**VISITORS and PROCEDURE POLICY**

Dockland Day Nursery (DDN) is committed to providing as far as reasonably practicable a safe environment for their staff, children, Parents/Carers, Contractors, and lawful visitors. This policy is important not only for security, health, and safety reasons but also to help for the guidance of visitors in our setting. DDN operates an open-door policy and therefore happy to welcome visitors to our nursery. However, sometimes limitations may be placed to protect the children and staff from intruders and to avoid any unnecessary disruption, and for this reason we would advise all visitors to the nursery to book an appointment in advance to ensure that a suitable member of staff is available to guide them when they arrive at the nursery.

The management team (Manager, Deputy manager, Assistant Deputy Manager, third in charge and the Room leaders) have the responsibility of screening and permitting visitors. DDN reserves the right to refuse entry to any person, whom we have reasonable doubt of their identities. In cases where parents are separated, both custodial and non-custodial parents have the right to visit their child/ren in the nursery, unless a court order is in place restricting such contact or accessibility.

Definitions - for the purpose of this policy

Visitor - this may include parents/carers dropping off/collecting children, and/or any personnel visiting DDN for business reasons.

Visitors must always be accompanied by a member of staff while they are in the nursery. The Nursery Manager/Deputy Manager must advise the visitor of all fire exits and explain there are no planned fire drills for that day if there was none.

DDN’s staff must take responsibility for all the children and visitors in their care; and at all times make sure that they follow the requirements of this policy.

**Welcoming procedure, Security at the gate and within the Nursery**

* Staff MUST check the identity of any visitors they do not recognise before allowing them to enter the premises.
* Passwords for collection and authorised persons to collect must be checked and the Collector must be in the child’s personal file.
* Visitors to the nursery must signed-in in the Visitor’s book documenting their time of arrival and sign out by writing the time of their departure at the end of their visit before leaving the nursery.

* Visitors must always be accompanied by a member of staff while in the premises.
* Professionals and regular visitors must have submitted their DBS number and the date validity must be checked.
* Parents, students, or visitors are reminded not to allow entry to any person, whether they know the person or not.
* The nursery will under no circumstance tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents.
* The Visitors must never be left alone with child/children within the nursery.
* Parents, visitors, and students are reminded not to allow entry to any person whether they know this person or not. The Management Staff in the nursery should be the only people allowing external visitors and parents entry to the nursery.
* Visitors must report all accidents or near miss incidents to a member of staff in the nursery.
* Visitors must look after their own and others’ health and safety while in the nursery.
* The nursery’s entrance gate must be closed at all times.

Key Legislations:

1. Health and Safety at Work Act etc. (HASAWA) 1974, Section 3 This act states we have a duty to ensure the health, safety and welfare of people who are not in our employment but who may be affected by the activities of our undertaking. This therefore includes centre children and visitors. <https://www.legislation.gov.uk/ukpga/1974/37/section/3>

B) Management of Health and Safety at Work Regulations These require that visitors are given appropriate information and instructions regarding relevant risks to their health and safety. <https://www.hse.gov.uk/managing/legal.htm>