Unity Stars Nurseries

Supervision of Visitors Policy

Approved by:	Management Committee	**Date:**	July 2026
Last reviewed in:	New Policy		
Next review due by:	July 2027		

Document Control

Issue No	Date	Amended by	Summary of Changes
1	October 2025	Karen Davies & Laurel Parry	New Policy for Unity Stars Nurseries (part of Unity Education and Unity Schools Partnership)

Authorisation (Responsible Owner)

Name	Role	Approval Date
Karen Davies	Nursery Manager – Chalkstone	October 2025
Laurel Parry	Nursery Manager – Norton	October 2025

Approval (Accountable Owner)

Name	Role	Approval Date
Jemma Lynch	Trust Safeguarding Lead	October 2025

Distribution List – Once authorised (Informed)

Name	
Setting Leads	For uploading to Famly and distributing to parents and carers
Dave Gooderham	For uploading to Trust website

Review Period (at least annually or whenever statutory guidance changes)

Date Document Reviewed	By Whom
October 2025	Jemma Lynch – Trust Safeguarding Lead, in line with other policy reviews

1. Policy statement

Unity Stars Nurseries take all reasonable steps to ensure that children are kept safe while on nursery premises. This includes ensuring that all visitors are identified, signed in, appropriately briefed, clearly identifiable and supervised according to the level of risk they may present.
The guiding principle is that no visitor should have unsupervised access to children unless this has been specifically authorised by the Nursery Manager and there is a clear, lawful and risk-assessed reason for this.

2. Scope

This policy applies to all visitors to the nursery, including but not limited to:

- prospective parents and carers;
- parents/carers attending meetings, events or settling-in sessions;
- local authority officers, health professionals, social workers, early years advisers, therapists and other external professionals;
- Ofsted inspectors and regulatory visitors;
- contractors, maintenance workers, cleaners and IT support;
- delivery drivers and collection services;
- volunteers, students, work experience pupils and agency staff;
- community visitors, photographers, entertainers or enrichment providers;
- Trust staff, governors, trustees or central team colleagues who are not part of the nursery's usual staffing team.

3. Definitions

Visitor: Any person attending the nursery who is not an employed member of the nursery staff team working their usual shift.

Supervised visitor: A visitor who is accompanied by a member of staff and is not left alone with children at any point.

Authorised professional: A professional attending in their work capacity whose identity and reason for attendance have been verified.

Regular visitor: A person who attends the nursery regularly or for a planned period, such as a student, volunteer, contractor, peripatetic professional, or Trust staff.

4. Responsibilities

4.1 Nursery Manager / Manager on duty

- ensure this policy is implemented consistently;
- ensure staff challenge unknown adults or anyone not wearing appropriate identification;
- make decisions about visitor access, supervision level and any risk assessment required;

- ensure records are maintained, including the visitor log and any concerns arising from visits;
- ensure safeguarding concerns, allegations, low-level concerns or breaches of this policy are responded to in line with safeguarding procedures.

4.2 All staff

- remain alert to the presence and conduct of visitors;
- do not allow visitors to enter behind them or follow them through secure doors or gates;
- challenge politely and immediately any adult who is not recognised or not wearing a visitor badge/lanyard;
- ensure children are not left alone with visitors unless authorised by the manager and risk assessed;
- report any concerns about a visitor's conduct, language, behaviour, mobile phone use or interactions with children.

4.3 Visitors

- must follow nursery safeguarding, health and safety, fire and mobile phone/electronic device expectations;
- must wear the visitor badge/lanyard provided at all times unless agreed otherwise for safety reasons;
- must remain in authorised areas only;
- must not use mobile phones, smartwatches or recording devices in areas where children are present unless this has been expressly authorised by the Nursery Manager for a specific purpose;
- must not take photographs, videos or recordings of children unless this has been explicitly authorised and parental permissions are in place;
- must not enter toilets, sleep areas, changing areas or staff-only areas unless specifically authorised and accompanied.

5. Pre-arranged visits

Where possible, visits should be booked in advance so that the nursery can plan appropriate supervision, check identity requirements, consider any safeguarding or site risks, and ensure the visit does not compromise ratios or the safe running of the nursery.

- The purpose of the visit should be confirmed before arrival.
- The name, organisation and expected arrival time should be shared with the relevant staff member where appropriate.
- For contractors or visitors undertaking work on site, the manager should consider whether the work can take place outside nursery operating hours or away from children.
- Where a visitor will attend regularly, the manager must consider whether a risk assessment, written agreement, DBS check, safer recruitment checks or additional induction is required.

