also ask parents to send a photo of the person collecting if unfamiliar to staff members.

If an unknown person attempts to collect a child, the following must be done:

- Confirm who they have come to pick up and ask them to wait outside of the door
- Ask the management to take the lead on the next steps.

### Managerial Steps

- Check if any messages/ telephone calls have come through regarding the emergency collection of a child
- Is the person named as an emergency contact? If so, ask to confirm full name and telephone number
- If the person is expected, confirm password with the person. If the person cannot state the password, call the child's parent or carer to confirm physical appearance
- If the person is unexpected, call the parent/carer to confirm collection
- If parents confirm, the child can be collected and parents to be reminded that they MUST let the nursery know in advance
- If the parents state that the child cannot be collected, ask the unexpected collector to leave as we do not have consent to release the child
- If the unexpected collector refuses to leave, call the police.

**This policy was reviewed on: 26.06.24**

**Date of next review: 26.06.25**