

SUPERVISION OF VISITORS POLICY & PROCEDURE

Policy Statement

EDG Nursery is committed to maintaining a safe and secure environment for all children.

All visitors must be **authorised, recorded and appropriately supervised** while on the premises.

No person has automatic access to nursery areas because they are known to staff, have previously worked at EDG Nursery or have visited before.

The basic rule is:

AUTHORISE - SIGN IN - SECURE PERSONAL DEVICES- SUPERVISE - SIGN OUT

This policy supports EDG Nursery's safeguarding and site-security arrangements and should be read alongside the Safeguarding and Child Protection Policy, Security and Access Procedures and Online Safety/Digital Technology Policy.

Who Is Considered a Visitor?

Visitors may include:

- prospective parents;
- contractors and maintenance workers;
- external professionals;
- local authority professionals;
- trainers;
- photographers;
- prospective employees;
- former employees;
- former students, apprentices or volunteers;
- family members or friends of employees;
- delivery/service personnel requiring access beyond reception; and
- any other person who does not currently work at EDG Nursery.

Parents/carers undertaking their normal drop-off or collection arrangements are not treated as visitors for this purpose but remain subject to EDG's site-security requirements.

Visits Must Be Authorised

Wherever possible, visits must be **arranged in advance and agreed with management.**

Management should know:

- who is visiting;
- the purpose of the visit;
- expected arrival/time;
- who they are meeting; and
- whether access beyond main reception is required.

Staff must **not independently invite visitors into classrooms or other nursery areas without management knowledge and agreement.**

Where an unexpected professional or official visitor attends, their identity and purpose must be verified and management informed before access is permitted.

Former EDG Staff

Former staff are visitors. Once a person's employment, placement, apprenticeship or volunteering arrangement with EDG Nursery ends, they **no longer have staff access to the nursery.**

This applies even where the person:

- worked at EDG for many years;
- previously held a senior position;
- remains friends with current staff;
- knows the children or families;
- knows the building well;
- knows previous/current security codes; or
- is simply "popping in to say hello."

Former staff wishing to visit must:

1. arrange their visit with management **in advance**;
2. report to **main reception**;
3. sign in;
4. secure their personal mobile phone/device in the designated locker;
5. wait for an authorised member of staff;
6. remain appropriately accompanied while accessing nursery areas; and
7. sign out before leaving.

If a former member of staff arrives without prior management agreement:

THEY MUST REMAIN AT MAIN RECEPTION AND ARE NOT PERMITTED ACCESS TO THE NURSERY.

Current staff must not override this requirement because they personally know the former employee. Former staff must never use previous knowledge of security codes or access arrangements to enter the nursery.

Arrival and Signing In

All visitors requiring access beyond reception must report to **main reception first**.

Before access is permitted, visitors must:

1. state their name;
2. explain the purpose of their visit;
3. identify who they are meeting;
4. provide identification where appropriate;
5. **sign the visitor record**;
6. **place personal mobile phones and other prohibited recording-capable personal devices in the designated secure locker**;
7. wait for the authorised member of staff who will accompany them.

The visitor record must be accurate because it is used to account for everyone on site during an **evacuation, lockdown or other emergency**.

Personal Mobile Phones and Smart Devices

To safeguard children and protect their privacy, visitors are **not permitted to carry or use personal mobile phones or personal recording-capable devices while walking around the nursery or accessing classrooms and children's areas.**

Before being permitted beyond reception, personal devices must be placed in the **designated secure locker.**

This includes:

- mobile phones;
- personal tablets;
- cameras;
- camera/recording-enabled smart watches;
- smart glasses;
- AI-enabled glasses;
- body-worn recording devices; and
- any other personal technology capable of capturing photographs, video or audio.

Visitors must not:

- photograph, film or record children;
- photograph or record nursery rooms without permission;
- photograph children's displays containing identifiable information;
- access confidential nursery information;
- make personal calls while walking around the nursery;
- use personal devices within classrooms;
- use personal devices during observations involving children; or
- retrieve their device during the visit without management agreement.

Professional equipment

Where an external professional, contractor or other authorised visitor has a **legitimate professional requirement** to use a device or specialist equipment, this must be discussed with and authorised by management.

Appropriate safeguarding, confidentiality and data-protection arrangements must be followed.

Emergency-service personnel and other authorised equipment where required in carrying out their official duties.

Former members of staff are subject to exactly the same personal-device requirements as every other visitor.

Supervision of Visitors

Visitors must **not roam around the nursery unaccompanied.**

Where access to classrooms, children's areas or staff-only areas is required, visitors must normally be accompanied by:

- a member of the management team;
- the Health and Safety Officer where appropriate to the purpose of the visit; or
- another member of staff specifically authorised by management.

The person supervising the visitor must remain aware of their whereabouts.

Visitors must not enter another classroom or area because they know a member of staff working there.

