

035: Visitors Policy

Bright Beginnings recognises its responsibility towards ensuring the health and safety of everyone who come directly or indirectly into contact with the Centre or the consequences of our activities. It is committed to providing as far as reasonably practicable a safe environment, for employees, Centre children and lawful visitors. This policy is important not only for security and health and safety reasons but also for the control and guidance of visitors on our premises.

Key Legislation

A) Health and Safety at Work Act etc. (HASAWA) 1974, Section 3 This act states we have a duty to ensure the health, safety and welfare of people who are not in our employment but who may be affected by the activities of our undertaking. This therefore includes Centre children and visitors.

B) Management of Health and Safety at Work Regulations. These require that visitors are given appropriate information and instructions regarding relevant risks to their health and safety.

Definitions - for the purpose of this policy

Visitor - this may include parents/carers dropping off/collecting children, parent/carers involved in Bright Beginnings activities and/or personnel visiting Bright Beginnings for business reasons.

General Statement

Bright Beginnings is committed to providing as far as reasonably practicable a safe environment, for employees, Centre children and lawful visitors.

The Bright Beginnings General Manager has overall responsibility for children who attend the Centre and visitors both within Bright Beginnings premises or involved in Bright Beginnings activities.

Any special arrangement required by Centre children / visitors must be ascertained before arrival and suitable adjustments made, where possible.

Bright Beginnings employees must take responsibility for Centre children and or visitors in their care and should ensure that the requirements of this policy are adhered to at all times. Equipment must always be used safely and left in a safe condition. Activities must always be planned, in relation to health and safety, and risk assessments completed and appropriate control measures put in place. (see Risk Assessment Policy).

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Visitors Procedure

We welcome all parents and visitors to Bright Beginnings. Parents/carers and visitors who do not have a registered fingerprint, are required to ring the doorbell to gain entry into the Main Entrance.

All visitors must report to reception and sign in on arrival and departure. When signing the visitor's book the visitor will be asked to read a code of conduct which highlights our expectations of them whilst they are within the Centre and/or on the grounds. Visitors will also be made aware of the Centre's fire procedure and exits should the alarm sound. Visitors must adhere to the Centre's Mobile Phone, Camera and Social Media Policy.

All visitors will be provided with a visitor's lanyard upon signing in. This will provide identification to staff, parents and children within the Centre. A member of staff will accompany visitors in the Centre at all times whilst in the building; at no time will a visitor be left alone with a child. Parents and authorised responsible adults are able to drop and collect children without being accompanied.

Health and Safety / Security

Staff must check the identity of any visitors they do not recognise before allowing them into the Centre. Visitors to the Centre must be recorded in the Visitor's Book and accompanied by a member of staff at all times whilst in the building.

Visitor information is obtained for health and safety reasons, evacuation purposes and for the safeguarding and welfare of our children, staff and families.

External Contractors must never be left alone with a child/children within the Centre

The main external door can only be accessed via the door bell and a Centre Receptionist will release the door via a panel at the desk to let the visitor in. A convex mirror and camera screen is available to identify visitors prior to their entry. CCTV is fitted throughout the Centre.

- All internal and external gates will be kept closed.
- Parents, visitors and students are reminded not to allow entry to any person whether they know this person or not. Staff within the Centre should be the only people allowing external visitors and parents entry to the building.
- Visits will be booked, where possible, in advance so the Centre staff know when to expect them.

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- Visitors must report all accidents or near miss incidents on Bright Beginnings premises / or when taking part in activities to a member of staff.
- Visitors must look after their own and others health and safety
- Visitors must comply with Bright Beginnings policies and procedures
- The Centre will under no circumstances tolerate any form of harassment from third parties including visitors towards others, including children, staff members and parents.

Centre Tours and Professional Visits

Tours of the Centre are booked in advance. Perspective parents will book on the planned Centre tour via the Centre Reception Team or The Systems Manager. Perspective employees are required to make an appointment with The General Manager. Perspective students will make a booking with The Quality and Practice Manager.

Private providers and professionals from the local authority must book an appointment, in advance via the General Manager.

Ex-employees

Ex-employees wishing to visit the Centre staff and Children must make an appointment. Ex- employees will then follow the visitors procedure explained in this policy. Ex-employees will not be left with the children or be permitted to visit the play areas unless accompanied for a specific reason. Safeguarding the children in our care remains paramount.

Deliveries

A person making a delivery is not classed as a visitor and, therefore, not required to sign in or enter the building.

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Visitors Code of Conduct

Welcome to Bright Beginnings Childcare Centre Leeds.

As a visitor we would request that you conduct yourself in a manner which is appropriate to our environment

Please consider...

- The **language** you use.
- Your tone of voice - some children may be sleeping.
- Your body language - remember you are bigger than our children.
- Use of mobile phones, electronic devices or tablets is prohibited.
- Please understand that you will not be left alone with the children during your visit.
- Ensuring the safeguarding of our children is paramount. As a visitor should you become aware or give rise to concern about an incident / practice witnessed within the setting, please inform our designated safeguarding person.

Please wear a visitor lanyard and hand it back to reception when you sign out.

In the event of a fire follow a member of staff, leaving the building by the nearest available fire exit. Please remain with the team until we are advised that we can return to the building.

This Policy was reviewed on	September 2023
Reviewed by:	Angela Hynes