

## Visitor's Policy

Updated: 11<sup>th</sup> February 2026

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## ***Intention***

By establishing clear guidelines and procedures for visitors, this policy aims to support the nursery's ability to create a welcoming yet safe environment for all those on the premises. In addition, it helps to minimise disruptions to daily routines, protect children's privacy, and outline expectations for visitor conduct, including signing in and out, maintaining confidentiality, and complying with nursery rules.

## ***Legislative context***

### Legal guidelines and frameworks

- Early Years Foundation Stage Statutory Framework, 2025 (EYFS)
- Working Together to Safeguard Children, 2025
- Keeping Children Safe in Education, 2025 (KCSiE)
- Data Protection Act, 2018

### Legal duties

Nurseries have a legal duty to manage visitors in a way that ensures the safety and welfare of the children in their care. As part of these duties, nurseries must take all reasonable steps to prevent unauthorised individuals from entering the premises. This includes having clear procedures in place for controlling access and checking the identity of all visitors.

## ***Definition of terms used in this policy***

### Tailgating

Tailgating is when someone closely follows another person into or out of the nursery without prior authorisation or identification by staff. This can occur, for example, when someone holds a door open out of courtesy without confirming the individual's identity or purpose for being on site.

### Visitor

A visitor is any person who is not registered or employed by the nursery, entering the premises for a specific purpose and limited period of time. This may include prospective parents or other professionals, e.g., local authority workers, Ofsted inspectors, contractors or deliveries.

## ***Guiding principles***

This policy is guided by a clear commitment to safeguarding, security, and maintaining a stable environment for all children. While it is recognised that external professionals, contractors, and guests may enhance nursery provision; every visit is carefully assessed, authorised, and supervised to ensure children's safety and wellbeing remain paramount.

## ***Roles and responsibilities***

<b>Role</b>	<b>Responsibility</b>
All staff	<ul style="list-style-type: none"><li>• Do not allow unauthorised or identified individuals access into the premises</li><li>• Challenge unknown individuals and prevent tailgating where safe to do so</li></ul>

	<ul style="list-style-type: none"> <li>• Ensure nursery procedures are followed when verifying and welcoming visitors into the premises</li> <li>• Remain vigilant and report any concerns about unauthorised access or safeguarding immediately, using the intruder code word ‘indigo’ where appropriate</li> </ul>
Management	<ul style="list-style-type: none"> <li>• Ensure clear procedures are in place for managing visitors safely</li> <li>• Train staff in nursery procedures for verifying the identification of visitors’ and their safe navigation within the premises</li> <li>• Ensure visitors are aware of and adhere to safeguarding procedures</li> <li>• Keep accurate visitor records</li> <li>• Oversee and co-ordinate visits to the nursery, including supervision arrangements and scheduled visiting times</li> </ul>
Parents/carers	<ul style="list-style-type: none"> <li>• Follow entry procedures and avoid allowing others into the nursery without authorisation</li> <li>• Do not share information which would enable others to enter the nursery site</li> <li>• Support safeguarding measures and report unfamiliar individuals or concerns promptly</li> </ul>
Visitors	<ul style="list-style-type: none"> <li>• Follow the nursery Code of Conduct at all times</li> <li>• Follow staff instructions throughout the visit</li> <li>• Provide identification when requested</li> <li>• Wear the provided visitor’s identification badge or lanyard whilst on the premises</li> <li>• Respect nursery safeguarding, confidentiality, and health and safety standards</li> <li>• Maintain appropriate behaviour at all times; aggression, harassment, or intimidation towards staff, children, or other visitors is strictly prohibited</li> </ul>

