



Lilly Brook Childcare Ltd Visitors and contractors

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Reviewed

This policy will be reviewed annually or sooner if legislation or best practice guidance

When	First Review	Approval
11/12/2015	J Lindow	T Wilson
03/01/2016	J Lindow	T Wilson
16/01/2017	J Lindow	T Wilson
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Lilly Brook Pre-School

Visitors and Contractors Policy and Procedure

Policy Statement

Lilly Brook Pre-School is committed to safeguarding and promoting the welfare of all children in our care. We recognise our duty to ensure all visitors and contractors entering the setting do so in a manner that maintains children's safety, wellbeing, dignity, and security at all times.

This policy is informed by:

- Statutory Framework for the Early Years Foundation Stage
- Working Together to Safeguard Children
- Keeping Children Safe in Education
- Ofsted
- Health and Safety at Work etc. Act 1974

Children's safety is paramount. No visitor or contractor will be permitted access unless appropriate safeguarding and verification procedures have been completed.

1. Scope

This policy applies to:

- Parents and carers (outside normal drop-off and collection routines)
 - Professionals (e.g. SEN advisors, health professionals)
 - Students and volunteers
 - Maintenance personnel
 - Hygiene servicing contractors
 - Inspectors and local authority representatives
 - Any other person entering the premises
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2. General Visitor Procedures

2.1 On Arrival

All visitors must:

- Report to the main entrance.
- State the purpose of their visit.
- Provide photographic identification where appropriate.
- Sign in using the Visitors Record Book.
- Remain under staff supervision at all times.

Visitors will not be allowed unsupervised access to children or to areas of the building not relevant to their visit. Visitors must surrender their phone on entry until it is time to leave.

Visitors must not:

- Use mobile phones in areas where children are present.
 - Take photographs unless authorised.
 - Access toilets or changing areas unless escorted.
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2.2 During the Visit

- Visitors are supervised at all times.
 - Staff remain vigilant and challenge any unknown persons.
 - Safeguarding and confidentiality expectations apply to all visitors.
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2.3 On Departure

All visitors must:

- Sign out in the Visitors Record Book.
 - Leave the premises immediately after their visit concludes.
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3. Contractors Procedure

Lilly Brook Pre-School recognises contractors are required to maintain the premises and ensure compliance with hygiene, health and safety, and statutory requirements. All contractor visits are managed in a way that prioritises safeguarding and minimises disruption to children.



3.1 Booking and Planning

Where possible:

- Contractor visits are scheduled outside of session times to minimise risk to children.
- Safeguarding and health and safety considerations are reviewed in advance of the visit.
- For planned works expected to last longer than one hour, the setting will seek evidence of an Enhanced DBS check where the nature of the work involves potential proximity to children.
- Where an Enhanced DBS is not in place, contractors will be fully supervised at all times and will not have unsupervised access to children.
- For all planned contractor visits lasting longer than one hour, a written risk assessment will be completed in advance in partnership with the contractor and the nominated member of staff.

The risk assessment will consider:

- Areas of access
- Times of work
- Supervision arrangements
- Safeguarding controls
- Health and safety risks
- Toileting and welfare arrangements

This requirement does not apply to statutory inspection visits by Ofsted, who operate under separate legal authority.

Children's safety and wellbeing will always take precedence over operational or maintenance needs.

3.2 When an Enhanced DBS is Not Normally Required

Lilly Brook Pre school recognises not all contractor visits require an Enhanced DBS check. In line with the Statutory Framework for the Early Years Foundation Stage, a DBS check is required where a person is engaged in regulated activity. Contractors carrying out short-term, supervised, or emergency works are not usually engaged in regulated activity.

An Enhanced DBS will not normally be required where:

- The work is of short duration.



- The contractor is fully supervised at all times.
- There is no unsupervised access to children.
- The nature of the work does not involve direct contact with children.
- The visit is urgent or reactive (e.g., emergency repair, plumbing, electrical fault).

