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# Visitors Policy

## Policy Statement

It is the Dainty Little Hands Ltd Out of School Club’s policy to make the premises a welcoming place for visitors who have a legitimate reason to be on site. This will include parents, official visitors such as Ofsted and local authority inspectors, and contractors on site to perform certain pre-arranged jobs.

Visitors might also include parents acting as helpers for various activities.

However, the Club staff recognise that their fundamental priority is for the safeguarding, security and safety of the children in their care and, as such, all visits to the site will be strictly by arrangement with the Club Manager only.

## Procedure

All staff will follow the procedure below for all visitors.

1. Visitors will be required to sign in, giving their name, and company if relevant, purpose of visit and time of arrival and departure.
2. Visitor badges will be allocated to all visitors.
3. Official visitors will be asked to prove their identity, which will be checked.
4. Unexpected or unknown visitors may be asked to make an appointment at another time.
5. **Visitors should remain in sight of staff at all times and must not be left alone with the children at any time.**
6. Visitors will be made aware of basic health and safety precautions and emergency evacuation procedures when they sign in.
7. Regular visitors, ie those visiting more than once a month, will have suitability checks carried out on them by the management team at Head Office.
8. Staff ratios will be maintained at all times, including when visitors are being escorted.
9. Staff have the right to refuse entry to an individual if they are uncertain as to the purpose of that person’s visit. If an unexpected visitor has no suitable reason to be on the premises he or she should be asked to leave immediately and escorted from the premises. If the visitor repeatedly refuses to leave, the member of staff in charge should telephone the police immediately.
10. At no time should a visitor enter the children’s bathrooms unless accompanied by a member of staff.

## Visits By Prospective Parents

The provision welcomes visits by prospective parents. Staff will accommodate such visits as follows.

1. Parents should give their:
   1. Name
   2. Child’s name
   3. Address
   4. Home and mobile phone numbers
   5. Email address.
2. Prospective parents will be asked to bring some form of photographic ID with them.
3. The provision reserves the right to refuse entry to any persons for any reason whatsoever should they have any cause for concern or suspicion with regard to their reason for the visit.

**Child Protection and Safeguarding**

Dainty Little Hands Ltd Out of School Club is run as a private business, our Head Office is based in Walsall which is just North of Birmingham. The office address is –

**Suite 1-2 First Floor, Centre House, Court Parade, Aldridge, WS9 8LT.**

**Phone – 01922 219038**

We are committed to building a ‘culture of safety’ in which the children in our care are protected from abuse and harm. Any suspicion of abuse is promptly and appropriately responded to. We comply with local and national child protection procedures and ensure that all staff are appropriately trained. For more details see our **Child Protection and Safeguarding Policy.**

**Contact details for each local authority Children’s Services, LADO and the police are featured on the main information board in each provision.**

## Mobile Phones and Cameras

The provision has a strict no mobile phone use policy. All phones must be kept in a locked cabinet and use of mobile phones and cameras is strictly prohibited.

**Social Media**

It is forbidden for visitors and Club staff to discuss personal social media use with children, and within the vicinity of children, in their care. Please see **Social Media Policy** for more information.

Behaviour (children)

Children and staff have created rules for acceptable behaviour whilst at the Club. These are called “Our Club Rules”, and are displayed at the Club for everyone to see.

We have a clear **Behaviour Management Policy**, a copy of which is distributed to all parents and carers. We will always follow the Host School’s Behaviour Management Strategy, to provide consistency and clarity for the children we care for.

The Club promotes the ethos of care, consideration and respect for everyone attending i.e. children, staff and visitors.

We encourage positive behaviour through praise for positive behaviour; emphasis on co-operative play and sharing; talking to children with courtesy and engaging children in activities.

The Club has procedures for dealing with behaviour that is unacceptable. We recognise that changes in behaviour can occur from time to time for reasons that are not always evident.

Behaviour (adults)

We will not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Club is a place of safety and security for the children who attend and the staff who work here, and we reserve the right to ban anyone exhibiting inappropriate behaviour from our premises.

The use of social media to fuel campaigns and complaints against the Club, the Host School, Staff members, children, parents/carers, and any other individual or group associated to the Club is considered as unacceptable and not in the best interests of the children in our care. Please see our **Complaints Policy, Child Protection and Safeguarding Policy, Staff Grievance** and **Whistleblowing Policy** for further information.

Accidents and first aid

Every precaution is always taken to ensure the safety of the children, workers and visitors, and the Club is fully insured. Our staff are trained in first aid and a first aid kit is kept on the premises. If you have an accident whilst in our care, please seek attention for the Club Manager. For full details see our **Illness and Accidents Policy**.

Medication

Please let the Club Manager know if you will need to take a prescribed medicine. You will need to complete a Medical Form in advance. See our **Administering Medication Policy** for more details. All medication needs to be clearly labelled, sealed and in date with the use by date clearly indicated.

## Review

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| Signed: | \_\_\_\_\_\_\_\_Jayne Dainty\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: | \_\_\_\_\_\_\_\_\_21/07/2020\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Policy review date: | \_\_\_\_\_\_\_\_\_\_20/07/2021\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |