

Oyster Bay Nursery

Visitors Policy

Date written: October 2026

Date of last update: October 2026

Date agreed and ratified by October 2026

Date of next full review: September 2027

This policy will be reviewed at least annually and/or following any lessons learnt and/or updates to national or local guidance and procedures.

Designated Safeguarding Lead (DSL)	Debra Hines
Deputy Designated Safeguarding Lead(s)	Grace Sidders Rachel Finch
Nominated Individual	Debra Hines
Nursery Manager	Grace Sidders

1. Policy Statement

Oyster Bay Nursery is committed to providing a safe, secure and welcoming environment for children, families, staff and authorised visitors.

We recognise our responsibility to safeguard children by controlling access to the premises, verifying visitors' identities where appropriate, recording their attendance and ensuring that visitors are supervised according to the nature of their visit and any associated risks.

All visitors must follow the Nursery's safeguarding, health and safety, confidentiality and security procedures. The welfare of children is our priority, and any concerns about a visitor's conduct or suitability will be addressed promptly.

This policy should be read alongside the Nursery's Safeguarding and Child Protection Policy, Arrivals, Departures and Uncollected Child Policy, Mobile Phone and Camera Policy, Data Protection and Privacy Policy, and Health, Safety and Risk Assessment Policy.

2. Aims

This policy aims to:

- Protect children from unauthorised access and potential harm.
- Ensure visitors are identified, recorded and monitored appropriately.
- Establish clear procedures for admitting, supervising and managing visitors.
- Maintain the security of the Nursery building and outdoor areas.
- Protect children's privacy and confidentiality.
- Ensure staff understand their responsibilities when welcoming and supervising visitors.
- Provide a consistent approach to managing routine visits, professional appointments, contractors and unexpected visitors.

3. Types of Visitors

Visitors may include:

- Parents, carers and family members.
- Prospective parents and children visiting the Nursery.
- Health visitors, social workers and other health or social care professionals.
- SEND specialists and other professionals supporting children.

- Ofsted inspectors and authorised regulatory representatives.
- Contractors, maintenance workers and delivery personnel.
- Students, trainees and volunteers.
- Representatives of the local authority or other relevant agencies.
- Emergency services, including the police, fire and rescue service and ambulance service.

The procedures followed will depend on the purpose of the visit, the visitor's role, the level of access required and any safeguarding risks identified.

4. Arrival and Admission Procedures

4.1 Entry to the Nursery

Visitors must use the designated entrance and follow the Nursery's admission procedures.

Staff must not allow unknown individuals to enter simply because they are following another person through a secured door. Doors and gates must not be propped open or left unsecured.

Staff should remain alert to individuals attempting to enter without permission and must ensure that access arrangements do not compromise children's safety.

Where a visitor arrives unexpectedly, staff should establish their identity and reason for visiting before granting access, unless immediate access is necessary in an emergency.

4.2 Signing In

All visitors, except those whose attendance must be managed differently during an emergency, must sign in on arrival using the Nursery's designated visitor recording system or Visitors Log.

The record should include, as appropriate:

- Full name.
- Organisation or employer, where applicable.
- Purpose of the visit.
- Name of the person being visited.
- Arrival time.
- Confirmation of any relevant identification checks.
- Visitor badge with photograph

Visitors must be informed of the Nursery's relevant safety and safeguarding expectations.

4.3 Identification Checks

Staff must take reasonable steps to establish a visitor's identity, particularly where the individual is not known to the Nursery.

External professionals, contractors and other visitors attending in an official capacity may be asked to provide photographic identification or other appropriate evidence of their identity and role.

Where a visitor claims to represent an organisation, staff should verify the visit with the relevant organisation if there is any doubt about its legitimacy.

If a visitor's identity or authority cannot be satisfactorily established, access must be withheld while the Nursery Manager or designated senior member of staff makes further enquiries.

4.4 Visitor Badges

Visitors will be issued with a visitor badge with their photograph on. It must be worn visibly while they are on the premises.

Staff should challenge anyone on the premises who is not recognised and is not displaying the required identification, doing so calmly and safely.

Visitor badges must be returned when the visitor signs out.

5. Supervision and Access Restrictions

Visitors must remain in the areas necessary for the purpose of their visit.

