

Collection of Children Policy

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Record of Alterations

Version 1.0 Original

Approved by Chris Sellers

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AIM

The safety of children is of paramount importance. Therefore, The Mount Nursery has a strict policy for the collection of children. At registration, parents are required to provide details of individuals authorised to collect their child. This must be completed by all parents before their child can attend their first session at the nursery.

STEPS TO TAKE

- Staff will only permit a child to be taken from the nursery if parents or carers have informed a member of staff beforehand and that person has the Pick-Up password. Parents can also authorise people to pick-up their child by adding them as a contact on Famly – They will be able to add their name, relation and photo as a reference for the nursery staff. If staff do not recognise the adult, they will still ask for the pick-up password.
- There may be times when staff have not previously met a parent or visitor, and we ask for their patience while we check their identity before allowing them access to the nursery site.
- If a parent or guardian is unable to collect their child, the authorised person recorded on Famly may do so. However, this must be pre-authorized by the parent or guardian. The parent must inform the nursery, either by phone or in person, that the nominated individual will collect the child on that day. If this has not been completed, the child will not be allowed to leave until contact has been made with the child's parents.
- If someone arrives to collect the child who is unknown to the setting and not listed on the Famly app, a phone call must be made to the parent for authorisation. This may involve the parent speaking with the unknown person over the phone to confirm their identity.
 - Under no circumstances will a child be allowed to leave the nursery without this procedure being followed. Even if a child recognises and acknowledges the collecting adult, the procedure must still be adhered to.
- If a child is not collected from the nursery at the expected time, the most senior member of management will use the contact details recorded on Famly to clarify the situation. In extreme circumstances, the nursery may need to contact the Local Authority Social Services Duty Officer or the police.

Please note, this policy must be followed if a staff member is taking a child from the nursery.

Parents should be made aware of this procedure to avoid any unnecessary issues during the collection of their child.



