**New Visits & Visitors & Unexpected Visitors Policy**

## *Answering the Door*

## The person who answers the door must always look through the clear glass panel to identify the caller.

***Visitors***

When visitors are permitted into the nursery, they are asked to produce ID where applicable; to sign the visitors’ book with their name, date, time of arrival and to read the mobile phone policy; purpose of visit and whom they are visiting. When they leave the premises, they must sign out with their time of leaving.

***Curriculum Development***

* The nursery aims to invite visitors into the setting to widen children’s experiences and to complement, enhance and extend the play opportunities offered to them.
* Pre-school children (2 ½ -5 years) benefit from regular interaction with outside professionals, in line with developing aspects of the EYFS, topic planning and spontaneous discussion implemented by the children themselves.
* These sessions are planned, implemented and evaluated to ensure fulfilment of learning aims, enjoyment, and child development and as a formation for future planning.

***Advise and Guidance***

* A variety of visitors are encouraged to attend the nursery to promote staff development, evaluation of child development, assessment of standards and advisory sessions covering standards within the nursery. With the exception of OFSTED, Environmental Officers and Health and Safety Executive (who may all visit unannounced) all visits are planned to ensure maximum benefit for those most likely to benefit, and to benefit the nursery as a whole.
* Regular visitors may include: NVQ assessors, Local Authority Advisors, SEN Co-ordinator, Portage Worker, Speech Therapist, Health Visitors, and Social Services.

***Potential Customers***

* Through nursery marketing material, potential customers are encouraged to contact the nursery to arrange a viewing of the facilities. We aim to accommodate parents’ individual timing requests, at the same time encouraging them to visit at a time when they will see the nursery activities to their full advantage.
* The nursery Duty Manager will always aim to provide immediate viewings to potential customers who arrive expecting to see the nursery.

***Unexpected Visitors***

* If the caller is not known or is unexpected, the member of staff must ascertain the identification of the visitor i.e. name, reason for call, name of the person whom the caller is visiting, name of the child they may be picking up and the dedicated password of the child.
* Before granting access to such a visitor, the member of staff must always check with an authorised person. Access will not be given to anyone who is not known or whom a member of staff has any concerns about permitting entry into the Nursery.
* The security doors will be locked through core parts of the day, access will only be granted to people who are known to senior staff or have followed the password process (ref collection of children policy 29)
* If the visitor is wishing to pick up a child, the nursery will telephone the parent/carer to ascertain the identity of the visitor and seek their permission (see Policy on Collection of Children). The above procedure will then be followed, or the visitor will be asked to leave the premises. If an unexpected visitor is found within the nursery, s/he will be challenged and asked for the reason for their visit. If the Manager in Charge is not satisfied with the explanation s/he will be asked to leave the premises.
* When visitors are permitted into the nursery, they are asked to sign the visitors’ book with their name, date, and time of arrival, purpose of visit and whom they are visiting. They also have to read the mobile phone policy.
* When they leave the premises, they must sign out with their time of leaving.
* Unknown visitors will not be left unattended in the nursery at any time. Those attending on a regular basis or for a period of time will receive guidance on Health & Safety issues and required conduct.