Unless specifically authorised by the Nursery Manager or designated senior member of staff, visitors must not move around the Nursery unaccompanied.

The level of supervision will depend on the visitor's role, the checks completed, the nature of the work and the potential access to children.

- Visitors who have not been assessed and authorised for unsupervised access must remain under appropriate supervision.
- Contractors working in or near areas used by children must be appropriately supervised or separated from children through suitable access controls.
- Visitors must not enter children's rooms, toilets, nappy-changing areas or other restricted spaces unless this is necessary for their authorised purpose.

- Visitors must not be left alone with children unless their role, suitability, checks and authorisation permit this and the arrangement complies with applicable safeguarding requirements.
- Staff must ensure that children are not left unsupervised while a visitor is being admitted or escorted.

A DBS check alone does not automatically authorise an individual to have unsupervised access to children. The Nursery must consider the individual's role, suitability, required checks and safeguarding arrangements.

6. Safeguarding Expectations for Visitors

Visitors must:

- Follow all safeguarding instructions given by Nursery staff.
- Treat children respectfully and maintain appropriate professional boundaries.
- Report any safeguarding concern or disclosure immediately to the Designated Safeguarding Lead (DSL) or deputy DSL.
- Maintain confidentiality about children, families and staff.
- Follow the Nursery's restrictions on mobile phones, cameras, recording devices and photography.
- Use designated adult toilet facilities.
- Follow fire safety, evacuation, lockdown and other emergency instructions.
- Avoid behaviour that could place children or others at risk.

Visitors must not:

- Photograph, film or audio-record children without explicit authorisation from the Nursery.
- Share information, images or identifying details about children on social media.
- Attempt to remove a child from the premises without appropriate authorisation.
- Access confidential records or information without permission.
- Interfere with children's activities or staff responsibilities.
- Enter restricted areas without authorisation.

Any visitor who fails to comply with these expectations may be asked to leave. Serious concerns must be referred to the Nursery Manager and managed under the relevant safeguarding or emergency procedures.

7. Specific Visitor Arrangements

7.1 Parents, Carers and Family Members

Parents and carers attending the Nursery for settling-in visits, meetings or other appointments must follow the Nursery's entry and security arrangements.

Family members must not enter the Nursery to collect a child unless they have been authorised in accordance with the Arrivals, Departures and Uncollected Child Policy.

Staff must not disclose confidential information about another child or family.

Where restrictions or safeguarding arrangements apply to a parent, carer or other individual, staff must follow the child's agreed safeguarding arrangements and seek guidance from the Nursery Manager or DSL if uncertain.

7.2 Prospective Parents

Prospective parents and carers may visit by appointment or through an authorised visit arrangement.

A member of staff will explain the Nursery's procedures and accompany prospective families through the setting where appropriate.

Staff must ensure that prospective visitors do not have unsupervised access to children or confidential records.

7.3 External Professionals

External professionals, including health visitors, social workers, speech and language therapists and SEND specialists, must provide appropriate identification when requested.

Staff should confirm the purpose of the visit and the identity of the professional where necessary.

Information about a child may only be shared when there is an appropriate lawful basis and the sharing is necessary for the child's care, safeguarding or support.

Where a professional visit relates to a safeguarding concern, staff must follow the Nursery's safeguarding and information-sharing procedures.

7.4 Contractors and Maintenance Workers

Contractors must sign in and follow the Nursery's health and safety and safeguarding requirements.

Before work begins, staff must consider whether the work presents risks to children, including access to tools, hazardous materials, equipment, electrical installations or restricted areas.

Where necessary, work will be scheduled when children are not present, or the work area will be secured and children kept safely away.

Contractors must not have unsupervised access to children unless the required suitability checks and authorisation are in place and the arrangement is lawful.

Staff must verify the identity of contractors and ensure that any required checks or assurances have been obtained before permitting access to areas where children are present.

7.5 Volunteers and Students

Volunteers and students must follow the relevant recruitment, suitability, induction and supervision procedures.

They must sign in and out and comply with the Nursery's safeguarding policies.

They must not be left alone with children or undertake duties requiring checks that have not been completed.

7.6 Ofsted Inspectors and Regulatory Representatives

Staff will request and verify appropriate identification from inspectors or representatives who attend in an official capacity.

The Nursery Manager or designated senior member of staff will be informed promptly and will support the visit in accordance with applicable requirements.

