

Visitors Policy

Introduction

At Little Stars Pre-school, we warmly welcome visitors while prioritising the safety, security, and wellbeing of the children and staff in our care.

Purpose

This policy outlines the procedures in place for managing visitors to ensure that all visits are safe, appropriate, and in line with statutory safeguarding expectations.

Types Of Visitors

Visitors to the Pre-school may include (but are not limited to):

- Parents and carers
- Prospective families
- Educational or health professionals
- Contractors or maintenance personnel
- Ofsted inspectors
- Students or volunteers

All visitors must adhere to this policy and follow the instructions of staff at all times.

Booking and Scheduling Visits

- Visitors are encouraged to book in advance where possible, to avoid disruption and ensure an appropriate staff member is available to facilitate the visit.
- The following team members have authority to approve visits:
 - Manager and Deputy Manager.

Identification and signing in.

All visitors must:

- Report at the gate on arrival
- Present photo ID if unknown to the setting
- Sign in on our visitor log
- Wear a visitor badge at all times while on the premises
- Be informed of fire safety procedures and advised if any drills are planned
- All visitors must leave their mobile phones in the Staff Cupboard unless their use is required for professional purposes and has been agreed by the Manager or Deputy

Manager. If for any reason a visitor needs to make/ take a call, they will be asked to step out of the premises while they do so.

Safeguarding and Supervision

- All visitors must be accompanied at all times by a member of staff unless they are:
 - A vetted and approved professional (e.g., SENCO, health visitor, Ofsted inspector)
 - A contractor working outside of operational hours or in secure, non-child areas
 - Any safeguarding concerns involving visitors will be reported in accordance with the preschool's safeguarding Policy.
- Visitors are not permitted to access child-only areas or be left unsupervised
- Where appropriate, evidence of identity, professional status and DBS clearance will be checked in line with safeguarding procedures.
- Visitors must not take photographs, videos or use mobile phones in the setting under any circumstances

Parental Access and Court Orders

- Both custodial and non-custodial parents are entitled to access the Pre-school and their children's information, unless restricted by a court order or safeguarding concern
- In such cases, staff will follow the safeguarding and child protection policy, and a copy of the order must be provided and stored securely

Security and Entry Procedures

To ensure the safety of everyone on site:

- The main gate is locked and monitored by staff
- All staff are required to check the identity of any unfamiliar person before allowing access
- Staff must verify collection passwords or check the authorised collectors list before releasing a child
- Visitors must never allow others to enter behind them ("tailgating")
- Unaccompanied visitors must not be granted entry under any circumstances

Conduct Expectations

- Visitors are expected to behave in a respectful and professional manner
- Any visitor displaying inappropriate behaviour, including aggression, harassment, or language deemed unacceptable, will be asked to leave immediately
- The Pre-school has a zero-tolerance policy for harassment or disruptive conduct towards staff, children, or other visitors

Monitoring and Breaches

- All visitor records are monitored regularly for safeguarding purposes and are kept in line with GDPR and Data Protection legislation
- Any breaches of this policy or incidents involving visitors will be recorded and reviewed by the Manager or Designated Safeguarding Lead (DSL)

Review / Version Control				
Review period - 3 years				
Version	Created	Reviewed	Initials	Changes
Visitor Policy v1.0)	09/20206		DH SH AP	