GEMS TINEY HOME NURSERY

HOME FROM HOME CHILDCARE

Visitors Policy

Purpose and scope

We welcome families and authorised professionals while controlling access to Gems tiney Home Nursery. Gemma is responsible for ensuring visitors do not compromise children's safety, supervision or privacy. Assistants follow the same arrangements.

Visitors include prospective families, professionals, tradespeople and personal visitors who do not normally live or work here. Routine arrival and collection are managed through our collection procedures; a longer parental visit is recorded under this policy. Household members and registered assistants are subject to the separate suitability and safeguarding requirements for their role.

Arranging and checking visits

Visits are arranged in advance where possible, with the purpose and expected time agreed. Work that creates noise, hazards or disruption is normally arranged outside childcare hours or securely separated from children.

We establish identity and purpose before admission. For an unfamiliar professional or contractor, we check appropriate identification and, where needed, verify the visit using an independently obtained organisational contact. Known parents are not required to produce photo identification on every visit. Doubt about identity means entry is delayed or refused while checks are made.

Authorised inspectors or statutory professionals may arrive without notice. We verify their authority and cooperate with lawful access requirements without insisting on an appointment or prior parental permission. Families are informed of relevant planned visits where appropriate, subject to confidentiality and any safeguarding investigation.

Arrival records and access

Visitors admitted beyond routine handover sign in and out, recording name, organisation where relevant, purpose, arrival and departure times and the supervising adult. An adult can complete the record if assistance is needed. Identity documents are not routinely copied.

Deliveries are normally received at the door. Doors and gates remain secure, visitors do not admit anyone else, and children cannot leave with them. Visitor belongings, tools and materials are kept inaccessible to children. Visitors are told about relevant emergency, safeguarding and hygiene arrangements.

Supervision phones and conduct

A visitor is never given sole responsibility for children or counted in staffing ratios. A DBS certificate or professional badge alone does not authorise unsupervised childcare. Gemma or an authorised assistant maintains appropriate oversight throughout, including when a parent visits while other children are present.

Visitors must not photograph, film or record children without Gemma's prior authorisation and all necessary permissions and safeguards. Personal phone use is kept outside childcare areas or specifically agreed for a legitimate professional purpose with privacy protected. Approved nursery adults may continue using authorised phones for the tiney app, appropriate photos, communication and emergencies under the device policy.

Visitors respect confidentiality and appropriate boundaries. Confidentiality does not prevent lawful safeguarding referrals, reporting wrongdoing or seeking independent advice. Unacceptable behaviour ends a visit where safe to do so.

Unexpected visitors and concerns

Unknown people remain outside while identity and purpose are checked. We do not disclose whether a particular child attends or share family information with an unverified caller. An unauthorised collector is managed under the collection policy; the child is not released without verification and permission.

If someone threatens safety or attempts forced entry, adults protect the children, use lockdown or evacuation as appropriate and call 999 for immediate danger. Non emergency police advice is sought through 101 where appropriate. Concerns about visitor conduct are recorded and referred under safeguarding procedures when needed.

Records and review

Visitor records are stored securely, accessible only for a legitimate purpose, and retained under the Retention Policy. Gemma reviews visitor arrangements annually and after incidents, and briefs assistants on changes. References: current EYFS childminder framework; Safeguarding, Collection, Privacy and Emergency policies.

Policy owner: Gemma Bayley
Reviewed: November 2026
Next review due: November 2027