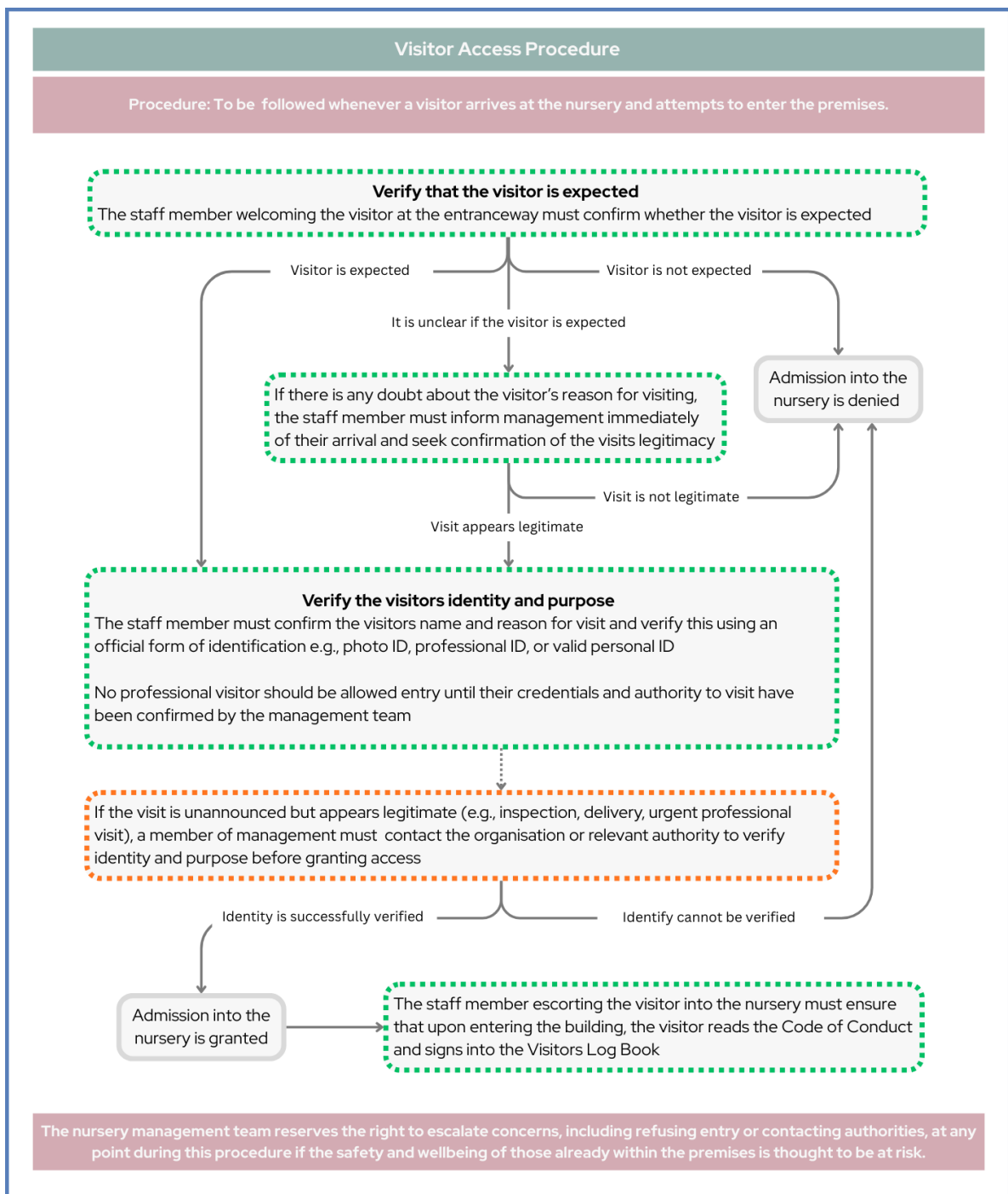
### ***Updates to this policy***

This policy may be unilaterally updated at any time with immediate effect to ensure clarity, reflect the nursery’s current operational practices, and maintain compliance with the latest government legislation and guidance. Please refer to the ‘More Information’ section on the website.

