

Twyford Playgroup Intruder policy and procedures

Date Reviewed: September 2026

Manager Signature: Rachel Knott

Chair of Committee Signature: Pamela Lawrence

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PURPOSE AND SCOPE

At Twyford Playgroup, the safety and security of all children, staff, and visitors is our highest priority. This policy sets out clear procedures to follow in the event of an unauthorised person (intruder) entering the premises and outlines our lockdown procedures to ensure safety during such incidents.

DEFINITION OF AN INTRUDER

An intruder is defined as ANY individual on the premises who has not followed established visitor protocols and whose identity, intent, or presence raises concern. The individual may or may not present an immediate threat.

SECURITY MEASURES IN PLACE

To prevent unauthorised access:

- All main entrances and exits remain locked
- A secondary internal door, forms a barrier before access to the main Gilbert Room.
- The main entrance is locked, and identity verification is mandatory for all unknown or unannounced visitors.
- All visitors must sign in and out via the visitors form at the bottom of the register.
- Staff are trained in using a discreet code word or phrase to alert colleagues during a security incident.

GENERAL SAFEGUARDING MEASURES

- The main room has access to a fully charged playgroup mobile phone with a contact sheet on the register board.
- All staff, students, and volunteers hold an enhanced DBS clearance in line with the statutory requirements.
- Children are always supervised and never left unattended.

- The playgroup layout ensures staff are always within visual or sound of each other.
- At least two staff members are always present when children are on-site.
- Comprehensive risk assessments are in place for both indoor and outdoor areas and off-site activities.
- All staff hold a valid Paediatric First Aid certificate.

INTRUDER PROCEDURE (UNARMED)

If an unauthorised person is observed on the premises:

1. Approach the person only if it is safe to do so. Calmly ask for:
 - o Their name
 - o Reason for visit
 - o Identification
2. Alert a manager or deputy manager immediately.
3. Keep children safe, engaged, and as unaware as possible.
4. If the individual refuses to leave or becomes agitated:
 - o Use the agreed code word/phrase (Intruder) to alert other staff.
 - o Call 999 discreetly using the playgroup mobile phone.
 - o Gather children and proceed to the designated secure area.
 - o Lock internal doors using available bolts or locks.
 - o Bring the register and mobile phone.
5. Remain in lockdown until police arrive and confirm safety.
6. Do not attempt to physically detain the person.
7. If the individual leaves before police arrive, do not pursue them. Report full details to the police and other authorities.

INTRUDER PROCEDURE (ARMED OR AGGRESSIVE)

If the intruder appears to be armed or extremely threatening:

1. Do not approach the individual.

2. Activate the lockdown code to alert staff.
3. Call 999 immediately. If speech is not possible:
 - o Make any sound (e.g., cough).
 - o If still unable to speak, press 55 when prompted — this is the Silent Solution protocol used by UK emergency services.
4. Move children and staff into the secure area (Toy Cupboard):
 - o Lock or block access to the room.
 - o Keep children calm and quiet.
 - o Avoid drawing attention to the group.
5. Once police arrive:
 - o Provide detailed information (description, location, behaviour, and any weapon).
 - o Follow police instructions at all times.
6. Do not leave the secure area until cleared by emergency services.

COMMUNICATION AFTER THE INCIDENT

Once the situation is resolved:

- Contact parents/carers of all children to inform them of the incident, ensuring accuracy and reassurance.
- Log the incident thoroughly for playgroup records.
- All staff involved must provide a written account of the event.
- The incident will be reviewed, and security protocols updated as necessary.
- Ofsted must be notified in accordance with regulatory requirements.
- All communications will adhere to data protection and confidentiality policies.

STAFF TRAINING

- All staff are trained annually on lockdown procedures and intruder response as part of ongoing safeguarding training.
- Staff are familiar with the Silent Solutions 999 protocol.
- The emergency code word/phrase is known and practised through drills.

- Fire and lockdown drills are conducted at least once per term and logged in the health and safety folder.

POLICY REVIEW

This policy is reviewed annually or immediately after an incident or changed in national/local security guidance. Reviewed by: Rachel Knott – Manager December 2025