Visitors Policy

Statement of Intent

Little Monsters Day Nursery operates an open-door policy and welcomes visitors. We recognise the value of professional visitors, parents, carers, and prospective families in supporting children's learning and development.

However, to ensure the **safety, welfare, and security of children, staff, and visitors**, access may be limited, and conditions may be applied at the discretion of the **Nursery Manager** or **Deputy Manager**.

The nursery reserves the right to refuse entry to anyone whose identity or purpose cannot be verified. In situations involving separated parents, both custodial and non-custodial parents may have access unless restricted by a court order.

Aims

This policy ensures that:

- Children are always safe and supervised during visits.
- All visitors are recorded, identified, and accompanied.
- Staff, parents, and visitors understand security and safeguarding responsibilities.
- Professional boundaries and standards are maintained.
- Any form of harassment or inappropriate behaviour is not tolerated.

Security and Access

- All visitors must enter via the **main entrance** only.
- Staff should **never allow entry** to external persons unless authorised.
- Identity of unknown visitors must be verified before entry. Proof may be requested (ID card, professional letter, etc.).
- All visitors must **sign in and out** in the Visitors' Book.
- Visitors are issued with a **badge**, which must be worn throughout the visit.
- Visitors **must be always accompanied by a staff member** inside the nursery. Visitors are **never left alone with children** unless prior arrangements are approved by the Manager.
- External doors are kept locked, gates closed, and internal doors secured to prevent children from wandering.
- Staff, parents, and students are reminded **not to allow entry to anyone** without authorisation.

- Any form of harassment, threatening behaviour, or inappropriate conduct by visitors towards children, staff, or parents is prohibited.

Welcoming Visitors – Procedure

1. **Initial Greeting**
    - Staff open the door and greet the visitor.
    - Ask for the visitor's **name, purpose, and who they wish to see**.
    - Request proof of identity if the visitor is not known or a regular contractor.
2. **Verification**
    - For unknown visitors or unconfirmed appointments, staff must contact the **Management Team** before allowing entry.
3. **Mobile Phone Policy**
    - Visitors must leave mobile phones in their vehicle or hand them in if required, in line with nursery safeguarding policy.
4. **Signing In**
    - Visitor signs the Visitors' Book with **time of arrival**.
    - Issued a **Visitor Badge** to wear visibly.
5. **Waiting Area**
    - Visitors remain in the reception area until accompanied by staff.
6. **Supervision**
    - Staff always accompany visitors while in the building.
7. **Signing Out**
    - Visitors return their badge and **sign out**, recording **time of departure**.

Responsibilities

Nursery Manager / Deputy Manager

- Authorises and oversees all visits.
- Sets conditions on visitor access where appropriate.
- Ensures safeguarding and security procedures are followed.

Staff

- Greet, verify, and accompany visitors.
- Follow the mobile phone and supervision procedures.
- Report any concerns to the Manager.

Visitors

- Comply with nursery procedures and safeguarding rules.
- Always wear visitor badge.
- Remain under staff supervision and adhere to conduct expectations.

Monitoring and Review

- This policy is reviewed annually or following any incident.

- Staff are trained to implement the visitor procedures consistently.
- Compliance is monitored by the Nursery Manager.

Acknowledgement of Policy

I, the undersigned, have read and understood the Visitors Policy. I agree to adhere to the procedures outlined and understand that this forms part of my role and responsibilities within Little Monsters Day Nursery.

Name: _____
Signature: _____
Date: _____