



Visitors Policy

At Oasis Childcare Centres we welcome visitors and operate an 'open door policy'. We may have visitors at the settings for many different reasons including other professionals, volunteers, students, parents/carers, prospective parents/carers, NVQ assessors, college tutors and outside contractors. At times, limitations may be put into place to protect the children and staff and to avoid any unnecessary disruption to the daily routines. All visitors to the setting must be authorised in advance by the Senior Manager. A minimum of 24 hours' notice is required to ensure appropriate safeguarding measures are put in place and that a suitable staff member is available to support visitors during their visit.

Aim

The aim of this policy is to ensure that safeguarding procedures are securely embedded into practice. The safety and well-being of our children and staff is paramount, therefore, safeguarding procedures are always our main priority with regards to visitors at the settings. This ensures that children and staff have opportunities to engage in extra-curricular learning experiences in an environment where they are safe from harm.

Procedures

All staff are required to be familiar with the setting's Child Protection/Safeguarding Children Policy in relation to preventing unsuitable people from working with children. This policy applies to all visitors to the settings.

All visitors must:

- state the purpose of their visit and who they are coming to see;
- provide identification where necessary (i.e. contractors, professional visitors etc);
- record their times of arrival and departure on the visitors signing in board which is kept in the office;
- leave their personal belongings, including mobile phone, in the office in accordance with our Child Protection/Safeguarding Policy;
- always wear their visitor badge in clear view whilst in the setting.

Staff members must:

- Ensure visitor's sign in/out at office and that they are provided with visitor's badge;
- Escort visitor's to the appropriate person/room;
- Supervise visitor's at all times - at no time will visitors to the setting be left unsupervised with the children;
- Check passwords for individual children if the person collecting is unknown to the setting. If a staff member is unable to verify collection using the password system, then they must inform a member of the management team who will arrange for a telephone call to be made to the child's parents/carers to clarify the person collecting and authorise collection. In the event of the parents being unable to clarify the person collecting, the unknown person will be asked to leave the site immediately and

warned that if they fail to comply, police assistance will be requested. The Senior Manager will consider the situation and decide if it is necessary to inform the police.

Systems are in place for the safe arrival and departure of visitors. These systems prevent unknown/unauthorised visitors from entering the setting. Visitors to the setting can only gain access via the main reception door. The setting employs an administrator who is responsible for the reception area and security during the morning sessions. Staff are responsible for the reception area and security during the afternoon sessions. An intercom system has been installed in the main reception area and the learning rooms to help support the administrator and staff with preventing unauthorised access to our premises. Extra security measures have been fitted to the main learning rooms to prevent unauthorised access to these areas. Once in the reception area visitors can only be given access to the learning rooms by a member of staff.

Regular visitors and volunteers (including parents/carers, other professionals etc) must complete a DBS check. They must also complete an initial induction with the Senior Manager or Senior Deputy Manager to discuss the settings policies and procedures (including Child Protection, Confidentiality, Fire Safety and Health and Safety). Visitors are reminded that they have an obligation to notify Oasis Childcare Centre if they have any changes to their personal circumstances that could be posed as a risk to the safeguarding of children.

Parents/carers, students, volunteers, visitors etc are reminded not to allow any person entry to the setting.

In instance where parents are separated, both custodial and non-custodial parents (any parent with parental rights) have the right to visit the nursery unless a court order is placed restricting such contact or accessibility.

Visitors whom are unknown to the staff will be greeted and kept at the front door until their intentions are known and approved. In the event of a staff member being unable to verify/approve a visitor's identification, they must inform a member of the management team who will arrange for a telephone call to be made to the firm/department the person represents to confirm their visit. If the unknown visitor becomes abusive or aggressive, they will be asked to leave the site immediately and warned that if they fail to comply, police assistance will be requested.

Oasis Childcare Centre reserves the right to refuse entry to any person with whom we have any reasonable doubt of their identity.

Disciplinary procedures will be followed if staff do not adhere to the regulations set out in this policy (please see Disciplinary Procedures).

Adopted by The Oasis Management Committee on: 01.08.2025
Representative of Management Committee Signature: Emma Tudgeon
Review Date: August 2026