

046 **Visitors Policy**

Statement of intent

As a pre-school we welcome visitors to see and share in the work we are doing with the children, whilst ensuring we do not compromise the safety of the children or our staff.

We aim to achieve this by:

- Inviting prospective parents/ carers and their children to visit the playgroup as part of their induction and settling in process.
- Encouraging parents/carers to arrange meetings with their key worker at a mutually convenient time.
- Welcoming students, staff from feeder schools and professionals from outside agencies or children's services offering support to children or staff (ensuring staff availability and minimum disruption to the education and welfare of the children).
- Ensuring the playgroup contact details are available on the group's website and the Family Information Service (Derbyshire) website to make visits easy to arrange.

Visitor Records

- Upon arrival a visitor will be recorded on the register.
- The visitor will be asked to complete the visitor's log; detailing name, contact telephone number, car registration number and reason for visit.
- It is the responsibility of the Supervisor to maintain proper visitor records. Visitor records are to be retained for a period of not less than 1 year.

Procedure for welcoming visitors

- Visitors are encouraged to make an appointment to visit the playgroup. Visitors without an appointment or if unknown to staff may be asked to return when playgroup is not in session.
- Visitors are discouraged from arriving at arrival/departure times as these are particularly busy periods in the playgroup day.
- All staff, parents/carers, children and visitors must only enter the playgroup by way of the main entrance. The entrance door must never be opened by another Parent/Carer or Visitor.
- On answering the door staff must:-
 - Open the door and greet the visitor – ask the visitor to supply their name/and business and the reason for the visit/who they wish to see. Unless it is a parent enquiring about the playgroup, all other visitors should be asked for proof of identity.
 - Unless the person is known to the playgroup or has a confirmed appointment, the visitor should be asked to wait at the door until the staff member has confirmed with the Supervisor that the visitor can be allowed to enter.
 - Inform the visitor of our mobile phone policy – the visitor is permitted to have the phone which must be set on silent; stored out of sight and any calls must be taken outside.
 - On entry all visitors to be made aware of the fire exits and the procedure if there is a fire.
 - The staff member will record the time of arrival and ask the visitor to complete the visitor's log.
 - The visitor must be signed out at the end of the visit recording their time of departure.

During the visit

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- The visitor should either be accompanied by a staff member or remain clearly visible to the staff at all times depending on the purpose of the visit.
- The visitor should be advised that if the toilet is required they must inform a staff member who will check that there are no children in the toilet area.
- Visitors are expected to conduct themselves in an appropriate manner at all times and anyone thought not to be behaving in this way will be asked to leave.
- Any visitor considered to be under the influence of alcohol or drugs will be asked to leave and escorted off site.

Attempts to Gain Entry

- In the event of any person attempting to gain unauthorised access to the playgroup premises the staff should follow our Lockdown procedure. The management committee should be informed and the incident investigated.
- Dependent upon the outcome of such an investigation Ofsted, the Local Authority (Derbyshire County Council) or other bodies may need to be informed of the incident.

This procedure was adopted at a meeting of Grindleford and Eyam Playgroup.

Held on:

Date to be reviewed:

Signed on behalf of the committee:

Name of signatory:

Role of signatory:

All staff, volunteers and committee members will sign to indicate they have read, understood and agreed with the above policy.