

Rainbow Early Years

Unexpected visitor Policy

Statement of intent

It is our intent to keep the children in our care at Rainbow Early Years (REY) safe at all times. We will ensure that persons, who give us reason to be suspicious, do not have contact with the children whilst they are in our care.

Aim

We aim to ensure that no adult has unauthorised access to any of the children in our care. Visitors are welcomed into REY, if they have an appointment or are on valid business, but need to be monitored/ supervised closely.

Methods

If there is a knock/ring at the door and an adult presents themselves requesting access to the building who is unknown to any of the members of staff working that day, the following procedure must be carried out to ensure the safety of everyone in the building.

- Before allowing them into the building the member of staff who answers the door will ask to see appropriate identification (ID) for the visiting individual.
- If you are happy that the ID is valid the visitor may be allowed to step into the foyer area by the office and asked to sign the Visitors book.
- Whilst they are doing this a member of staff will ask the Office Administrator to check the diary to see if there is an appointment for an expected visitor or work planned to be carried out.
- If there is then the visitor will be allowed to continue with what they had planned to do, whilst being appropriately supervised by the staff members.

- If there is no mention of any planned visit or works then the member of staff must question the visitor as to why they are there and who they have arranged things with.
- The member of staff will be expected to make reasonable attempts to confirm the authority of the visitor and if necessary make contact with the company/authority they represent via the telephone.
- Whilst this is happening the visitor will be expected to stay in the foyer area. Under no circumstances should the visitor have any contact with the children, be allowed to wait in the playroom or by the toilet area. If the member of staff is concerned they will ask the visitor to wait outside the building, with the door locked, until they can confirm the visitors ID.
- If the member of staff is unable to confirm the ID of the visitor or they feel unhappy about them being on the premises whilst there are children present, they must ask the visitor to leave immediately. The visitor will be asked to ring at a later date to book an appropriate appointment.
- If the visitor shows any signs of reluctance to leave a member of staff will ask another staff member to ring 999 and ask for immediate Police assistance.
- Under no circumstances must any members of staff restrain the visitor in any way, but it is of vital importance that they are kept away from the children at all times. If it becomes necessary the children are to be taken out of the building using the rear door to another safe play area such as the School.
- At the end of the incident the member of staff must make a written record of what occurred, including date, time, physical appearance and any other details relevant in the incident book. This information must be shared with the Manager/Assistant Manager or Chairperson as soon as appropriate.

This individual policy forms part of a larger policy document and should be read alongside our other individual policies.

Date adopted for Rainbow Early Years: January 2005

Date of review: August 2017 by the Manager.

Reviewed: 14-8-18

Reviewed: 30-8-19

Reviewed: 4-8-20