



## **Intruder Policy:**

This policy aims to inform staff and parents/carers of the procedures to follow in the event of an intruder being identified at Ducklings Childcare Ltd. Staff are aware that it is their priority to maintain the safety of the children in their care as well as their own safety.

An intruder is an individual who has not followed our established visitor procedures. If a staff member observes somebody in the nursery who appears suspicious or who they know has not signed into the visitors' book, they should (if it is safe to do so) approach the individual and ask for their name and the purpose of their visit to the nursery. If the staff member does not feel comfortable in approaching the individual, they should alert the manager of the situation.

The person approaching the potentially suspicious individual must determine if the person poses a safety hazard or just needs to be aware of the settings visitor policy. If the visitor has a legitimate purpose for being in the nursery but was unaware of the visitor procedures, they will be told about procedures they should follow in the future, asked to sign in and the manager will be made aware of their presence.

If there is reason to believe that the intruder poses a safety hazard, they will be politely greeted and asked the purpose of their visit to Ducklings Childcare Ltd. This will not be done by an individual, at least one other staff member will either be present or they will observe the conversation from close by. The manager will be informed of the situation immediately.

If the intruder has no reason to be there but leaves when asked, security will be reviewed and the police will be informed. If the intruder refuses to leave, the manager will call the police. If they try to leave prior to the police arriving, staff will not attempt to prevent this. They will take note of the method and direction of the individuals travel and pass the information onto the police.

If the intruder appears agitated, we will try to calm them by remaining calm ourselves. If it is not possible for the manager to call the police, a code word/phrase will be used to signify that emergency help must be called. Children will, as soon as possible, be taken to a secure place as far away from the intruder as possible. If the individual has a weapon or becomes aggressive towards staff or children, we will follow the procedures set out in our lockdown policy and procedure. If there is an abduction or threatened abduction of a child, we will follow the



procedures set out in the critical incident section of our emergency closure policy.

If the individual stays until the police arrive, we will explain to police exactly what has happened. In the presence of the police, we will also verbally ask the person not to return to the nursery.

After the event, all incidents and follow up actions will be logged and passed on to relevant agencies and authorities as soon as possible. In any event, there will be a thorough investigation of the incident and a report will be made by all staff involved. Security procedures will be fully scrutinised.