



# Policy for arrival / collection of children and for missing children

The Governing Body of St. Paul's Nursery School endeavours to write and adopt policies that are fully inclusive for all children / staff / parents / carers / governors and members of the wider community.

Approved by: (FGB)	May 2021
Reviewed on:	12/6/25
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## **Statement**

The safety of children at St. Paul's Nursery School is of utmost importance at all times. Staff follow a strict policy for arrival and collection of children.

## **Aims**

We believe that all children should be excited about and enjoy their learning, and should be appropriately challenged in order to make good progress and do the best they can, within a caring and sharing environment

We aim to provide:

- a setting where children are seen as individuals, where their needs are identified and responded to and where they are given the best possible chance to fulfil their talents;
- a safe, happy and secure environment where children can learn to be independent and take responsibility;
- a broad, balanced and exciting curriculum, which offers a wide range of opportunities to develop children's abilities in all areas. We want children when they leave nursery, to be happy, rounded young people who are confident, will always try their best, have questioning minds and have respect for people and the environment around them;
- a positive ethos where everyone is valued and achievements, however small, are celebrated.

### **1. Arrival at the school**

Staff follow secure entry procedures;

- The main reception area is supervised by at least one member of staff during key drop off and collection times.
- Children are not permitted to enter the reception area without an adult.
- The internal coded doors are always closed and never propped open during hours children are present.
- Parents / carers bring children into their nursery room and hand over to staff with any key information.
- Children are encouraged to sign in independently on the ipad based in kingfisher room. If a child is unable to do so, a staff member will do it for them.
- When parents / carers inform a member of staff that someone different is to collect their child, the parent / carer will give staff a chosen password and staff will make a note of the name of the person due to collect. It may be necessary to also note their date of birth and a description of their appearance.

### **2. Collection of Children**

Parents / Carers should come into rooms and make contact with a practitioner who will pass the care of their child back to the parent/carer. Once care of children has been passed back to parents / carers, they are responsible for their supervision.

When children are collected, practitioners should pass on any relevant information about eating, health, toileting etc.

Any accidents should be reported. We make every effort to pass on information to parents through letters and notices, newsletters etc when children are collected, as well as through verbal and other methods such as the family app.

When practitioners and parents / carers need to talk, they need to pay particular attention to the supervision of the child and may need to ask another practitioner to help supervise.

### 3. Information on Parental Responsibility and Permission to collect

Parental responsibility is checked on birth certificates when children are registered at the centre.

Adults with parental responsibility are required to give their name, address, contact telephone numbers and date of birth.

Adults with parental responsibility are asked for emergency contact details for two other adults who can be contacted if main carers are unobtainable, in the case of illness or accident to a child.

Adults with parental responsibility may add or remove names from this list.

One adult with PR may not remove another adult with PR from the list without appropriate legal documentation.

### 4. Phone messages

Adults with parental responsibility may need to contact the school by phone in certain situations to arrange alternative collection of children. If staff are unsure with whom they are speaking, they should ask the parent security questions to confirm their identification, eg,

- Child's DoB and parents DoB
- Home address
- Staff will then give a password to the parent / carer which they should pass on to the new adult collecting on that occasion. (Passwords change weekly).

### 5. Unknown adults

Unknown or unexpected adults are not allowed to take children from the nursery school without permission from the child's parents.

If an unknown / unexpected adult arrives to collect a child, staff will check with other members of staff to find out if the parents / carers have left a message about who should be collecting

- If **YES**; ask the adult their name, the security password and also their DOB (if it has been provided by the parent / carer)
- If **NO**; telephone the parents / carers to find out who should be collecting. **DO NOT ALLOW THE ADULT TO TAKE THE CHILD WITHOUT CONSENT FROM A PARENT/CARER.** If contact cannot be made with any of the authorised adults within an hour of their expected collection, consideration will be given to contacting Social Services Emergency Duty Team to request support in looking after the child after hours until parents/carers can be located.

### 6. Late collection

If parents / carers find themselves caught up & realise they will be late collecting children, they must contact the school as soon as possible.

Parents are expected to collect children at the agreed time for the end of the child's session. If children are not collected within 10 minutes of the end of the session, parents / carers will be contacted.

If parents cannot be reached, emergency contacts will be contacted and asked to collect the child.

If contact cannot be made with any of the authorised adults within an hour of their expected collection, consideration will be given to contacting **Social Services Emergency Duty Team** to request support in looking after the child after hours until parents/carers can be located (**551900 – MASH, or if out of hours the Emergency Duty Team – 01609 780780**)

Any children awaiting collection by parents/carers/emergency contacts/Social Services after hours must be supervised by two qualified practitioners.

A written record of any such incident should be made by the staff involved, including a log of attempted calls to parents/carers/emergency contacts etc.

## **7. Competency to Collect:**

### *Incapacity*

If practitioners feel that anyone collecting a child is unable to care for them safely, due to being under the influence of alcohol or drugs, or for any other reason, they should explain the situation and request that the adult contact another adult who is capable of taking responsibility for the child, or the practitioner should offer to make this contact themselves. Advice should be sought from a member of the school leadership team in this situation.

If another responsible adult cannot be found, staff should request that the parent self-refer to Social Services.

If the parent/carer refuses to co-operate with this procedure and insists on taking the child, staff should not attempt to physically prevent the parent/carer from taking the child. The parent/carer should be informed that an immediate referral will be made to Social Services. This incident should be fully documented by any staff involved.

## **8. Age of Person Nominated to Collect**

We would request that children are collected by responsible adults wherever possible. If adults with PR ask that their children are collected by someone who is under 18, they must be convinced that that person is competent, capable and responsible in looking after their child safely and dealing with any unforeseen incidents which may occur while they are caring for the child.

If practitioners feel that anyone collecting a child is unable to care for them safely, they should explain the situation and attempt to contact the parent or another nominated emergency contact who is capable of taking responsibility for the child. Advice should be sought from a member of the school leadership team in this situation.

## **9. Adults who must not collect**

In some situations, particular adults may be forbidden from collecting or having contact with children. This may be due to injunctions or as a result of information passed on by Social Workers or the Police.

This information must be recorded on registration documents and shared with any relevant staff.

Security monitoring will be important in ensuring that any unauthorised adults are identified and asked to leave.

If unauthorised adults come to the nursery school, the adult with PR, Social Worker or Police should be informed, as appropriate.

If unauthorised adults are identified, asked to leave and refuse, the Police should be called immediately. Advice must be sought from a member of the school leadership team in this situation.

## **Procedures for when child is missing**

1. Thoroughly check and recheck the nursery school premises both inside and outside) and alert all spare staff to assist with the search.
2. Record time child went missing and when and where child was last seen.
3. Contact police (999).
4. Contact parents.
5. Contact Ofsted (03001231231).