

## **Intruder policy**

If there is an unexpected or unknown visitor to the nursery **do not** buzz them in. A senior leader will go out to the street gate to greet them.

If the visitors are unexpected/unknown staff should talk to them through the gate (the gate remains locked) to establish the purpose of the visit. People unknown to the nursery without pre-booked appointments will never be invited in. Explain this policy in a polite and friendly way, and ask them to email or phone the nursery.

### **If the person is a potential threat:**

- If the member of staff at the gate feels uncomfortable or concerned they should move away from the gate, saying that they are going to find 'the manager/owner' to speak to the person.
- If the person is potentially a threat (for example agitated, being abusive, under the influence of drugs/alcohol, or has a weapon), move back into the building, asking other staff to move children back into the building as well (use the expression 'closing the garden'). Close and lock the garden door using the thumb locks. Close the windows.
- Send one member of staff to alert the other room.
- Call the police, you do not need to seek permission from other staff or managers to call the police.
- Press 'emergency call' on the phone (you do not need the screen unlock code). Call 999; ask for the police, and state you are calling from a children's nursery. Tell them there is an intruder. Give the address (St Gabriel's Church, Havant Rd, London E17 3JF). Stay on the phone with the operator until the police arrive.

### **If a potentially threatening intruder is in the nursery garden or building:**

If an intruder gains entry to the gardens or building and is potentially a threat to children and staff, move the children and adults into a safe space.

- Intruder in the Family Centre: lock the doors to the Family Centre, move into the Willow Room, and if necessary on into Church via the Vestry. Barricade yourself into the Church (there is a bolt on the inside of the Vestry door to the small hall, and also a bolt on the Church doors to the Family Center)
- Intruder in the Willow Room: move through the Chestnut/Oak hall and on into the Family Center and barricade yourself into the adult toilets (lock

on inside of door into toilet corridor). The baby room staff and children can access the Family Center via the Church if necessary. Bolt the door from the small hall to the vestry behind you. The door from the Church to the Family Centre may be locked, but can be unlocked using the thumb lock.

- Try to stay calm and try to help the children remain calm. Stay **down**, stay **quiet** and stay **away from windows**. Close the curtains if possible. Do not move until the emergency services arrive.

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