



Stepping Stones Nursery

Child Collection Policy

At **Stepping Stones Day Nursery** we have morning, afternoon and all-day sessions. This policy details the procedure in which Stepping Stones Nursery follows to ensure the safety and wellbeing of the children when being collected from nursery.

Upon the child starting at Stepping Stones Nursery

When the child is due to start at nursery, the parent/guardian will be asked to provide information about themselves and other people who may be part of the child's life whilst at nursery. This will include people who may be collecting the child from their sessions. They will be asked to fill out the details of themselves and the trusted adult(s) in our registration pack to allow us to contact them in the event of an emergency.

Trusted adult collecting the child from Nursery

In the event where it is not a parent/guardian collecting the child from the setting, we ask that the nursery be informed at drop off verbally or over the phone as soon as possible. The information needed from the nursery about the trusted person should be their name and also a unique password for them to give to nursery at the front door. This password should be decided by the parent/carer and then given to the trusted person as well as the nursery but not shared with anyone else.

No person under the age of 18 years can collect the child unless they are the parent. In exceptional circumstances, 16/17 year olds may be permitted with prior agreement between parent and management. In the event where the parent/carer needs to arrange a collection after their child has already been dropped off, they can inform the nursery over the phone of who is collecting and the password they have given them. This will then be passed on to the room that the child is in. When the trusted person comes to collect the child, we will ask who they are, who they are here to collect and for the password. Once the password is given, we can then release the child to the trusted person.

In the event of the nursery not being informed of the person collecting

If someone who is not expected to collect arrives at nursery, we will ask for their name and who they are here to collect. The nursery will explain that we were not expecting them and ask them to wait outside in the foyer areas until we have double checked with the parent/carer. The nursery will contact the parents/carers and check that this person is allowed to collect the child. Once consent has been given, the nursery can release the child to the trusted person. **The nursery will not allow a child to leave without parent/carer consent.**

Concerns for the parent/carer

In the event where staff have concerns that the parent/carer may be under the influence of drugs or alcohol when they come to collect, and the safety and well-being of the child could be compromised, the staff will inform the manager who will assess the situation. If it is decided that the parent/carer is unable to take responsibility for the child, then appropriate action will be taken. This may include notifying the next contact on the child's contact list. If no one is available to collect, then social services or the police will be notified.

Relationship breakdown of the parents/carers

There may be a time when the relationship between the child's parents/carers breaks down. Unless there is a court order in place in which the parent/carer's contact to the child has been denied, the nursery is unable to deny access to the child. If there is a court order in place, the nursery must have a copy of this order on file. If a parent/carer of concern ask to access their child, the nursery will contact the main carer and ask them to come to the nursery as soon as possible. We will then ask the parent/carer of concern to wait outside the nursery. If there are any concerns in regard to violent or aggressive behaviour from either parents/carers, we will seek advice from the police and follow their recommendations.

Late Collection

Parents/carers are able to collect their child from the nursery flexibly within the time period of their allocated session, asking them to be no later than the session end time. If they attend the morning session we expect children to be collected no later than 1pm, morning to mid-afternoon sessions no later than 3.30pm and afternoon/all day/funded only session no later than 6pm. We understand that some parents may arrive earlier to collect their child, this is acceptable. However, the full fees still remain in place for the allocated session times.

We give parents/carers information about the procedures to follow if they expect to be late and ask that they call the nursery as soon as possible to advise of their situation and expected time of arrival.

In order to provide additional care a late fee of **ten pounds every 15 minutes** will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Failure to collect a child

If a child has not been collected from the nursery after a reasonable amount of time **and 15 minutes** has been allowed for lateness, we initiate the following procedure:

- The nursery manager will be informed that a child has not been collected
- The senior member of staff will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the senior member of staff will try to contact the parents on the telephone numbers provided

for their mobile, home or work. If this fails the manager/senior member of staff will try the emergency contacts shown on the child's records. The manager will be informed of these conversations.

- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record. The manager must be informed of this if not involved.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services duty team (integrated front door)
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- In the event of the child failing to be collected 1 hour after the end of their booked session, Social Services and/or the police will be notified of a non-collection and the matter will be passed onto them.

Contact numbers:

Name	Contact No
Social Care Duty Team (integrated front door)	01403 229900

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>April 2025</i>	<i>Ekeller</i>	<i>April 2027</i>