

7. Visitors Policy

EYFS 2025 Statutory Framework for the Early Years Foundation Stage

Guidance for this policy has been taken from the EYFS Statutory Framework (DfE, 2025), Working Together to safeguard children (DoE, 2023)

Signed by (Trustee): Diane McVey

Date: 31.05.2025

Next Review date: 31.05.2026

Review date	Description	Proposed by	Approved by
20.12.22	Remove covid-19 section re limited visits	Sadie Clarke (Centre Manager)	Diane McVey
07.04.24	No amendments required	Sadie Clarke (Centre Manager)	Sadie Clarke
07.05.25	Added detail about consent for fundraising tours	Sadie Clarke (Centre Manager)	
20.02.26	Added in about use of 'sign in' device for all attendees at the centre	Kirsty Perry (Family Support Manager)	Catherine Cook

Review of Policy

The Centre Manager will review the content of this policy every year or earlier in the event that there are changes in legislation or as a result of a change in good practice. Every effort will be made to give reasonable notice of any changes to this Policy but the right is reserved to make amendments without further notice should circumstances warrant it.

Visitors

Due to the unique nature of the Centre, we are visited regularly by a range of individuals for various purposes. To ensure the safety and security of the children and the Centre we have a comprehensive and robust Visitor's Policy and Procedure which must be adhered to at all times.

To external visitors, this may occasionally seem overzealous, however we ask all visitors to understand and respect our commitment to safeguarding children.

- All visitors must be pre-booked. Relevant staff to talk to ad-hoc visitors and rearrange a visit back to the centre as appropriate.
- All visitors must report to the main reception, without exception.
- All visitors must sign in and out on the tablet device in the main entrance and wear a visitors badge to identify them to others.

- All visitors are required to produce a verifiable form of identification (Employing organisation photo ID card, drivers licence, passport or bankcard); this will be checked and signed off by an employee of the Centre.
- Visitors whom arrive for their visit without a verifiable form of ID must declare this on arrival. They may still have a meeting from the front meeting room but will not be allowed into the children's room, every effort will be made to accommodate a rearranged visit with ID.
- All visitors must store personal belongings, including medication and mobile phones in a locker, which will be provided.
- All visitors must read and adhere to the Visitors Code of Conduct at all times.
- Visitors will be escorted around the premises and will be effectively supervised at all times.

Professionals visiting Children

Various professional teams visit the Centre throughout the week and this may be booked directly with the Centre, booked with parents and carers or occasionally be an unplanned visit.

Professionals are bound by their own organisations policies and procedures and hold sensitive information about individual children. Our multi-agency working agreements with Parents and Carers permit us to share confidential information about children on a need to know basis.

Professionals visiting the Centre

Occasionally organisations will request a visit to the Centre to look at our facilities and practice with children. When professionals are not visiting specific children, we ask for a confidentiality agreement to be signed to protect the children and the Centre.

Contractors

As with any premises, we have maintenance visits from a range of contractors such as security companies and electricians. Not all contractors are able to produce photographic ID, however these works are usually carried out whilst there are no children in the Centre, usually before or after session or during shut down week. These visitors are pre-booked by the Centre for a specific purpose and are necessary for the safety and security of the Centre and children.

Visitors to the Fundraising Department

As a registered charity we are dependent on fundraising income to provide our services to children and families, therefore showing fundraising supporters around is crucial to our ability to secure funds. We share detailed information about the services we offer to children and families whilst maintaining confidentiality of individual children.

We use standard tour information and supplement this with literature which sometimes detail children's stories, with their parent carer's full permission. Parents and carers consent for fundraising tours on confidential records.

We will not conduct tours of the nursery room if deemed to be detrimental to the children. The children have complex and profound needs and this can be difficult to predict. On these occasions, we conduct tours from the meeting room, or outside, with a window into the room.

