

University of Warwick Nursery

COLLECTION OF CHILDREN

The aim of this policy is to reassure parents and carers that their children will be safe in our care. At all times the staff of this Nursery will put the safety and wellbeing of the children as a priority.

We will achieve this by having a comprehensive and robust policy for the collection of children that is known to all the nursery staff which includes the following points:

1. Only people known to the Nursery staff will be permitted into the nursery to collect a child.
2. Members of staff and students can gain entry to the nursery using their I.D. card, parents or carers who do not have an I.D. card will be issued with a visitors' card. All these cards have been cleared by the nursery manager to gain access to the nursery and car park. The nursery manager is the only person who can authorise this clearance.
3. The persons permitted to collect a child must be above the legal age of an adult, i.e. over 18 years. (We cannot release a child into the care of someone who is not an adult)
4. Instructing parents from the outset that they must inform the nursery staff if someone other than themselves will be collecting a child.
5. The Nursery staff will not allow a child to leave the Nursery with an adult that is not known to them and is not expected.

Procedure

1. When registering a child with the Nursery Parents/carers will be asked to indicate those people who are authorised to collect the child, this information will be entered onto the nursery management system.
2. Before the child starts to attend Nursery or at the earliest opportunity parents/carers authorised to collect a child must be introduced to Nursery staff.
3. If a parent advises us that someone who is authorised to collect their child will be coming on a particular day, but hasn't been introduced to nursery staff, the parent must produce a photograph of the person and provide a password to be used on entering the building.
4. In case of emergency where an authorised person is unable to collect a child at short notice, parents/carers will be asked to supply a password over the phone to authorise collection to the alternative person.
5. Parents must not give their access card to a third party to enter the nursery if they are unable to attend themselves, this is a contravention of the university rules regarding the use of I.D. cards.
6. In the event that an unknown person attempts to collect the child they will be asked to wait in the reception while the senior member of staff on duty attempt to contact the child's parent or

carer. They will not be permitted to remove the child until confirmation is received from the parent.

Late Collection of Children

Parents/carers are made aware of Nursery closing times when registering their children with the Nursery. Notices are also displayed around the Nursery advising of closing times. In the event that a child remains in the Nursery after the official closing time the following steps will be taken:

1. Attempts to contact the parent/carers who usually collect the child by telephone.
2. If not available the next contact name listed on the registration form will be contacted by phone.
3. If still unable to reach either parent/carers staff will comfort and reassure the child that all is well and that their parent has been delayed while attempts continue to be made to contact the parent/carers or other persons authorised to collect the child.
4. At all times at least two members of staff will remain on site with the child, one of whom must be a senior member of staff.
5. If a child has not been collected one hour after the evening closure time of the Nursery (5.45pm, 5.15pm on Friday) and no contact has been made, the most senior member of staff will contact the local Social Care Out of Hours Duty Team and consult with them as to what action should be taken next, the University Campus Safety Team will also be contacted.
6. If it is the decision of the duty team that the child should be removed to a place of safety a note will be left on the nursery door advising the parent where the child is and who they should contact by phone. The University Campus Safety Team details will also be left for the parents/carers.
7. While the Nursery staff are sympathetic towards parents who have been unavoidably delayed, persistent late collections will result in fines being imposed at £5 for the first 10 minutes followed by £5 for every 5 minutes thereafter.