



# Unexpected Visitor to Preschool Policy and Procedure

## Colerne Preschool Ltd

### Aim

- As childcare providers, we have a duty to protect children and to keep them safe from harm. At all times, the welfare of the child is paramount (see our Safeguarding Children Policy).
- To protect the children and staff from possible harm due to unknown/unidentified persons entering the setting during the session

### Procedure

Upon answering the door and finding an unexpected/unknown visitor, staff will:

1. Deny the person access until identity is confirmed.
2. Ask the person for some form of identification.
3. Ask the person the nature/reason for their visit.
4. If staff are still unsure or unhappy about the identity of the person, they will ask for a telephone number that they can ring to clarify the visitor's identity.
5. Staff will explain politely that they will have to shut the door and leave the visitor outside while they ring and check the identity.
6. Staff will ring the number given and ask for confirmation of the visitor's identity.
7. If the identity is not confirmed or staff are unhappy in anyway, staff will inform the visitor and refuse them entry.
8. If staff are unhappy about the identity of the visitor, they will ask the visitor to return another time with further proof of identity.
9. If staff are satisfied that the identity has been confirmed, they will allow the visitor to enter the setting, but, as with all visitors, they will not be left alone at any time with any of the children.
10. If any visitor is admitted to the setting, their name, position, purpose of visit, date of visit, time of arrival and time of departure will be recorded in the visitor's book.

If there is an incident where a visitor cannot prove their identity, or staff are unhappy with the identity given, all the details must be recorded, dated and signed, in a separate incident book.

**Depending on the reason why entry is refused it may be necessary to inform the police of the suspicions of staff. The incident should be discussed with the Manager (s) as soon as possible.**

If the visitor had suggested that they were visiting in an 'educational' capacity it may be necessary to contact Ofsted and the Wiltshire Early Years Team.

Ofsted number: 0300 123 1231

Cross Reference:  
Please also refer to:  
*Safeguarding Children Policy, Staffing and Employment Policy.*

This policy was adopted by Colerne Preschool in July 2021