6. Arrival and signing-in procedure

All visitors must be admitted by a member of staff. Visitors must not be allowed to tailgate behind staff, parents or other visitors.

- On arrival, visitors must sign in using the nursery visitor record/book/system.

- The visitor record must include name, organisation, purpose of visit, person being visited, arrival time, departure time and, where relevant, vehicle registration.
- Professional visitors must show photographic identification. Staff must check the name, role and organisation and, where necessary, confirm the visit with the organisation before access is granted.
- Visitors must be issued with a visitor badge or lanyard and must be told who will accompany them.
- Visitors must be given a safeguarding and fire safety briefing appropriate to the nature and length of their visit.
- Visitors must sign out before leaving and return any badge/lanyard.

7. Visitor briefing

As a minimum, visitors must be informed of the following before moving around the nursery:

- fire evacuation procedures and assembly point;
- what to do if they have a safeguarding concern or if a child makes a disclosure;
- mobile phone, smartwatch, camera and recording device restrictions;
- confidentiality expectations;
- areas they may and may not access;
- who is responsible for supervising or accompanying them;
- expectations around respectful conduct and professional boundaries.

8. Supervision arrangements

Visitors must be supervised at a level proportionate to the purpose of the visit, their role, whether checks have been completed and the areas of the nursery they will access.

8.1 Visitors who must always be accompanied

- prospective parents/carers;
- delivery drivers;
- contractors working during nursery opening hours unless the area has been fully segregated and risk assessed;
- community visitors, entertainers, photographers and enrichment providers;
- any visitor whose identity, purpose or suitability is not fully confirmed;
- any visitor wearing a red or clearly marked “supervised visitor” badge/lanyard, where a colour system is used.

8.2 Visitors who may work with reduced supervision

Some professionals may work with children as part of their professional role, for example, health professionals, therapists, local authority officers or social workers. The Nursery Manager must be satisfied that their identity and purpose have been verified and that the visit is appropriate. Reduced supervision does not mean the nursery has no oversight; staff must know where the visitor is, what they are doing and which children are involved.

8.3 Unsupervised access

Unsupervised access to children is not permitted unless the Nursery Manager has specifically authorised it and is satisfied that all relevant checks, professional identity checks, risk assessment and parental/agency arrangements are in place. This must be the exception, not routine practice.

9. Contractors and maintenance workers

- Contractors should attend outside nursery operating hours wherever reasonably practicable.
- Where contractors are on site during nursery hours, they must sign in, provide identification and be supervised or kept away from children through physical separation and staff oversight.
- Contractors must not use toilets or changing areas used by children unless the area is empty and access has been authorised by the manager.
- Tools, chemicals, equipment, ladders, cables and other hazards must be kept secure and out of reach of children.
- Any emergency repair during operating hours must be dynamically risk assessed by the manager on duty.

10. Deliveries and collections

- Delivery drivers should not enter child areas unless authorised and accompanied.
- Deliveries should be received at the designated entrance or office area wherever possible.
- Unknown delivery personnel must not be allowed beyond reception or the agreed delivery point.
- Staff must ensure doors and gates are secured immediately after accepting deliveries.

11. Ofsted and regulatory visitors

Ofsted inspectors and other regulatory visitors must show official identification. Staff should notify the Nursery Manager or manager on duty immediately. Where a visit is unannounced, identity must still be verified before the visitor is admitted beyond the entrance area. The visitor must sign in and be briefed on emergency procedures and any site-specific arrangements.

12. Safeguarding concerns, allegations and low-level concerns

Any concern about a visitor's behaviour, comments, professional boundaries, use of mobile phones or interaction with children must be reported immediately to the Nursery Manager or Designated Safeguarding Lead. Where the concern relates to the Nursery Manager, it must be reported to the appropriate senior Trust lead in line with safeguarding and allegations procedures.

- If a visitor poses an immediate risk, staff must prioritise children's safety and seek support from the manager, senior staff or police as appropriate.
- Concerns must be recorded factually, including date, time, location, who was present, what was seen/heard and what action was taken.
- Where an allegation is made against a visitor, contractor, volunteer or professional, the nursery will follow the Trust allegations/LADO procedures where applicable.

- Low-level concerns about conduct must still be reported and recorded so that patterns or repeated concerns can be identified.

