



Visitor and Security Policy

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1. Our Commitment

At St Francis Nursery the safety, security, and well-being of every child in our care is our paramount responsibility. We are dedicated to providing a secure and nurturing environment where children can learn, play, and thrive with confidence. This policy outlines our procedures for managing visitors and maintaining a high level of security, in line with national legislation, including the Early Years Foundation Stage (EYFS) framework, and best practice safeguarding guidelines.

2. Scope

This policy applies to all individuals entering the nursery premises, including parents and carers, staff, volunteers, contractors, and any other visitors.

3. Entry Protocol

- **Secure Access:** All external doors will remain securely locked at all times. Access to the building is controlled via an electronic entry system which is monitored and operated by staff.
- **Identification and Sign-In:** All visitors without exception must report to the reception area upon arrival. They will be required to:
 - Provide photographic identification (unless they are a known parent/carer with an established collection arrangement).
 - State the purpose of their visit.
 - Sign the visitor logbook, recording their name, organisation, time of arrival, and the person they are visiting.
 - Receive and wear a visitor's badge, which must always be visible while on the premises.
- **Verification:** Staff will verify the identity and purpose of any unknown visitor before granting access. We reserve the right to refuse entry if a visitor's identity or purpose cannot be satisfactorily verified.

4. Supervision of Visitors

- **Accompaniment:** All visitors, including contractors, will be accompanied by a member of staff at all times while in areas accessed by children.
- **Restricted Access:** Visitors are not permitted in areas where children are present unless specifically authorised and supervised. No visitor will be left alone with a child or group of children at any time, with the exception of parents/carers under specific, pre-agreed circumstances and with appropriate staff oversight.
- **Toileting:** Visitors are not permitted to take children to the toilet.

5. Specific Visitor Categories

5.1 Parents and Carers

We encourage parental involvement. During drop-off and pick-up times, we ask for your cooperation in ensuring only authorised individuals enter the main nursery areas. If you wish to visit another time, please arrange this with the nursery manager in advance. All parents and carers are expected to follow the sign-in and out procedures if they remain on-site beyond the designated drop-off/pick-up points.

5.2 Contractors and Maintenance Personnel

All work will be scheduled outside of main operating hours where possible. If work must be carried out during nursery hours, contractors will be subject to strict supervision and will follow all visitor protocols. We will ensure that appropriate DBS checks are in place for contractors who may have unsupervised access, in line with safeguarding requirements.

5.3 Official Visitors (e.g., Ofsted Inspectors, Local Authority Representatives)

These visitors will be required to present their official identification and will be signed in and accompanied as per our standard procedures.

5.4 Volunteers and Students

All volunteers and students undergo a rigorous vetting process, including DBS checks, and will always be under the direct supervision of a qualified staff member.

6. Departure Protocol

- All visitors must sign out in the visitor logbook, recording their time of departure.
- Visitor badges must be returned to the reception area.

7. Physical Security

- **Perimeter Security:** The nursery premises are secured with fire safety approved secure gates and doors.
- **Building Security:** All external doors and windows are kept secure. Access points are monitored by CCTV and staff.
- **CCTV:** CCTV cameras are in operation on the site for the purpose of crime prevention and public safety. Signage clearly indicate the presence of CCTV.
- **Alarm System:** The nursery is equipped with an intruder alarm system which is activated outside of operating hours.
- **End-of-Day Checks:** A thorough check of the entire premises is conducted by a designated staff member at the end of each day to ensure all doors and windows are secure and no unauthorized individuals remain on-site.

8. Child Collection Procedures

- **Authorised Collectors:** Children will only be released into the care of individuals who have been named and authorised by the parents/carers.
- **Identification for Collection:** If a staff member does not recognise an individual collecting a child, they will request photographic identification and verify their authorisation with the parents/carers.
- **Changes to Collection Arrangements:** Parents/carers must inform the nursery in advance of any changes to the usual collection arrangements.
- **Late Collection:** Parents/carers are expected to collect their children at the agreed time. In the event of an unavoidable delay, please contact the nursery immediately. Our [late collection policy](#) will be followed.

9. Staff and Volunteer Security

- **Safer Recruitment:** All staff and volunteers undergo a rigorous safer recruitment process, including enhanced DBS checks, reference checks, and verification of qualifications.
- **Staff Training:** All staff receive regular training on safeguarding, child protection, and security procedures, including how to respond to potential security threats.
- **Staff Vigilance:** Staff are expected to be vigilant at all times and to report any concerns about security or unfamiliar individuals to the nursery manager immediately.
- **Mobile Phone and Camera Use:** Staff and visitor use of mobile phones and cameras is strictly controlled within the nursery to protect children's privacy and safety. A separate policy detailing these procedures is available.

10. Information Security

All personal data relating to children, families, and staff is handled in accordance with the General Data Protection Regulation (GDPR) and our data protection policy.

11. Emergency Procedures

11.1 Fire Evacuation

Our fire safety policy and evacuation procedures are clearly displayed, and regular fire drills are conducted. Visitors will be made aware of the evacuation procedures upon arrival.

11.2 Intruder Alert/Lockdown

We have clear procedures in place to respond to an intruder alert or any other security threat, including a lockdown procedure to ensure the safety of all children and staff (**Appendix 1**).

12. Appendix 1

Intruder Alert and Lockdown Procedure

1. Purpose

The purpose of this procedure is to ensure the safety and security of all children, staff, and visitors in the event of an intruder or threat on or near St Francis Nursery and Family Centre (St Francis).

2. Identification of Threat

Any staff member who sees or suspects an intruder, or receives a threat, must immediately alert the Designated Safeguarding Lead (DSL) or the most senior person present.

3. Initiating Lockdown

The DSL or senior staff member must:

- Inform all staff that a lockdown is being initiated
- Call emergency services (999) and provide:
 - Nursery name and address
 - Nature of the threat
 - Number of people on site
 - Description of the intruder (if known)

4. Securing the Premises

All staff must:

- Lock all external doors and windows.
- Turn off lights and close blinds/curtains.
- Keep children calm and quiet.
- Move children away from doors and windows.
- Not leave the room unless instructed by emergency services.

5. Communication

Parents must not be contacted until it is safe to do so and under the direction of emergency services.

6. Caring for Children

Reassure children in a calm, quiet manner. If deemed appropriate, use distraction techniques (quiet stories, songs, or games).

7. All Clear

Only the DSL or emergency services can give the “all clear”. Once safe, staff will:

- Account for all children and staff.
- Report any injuries or concerns.
- Begin contacting parents, under the direction of the most senior member of staff present.

8. Post-Incident Actions

The Centre Coordinator must:

- Complete an incident report.
- Hold a debrief session with staff.
- Review and update the lockdown procedure based on lessons learned.