### ***Verifying a visitor’s identity on arrival***

Before granting access to any individual, staff must first determine whether the visitor is expected. If there is any doubt, the management team must be informed immediately to validate the legitimacy of the visit. No visitor should be admitted onto the site premises until this verification has taken place.

Once the expected visit has been confirmed, the following procedure must be followed:



### Unknown individuals wishing to collect children

Please refer to the Pick Up and Drop Off Policy.

### **Responding to unauthorised visitors**

If a visitor arrives and staff are unable to confirm their identity or the purpose of their visit, access must be denied and the management team informed immediately. Staff must never allow a visitor onto the premises unless they are fully satisfied as to who the individual is and the reason for their attendance.

### **Signing visitors into the nursery premises**

### Providing essential information to visitors

Prior to signing into the nursery, visitors must be directed to read the Code of Conduct poster displayed at the nursery entrance. This details key safety and safeguarding information for visitors to follow during their visit. The content of this poster can also be shared verbally to visitors, if required.

Specific guidance must also be shared regarding the nursery's fire exits and assembly points in the event of an emergency; as well as where the nurseries Policy Directory can be found should the visitor need to contact someone specifically during or after their visit.

A copy of the Code of Conduct can be found in the [Appendix](#).

### Visitor's book

All visitors who remain on the premises beyond a brief interaction – such as a delivery or drop-off – must be signed into the visitor logbook. By signing into the nursery, visitors confirm that they have read the Code of Conduct and to confirm that they both agree to and understand the points outlined within this. This process allows the nursery to maintain an accurate record of who is on site at any given time, in line with safeguarding and emergency safety procedures.

### Using lanyards or badges to ensure visitors are recognised

Once signed into the nursery, all visitors are given a lanyard or badge to wear while on the premises. This ensures they can be easily identified by staff and parents/carers.

### ***Adherence to nursery policies***

All visitors are expected to adhere to the nursery's policies while on site to help us maintain a safe, respectful, and well-managed environment for children, staff, and families. Failure to follow our expectations may result in the visitor being asked to leave the premises, or in more serious circumstances, reports being made to external safeguarding agencies.

A copy of relevant policies is available upon request.

### ***Supervising visitors***

All visitors to the nursery must be supervised appropriately, depending on the nature and purpose of their visit.

Supervision requirements are detailed in the table below:

Visitor	Supervision requirements
Visitors working directly with children	Visitors working directly with children, such as therapists or professionals providing one-to-one support, must be within sight and sound of a qualified staff member at all times, whilst they are working with children.
Visitors viewing the nursery provisions	Visitors viewing the nursery as part of a meeting, tour, event or enquiry must be guided by a qualified member of staff and remain in sight and sound of them.

Consultants and advisors with limited direct child contact	Visitors who are working with staff or the leadership team, such as local authority advisors, inspectors, or consultants, do not need to be directly supervised whilst they are at the nursery. However, if they enter spaces where children are present, they must be within sight and sound of a qualified staff member.
Contractors or other visitors permitted unsupervised access to non-child areas	<p>In some cases, visitors such as maintenance contractors may need to be present in the building without direct supervision. In these instances, a risk assessment must be completed in advance to assess and mitigate any potential risks. This risk assessment must be reviewed by the management team and signed by the visitor before their visit, so they are aware of expectations and boundaries.</p> <p>If these individuals need to enter areas where children are present at any time during their visit, they must obtain prior approval from a member of the management team. Once permission has been granted, they are required to remain under the direct supervision of a qualified staff member at all times while in these areas.</p>

At no point should any visitor be left unsupervised access to confidential or sensitive information that could compromise child or staff safety, privacy, or the smooth operation of the nursery. This includes access to digital systems and physical documentation.

