



# LEECHPOOL CATERPILLAR NURSERY & AFTER-SCHOOL CLUB

## ARRIVALS AND COLLECTIONS POLICY

### AIM:

To provide a safe and secure environment for the children at Leechpool Caterpillar Nursery and After-School Club by following the below procedure.

### **ARRIVALS:**

#### **Nursery**

Children must not be left unsupervised on the premises outside of session times and until they have been welcomed by staff. Children remain the responsibility of their parents/carers until this time.

At the beginning of the session a member of staff will open the door. The Manager/Deputy will be at the door with the register with another member of staff to ensure children come into nursery safely and cannot exit again unattended.

#### **After School**

Children attending After School Club will line up waiting to come into the building. A member of staff will greet them at the door where they will be signed into the register. Until the child is within the After-School premises, they remain the responsibility of Leechpool Primary School.

### **COLLECTIONS:**

We realise that it is not always possible for your child to be collected by his/her usual carer. Should this occur we request that you:

- Contact the team to inform them (either via phone, email or in person) that someone else will be collecting your child. If this is for after school club this needs to be done before 2pm.
- Inform the staff of the name of the person collecting your child.
- If we have not met the person before, please provide a photograph and a password.

If anyone other than a child's parent is collecting a child from nursery/after school club, parents must give us permission on each occasion this is going to occur, even if this person is on their emergency contact list.

If someone arrives to collect a child from nursery/after school club, even if they are known previously to us, staff are not permitted to hand over a child to them unless we have had specific instructions from the parent that they are permitted to do so. If someone arrives to

collect a child other than the nursery/after school parent and we have not had authorisation from the parent in advance, then we will attempt to contact the parent to seek authorisation.

If we cannot contact the parent, then the person collecting the child must wait until we have done so. The child will remain in our care until authorisation is achieved.

Staff members are not permitted to allow a child to leave with anyone that they do not know, even if the person states that they are the child's parent unless a staff member who does know the parent confirms that this it is indeed the parent.

Times when this could happen include when a parent or staff member is new to the nursery/after school club, does not regularly collect their child.

If a parent wishes for authorisation to be given on a long-term basis for an individual to collect their child on their behalf, without permission having to be given on an individual basis, then this must request must be given in writing by the parent, together with a photograph of that person (if we do not already have one).

If a parent requests that someone collect their child who is not on the list of Emergency Contacts, then the parent must give us verbal permission and a password that only that person would know. We also request that a photograph of the person be sent to the nursery in advance of collection. If this request is made by the parent by telephone, then we must call the parent back on the telephone number we have on record for them to verify that it was the parent who made the call.

Anyone collecting a child from nursery on behalf of a parent must be at least 18 years of age

### **UNCOLLECTED CHILDREN:**

We expect children will be picked up at the usual time, if this should not occur, we will assume an emergency has caused the delay and will instigate our procedure, **unless** parents contact us to let us know they are delayed.

Parents of children collected up to 15 minutes later than expected will be advised that this contravenes our registration and may leave us without insurance cover. Parents will be reminded that they should telephone us before collection time to tell us if they have been delayed and a £15 late collection fee will be incurred for every 15 minutes that they are late.

Where children are not collected within 15 minutes of the expected time, we will:

- Call the parents on given contact numbers.
- If no one is available, we will call the additional emergency contact numbers.
- If no one is available, we will contact the social services duty team and call the police and request collection of the child.

At all times two members of staff will be present and they and the child will remain on the setting premises until the police collect the child.