



Play, Learn and Grow Together – Our Passion is Their Future

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Visitors Policy

Policy Statement

At St Helen's Pre-School, the safety, wellbeing and safeguarding of children is our highest priority. We welcome visitors and recognise the valuable role parents, professionals and external partners play in supporting children's development. All visits are carefully managed to ensure children remain safe, supervised and protected at all times in line with the EYFS Statutory Framework.

This policy sets out how visitors are managed across the setting to maintain a secure and well-supervised environment.

Visitor Entry and Sign In

All visitors must use the main Pre-School entrance. Entry to the building is controlled by staff and access is granted only once the visitor has been identified and the purpose of the visit confirmed. Visitors do not have independent access to the premises.

On entry, visitors must sign in using the visitor folder (Appendices A and B), recording their name, organisation, reason for visit and time of arrival. Identification will be requested where appropriate, particularly from professionals, contractors or individuals unknown to staff.

The Under 2s entrance is used by current parents and for pre-arranged visits only. Any visitor using this entrance must have prior agreement and will follow the full visitor procedure. The Lead Practitioner will immediately inform the Manager or Deputy in Charge of any visitor's arrival.

All visitors present on site will be recorded on the operational board within the rooms to ensure staff are aware of who is in the building at all times. Visitors must sign out on departure. Signing the visitor record confirms agreement to adhere to safeguarding and visitor procedures.

Safeguarding and Supervision

Children's safety is paramount. Visitors will not be left unsupervised with children unless they hold an enhanced DBS check and have been formally authorised by the Manager.

Visitors must not access toilets, nappy changing areas or private care spaces without staff supervision and must not accompany children during personal care routines.

Visitors Policy

Access to children's or staff records is restricted to authorised personnel only.

All staff are responsible for vigilance and for politely challenging any individual who is not known to them.

Zero Tolerance Recording Device Policy

St Helen's Pre-School operates a zero tolerance approach to recording devices in order to protect children's privacy and wellbeing.

All mobile phones, smart watches with camera capability, tablets and recording devices must be switched off upon entry and either stored securely in the office or kept switched off and out of sight, as directed by leadership.

No photographs, video or audio recordings may be taken anywhere on the premises unless explicitly authorised by the Manager and supported by written parental consent.

Failure to comply will result in the individual being asked to leave and the incident being recorded.

Prospective Parents and External Professionals

Prospective families are warmly welcomed by appointment and will be accompanied by a member of the leadership team. Visitors remain supervised at all times and confidential discussions take place away from children where appropriate.

External professionals must provide identification, sign in and will be supported by the relevant Lead Practitioner, who will inform the Manager or Deputy in Charge of their arrival.

Contractors

Contractors must provide identification and sign in on arrival. Where possible, work is scheduled outside of session times. If work takes place during operational hours, contractors will be supervised or restricted to designated areas away from children and will not have unsupervised access to children.

Unannounced Visitors

If an individual arrives without prior arrangement, identification will be requested and the purpose of the visit clarified before entry is granted. The Manager or Deputy in Charge will be informed immediately.

Where identification cannot be verified, the purpose of the visit is unclear, or safeguarding concerns arise, entry will be refused.

Ofsted inspectors and Local Authority officers must present official identification and will be managed in line with inspection protocols while safeguarding procedures remain in place.

Whole Setting Events

During whole-setting events, celebrations or parent sessions, visitor arrangements may differ from daily procedures. In such circumstances, a specific event risk assessment will outline temporary entry arrangements, supervision expectations, recording device procedures and staff responsibilities.

Safeguarding remains paramount. Leadership ensures appropriate staffing, supervision and site security arrangements are maintained at all times.

Fire and Emergency Procedures

In the event of an emergency evacuation, visitors must follow staff instructions and assemble at the designated meeting point. Visitors must remain with the group until authorised to leave.

Right to Refuse Entry

St Helen's Pre-School reserves the right to refuse entry where identification cannot be verified, behaviour is inappropriate or unsafe, or safeguarding concerns arise. Incidents will be recorded and reported as necessary.

Responsibilities

The Manager holds overall responsibility for implementation of this policy. The Deputy in Charge assumes responsibility in the Manager's absence. Lead Practitioners ensure visitors are communicated to leadership and recorded on operational boards. All staff maintain vigilance and consistent adherence to procedures.

Policy Review

This policy will be reviewed annually or sooner in response to legislative or operational changes.

This policy has been adopted by St Helen's Pre-School

Signed on behalf of the setting by:

..... Chairperson

..... Manager

Date: March 2026

Visitors Policy

This policy runs in conjunction with the following policies:

- Safeguarding and Child Protection
- E-Safety
- Health & Safety
- No Smoking and Vaping
- Complaints

Relevant Guidance and Legislation

- Statutory Framework for the Early Years Foundation Stage
<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

Appendices – Please note appendices are held at the Pre-School, please ask to view

- A. Visitors Sign In Procedures
- B. Visitors Sign In Sheet