### ***Tailgating***

Tailgating is strictly prohibited. This practice poses a serious safeguarding and security risk, as it prevents staff from identifying and logging every person who enters or exits the premises. Allowing someone to enter the nursery unauthorised leaves the nursery vulnerable to:

- Unknown individuals being present on site
- Unclear records of who has entered or exited
- Situations where the safety of children, staff and other visitors already on the premises is compromised

All staff, parents/carers and visitors must be vigilant when entering or exiting the nursery to ensure no one tailgates through access-controlled doors or gates.

If a member of staff observes a person allowing another individual to tailgate – or if they observe a person tailgating – they must remind them of the nursery’s policy and the importance of maintaining a secure environment. Staff must also inform management so that the incident can be addressed appropriately.

If parents/carers repeatedly tailgate this may result in a suspension or, in serious cases, the withdrawal of their child’s place at the nursery.

### ***Securing access points across the premises***

#### Making sure external access points are securely closed

All external doors and gates leading in and out of the nursery must be locked at all times. All individuals entering or leaving the premises are responsible for making sure that doors and

gates are properly secured after use. Staff will carry out routine checks during the day to verify that they remain secure and to ensure no concerns have developed.

#### Making sure internal access points are securely closed

As visitors and supervisory staff move around the nursery premises, they must ensure that all internal doors and gates are closed behind them to prevent unauthorised access to and from areas by staff or children. Internal entranceways and exits must never be propped open to support ease of access during a visit in line with [fire safety regulations](#) and site security procedures.

#### ***Visitor conduct and zero-tolerance policy***

The nursery enforces a zero-tolerance approach to any form of harassment or abusive behaviour from visitors or parents. This includes verbal, physical, or any other form of intimidation directed towards children, staff, parents/carers, or other visitors.

Should any form of harassment occur, the nursery will take immediate and appropriate action, which may include contacting the police and the immediate removal of the visitor from the premises. Parents/carers may be given a temporary suspension from the premises or, in serious or repeated cases, the withdrawal of their child's place at the nursery.

If at any point a visitor's behaviour is suspicious or threatening, staff must initiate the Emergency Lockdown Procedure without delay to protect the safety and wellbeing of everyone on site. Please refer to the Emergency Lockdown Policy for detailed guidance.

#### ***Recording accidents or near misses involving visitors***

Any accidents or near misses involving visitors must be reported and recorded using the nursery Accident and Near Miss JotForm as outlined in the Accident and Incident Policy.

#### ***Expectations on visitors during emergency procedures***

In the event of an emergency evacuation or lockdown, visitors should follow the procedures outlined within the Fire Evacuation and Emergency Lockdown Policies. In all instances, visitors must follow staff instructions until the situation has been resolved.

#### ***Promoting inclusivity and supporting visitors***

The nursery is committed to ensuring that all visitors feel safe, respected, and able to access the setting effectively. Reasonable adjustments will be made to support visitors who may have additional needs, including disabilities or limited English proficiency.

Where possible, the nursery may:

- Provide physical access accommodations, such as ramps, or accessible entrances where possible
- Offer assistance from staff trained to support specific needs
- Allow additional time for movement, communication, or participation in activities
- Use translation tools, visual aids, or bilingual staff to support understanding
- Provide key information in accessible or translated formats, such as large print or audio

Visitors who may require such support are encouraged to contact the nursery in advance. This allows suitable arrangements to be made and ensures a smooth, safe, and considerate visit for everyone.

Visitors should be aware that if it is determined that necessary adjustments cannot be safely implemented, particularly regarding safeguarding, communication, or mobility needs, access to the nursery may be restricted to protect the safety and wellbeing of all children, staff, and visitors. In such circumstances, first attempts will be made to identify alternative ways to meet the visitor’s needs, such as providing virtual participation, rescheduling the visit, or arranging a different accessible location within the nursery.

