



Christchurch Pre-School Nursery
London Road, Braintree, Essex, CM7 2LD
Manager – Mrs Claire Macklin
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COLLECTION/ NON COLLECTION OF CHILDREN PROCEDURE

Parents (or their representative) are expected to collect the child promptly. The parent will have stated on their admission form who is allowed to collect their child and supplied us with a photo of those authorised and a password of their choosing. A list of authorised people and passwords is kept at the front of each register, with a folder of photos to help us quickly recognise new faces and learn whose child is whose (locked away securely every night). If for any reason someone else is to collect the child, parent will advise us who and we will verify them, using the password before handing the child over. We also ask for a photograph of this person to back this up.

We reserve the right to ensure that children are being collected by a responsible adult and have the right to refuse to allow collection by those deemed unfit. If, for example, we felt that the adult was under the influence of alcohol/ other substance we would be concerned for the safety and welfare of the child. Similarly, we would not be happy for a child to be collected by a sibling under the age of 16.

END OF SESSION COLLECTION PROCEDURE- Rainbows/Raindrops Room

- Staff get the children ready to leave and they sit together, singing songs, dancing, or reading a story.
- A member of staff is at the Raindrops Room or Rainbow Room exits and calls the children forward in turn as they recognise the parent/carer that has come to collect the child.
- A member of staff marks the register as the child exits, while others stay with the remaining children until all children have left the room.
- If a child is collected early, a member of staff marks the child as left in the register and parent signs in the register at the back with the time and date they were collected.

END OF SESSION COLLECTION PROCEDURE – Sunshine Room

- Staff get the children ready to leave, some upstairs, some downstairs.
- Staff go to exit gate together and children line up along the wall, waiting with other staff in the fenced pathway between the 2 gates.
- Children called forward in turn as the staff member recognises the parent/carer at the front of the line.
- Staff member marks the register as the children leave.
- If a child is collected early, a member of staff marks the child as left in the register and parent signs in the register at the back with the time and date they were collected.

LATE OR NON-COLLECTION OF A CHILD

If a child is not collected by an authorised person at the allocated finish time of their session, we will:

1. Telephone the parents using the home/mobile/work phone numbers indicated by the parent on the contact cards (taken from registration forms completed on entry to the Nursery). Parents of children starting nursery are asked to provide specific information which is recorded on our registration form this includes home address and telephone number, mobile numbers, work numbers and an emergency back-

up contact names and phone numbers should the parent not be contactable. If we are unable to contact the parents, we will attempt to contact the emergency back-up contact provided as above.

2. Two members of staff (one of whom will be the Manager / Deputy Manager / Room Leaders) will remain on Nursery premises with the child. They keep the child calm and happy, minimising any worry or distress for the child, whilst continuing to contact the parents/ authorised adults from the child's registration form.
3. If no one has collected the child after 30 minutes AND we have been unable to contact any authorised adult, we will contact the local authority social services. **At this point, the Manager or Deputy Manager would also arrive.** The child will continue to remain at nursery with two staff until collected either by parents or authorised adult or until the child be admitted into care of social services.
4. Under no circumstances do staff go to look for the parents or leave the setting with the child. The two staff must remain together with the child at nursery until collection.
5. A full written report would be recorded in the child's personal file.
6. Should a parent be continually late, on a frequent basis, with no reasonable explanation, we will charge £10 for the first 15 minutes after allocated collection time and a further £5 for every five minutes thereafter. This will cover staffing costs for those that stay with the child. This will be invoiced to the parent.
7. Any parent who arrives late will be asked to sign the 'late collection' section at the back of their register.

With the addition of extended hours, the term 'late' will refer to any time after the parent is agreed to arrive, be it 3:45 pm, 4pm or 4:30 pm.

Ofsted may be informed and our local pre-school learning alliance officer or development worker may also be informed if the child is un-collected.

This policy was reviewed and agreed at a meeting of nursery committee held in August 2026.

Signed

Manager

Committee Member