



Visitors Policy

Policy Statement

At **Gems tiney Home Nursery**, the safety, security, and well-being of all children are our highest priorities. We operate an open and welcoming environment for families and authorised professionals while maintaining strict control over who enters the premises. This policy sets out the procedures for managing all visitors to ensure the children in our care are protected at all times.

Aims of the Policy

- To safeguard children by ensuring all visitors are appropriately identified and supervised.
 - To ensure transparency and professionalism when visitors are present.
 - To maintain an accurate record of everyone who enters and leaves the premises.
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Definition of a Visitor

A visitor is anyone **not normally present** in the setting, including:

- Parents and family members other than at normal drop-off or collection times.
 - Maintenance workers, delivery drivers, and tradespeople.
 - Ofsted or tiney representatives, local authority staff, and health professionals.
 - Friends or acquaintances of the childminder who do not live at the premises.
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Arranging a Visit

- Wherever possible, visits should be **arranged in advance**.
 - The purpose of the visit and expected time of arrival should be confirmed beforehand.
 - Parents will be notified of any planned professional visits that may occur during operating hours.
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Visitor Arrival Procedure

- All visitors must **sign in and out** using the visitor log book.
 - Visitors are required to provide **photo identification** (e.g. driving licence or ID badge).
 - The childminder will verify the visitor's identity before allowing entry.
 - No visitor may enter the childcare area without authorisation.
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Supervision of Visitors

- Visitors are **never left alone with children** under any circumstances.
 - The childminder (or authorised staff member) will supervise all visitors throughout their stay.
 - Visitors are not permitted to take photographs, videos, or use their phones in areas where children are present.
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Professional and Agency Visitors

- Representatives from **tinney, Ofsted**, or the **local authority** are required to show identification before entering.
 - They will be informed of and must adhere to the nursery's safeguarding and confidentiality procedures.
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Unexpected or Unauthorised Visitors

- If an unknown person arrives without a prior appointment:
 - The childminder will verify their identity at the door.
 - If the visitor cannot provide suitable identification, **entry will be refused**.

- If the visitor becomes aggressive or refuses to leave, the **police will be contacted immediately (999)**.
 - Under no circumstances will a child be released to an unauthorised person.
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Parental Visitors

- Parents are always welcome to visit the nursery; however, visits must be arranged so as not to disrupt care routines.
 - Parents must follow the same sign-in procedures and remain under supervision when children other than their own are present.
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Confidentiality and Conduct

- Visitors must respect the **confidentiality** of children, families, and staff.
 - Any information observed or discussed during a visit must remain private.
 - Visitors must act professionally and courteously at all times.
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Record Keeping

- The visitor log will record:
 - The visitor's full name and organisation (if applicable).
 - Time of arrival and departure.
 - Purpose of visit.
 - The name of the supervising adult.
 - Records are stored securely and retained in accordance with the **Retention Policy**.
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Review and Monitoring

This policy will be reviewed **annually**, or sooner if new safeguarding or security guidance is introduced.

Feedback from parents, staff, or visiting professionals is always welcomed to ensure best practice and safety are maintained.

Signed: Gemma Bayley

Date: October 2025

Reviewed: October 2025 | Next review due: October 2026