



Nursery Visitor Policy

School Division: Nursery

Policy Division: Safeguarding

Policy Owner: Nursery Manager

Date: September 2025

Review Date: September 2026

1. Aims

At Claremont nursery, we are aware of the importance of close relationships between our families and staff, therefore we happily welcome our families and other visitors into the nursery, and wherever possible operate an 'open door policy'. The safety and welfare of all young children in our care is paramount, and we ask all visitors to adhere to a strict procedure.

2. Procedure

Drop off and pick up:

All nursery rooms are locked, families are asked to 'ring the bell' in order to attract the attention of the nursery staff. Families are invited in to collect children, and have important conversations between nursery staff and families.

Nursery staff may refuse entry to a person who is unknown to the setting. They will seek assurances from known family members of the legitimacy of the person at pick up/drop off.

During introductory visits, a chosen password is established, that can be used at pick up, by persons not known in person to the nursery. This password is recorded on a child's file.

3. Events

There are a number of events throughout the year that we wish to share with our families, including:

- Stay and play
- Sports day
- Forest school day
- Christmas concerts
- Graduation day

Prior to these days we will ask families to confirm who will be attending. On arrival at the nursery, they will need to sign in with a paper based signing sheet. Correct ratios of staff/child ratios are maintained. No visitors are ever left alone with children unattended.

Visiting Families/ Tours

All tours are organized by appointment with admissions. Visitors will sign in at the front desk of the New building. Whilst touring the nursery, visitors will be supervised at all times. Visitors will not be allowed to use mobile phones, particularly to take any photographs whilst in the nursery. Unknown Visitors will wear a red lanyard at all times.

Settling in

Settling in visits are crucial to ensure a smooth transition to the nursery setting, for families and children. During initial settling in visits, families may stay for up to an hour with their child. This will always be formally arranged. No visitor will ever be left unsupervised with children. In subsequent settling visits, while families remain in the nursery, but not in contact with the children, they stay in a designated secure visitors area.

4. Safeguarding

Claremont School is committed to safeguarding and promoting the welfare of children. We believe it is everyone's responsibility. Everyone who comes into contact with children and their families has a role to play. If any visitors have any concerns regarding the safety or welfare of the children at Claremont Nursery, it is important they speak to the Nursery Designated Safeguarding Lead as soon as possible.

Any visitor to the nursery that is deemed a threat to the welfare of the children will be asked to leave. No child will be allowed to be collected from the nursery, if staff feel the child is at risk of immediate harm. Safeguarding processes will be followed as set out in the Child Protection and safeguarding policy.

5. Links with other policies

Child protection and Safeguarding Policy

6. Policy Owner

The policy owner is Nursery manager