Staff must cooperate appropriately while continuing to safeguard children and protect confidential information.

7.7 Deliveries

Delivery personnel should remain in the designated delivery area wherever possible.

Staff must ensure that delivery activity does not compromise security or create hazards for children. Delivery personnel must not enter children's rooms or other restricted areas without authorisation.

8. Restricted or Unauthorised Individuals

If the Nursery is aware that a person is subject to a court order, contact restriction or other safeguarding arrangement affecting a child, the Nursery Manager and relevant staff must ensure that the arrangement is followed.

Staff must not disclose information about a child's attendance, location or arrangements to an unauthorised person.

If an individual attempts to gain access unlawfully or seeks to remove a child without authorisation, staff must follow the Nursery's safeguarding and collection procedures and seek immediate assistance where necessary.

Staff must not put themselves or children at risk by physically confronting a threatening individual.

9. Suspicious or Unrecognised Visitors

Any unrecognised person found on the premises without authorisation must be approached only where it is safe to do so.

A staff member may politely ask:

"Hello, can I help you? Have you signed in with the Nursery?"

If the person cannot provide a satisfactory explanation, staff must inform the Nursery Manager or a member of the leadership team immediately.

If a person refuses to leave, attempts to enter restricted areas, behaves threateningly or presents an immediate risk, staff must follow the Nursery's emergency procedures and contact the police where appropriate. In an immediate emergency, call 999.

Staff must prioritise children's safety and must not attempt to physically restrain or confront an individual unless action is necessary and lawful to protect someone from immediate harm.

10. Emergency Services

Emergency services must be allowed prompt access when responding to an emergency.

Where circumstances permit, staff should record the names or identifying details of emergency personnel and their arrival and departure times. However, sign-in procedures must never delay urgent assistance.

Staff must follow the instructions of emergency personnel and the Nursery's emergency procedures, including evacuation or lockdown arrangements where required.

11. Mobile Phones, Photography and Confidentiality

Visitors must not use mobile phones, cameras or recording devices to photograph, film or record children unless the Nursery has expressly authorised the activity in accordance with its Children's Image Use Policy and Mobile Phone and Camera Policy. Mobile phones must be turned off or stored securely in the office if they would prefer.

Visitors must not access children's records, staff records or other confidential information without authorisation.

Any authorised information-sharing must be limited to what is necessary for the stated purpose and handled securely.

Staff must report any unauthorised photography, recording or disclosure of information to the Nursery Manager or DSL.

12. Departure Procedures

Before leaving, visitors must:

- Sign out using the designated visitor recording system.
- Record their departure time.
- Return their visitor badge.
- Leave through the designated exit.
- Return any keys or access devices issued to them.

Staff should ensure that visitors have left the premises and that doors and gates are secured afterwards.

Where a visitor leaves without signing out, staff should update the record where possible and follow up if their whereabouts or continued presence is uncertain.

13. Data Protection and Visitor Records

Visitor records contain personal information and must be handled in accordance with the Data Protection Act 2018, UK GDPR and the Nursery's Data Protection and Privacy Policy.

The Nursery will:

- Collect only information necessary for security, safeguarding and legitimate operational purposes.
- Store visitor records securely.
- Restrict access to authorised staff.
- Retain records in accordance with the Nursery's retention schedule and legal obligations.
- Dispose of records securely when they are no longer required.
- Share information with external agencies only where lawful and appropriate.

Visitors may be informed about how their information is used through a privacy notice or information displayed at sign-in.

14. Staff Responsibilities

The Nursery Manager or designated senior member of staff is responsible for:

- Ensuring that visitor procedures are implemented consistently.
- Ensuring staff know how to admit and supervise visitors safely.
- Reviewing visitor records periodically.
- Addressing concerns about unauthorised access or visitor behaviour.
- Ensuring that visitor arrangements support safeguarding and confidentiality.
- Reviewing this policy when necessary.

All staff are responsible for remaining alert to visitors, challenging unfamiliar individuals safely and reporting concerns promptly.

15. Monitoring and Review

The Nursery Manager will review this policy at least annually, or sooner if there are changes to legislation, statutory guidance, the Nursery's premises or safeguarding procedures.

Visitor procedures will also be reviewed following any security incident, safeguarding concern or identified weakness in the arrangements.