



### 06.3 Visitor or intruder on the premises

#### Policy statement

This setting believes that the safety of the children and staff in our setting is of paramount importance. We make every effort to keep our setting secure from intruders.

The aim of this policy is to inform practitioners and parent/carers of the procedures to take in the event of an intruder being identified on the premises. All practitioners must be aware that it is their priority to maintain the safety of any child/ren in their care as well as their own safety and to protect the settings environment and equipment.

#### Procedures

- An intruder is an individual in the setting who has not followed established visitor procedures and may or may not be a safety hazard to the setting. This policy provides a means of dealing with either situation.

Any member of staff who observes an individual in the setting who appears suspicious or out-of-place should either approach the individual (if safe to do so), ask for their name and purpose in the setting or should contact the office/Pre-school Leader for assistance.

The person approaching the suspicious individual must determine if the person poses a safety hazard or just needs to be made aware of the settings visitor's policy.

**Visitors with legitimate business** - generally a visitor will have made a prior appointment

- On arrival, they are asked to verify their identity and confirm who they are visiting.
- Staff will ask them to sign in and explain the procedures for mobile phones and emergency evacuation.
- Visitors (including visiting VIPs) are never left alone with the children at any time.
- Visitors to the setting are monitored and asked to leave immediately should their behaviour give cause for concern.

### **Intruder who may pose as a safety hazard**

An intruder is an individual who has not followed visitor procedures and has no legitimate business to be in the setting; he or she may or may not be a hazard to the setting.

- An individual who appears to have no business in the setting will be asked for their name and purpose for being there.
- The staff member identifies any risk posed by the intruder. The staff member ensures the individual follows the procedure for visitors. (Explain that all visitors must report to the office/Pre-school Leader and escort the person to the office/Pre-school Leader.)
- The Pre-school Lead is immediately informed of the incident and takes necessary action to safeguard children.
- Ask a colleague to observe your approach to the intruder.
- If there are concerns for the safety of children, staff evacuate them to a safe place in the building and contact police. In some circumstance this could lead to 'lock-down' of the setting and will be managed by the responding emergency service (see procedure 01.21 Terrorist threat/attack and lock-down).
- Depending on the circumstances and the demeanour of the intruder, the Pre-school Lead will make every effort to call the police to report the incident. If the intruder appears agitated, irrational, or refuses to leave the building in a peaceful manner, endeavour to calm the person by talking in a low calm reassuring voice whilst also trying to gain the attention of another member of staff to call the police.
- If police are called and the individual leaves or attempts to leave prior to the police arriving, do not attempt to physically detain or restrain the person. Contact the police to inform the responding officers that the individual has left the building, the direction and means of transport.
- If the individual stays until police arrive, inform the officers what has happened that led to the individual being with you so they can establish probable cause for arrest for trespassing. Also verbally ask the subject not to return to the school whilst still in the presence of the police.
- Review security immediately.

### **Intruder who is armed or otherwise poses a safety hazard**

- As safely as possible alert all staff members that there is an intruder on the premises.
- Contact the police as soon as possible to report the incident.
  - Give the operator all the information regarding location of the intruder, a physical and clothing description and the weapon(s) involved.
  - Advise the operator what you are doing to ensure the safety of the children and other staff members.
  - Remain on the line until the operator advises you to hang up.
  - Until police arrive, monitor location of intruder.
- When confronting an intruder, take another staff member with you. Determine who will initiate contact with the intruder and who will be the back-up person. Both staff members should break off contact and

leave when it is safe to do so. Attempt to direct the intruder to the office or away from areas occupied by the children. Use casual conversation or body language to calmly direct the situation. If the intruder refuses to co-operate, do not escalate the situation. If the intruder shows a weapon, assure him/her that it is not necessary for him/her to consider using the weapon.

- a. Back away slowly and leave the area.
  - b. Both of your hands should be up with your palms facing the intruder while slowly backing away.
- Remain calm, do not attempt to disarm the person.
  - Once the police officers arrive provide them with the following information:
    - Location of intruder
    - Description of intruder
    - Any known weapons
    - Any statements made by the intruder
  - Be prepared to keep media, parents and other community members out of the setting. The police will secure the building.
  - All other staff members and official visitors should remain in their designated area with the children unless otherwise directed by the police, reassuring and engaging the children as appropriate.

In any event there will be a thorough investigation of the incident, and a report will be made by all staff involved.

Inform Ofsted and the settings parents of the incident and the subsequent investigation, with due regard to both data protection and confidentiality policies.

- Log incident and actions as soon as possible.
- The designated person informs their designated officer of the situation at the first opportunity.
- In the case of a serious breach where there was a perceived or actual threat to the safety of the children, the Pre-school Lead/designated person completes 06.1c Confidential safeguarding incident report form) and copies in the Designated Officer (**Committee Chair**) on the day of the incident. The management committee ensure a robust organisational response and ensure that learning is shared.