



The Oak Partnership

TOP Nursery Visitor Policy

We are committed to safeguarding and ensuring the health, safety and well-being of all pupils in accordance with safeguarding procedures and guidance for staff outlined in the schools' Health and Safety, Child Protection, Security and Safeguarding policies.

TOP Nursery Visitors Policy

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1.Aims

At TOP Nursery, we are committed to providing a safe, secure, and welcoming environment for children, staff, parents, carers, and authorised visitors. The purpose of this policy is to ensure the safety of the children in our care while enabling the nursery to operate effectively with external support, professional input, and family involvement.

2.Legislation and Statutory Responsibilities

This policy has been developed in line with the following statutory frameworks and guidance:

- Statutory Framework for the Early Years Foundation Stage (EYFS 2024)
- Keeping Children Safe in Education (DfE, 2024)
- Working Together to Safeguard Children (2023)
- Health and Safety at Work etc. Act 1974
- The Equality Act 2010
- The Children Act 1989 and 2004
- GDPR and Data Protection Act 2018
- Prevent Duty Guidance for England and Wales (2015)

These documents highlight the importance of safeguarding and ensuring secure access to early years settings.

3.Roles and Responsibilities

Nursery Manager/Designated Safeguarding Lead (DSL)

- Ensure all staff understand and implement this policy.
- Ensure all visitors are signed in and monitored.
- Conduct risk assessments for regular or unsupervised visitors.

All Nursery Staff

- Challenge any unknown visitors on site.
- Supervise visitors as appropriate.
- Model appropriate behaviour and security awareness.

4.Equal Opportunities.

TOP Nursery is committed to promoting equal opportunities and an inclusive culture for all. Visitors are expected to uphold the principles of the Equality Act 2010, which protects individuals from discrimination based on:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

We expect all visitors to act respectfully and in a non-discriminatory manner. Any breach of this expectation will be addressed promptly in accordance with this policy and the setting's Equality, Diversity and Inclusion policy.

5.Visitors procedures

Visitors include (but are not limited to):

- Parents and carers
- Governors
- Local Authority officers
- Contractors and maintenance workers
- Multi-agency professionals
- Delivery personnel
- External service providers (e.g. speech therapists)

All visitors must:

- Sign in and out using the school's electronic sign-in system.
- Wear an ID badge.
- Be supervised unless verified as safe to be unsupervised.

Unscheduled Visitors:

- Will be verified with the organisation they represent.
- Will be supervised at all times if not verified.

Delivery Personnel:

- Are not permitted entry into the nursery building.
- Will have deliveries accepted by a staff member at the door.

Regular Visitors:

- Must provide evidence of safeguarding checks or be subject to a risk assessment.

6. Security Measures

- The nursery doors remain locked during the day at all times.
- Staff view and communicate with visitors via a video phone system or by going to the schools reception .
- All external gates are secured during sessions.
- Visitors without access should call:
- Little Herons: 01823 412582 option 3
- Parents should avoid walking through the main school grounds between 9:30am and 2:30pm unless necessary.

7. Behaviour Expectations

All Visitors are expected to:

- Treat others with courtesy and respect.
- Model positive behaviour for children.
- Adhere to setting procedures and security protocols.

Unacceptable Behaviour Includes:

- Physical aggression
- Verbal abuse or swearing
- Threatening or intimidating conduct
- Use of social media to defame staff, children, or the setting
- Discriminatory language or actions
- Any other behaviour that compromises safety or respect

Response to Unacceptable Behaviour

If immediate risk is present (e.g. physical violence):

- Manager or Deputy will ask the individual to leave.
- If they refuse, police will be contacted.
- Children will be safeguarded.
- Parents may take their child or arrange for alternative collection.

If there is no immediate risk (e.g. offensive language):

- The issue will be managed via the complaints procedure.
- Repeated or serious breaches may lead to withdrawal of site access.

