



Visitor and Contractor Policy October 2025

This Policy summarises the arrangements in place to screen and monitor visitors to the nursery and sets out the requirements for contractors undertaking work within the nursery setting.

- The outer doors to the nursery will remain locked from the outside at all times during Nursery sessions.
- Visitors requiring access are required to use the buzzer and intercom system.
- Where possible contractors will be asked to carry out work when there are no children on site.
- All visitors and contractors are to sign in and out of the visitor book and provide the appropriate and relevant identification on request. Prospective parents attending nursery for a show round are required to provide ID and will be informed of this prior when booking their show round.
- Where the visitor or contractor is unexpected or unknown, they are to be spoken to via the intercom, **not** face to face with the front door open. They are only to be let in to the building once SMT have confirmed that they are allowed access.
- External session providers delivering regular sessions will provide a DBS clearance and photo ID which will be photocopied and filed.
- Occasional visitors, meter readers etc. that have not undergone DBS checks will be always supervised during their visit to the nursery. If it is necessary for contractors to be present during nursery sessions, they are not permitted to work within the nursery unsupervised.
- Visitors to the Nursery are not permitted to use their mobile phones or other recording devices whilst on the premises and will be asked to turn their phones to silent. Where appropriate visitors may be asked to leave mobile phones and bags in the office.
- Contractors using hazardous materials such as paints, preservatives, glues and solvents must ensure these are not left unattended at any time in the nursery. All relevant risk assessment information should be shared prior to work being carried out, dependent on the nature of the task.
- If somebody who is not known to the nursery comes to collect a child, they must provide a correct password (set up between the parents/carers and a member of the SMT) before the person is given access to the premises or given a hand-over of a child. Parents are to be contacted if somebody unexpected arrives to collect a child to confirm the person is authorised to collect.
- Where parents and carers are allowed in the premises, there is a risk that they could let unauthorised persons in or leave the external door open, without appreciating the risk to security this poses. All staff should be vigilant regarding monitoring of entry and exit of parents and carers at drop off and pick up, and particularly staff in the office which is located by the nursery entrance.
- Parents and carers must not be allowed in the building where the monitoring of the external door cannot be done reliably. This means where the office is unoccupied, parents must not be allowed into the premises. Drop offs and pick-ups must be done at the entrance.
- Where parents and carers are allowed into the building staff must be vigilant and enforce nursery rules and e.g. not allowing parents to use phones on site. Staff should also be vigilant regarding how the presence of unfamiliar adults could upset children, if this is the case they should make parents aware and politely encourage them to move away/on.