

Arrival and Collection

Raised In aims to ensure that the arrival and collection to and from the nursery is as smooth as possible for the safety of each individual child.

Arrival

At Raised In nurseries all children will be welcomed by name in a happy and friendly manner.

Parents/carers must pass the care of their child to the Educator at Raised In and inform them of any details concerning the individual child's wellbeing e.g. health, personal events/ requirements. This information will then be passed on to the relevant Educator(s) and recorded.

When a child arrives at the nursery their time of arrival and departure will be recorded on the register.

Parents/carers are asked that they do not allow anyone else in and out of the building, and to wait for a member of the Raised In team to greet all parents/carers or other visitors with their child at the door.

Late Fee

At the discretion of the Nursery Manager, and where children are persistently collected after their session finishes, a late collection letter will be issued and a charge of £1 per minute will be charged, in addition to the monthly bill.

Departure

When a child is collected from nursery a member of the team will provide information to the parents/carers about their child's day. Information about the child's day such as nappy changes, what they have eaten and their sleep will also be posted on notice boards in the child's room.

Under no circumstances will any child be allowed to depart from the Raised In premises unless prior written permission, an email is acceptable, has been granted from the child's legal parent/carer.

If you are unable to collect your child from the nursery due to unforeseen circumstances and you have to ask someone else to collect your child, please inform the nursery team at the earliest opportunity. The person with legal responsibility must provide through email or telephone call to your Nursery Manager the person's name, the password or phrase to be used, their relationship to the child and a brief physical description of the person who will be collecting the child. You will also need to ask them to provide a valid form of photographic ID.

If someone arrives to collect a child without the nursery team having prior knowledge, we will not allow your child to go until a senior team member has been able to contact the child's parent/carer to ensure that permission has been granted for the child to go with the adult who has arrived to collect the child.

Non-collected child

If a child has not been collected by their parent/carer:

- The Nursery Manager will be informed that a child has not been collected
- The Nursery Manager will check for any information regarding changes to normal routines, parents'/carers' work patterns or general information. If there is no information recorded, the Nursery Manager will try to contact the parents/carers on the contact numbers provided. If this fails, the Nursery Manager will try the emergency contacts shown on the child's records
- The person in charge and one other member of the nursery team must stay behind with the child (If outside normal operating hours). During normal operating times, the nursery will plan to meet the required staff ratios. If the parents/carers have still not collected the child, the manager will telephone all contact numbers every 10 minutes until contact is made. The calls will be logged, to inform the incident report
- 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 emergency duty team on 01454 615 165, or 999 if required
- The two members of the nursery team will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress the nursery team will distract, comfort and reassure the child during the process
- The nursery will inform Ofsted as soon as convenient and within 14 days

Separated Parents/Carers

In line with family law - if parents/carers are separated or divorced at the time of a child's enrolment, the question of consent to collect will be asked from the resident parent/carer. In the interests of the child's welfare and safety, if at any time the non-resident parent/carer tries to collect the child, we will do the following:

- If a non-resident parent/carer tries to collect the child and cannot prove their identity they will be informed that the child will remain on the premises and that they must leave. If they refuse the police will be called.
- If the identification is satisfactory the child will remain on the premises until the resident parent/carer can be informed of the non-resident parent's/carer's presence and whether or not the non-resident parent/carer may remove the child.
- If the resident parent/carer states that the non-resident parent/carer cannot remove the child, the resident parent/carer will be asked to collect the child or send an authorised person to collect the child immediately. The non-resident parent/carer will be informed that the resident parent/carer or authorised person is coming to collect the child and be asked to leave. If they refuse the police will be called.
- If the resident parent/carer states that the non-resident parent/carer cannot remove the child and is unable to collect the child or send another authorised person to collect the child, the child will be kept on the premises until the resident parent/carer can collect the child. The non-resident parent/carer will be informed of this and asked to leave. If the non-resident parent/carer refuses to leave the premises the police will be called.

Signed: Nicola Brimble, Head of Nursery

Date: 01 December 2023

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This policy links to: Missing Child Policy, Parent as Partners Policy and Safeguarding & Child Protection Policy