

## ARRIVAL AND COLLECTION OF CHILDREN

### **POLICY STATEMENT:**

*Children are only allowed to leave the Nursery with their parent/ guardian, or a responsible adult known by the parent. We ensure all children are accounted for when brought to and collected from the setting. Security measures are implemented at the setting by a telecom buzzer system at the main door in each room. Parents are issued with a password which is renewed monthly on their invoice.*

### **HOW POLICY WILL BE IMPLEMENTED (Specific Policies & Procedures):**

- Staff will sign a child in and out as soon as they arrive at Nursery and when they leave. This is recorded in every playroom by duty staff. It is recorded on the Child sign in/out form placed at the entrance to every playroom.
- Parents/ Carers can gain access to the building via a monitor and password system. Before entry, parents will ring the buzzer on the monitor to speak to a staff member in their child's playroom. Staff will ask the parent to give their name and password. Without these, parents/ carers cannot gain entry.
- Parents/guardians are responsible for informing the Nursery staff of who will be collecting their child/ren. Parents MUST inform staff of changes to planned collection of their child/ren. Staff are to be notified verbally or in writing by sending a message on the Family app, by email or on paper with signature.
- If parents notify the staff verbally then it is the staff's responsibility to write this down in the Playroom Diary for all staff to be aware of whom the child is going home with.
- If there is no written record by staff or parent as to alternative arrangements for collecting a child, the child will not be allowed to leave the premises.
- No child is to leave the premises with someone below the age of 18. (In extreme circumstances, this can be lowered to 16 years, providing we have written consent from Parent/Guardians and the 16-year-old is considered mature enough to care for the baby/toddler for a short space of time.)
- If the parent arranges for an authorised person to collect their child from the Nursery, they must contact the Nursery to advise of this arrangement and confirm who will collect the child. They must give a description of this person. This person must also, produce a form of ID for the staff to look at. They must also give the password.

- If staff believe the parent/ carer to be under the influence of alcohol or drugs then the child will not be allowed to leave the premises with this person.
- If the parent/ carer is not permitted, by court order, to collect the child then the child will not be allowed to leave the premises with them. (A copy of the court order MUST be shown to Nursery Manager or Deputy manager and a copy kept in the child's file in the office)
- If the parent/ carer has been deemed unsuitable by children's services. i.e. maybe if a grandparent is in poor health or someone that has had their own child(ren) removed by Children services, then the child will not be allowed to leave with them.
- If parent/ carer has been deemed as an unsuitable for safeguarding concerns, then the child will not be able to leave the premise with them. This may be through IAA or MASH.
- If staff feel the child may be in potential danger, then the child will not allow the child to leave the premises with them.
- In the event that a child is not to leave then we will follow these steps
  - 1) Explain to the person calmly, if possible, at the main entrance with a second member of staff, the reason why the child cannot be released to them and explain that someone else who has consent to collect will be contacted
  - 2) Contact someone else who has consent to collect the child (this will be recorded in the child's registration file).
  - 3) If it is safe to do so, ask a senior team member to see the person off the premises with a second staff member.
  - 4) Reassure the child who should have been collected.
  - 5) If the inappropriate person becomes aggressive or in any way poses a threat to anyone, the setting will phone 999 and ask for the police and all entrance and exits to the building will be secured until the police arrive.
  - 6) Inform IAA, MASH, CIW and the Responsible Individual of the incident as soon as possible.
- In the event that a child is left uncollected from nursery with no contact from a parent or guardian it is our policy that a member of staff will first attempt to contact a parent / guardian, failing this they will remain in nursery and care for the child until the parent / guardian arrives to collect the child. However, an excess charge will apply.
- An excess charge of £10 for the first 15 minutes and every 15 minutes thereafter will apply.
- In the event that parents or emergency contacts have been telephoned repeatedly and still cannot be contacted, and the child is still on Nursery premises 30 minutes later then the police and out of hours MASH team will be contacted.

- CIW must be notified within 14 days of this incident.
- Police will be telephoned on 999.
- Emergency Duty Team (EDT) - Out of hours contact - 01443 743665.
- The setting informs CIW and the Responsible Individual (RI) of the incident within 24 hours.
- Complete a C1 referral form if requested.

This policy should be read in conjunction with the following policies:

Safeguarding Policy  
Lost child Policy

Date policy reviewed: August 2025  
Policy reviewed by: Natasha Adams and Emma Johns.  
Date of next Policy: August 2026