



# Visitor's Policy

Reviewed June 2020

The Kennford Playbox welcomes visitors to its setting

However, the safety and security of the children attending our provision need to be our primary concern. We take steps to ensure that disruption from visitors to our premises are kept to a minimum, even if that means that sometimes we need to ask visitors (especially those without an appointment) to come back at a more convenient time.

## Visits by Appointment

All visitors are encouraged to make an appointment to visit the preschool. This ensures that the staff have the time to plan for the visitor's arrival and prepare the children and any activities accordingly.

Children and parents are welcome to visit us prior to joining the setting.

## Unknown Visitors or Visitors without an appointment

Unknown visitors and those without an appointment including works people or electricity meter readings may be asked to come back when the preschool is not in session

If a visitor calls unannounced and are not known by the staff will be:

- Asked for identification, who they wish to see and the purpose of their visit.
- May be given the option to wait until a staff member is free to deal with them or given the option of making an appointment at a mutually more convenient time.
- Be asked to complete the visitors book with arrival, departure, reason for visit etc.

## Parent/Carer Visitors

Parents and Carers are invited to two induction visits the term before their child is due to start at The Kennford Playbox.

Parents/Carers are welcome to attend with their child during their initial first days in order to support their son/daughter familiarisation with the setting environment and personnel.

We encourage Parent and Carers of children attending the preschool to visit the pre-school in order to talk to their child's key-worker and managers. Sometimes this takes the form of a quick

word, other times an appointment may be required so that more time is allocated for instance, when a summative report needs to be fed back.

We welcome parents and carer helpers into our setting. If required, and when a helper becomes a regular visitor (more than one time a term), a DBS (Disclosure and Barring Service) check will be carried out to ensure that the visitor is safe to work with children.

Regular helpers will be asked to complete a setting induction so that they have an understanding into the procedures for the setting health and safety procedures.

DVR checked visitors such as volunteers, parents and students must remain insight of a staff member whilst attending the setting at all times.

## **Safety During Visits**

The safety of the children in the session is paramount when visitors enter the preschool.

Visitors are discouraged from arriving at parent/children arrival/departure times as these are particularly busy periods in the pre-school day.

A bell is placed on the inner door to be used to attract our attention, when a session is in place.

The inner door is secured by two handles and a security chain, which remains in place during all sessions and ensure that visitors remain outside of the setting

We leave the outer door open so that visitors can wait in the relative comfort of the outer room until staff are able to deal with the visitors enquiry as soon as we are able, but, always ensuring the safety of the children attending the preschool

Before any visitor is allowed into the setting, the staff will ascertain their identity and make a judgement as to the validity of their reason for their visit before allowing them further entry into the setting.

Official visitors should carry a form of identification. It is reasonable to check the validity of any visit by an official by contacting their department by telephone and double check their identification and purpose

Visitors will be requested to sign in and out of the premises, giving their reason for the visit. Names of all visitors on site are recorded for emergency, insurance and registration purposes.

All visitors will be supervised by a member of staff at all times and will not be left alone with any child unsupervised. They must not be allowed to accompany any children (even their own) to the toilet unsupervised as children have independent access to these areas.

## **Visitors' Book**

The visitor's book is kept inside the setting with the register and accessible to staff members whose role it is to sign people in and out.

The visitor's book will include:

- the time of arrival and departure of each visitor.
- The purpose of their visit
- The organisation that they represent

**Safeguarding and Welfare Requirement: Child Protection**

Providers must have and implement a policy, and procedures, to safeguard children.

**Unwelcome Visitors**

The setting staff have the right to refuse entry to an individual for any reason.

Entry will be definitely be denied

- if staff are uncertain that the visitors reason for being at the setting is valid
- or an individual is deemed to be a threat to anyone attending (adult or child)

Any undesirable behaviour will be reported to the setting manager who will take the appropriate steps to ensure the safety of all.

These steps may include:

- A setting lockdown
- Asking someone to leave
- Contacting the police for immediate assistance
- Informing MASH
- Informing The Chairperson of the committee.

This policy was adopted by	Kennford Playbox	<i>(name of provider)</i>
On	_____	<i>(date)</i>
Date to be reviewed	June 2022	<i>(date)</i>
Signed on behalf of the provider	_____	
Name of signatory	Marie MacFarlane	
Role of signatory (e.g. chair, director or owner)	Chairperson	