

## Collection Of Children Policy and Procedure

**Clowns Nursery is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

- Arrival times: 8.00am, 8.45am and 2.00pm
- Collection times: 1.45pm, 2.00pm, 3.00pm, 3.30pm, 4.00pm and 6.00pm

Parents arriving outside of these arrival times should wait in Reception, and a member of staff from the child's room will be called to collect him or her.

At collection times, parents and authorised collectors must always wait in Reception. Children will be brought to Reception by a member of staff.

### Authorised Collectors

Each child is required to have one or more adults authorised to collect them from the nursery. Details of all authorised collectors are provided by parents and recorded on the nursery management software. These details are shared with the child's classroom team.

Children will only be handed over to individuals who are known to staff and recorded as authorised to collect the child, unless prior arrangements have been made in line with this policy. If staff are uncertain about the identity of a person collecting a child, the child will not be handed over until appropriate checks have been completed.

### Authorised Persons and Collection Permissions

For the safety and well-being of all children, parents and guardians with parental responsibility are required to provide the nursery with full name and handover permissions of all individuals authorised to collect their child. For each person, parents are required to clearly indicate whether the individual is authorised to:

- Collect the child from the nursery.
- Sign and receive copies of documentation relating to accidents, incidents, or medication administered to the child.
- Receive information regarding a challenging or "tricky" day.
- Receive information relating to the child's pastoral care, including toilet training, eating habits, and general routines.

It is the responsibility of parents and guardians with parental responsibility to ensure that permissions are accurately specified for each authorised person, enabling the nursery to manage collections and the sharing of information safely and appropriately.

Where parents have not granted information-sharing permissions to an authorised person, staff will provide a basic handover only when the child is collected at the end of the day. This will be limited to confirming the child's safe collection and will not include any detailed information about the child's day, well-being, or personal care.

### Changes to Collection

If a parent or guardian wishes their child to be collected by someone not previously authorised, the nursery must be informed in advance. A password will be required, and it is the responsibility of both the senior staff member and the reception staff to ensure that all information has been checked before the child is handed over.

If the nursery has not been informed of a change to collection arrangements, the child will not be released until

the parent or guardian has been contacted and permission has been obtained.

If a parent or guardian telephones the nursery to inform us of a special collection, two security questions will be asked to verify the caller's identity. This will be carried out by Reception staff, or if Reception is unavailable, by a member of the admin or management team. The caller display will also be checked against the contact number held on record. These measures are in place to ensure that the collection of children remains safe and secure.

Where a person is prohibited from collecting a child, parents or guardians will be required to provide the nursery with a copy of the relevant legal documentation. If such a person attempts to collect the child, they will not be granted access.

We cannot prevent a parent with parental responsibility from collecting their child unless the appropriate legal documentation has been provided.

#### Recording Special Collections

When a parent or guardian informs the nursery by email that someone else will be collecting their child, the email is shared with the child's classroom team and recorded on the child's file within the nursery management software.

When a parent or guardian informs the nursery in person, a Special Collection Notification Form (18.1.2) is completed. One copy is retained in Reception, and a second copy is provided to the child's classroom.

*Reviewed April 2026*