

CHILD COLLECTION Policy



Answering the door

Only permanent or regular members of staff may answer the door.

If the caller is unknown, they will be politely asked to wait while a senior member of staff is requested to identify them or determine their business with the nursery.

Children will be brought outside to their authorised collector by a staff member and a handover of the child's day will be given.

Authorised collectors

Each child must have at least two authorised collectors, details of which will be outlined on the child's registration form and iConnect (Nursery Management system). Parents are requested to introduce authorised collectors to staff and/or give a detailed description or a photograph along with a password and/or car registration number for the collector to identify themselves.

A child will not be handed over to a different person unless the parent has informed us this will be happening (when a note will be added to the register) or, in an emergency, if the parent rings the nursery and speaks to the manager or person in charge.

If, for any reason, permission has not been obtained and a family member or friend comes to collect a child, **contact will be made with the parent/guardian before the child is allowed to leave.**

Parents can inform the nursery if they would like to add known relatives who can collect their child on a regular basis without a confirmation phone call. This information will be added to the iConnect system.

Persons prohibited from collecting children

All staff should be aware that some parents or carers may be legally prohibited from certain forms of contact with their child (e.g. unsupervised). In such circumstances, staff will be informed of the child and restrictions. If the prohibited person should call at the nursery, they must not be granted access and a senior member of staff must deal with the situation, ensuring that no contact is permitted. The child's main carer must be informed immediately of such an incident. Parents should be aware that unless there is a **legal restriction**, we are unable to refuse a legal guardian, whom we know, to collect their child.

A member of the management team will be in the reception area, where numbers allow, to monitor anyone leaving or entering the building.

Policy/Procedure name: Child Collection Policy	
Publication Date: April 2024	Date for Review: April 2025
Signed: (Proprietor/Manager)	
Signed: (Deputy Manager)	