



Visitor & Security Policy

Bijou Day Nursery & Crèche, Cowbridge

Policy owner: Nursery Manager / Rheolwr y Feithrinfa

Version: 2.0

Last reviewed: June 2026 / Mehefin 2026

Next review: June 2027 / Mehefin 2027

Approved by: Samantha Rennison, Responsible Individual / Unigolyn Cyfrifol

1. Policy Statement

Bijou Day Nursery & Crèche takes the security of children, staff and premises very seriously. This policy ensures that all visitors to the nursery are properly identified, recorded and supervised, and that the premises are secure at all times.

This policy complies with the National Minimum Standards for Regulated Childcare (Wales) 2016; Wales Safeguarding Procedures 2019; CIW guidance; Data Protection Act 2018 (UK GDPR); and the Health and Safety at Work Act 1974.

2. Premises Security

- The main entrance to the nursery is secured at all times with a coded/buzzered entry system
- Staff control access and verify visitors before admitting them
- All doors leading to external areas are locked from the inside during operating hours
- The outdoor area is fenced and gated with secure child-proof locks
- CCTV may be in operation in external areas for security purposes (refer to Camera & Mobile Phone Policy)

3. Visitor Procedure

3.1 Expected Visitors

This includes parents (during show-around visits), CIW inspectors, LA professionals, health visitors, building maintenance personnel, and pre-arranged professional visitors.

- All expected visitors report to reception on arrival
- Photo ID is checked and recorded
- Visitors sign the Visitor Log (name, organisation, purpose, time in/out)
- Visitors wear an identification badge at all times while on the premises
- Visitors are accompanied by a member of staff unless they have been formally risk-assessed (e.g. CIW inspectors, LA social workers)

3.2 Unexpected / Unknown Visitors

- Under no circumstances is an unknown person admitted to the nursery without verification
- If an unexpected visitor cannot provide satisfactory identification or explain the purpose of their visit, they will not be admitted
- If they refuse to leave or behave in a threatening manner, the police will be called

3.3 Collection of Children

- Children are only released to authorised persons listed on the child's registration form
- A password system is used where an unfamiliar (but authorised) person is collecting
- If staff are unsure, the child will not be released until verification with the parent has been obtained

4. Contractors & Maintenance Workers

- Contractors complete the visitor sign-in procedure
- Where possible, maintenance work is scheduled outside nursery operating hours
- If work must take place during operating hours, the area is secured and children are kept at a safe distance
- Contractors must have their own valid DBS check where they will have regular contact with children, or be supervised at all times

5. Photography & Recording

Visitors (including parents during events) must not photograph or record children without explicit written consent from parents. Refer to our Camera & Mobile Phone Policy.

6. Emergency Services

Emergency services personnel (police, fire, ambulance) will be admitted immediately in an emergency and given full cooperation.

7. Record Keeping

The Visitor Log is retained for 12 months and is available for review by CIW during inspections.

Bijou Day Nursery & Crèche
Responsible Individual: Samantha Rennison
CIW Registration: W15/00001742 · Company No. 11468667

48A Eastgate, Cowbridge, CF71 7AB · 01446 396 000 · cowbridge@bijou-nursery.com
CIW: W15/00001742 · Co. 11468667 · www.bijou-nursery.com