In such cases:

- Children will be kept away from the working area.
- A member of staff will supervise (shadow) the contractor throughout the visit.
- Access will be restricted to agreed areas only.
- The contractor will sign in and out in accordance with setting procedures.

The Manager will exercise professional judgement in determining whether a DBS check is necessary, based on:

- Duration of work
- Location within the premises
- Likelihood of proximity to children
- Level of supervision possible

This ensures safeguarding measures are robust, proportionate, and risk-based.

3.3 On Arrival

All contractors must:

- Sign in on entry.
- Provide photographic identification if available.
- State the purpose of their visit.
- Remain supervised (shadowed) by a member of staff at all times.

Contractors are never left alone in the building.

3.4 Toilet and Hygiene Servicing Procedure

For contractors servicing:

- Ladies' sanitary bins
- Soap dispensers
- Other hygiene facilities



The following safeguarding procedure applies:

1. Children are cleared from the toilet areas prior to contractor access.
2. Children are gathered safely inside and remain supervised.
3. A staff member escorts the contractor directly to the toilet area.
4. The contractor remains supervised throughout the work.
5. No child re-enters the area until the contractor has finished and left.
6. The contractor is escorted directly out of the building.
7. The contractor signs out before departure.

This ensures children's dignity, privacy, and safeguarding are maintained at all times.

4. Unannounced or Unknown Visitors and Contractors

Lilly Brook Pre-School operates a strict verification procedure for any unannounced or unknown visitor or contractor.

If a visitor arrives who is:

- Not previously arranged
- Not known to the setting
- Unable to provide satisfactory identification

The following procedure will be followed:

4.1 Immediate Safeguarding Action

While verification checks are carried out:

- Children will be gathered inside and moved away from the entrance area.
- Children will remain supervised at all times.
- The visitor will not have access to children.
- The visitor will remain at the entrance until checks are complete.

Children's safety will always take priority over operational convenience.



4.2 Verification Process

We will:

- Request official photographic identification.
- Ask for:
 - Full name
 - Company name
 - Company registered address
 - Purpose of the visit

For safeguarding reasons, we do not rely on contact details provided directly by the visitor.

Instead, we will independently verify identity by:

- Contacting the company directly using publicly available contact details.
- Contacting Bickley Park Cricket Club to confirm whether the visit has been arranged or authorised.
- Confirming:
 - The individual works for the company
 - They have been sent to Lilly Brook Pre school
 - The reason for their attendance

4.3 Refusal of Entry

Lilly Brook Pre school reserves the right to:

- Refuse entry if identity or purpose cannot be verified.
- Delay access until satisfactory confirmation is obtained.
- Cancel or rearrange work if safeguarding assurance cannot be secured.

Children will remain inside and away from the visitor until the matter is resolved.

4.4 Impersonation or Suspicious Behaviour

If there is suspicion an individual is:

- Falsely impersonating a contractor or professional
- Attempting to gain unauthorised access
- Acting in a manner that raises safeguarding concerns

The setting reserves the right to:



- Refuse entry immediately
- Ask the individual to leave the premises
- Contact the police to investigate

All incidents will be recorded and reviewed in line with safeguarding procedures.

5. Ofsted and Regulatory Visits

Inspectors from Ofsted will be asked to show official identification on arrival.

In line with statutory powers:

- Inspectors will be granted access once identification is verified.
 - Safeguarding procedures remain in place.
 - Children's safety and supervision remain paramount.
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6. Staff Responsibilities

All staff at Lilly Brook Pre-School must:

- Ensure all visitors sign in and out.
 - Challenge unknown individuals.
 - Supervise contractors at all times.
 - Clear children from areas being accessed by contractors.
 - Gather children inside during verification checks.
 - Report any concerns immediately to the Designated Safeguarding Lead (DSL) or Manager.
 - Record incidents where appropriate.
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7. Monitoring and Review

This policy will be:

- Reviewed annually
- Updated in line with statutory changes
- Reviewed following any safeguarding incident involving visitors or contractors