13. Mobile phones, smartwatches and electronic devices

Visitors must comply with the nursery's Mobile Phone and Electronic Device Use Policy. Mobile phones, smartwatches, tablets, cameras and recording devices must not be used in areas where children are present unless expressly authorised by the Nursery Manager for a legitimate purpose. Any authorised photography or recording must be in line with parental consent, safeguarding requirements and data protection expectations.

14. Confidentiality and data protection

- Visitors may see or hear confidential information while on site. They must not discuss, share or record information about children, families, staff or the nursery unless this is part of their professional role and lawful information-sharing arrangements apply.
- Visitors must not access children's records, staff records, electronic systems, whiteboards, registers or displays containing personal information unless authorised.
- Staff must ensure sensitive conversations and records are protected when visitors are present.

15. Security of premises

- External doors and gates must be kept secure at all times.
- Internal doors and gates must be kept closed where this is necessary to prevent children leaving areas unsupervised.
- Staff, parents, visitors and students must not hold doors open for others or allow entry to any person, whether they know them or not.
- Only staff should admit visitors and parents/carers to the nursery.
- Any fault with doors, gates, entry systems, CCTV or locks must be reported immediately and risk assessed until repaired.

16. Unknown or unauthorised persons

Any adult on site who is not recognised, not expected or not wearing appropriate identification must be challenged politely and promptly by a member of staff. Staff should not place themselves at risk. If the person refuses to identify themselves, refuses to leave, becomes aggressive or there is any concern for children's safety, the manager on duty must be informed immediately and police contacted where necessary.

17. Aggressive, abusive or threatening behaviour

The nursery will not tolerate harassment, aggression, intimidation, discriminatory language, threats or abuse from visitors, parents/carers, contractors or other third parties. Staff should seek support from the manager on duty and follow the nursery's procedures for managing aggressive or unsafe behaviour. Police may be contacted where behaviour presents a risk to children, staff, families or visitors.

18. Fire, lockdown and emergency arrangements

- The visitor record must be taken into account during evacuation or lockdown to ensure all visitors are accounted for.
- The member of staff supervising the visitor is responsible for ensuring the visitor follows emergency instructions.
- Visitors must not leave the premises during an evacuation or lockdown without informing the manager or designated lead, unless directed by emergency services.

19. Students, volunteers and regular visitors

Students, volunteers and regular visitors must follow the nursery's induction, safeguarding and supervision arrangements. The level of checks required will depend on the role, frequency of attendance, contact with children and whether the individual is undertaking regulated activity. No student, volunteer or regular visitor may be left unsupervised with children unless the Nursery Manager has confirmed that the appropriate checks and written arrangements are in place.

20. Record keeping

- Visitor records must be retained in line with the Trust's records management arrangements.
- Any refusal of entry, breach of this policy, safeguarding concern, allegation, security concern or aggressive incident must be recorded and escalated appropriately.
- Where a concern relates to safeguarding, records must be factual, timely and stored in line with safeguarding procedures.

Appendix 1: Quick visitor checklist for staff

Has the visitor's identity been checked?
Is the purpose of the visit clear and appropriate?
Has the visitor signed in?
Has the visitor been issued with a badge/lanyard?
Has the visitor been briefed on safeguarding, fire procedures and mobile phone expectations?
Has the level of supervision been agreed?
Does the visitor need access to any child areas? If yes, is this necessary and supervised?
Are any tools, equipment or belongings safely managed?
Has the visitor signed out and returned their badge/lanyard?

Appendix 2: Suggested visitor badge/lanyard system

Badge/lanyard	Meaning	Supervision requirement
Red / Supervised visitor	Identity checked, but no unsupervised access authorised	Must be accompanied at all times
Green / Authorised professional	Identity and professional purpose verified; access agreed by manager	May work with agreed children/areas only, with nursery oversight
Staff / Trust ID	Known staff member or Trust colleague	Follow staff/visitor arrangements according to role and reason for visit

The colour system is optional, but if used it must be understood by all staff and applied consistently.

Appendix 3: Visitor briefing wording

Suggested wording for staff:

"Before I take you through, I need to make you aware of our safeguarding and safety expectations. Please keep your visitor badge visible at all times and stay with the staff member accompanying you. Mobile phones, smartwatches, cameras and recording devices must not be used in areas where children are present unless this has been agreed by the manager. If you have any safeguarding concern, or if a child says something that worries you, please tell the manager or DSL immediately. In the event of a fire alarm, please follow staff instructions and go to the assembly point."