**Essential knowledge for staff from this policy**

Key learning	Level
Explain what staff responsibilities are in regards to upholding this policy	L1
Explain the conditions staff must ensure before letting a visitor onto the site, including establishing if they are expected and identifying them without doubt	L1
Outline what information must be explained to visitors when they sign into site, including the Code of Conduct, specific site information such as fire exits and where to access the Policy Directory	L1
Explain why the nursery uses lanyards or badges to identity visitors	L1
Outline the nursery’s zero-tolerance behaviour to aggressive or threatening behaviour and what actions may be taken if this occurs	L1
Explain the rules for securing internal and external access points to the nursery	L1
Explain what tailgating is and what actions should be taken if this occurs	L1
Explain the expectations for visitors during emergency situations	L1
Explain how the nursery promotes inclusivity of visitors	L2
Explain how accidents and near-misses are recorded	L2
Explain the supervision levels for visitors on site	L2
Explain what actions to take if a visitor does not follow nursery policies	L2

### **Training requirements**

There is no additional mandatory training modules required to accompany this policy.

### **Monitoring and review**

<b>Review</b>	<ul style="list-style-type: none"><li>• Review upcoming scheduled visits and ensure that risk assessments are in place if required for these</li></ul>
<b>Confirm</b>	<ul style="list-style-type: none"><li>• Confirm the visitors logbook is up-to-date and completed correctly</li><li>• Confirm the Code of Conduct is present and displayed in the nursery entranceways</li><li>• Confirm the policy directory and Fire Map is present in the entranceway for visitors to review</li></ul>
<b>Observe</b>	<ul style="list-style-type: none"><li>• Observe a staff member welcome a visitor onto the premises</li></ul>
<b>Ask</b>	<ul style="list-style-type: none"><li>• Ask a staff member what actions they would take if an unexpected visitor attempted to enter the site</li><li>• Ask a staff member what tailgating is and how they would approach this if they witnessed it occur</li></ul>

### **Further reading**

<b>Name</b>	<b>Summary of content</b>	<b>Source</b>	<b>Link</b>
Fire Safety Regulations: Fire Door Guidance	Regulatory guidance on how fire door safety and how this must be maintained	GOV.UK	<a href="#">Link</a>

## Appendix

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# Visitors Code of Conduct

All visitors are expected to comply with this Code of Conduct throughout their time on the nursery premises. Failure to do so may result in immediate removal from the premises, contacting safeguarding authorities if appropriate and/or temporary or permanent restriction of future visits.

Signing into the nurseries Visitors Log Book represents written confirmation that this Code of Conduct has been understood and will be adhered to at all times.

Safety and Security	Visitors must sign in and out upon entering and exiting the premises
	Visitor identification e.g., badges or lanyards will be worn, clearly displaying own name and purpose for visit
	Entranceways and exits must remain secure throughout visit and not be held or propped open at any point
	Instructions given by staff regarding safeguarding, supervision, restricted areas and emergency procedures must be adhered to and followed
	Confidential or sensitive information and restricted areas must not be accessed without direct supervision and prior managerial approval
Behaviour and Respect	Visitors must maintain polite, professional, and respectful behaviour at all times
	Aggression, harassment, intimidation, or discrimination towards children, staff, parents, or other visitors will not be tolerated
	Language used within the setting must remain child-friendly and appropriate to the visits purpose
Mobile Phones and Electronic Devices	Mobile phones, smart watches with cameras, and other digital devices capable of capturing images or recordings must be placed onto aeroplane mode or switched off whilst on the nursery premises and stored in the designated location, unless express permission as been obtained by the management team
Photography	Taking photographs on the setting premises is strictly prohibited without the express prior permission of the management team
Emergency procedures	In the event of an emergency, including fire or lockdown procedures, visitors must follow staff instructions until the all clear has been given
Accessibility and Support	Visitors with disabilities or limited English proficiency should make the nursery staff aware where possible so that reasonable adjustments can be made during the visit
Smoking and Vaping	Smoking and vaping is not permitted anywhere on the nursery premises

Should visitors have any safety or wellbeing concerns during their visit these should be raised immediately to the management team or reported to the nursery's Designated Safeguarding Lead (Contact details can be located on the Policy Directory)