

## 06 – Safeguarding Children, Young People & Vulnerable Adults Procedures

### 06.3 – Visitor or Intruder on the Premises

#### Our Approach

At Peekaboo Childcare, the safety and security of children, staff and families is our top priority.

This policy explains how we manage visitors and what we do if someone enters the setting without permission (an intruder).

Our staff are always vigilant, especially in areas that may pose a risk, such as shared spaces.

A full risk assessment is carried out to ensure unauthorised individuals cannot enter the premises.

#### Visitors With Legitimate Business

Most genuine visitors will have made an appointment before arriving. This may include:

- Professionals (e.g., SENCO support, social workers, health visitors)
- Contractors carrying out repairs
- Students on placement
- Inspectors or advisors
- Registered VIP visitors
- Parents/ carers or family members attending a meeting or stay and play session etc.

When visitors arrive, staff follow a strict procedure.

✓ Identity checks

Visitors are asked to:

- Confirm their name
- State who they are visiting
- Explain the purpose of their visit

#### ✓ Signing in

Visitors must sign in on arrival, This is done on People Bunch.

#### ✓ Mobile phone & device safety

Visitors are told:

- Phones and devices must be switched off
- Devices must be stored safely in the office
- No personal devices may be taken into children's areas
- They must wear a visitors badge

Staff make visitors aware that if they choose to bring their phone/device with them and therefore have to store it in the office, we can take no responsibility for it whilst it is with us. Those with prior appointments will be made aware of this.

This protects children's privacy and safety.

#### ✓ Supervision

Visitors are never left alone with children.

A member of staff remains with them at all times.

#### ✓ Monitoring visitor behaviour

If a visitor's behaviour causes any concern:

- They will be asked to leave immediately
- The manager/designated safeguarding lead will be informed

## Intruders

An intruder is anyone on the premises who:

- Has not followed the visitor procedure
- Has not been granted access
- Has no legitimate reason to be in the setting

They may or may not pose a risk, but staff must act immediately.

### ✓ Identifying an intruder

If a person appears to have no business in the setting, staff will:

1. Ask their name
2. Ask the reason for their presence
3. Assess whether they pose a risk

### ✓ Applying the visitor procedure

If appropriate, the adult is asked to follow the normal visitor procedure (sign in, identity check, device hand-in).

### ✓ Informing the manager

The manager is informed immediately.

The manager decides what action is needed to keep everyone safe.

## If Children's Safety Is at Risk

If staff have any concerns about the immediate safety of children:

- Children will be moved to a safe place in the building
- Police will be contacted

In some situations, a lockdown may be required.

This will be coordinated by emergency services, following procedure 01.21 Terrorist threat/attack and lockdown.

### Recording Serious Incidents

If there is a significant breach of security where a child or staff member may have been placed at risk:

- The manager or designated safeguarding lead completes a 06.1c Confidential Safeguarding Incident Report Form on the same day
- Owners/directors ensure a robust response
- Learning from the incident is shared to prevent it happening again