



Procedures for the Collection of Children and Answering the Door

"Providers must only release children into the care of individuals who have been notified by the provider by the parent, and must ensure that children do not leave the premises unsupervised. Providers must take all reasonable steps to prevent unauthorised persons entering the premises." Statutory Framework for the EYFS 2024 (3.72)

Collection of Children:

We recognise the need for high security we will need to know if there are any changes to person/s collecting the children.

- On no occasion will children be released to another person unfamiliar to nursery staff without prior consent from the parents/carers.
- In the event of another person collecting, sufficient identification will be required by the nursery, e.g. password, photograph, description of person, car etc.
- No person under the age of 16 will be permitted to collect children from the nursery.

Answering the Door:

- Staff will be aware at all times of persons entering the nursery grounds.
- Access to the building will only be at the discretion of the staff.
- Visitors to the nursery will be always accompanied by a member of staff and will sign in and out of the nursery using the visitors' book.



Policy for Parents Collecting their Child Late

"Providers make take all necessary steps to keep children safe and well"
Statutory Framework for the EYFS 2024 (3.3)

It is the Nursery policy to provide care for your child during contracted hours. The nursery has an obligation for two members of staff to stay with any uncollected child at the end of the day, until that child is collected. The **Procedure for Collecting Children** will continue to be followed in this situation. If a parent/carer fails to collect their child at the appointed time the following procedure will be followed.

Procedure if a child is not collected

- **If you are running late to collect your child, please contact the nursery as soon as possible.**
- If a child is not collected by 6pm and we have not been contacted with an explanation, a member of staff will try calling the parent/carers contact numbers.
- If no contact is made, staff will telephone the emergency contact numbers provided.
- During this time, Staff will continue to safely look after the child.
- Children will not be permitted to go home with another parent unless permission has been given previously by the child's parent/carer.
- We will continue to try the parents' contact numbers and emergency numbers. If no contact has been made after **one hour** we have a duty to inform the local authority duty social worker.
- A record will be kept of all children who are not collected by the due time. This will note the date, the time at which the child was collected, who collected the child, and the reason given.
- The nursery may charge an additional fee for late collection (as detailed in the terms and conditions of the nursery).