

Managing Access Policy

The EYFS General Welfare Requirements state:

'The provider must take necessary steps to safeguard and promote the welfare of children.'

(EYFS:DCSF:2008,P24)

The section of the Childcare Register relating to this policy is: CR5.1-CR5.3

The company System is as follows:-

- All external doors, with access to the public, are inaccessible from the outside requiring a key to open. They are never left ajar/open unattended or on 'the catch'.
- A doorbell system is used to inform staff. An Intercom system may be available at some sites.
- External rear gardens/grounds are secure and support Fire Safety regulations. External garden gates are kept locked and keys are located in the 'Key Cupboard' at each site.
- A 'Main Diary' system is implemented at each site to record any planned *visits* detailing their full name, organisation/purpose of meeting, whom the visits for & time of visit. All staff are encouraged to refer to/update diary daily. This is ticked to verify the meeting took place.
- Identification is requested off all 'industry' visitors in the form of ID badge/card.
- Visitors are NEVER left unattended with children (pre-arranged Maintenance visits will be advised by The Chief Executive and workers will never be left alone with any children.)

In the following 'Scenarios' the company procedure is as follows:-

1. A parent informs a staff member that their child will be collected by someone that the Nursery/Club are not familiar with.
 - If possible we will invite them to visit us beforehand to be introduced to the staff team
 - If this is not possible, we require a full physical description of person (photograph ideally), their full name/address, their Car make/model/colour



& Registration no. and secret password (password to be entered in Password Book in office)

- This information will be circulated to Management and all relevant staff promptly
- The child concerned will NOT be released to the person until all criteria have been met

2. A person you do NOT recognise approaches to collect a child (NOT informed by the parent beforehand).

- NB The person will NEVER be left alone in the building
- Staff member will take persons full name and relationship to the stated child then welcome them into the building, escorting them to the Manager, explaining that this is our security procedure when we haven't been informed by the parent of a
- 'pick up' by someone other than a recognised carer. A member of Management will contact parent by telephone to verify collection, reminding them of our procedure
- In the event that the parents cannot be contacted then the Emergency Contact number will be telephoned
- The child concerned will NOT leave the premises until all criteria have been met

3. An unknown person approaches the Nursery/Club to be shown around....

a) WITH appointment

- Staff will answer door with a smile- greet and ask "How can I help you?"
- The persons full name, time/nature of visit will be asked for
- Person should be invited in and escorted at all times until Manager located. All details should be feedback to Manager by Staff member
- Manager verifies appointment in diary and ticks it, confirms to person their full name, asks for child/rens ages & car reg. for security purposes (info noted in diary)
- Visit resumed

b) WITHOUT appointment

- Staff will answer door with a smile- greet and ask "How can I help you?"
- The persons full name, nature of visit will be asked for



- Person should be invited in and escorted at all times until Manager located. All details should be feedback to Manager by Staff member
 - Manager/Staff conducting visit asks the person to complete the 'Visitors Book' explaining its part of our security procedures
 - Visit resumed
4. Person you do NOT recognise approaches the Nursery/Club to look around but staff have concerns
- Staff will answer door with a smile- greet and ask "How can I help you?"
 - The persons full name, nature of visit will be asked for
 - Any concerns - staff should politely ask person/s to wait on the doorstep for Manager, reassuring them that the wait will be minimal and the Manager will approach shortly
 - The door will be securely closed
 - Manager promptly informed
 - Manager approaches with another member of staff
 - Follow procedure for 'suspicious person' (see below)
5. Suspicious person is located.....
- a) Just outside Nursery grounds
- Management should be informed promptly
 - 'Suspicious person' approached by Manager (with another member of staff) Ask "Can I help you?"
 - Any further concerns inform police immediately
- b) Within Nursery grounds
- They are **TRESPASSING** - Contact Police immediately!

