

Smallville Nursery

Visitor Policy April 2026

To be revised April 2027

Smallville Nursery warmly welcomes visitors and values strong partnerships with families, professionals, and the wider community. We operate an open-door culture where communication is encouraged and transparency is prioritised. However, the safety, well-being, and privacy of children and staff remain paramount. For this reason, all visits are carefully managed to ensure children always remain safeguarded and to avoid unnecessary disruption to learning. Visitors are encouraged to book in advance to ensure that an appropriate member of staff is available to support the visit, provide information, or facilitate professional meetings.

Legislation

This policy is written in accordance with key statutory requirements including the EYFS Statutory Framework (Revised September 2025), the Children Act 1989 and 2004, the Safeguarding Vulnerable Groups Act 2006, the Data Protection Act 2018 and UK GDPR, the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, and local safeguarding partnership procedures.

Authorisation and Management of Visitors

The Nursery Manager, or in her absence the Deputy Manager, holds overall authority to approve or decline any visit. This decision is based on the purpose of the visit, its relevance to the nursery, and any potential impact on children's safety or emotional well-being. Smallville Nursery reserves the right to refuse entry to any individual where there is reasonable doubt regarding their identity, behaviour, or intention. Where parents are separated, both legal parents are entitled to visit the nursery unless a court order specifically restricts visitation, access, or the sharing of information. All such orders must be shared with management to ensure compliance and safeguarding.

Visitor Identification and Conduct

Every visitor entering the nursery must sign in on arrival, clearly recording their name, purpose of visit, arrival time, and departure time. All visitors will be issued with a visible identification badge to ensure they are easily recognisable to staff, parents, and other professionals. Visitors must always be accompanied by a designated staff member and are not permitted to move unescorted through the nursery. On arrival, the Manager will provide essential safety information, including an explanation of fire exits and confirmation that no drills or alarm tests are scheduled for that day. Visitors are expected to conduct themselves safely, respectfully, and in a manner consistent with the ethos of the setting. Smallville Nursery operates a zero-tolerance approach to any form of harassment, aggression, intimidation, or inappropriate behaviour.

Security Within the Setting

For security and safeguarding reasons, no visitor should be allowed entry without verification of identity. Staff must check the identity of anyone they do not recognise, and access must only be granted once staff are satisfied that the visitor is authorised. Parents, students, professionals, and visitors must never allow any other person to enter the building behind them and should direct individuals back to the main entrance for staff confirmation. Passwords for child collection and authorised persons must be checked thoroughly using the child's personal records. Professionals, external agencies, and regular visitors must provide DBS details, and the date and validity will be checked before access to children is permitted. Even when DBS-checked, visitors remain supervised at all times.

Expectations for Professional Visitors

Professionals such as social workers, early help workers, SEN practitioners, health visitors, Ofsted inspectors, and the local authority must provide identification on arrival. Their visit must be appropriately planned, risk assessed where necessary, and logged in the visitor system. Staff accompanying professional visitors are responsible for ensuring that confidentiality, safeguarding requirements, and data protection laws are upheld throughout the visit.

Infection Control, Health Precautions, and Special Circumstances

Although national COVID-19 restrictions are no longer in place, Smallville Nursery maintains high standards of infection control at all times in line with UKHSA guidance and EYFS welfare requirements. During periods of heightened illness in the community or outbreaks within the nursery, management may temporarily restrict visitor access, move handovers outdoors, or require visitors to follow additional hygiene procedures. These may include hand sanitising at entry points, providing health information where relevant, or using protective equipment if advised by public health. Anyone refusing to comply with these safety measures may be refused entry to safeguard children and staff.

Confidentiality and Data Protection

Visitors may become aware of confidential information during their time within the setting. All visitors must respect the privacy of children, families, and staff, and are strictly prohibited from photographing, recording, or sharing information from within the nursery unless explicitly authorised. All data is managed in accordance with the Data Protection Act 2018 and UK GDPR, and visitors are reminded of their responsibilities on arrival.