

**ABC NURSERY POLICIES AND PROCEDURES****POLICY 28: Collection of Children**

- 28.1 The nursery is committed to ensuring all children in our care are kept safe. The nursery will make it clear to parents / carers on their child's induction the procedures and times for bringing and collecting their child (children) to and from the nursery (nurseries).
- 28.2 Staff will ensure wherever possible that parents / carers sign their child in and out during collecting their child (children) to and from the nursery (nurseries).
- 28.3 The staff will convey information to parents / carers when they collect their child to ensure that the parent / carers are well-informed of how their children have been during the day.
- 28.4 If parents / carers are late collecting their children on a regular basis then we reserve the right to bring this to their attention in writing to come to an amicable agreement of how this situation can be resolved.
- 28.5 The nursery reserves the right to place a 'surcharge' on parents' fees for late collection as is written in the nursery contract.
- 28.6 The nursery will have clearly written out procedures for the 'Non-Collection' of a child. Nursery Managers will make these procedures accessible to staff on late care when they may not be available.
- 28.7 We will ask parents to complete 'Security Forms' prior to their child being admitted into the nursery. These forms will contain a security password and names and signatures of adults that the parents have given permission to collect their children.
- 28.8 The nursery reserves the right to refuse to let a child go with an adult that they do not recognise and whose name is not on the security form as being permitted to collect this child.
- 28.9 Parents are required to give written permission if someone who is not a 'permitted collector' is going to collect their child.
- 28.10 Parents must inform the nursery if a 'permitted collector' on the security form is collecting their child for the first time and staff do not know or recognise this person.
- 28.11 We accept that parents may phone into the nursery and give the name and description of an adult that is not on the security form that they have given permission to collect their child if circumstances beyond their control have prevented them from collecting their child or using a 'permitted collector'. The parents must give this designated person the security password and state that they must show ID to the member of staff in charge when they collect the child from nursery.

- 28.12 In circumstances where parents are estranged or become separated then we cannot refuse to let a child go with either parent unless we have a specific Court Order prohibiting access.
- 28.13 If a parent or carer comes to collect a child and the nursery staff suspect that they are over the legal limit of alcohol or under the influence of drugs then we reserve the right of refusing to let the child go with this parent /carer. The nursery staff will do everything in their power to prevent a confrontation and will advise the parent / carer to call out another party who can support them in the care of their child.