Visitors and Children

Visitors must never be given unsupervised responsibility for children unless they are an appropriately authorised professional/person whose role, checks and arrangements specifically permit this.

Visitors must not:

- undertake intimate care;
- be left alone with children without appropriate authority;
- remove children from classrooms;
- photograph or record children;
- access children's confidential records without legitimate authority;
- have unnecessary physical contact with children; or
- obtain children's or families' personal information.

Where a professional visitor needs to observe, management must ensure appropriate authority, parental arrangements where required and safeguarding procedures are in place.

Contractors and Maintenance Personnel

Contractors should, wherever reasonably possible, work at times and in areas that minimise unnecessary contact with children.

Management or the Health and Safety Officer will consider:

- the nature of the work;
- areas requiring access;
- potential risks;
- tools and equipment;
- whether areas need to be temporarily closed;
- whether children need to be relocated; and
- the level of supervision required.

Tools, chemicals and potentially dangerous equipment must never be left accessible to children.

Contractors must not move freely through classrooms or children's areas without appropriate authorisation.

Site Security

Staff must remain vigilant when entering and leaving the premises.

Staff must **not**:

- share entrance/security codes with visitors;
- allow visitors to use staff access arrangements;
- hold secure doors or gates open for unknown or unauthorised persons;
- allow someone to follow them through a secure entrance without checking;
- assume someone is authorised because they appear familiar.

External security gates must be closed appropriately after entry/exit in accordance with EDG's Security and Access Procedures.

Where management becomes aware that a forr
unauthorised person knows a current security code and this creates a security risk,
the code must be reviewed/changed.

Unexpected Visitors

Where someone arrives without a pre-arranged appointment:

Reception Staff should establish:

WHO are they?

WHY are they here?

WHO are they expecting to see?

Management must then be informed.

Until management authorises the visit, the individual must **remain at main reception**.

If the visit cannot be verified or authorised, access beyond reception must be refused.

This applies equally to **former members of staff**.

Official and Professional Visitors

Where appropriate, the identity and purpose of inspectors, social workers, local authority officers, police officers and other professional visitors should be verified.

Management must be informed of their arrival.

Staff should cooperate appropriately with authorised professionals while continuing to protect children's confidentiality and safeguarding.

Verification procedures must not unnecessarily obstruct an authorised safeguarding, regulatory or emergency professional from carrying out their lawful duties.

Prospective Parents and Nursery Tours

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All policies contained within this handbook have been created in line with current legislation and statutory guidance. EDG Nursery reviews all policies annually and updates them sooner where changes to legislation, statutory guidance, and recognised sector best practice.

Visits and nursery tours should normally be pre-arranged.

Prospective parents must:

- report to reception;
- follow signing-in requirements;
- secure personal mobile/recording devices as directed; and
- remain accompanied while touring nursery areas.

Visitors must not photograph or record children during nursery tours.

Tours should be managed in a way that minimises unnecessary disruption to children's routines and protects children's privacy.

Concerns About a Visitor

Staff must immediately inform management if a visitor:

- attempts to access an unauthorised area;
- refuses to follow nursery procedures;
- attempts to avoid signing in;
- refuses to secure a prohibited personal device;
- attempts to photograph or record children;
- behaves inappropriately;
- attempts to remain alone with children;
- attempts to obtain confidential information;
- refuses to leave when instructed; or
- causes any safeguarding or security concern.

The visitor may be asked to leave immediately.

Where there is an immediate threat to children or staff, **999 should be contacted** and EDG's Lockdown or other emergency procedure followed where appropriate.

Safeguarding concerns must be reported under the **Safeguarding and Child Protection Policy**.

Leaving the Nursery

Before leaving, visitors must:

1. return to reception where appropriate;
2. **sign out**;
3. collect their personal device/property from the designated locker; and
4. leave through the authorised exit.

The member of staff responsible for the visitor should ensure they have left the premises and have not remained elsewhere within the nursery.

Staff Responsibility

All staff share responsibility for site security.

If you see someone you do not recognise walking around the nursery:

DO NOT ASSUME SOMEONE ELSE HAS AUTHORISED THEM.

Politely establish who they are and immediately contact management.

Staff should never feel uncomfortable challenging an unknown person appropriately simply because that individual appears confident or says they know someone at the nursery.

Safeguarding takes priority over avoiding an awkward conversation.

Related Policies and Procedures

This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Security and Access Procedures
- Arrivals and Departures Policy
- Online Safety, Digital Technology, Mobile Phones and Smart Devices Policy
- Staff Code of Conduct
- Recruitment, Selection and Suitability of Staff Policy
- Low-Level Concerns Policy
- Whistleblowing Policy and Procedure
- Lockdown Policy and Procedure
- Fire and Emergency Evacuation Procedure
- Data Protection and Confidentiality Policy