

Supervision of Visitors Policy

At **The Orchard Day Nursery Kingston** we take all reasonable steps to ensure the safety of children in our care. This includes making sure any visitors to the nursery are properly identified and supervised at all times.

The safety, welfare and protection of children are paramount at all times. This setting is committed to providing a safe and secure environment for all children, staff and visitors. Robust visitor procedures help prevent unauthorised access to the premises and ensure that all visitors are appropriately supervised, in line with safeguarding requirements.

This policy should be read alongside the setting's Safeguarding and Child Protection Policy, Mobile Phone Policy, Health and Safety Policy, and Collection of Children Policy.

Legislative Framework

This policy is informed by the following legislation and statutory guidance:

- **Early Years Foundation Stage (EYFS) Statutory Framework (2025)** – Providers must take all reasonable steps to ensure children are cared for in a safe and secure environment and must have effective safeguarding procedures in place.
- **Keeping Children Safe in Education (KCSIE) 2025** – Although primarily for schools and colleges, the safeguarding principles relating to visitor management, vigilance and protecting children from harm underpin good safeguarding practice across all education settings.
- **Working Together to Safeguard Children (2023)**
- **The Children Act 1989 and 2004**
- **Data Protection Act 2018 and UK GDPR** (where visitor information is recorded).

Purpose

The purpose of this policy is to:

- Protect children from unauthorised access to the setting.
- Ensure all visitors are identified and supervised appropriately.
- Promote a culture of safeguarding and vigilance.
- Ensure staff follow consistent procedures when admitting visitors.
- Support staff in making safe decisions where concerns arise.

This policy applies to all visitors, including:

- Parents and family members (outside normal drop-off and collection)
- Contractors and maintenance workers
- Students and volunteers
- Health professionals
- Local Authority officers
- Ofsted inspectors
- Delivery personnel
- Agency staff
- Any other individual who is not employed by the setting.

Visitor Admission Procedure- Follow the flow chart attached to this policy

Where possible, appointments should be arranged in advance.

Upon arrival:

1. Visitors must wait outside the entrance until greeted by a member of staff.
2. Staff must confirm the visitor's appointment with the Manager or Deputy Manager before entry is permitted.
3. Visitors must provide photographic identification where appropriate.
4. Visitors must use the ipad to sign in
5. Visitors will be issued with a visitor lanyard or badge, which must be worn and visible throughout their visit.
6. Management will be informed immediately and will meet or allocate a member of staff to supervise the visitor. The visitor must not be left alone at any point.

Unexpected Visitors

If an individual arrives without an appointment:

- They must **not** be admitted immediately.
- They should be politely asked to wait outside
- Staff must notify the Manager or Deputy Manager immediately without compromising ratios. For example; using the internal phones, walkie talkies etc.
- Identification must be requested and checked.
- Management will decide whether access is appropriate.
- If entry is approved, the visitor must complete the signing-in procedure and be issued with a visitor badge.

Supervision of Visitors

Visitors must never have unsupervised access to children.

At all times visitors must:

- Remain accompanied by a member of staff or management.
- Wear their visitor badge or lanyard.
- Remain within authorised areas only.
- Follow safeguarding, confidentiality and health and safety procedures.

Visitors must **never**:

- Be left alone with children.
- Escort children to the toilet.
- Change nappies.
- Assist with intimate care.
- Take photographs or videos of children
- Access confidential records unless authorised.

Any visitor found unaccompanied should be politely challenged and escorted to a member of staff immediately.

Collection of Children

Children will only be collected by:

- A parent or carer with parental responsibility; or
- An adult who has been authorised by the parent or person with parental responsibility.

If an unfamiliar parent, grandparent, family member, friend or other adult arrives to collect a child and the setting has **not** been informed in advance:

- The child will **not** be released.
- Staff will contact the parent or person with parental responsibility to obtain verbal consent.
- Staff will verify the identity of the person collecting wherever possible.
- Verbal permission will be recorded, including the date, time and member of staff receiving the consent.
- If contact cannot be made with the parent or person with parental responsibility, the child will remain safely at the setting until authorised arrangements can be confirmed.

These procedures apply regardless of whether the individual is known to the child, as safeguarding responsibilities require the setting to verify all collection arrangements.

Challenging Unknown Adults

All staff have a responsibility to challenge politely and professionally anyone found on the premises who:

- Is not wearing a visitor badge.
- Cannot explain why they are on site.
- Attempts to enter restricted areas.
- Refuses to follow visitor procedures.

Management must be informed immediately of any concerns.

Contractors

Contractors should, wherever possible, complete work outside children's hours.

Where this is not possible:

- Risk assessments will be completed.
- Children will be kept away from work areas.
- Contractors will remain supervised where appropriate.
- Contractors must sign in and out and wear visitor identification.

Signing Out

Before leaving, visitors must:

- Sign out.
- Record their departure time.
- Return their visitor badge or lanyard.
- Be escorted to the exit where appropriate.

Safeguarding Concerns

Should a visitor:

- Behave inappropriately;
- Refuse to comply with safeguarding procedures;

- Attempt to access children unsupervised; or
- Cause staff to have safeguarding concerns, management will act immediately to protect children.
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Depending on the circumstances:

- The visitor may be asked to leave.
- The police may be contacted.
- Children's Social Care or the Local Authority Designated Officer (LADO) may be informed where appropriate.
- Concerns will be recorded in accordance with the setting's Safeguarding and Child Protection Policy.

Roles and Responsibilities

The Manager is responsible for:

- Ensuring effective visitor management procedures are implemented.
- Ensuring staff receive safeguarding training.
- Monitoring compliance with this policy.
- Maintaining visitor records.
- Making decisions regarding unexpected visitors.

All Staff are responsible for:

- Remaining vigilant.
- Following this policy consistently.
- Never allowing unauthorised access.
- Supervising visitors appropriately.
- Reporting concerns immediately.
- Challenging unknown individuals respectfully.

Safeguarding is everyone's responsibility.

Monitoring

Visitor records will be monitored regularly by management to ensure compliance with safeguarding procedures.

This policy will be reviewed annually or sooner if legislation, safeguarding guidance or operational procedures change.

Where applicable, we ask visitors to book in advance, so arrangements can be made to accompany them. The identity is checked of any visitors attending in a professional capacity, e.g. Ofsted inspectors, speech and language therapists.

All visitors are informed of any relevant policies including the Fire safety procedures and Mobile phone and electronic device use policy including the use of smartwatches and other devices capable of recording or sharing audio and/or images, e.g. smart (camera) glasses.

We give each visitor a visitor's badge to wear to identify themselves to staff and parents within the nursery. A member of staff must accompany visitors in the nursery at all times

while in the building; at no time should a visitor be left alone with a child unless under specific circumstances arranged previously with the manager.

Security of premises

- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be kept closed to ensure children are not able to leave the nursery unattended
- Staff, parents, visitors and students are reminded not to hold doors open or allow entry to any person, whether they know this person or not. 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. The police may be called in these circumstances.

This policy was adopted on	Signed on behalf of the nursery	Date for review
17/06/2026	F.Joyce	December 2026