

# Strangers and Intruder Policy

In the event of somebody unfamiliar coming to the nursery to collect a child or visit a member of the staff team, you should always follow this procedure:

**DO NOT LET A STRANGER INTO THE BUILDING UNTIL THEIR IDENTITY HAS BEEN CONFIRMED.**

- Ask the full name of the child that wish to collect or to fully state the nature of their visit.
- Most official visitors carry identification cards. Ask to see this.
- Check the office diary for confirmation of an appointment
- Check with other staff members in case they are aware of a different collector or a planned visit
- Where appropriate, ask for a pre-arranged password
- If you still unsure contact the child's parents or ask a visitor to re-schedule their appointment.

Please remember to always be polite and professional even when dealing with angered parents/carers or visitors.

**IF YOU ARE EVER IN ANY DOUBT OF SOMEONES CREDIBILTY, POLITELY ASK THEM TO REMAIN OUTSIDE WHILE YOU CONSULT WITH A MEMBER OF THE MANAGEMENT TEAM.**

An intruder is an individual in the setting who has not followed our visitor procedure. Should an intruder be found within the nursery setting you should always follow this procedure.

1. When approaching the suspicious individual staff must determine if they pose a safety hazard or just needs to be made aware of Rum Tum Tugger's visitor's policy.
2. While determining the status of the visitor ensure children in our care are safe, feeling secure and where possible continuing to be engaged in their current activities.
3. Alert another member of staff to the presence of the intruder
4. Where possible never place yourself alone with the intruder or place yourself or the children in danger.

## **Visitors with legitimate business but with no identification**

1. Identify the person and determine their purpose or need to be in the setting and introduce yourself.
2. Politely ask the visitor to wait outside the building explaining our policies. If they refuse to wait outside wait with them until a member of management have arrived.
3. Once identified ask the person to read and sign in the visitors books.

**Never leave the person alone. If in doubt contact the company they are from to confirm details.**

## **An intruder who may pose a safety hazard.**

1. Greet Intruder politely, introduce yourself and ask the purpose of the visit. Ensure you have a member of staff witness your approach.
2. Explain the visitors' procedures and wait for a member of management to attend.
3. Depending on the circumstances management will call the police to report the incident; however should the intruder become agitated they will gain the attention of another staff member who will contact the police.
4. Should the person leave prior to the police arrival staff will take note of the direction and means of transport which will then be passed on to the reporting officer.
5. Verbally ask the person not to return to Rum Tum Tugger's whilst in the presence of the police.
6. Review security immediately
7. Log incident and actions as soon as possible.

## **An intruder who is armed or posing a safety hazard or a forced entry.**

In the event that an intruder should pose a hazard or force entry into the building, it is important to gain help as quickly as possible. Never risk your own safety but try to alert other team members as quickly as possible by shouting for help.

The situation will be managed by the most senior member of staff available and will begin by simply asking the intruder to leave the building. Upon refusal, suggest moving the intruder into a safe space such as the office or staff room to continue discussion. The agreed code word **PEANUT BUTTER FOR TEA** will be used to alert other staff to call the police.

In the event that the intruder poses an immediate threat to the welfare of staff or children, break a fire glass to sound the fire alarm and as far as possible, carry out the emergency Evacuation procedure. Notify the police (999) and the landlords (the school office 01279 421567) as quickly as possible of the situation.

Reviewed by Jillian Pascale March 2016