

Arrival and Collection

Policy Statement

The nursery building is designed to welcome visitors and enables them to access the reception area without the need to access the secure children's zone.

The purpose of this policy is to detail the process for arriving and collecting children. It is to ensure that the security measures in place are fully adhered to at all times.

Security

Access to the children's zone is via a secure coded door which only practitioners have access to the code. This code is changed periodically. Access to the children's zone is monitored by CCTV.

Visiting the nursery is strictly by appointment only; visitors are to be advised that should they arrive unannounced they will not be able to visit the children's zone and will be asked to arrange a suitable time come back. Upon arrival visitors are required to provide valid ID which shows their name and photograph and must sign into the visitors' book. Parents dropping off and collecting their children are not required to sign in.

Practitioners who hold a Level 3 qualification in Early Years or above and who have passed their probation period are permitted to open the secure door to the children's zone and allow entry to known parents or visitors. However, the management team must be confident that all Level 3 qualified practitioners will refuse entry to any visitor and/or parent that they do not recognise; prior to them being permitted to allow others access. Visitors who are unknown are asked to remain in the entrance hall and a member of the management team will be called to assist the visitor.

Parents and visitors must under no circumstances permit entry to any person, even if they know the individual, into the children's zone of the nursery. Parents found doing this may have their contract terminated on the basis of failing to ensure the safety of the children and the people who work in the nursery.

Arriving

When parents arrive at the start of the session they should enter the building through the main double door entrance located on the left after entering the building. A door bell is situated to the left of the door to notify practitioners of their arrival. Parents are asked to be patient after ringing the bell as practitioners may be dealing with situations which delay their response to the doorbell.

When arriving at the start of the session parents are expected to take their child to their base room and ensure that they make practitioners aware of their arrival. Failure to do this could jeopardise the safety of the child.

Parents are asked to inform room practitioners of any important information regarding their child, such as changes to their health and well-being since their last nursery session.

Collecting children

Collection time for children attending a morning session is 1pm at the latest and 6pm for afternoon sessions or full days. Any late collection will incur a late collection fee. Late collection fees are currently charged at £15 per 10 minutes. Parents will be verbally notified on collection if a fee will be applied.

Children are only released to those named by the parent and who are recorded on the child's entry record. It is the responsibility of the parent to keep these records up to date. We will request a photograph of all persons authorised to collect a child if they are not the regular collectors i.e. a neighbour or family friend. Practitioners will request to see a form of photo identification (driving licence/passport/residence card) as well as asking for the password which was set by the parent on the emergency contact section in the Child's Personal Details pack. Persons authorised to collect a child must be aged 18 or over and their behaviour must not be a concern for the practitioners.

If for some reason the practitioner is unable to identify the parent or person authorised to collect they will be asked to wait until a practitioner is present who can identify them or we are able to make contact with the child's parent who is known to the nursery.

If someone unknown to the nursery should arrive to collect a child a practitioner will contact the parent to inform them. The parent will be required to give a description of the person and their personal details such as full name before we allow them to collect the child. This person will not be granted access to the nursery without photo identification. In the case that we are unsure about the details given or have concerns regarding the photo identification we will not release the child until the parent arrives at the nursery.

Refused Entry into Nursery

It may be necessary on occasion to refuse entry to a child, parent or visitor; this may be due to a medical condition as detailed in our exclusions policy, a safeguarding concern or concern that there may be risk of harm to a child or practitioner.

Refusal to Release a Child from our Care

The welfare of the children in the care of the nursery is of paramount importance to us. The nursery therefore reserves the right to prevent a child from being collected if we feel that it may have a negative impact on their wellbeing. For further details please refer to our safeguarding documents.

