



**St. Thomas a Becket Nursery School**  
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Eastbourne  
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Registered Charity No. 1097448

# Collection of Children Inc What to do in the case of a child not being collected

**Responsibility:** Nursery Manager  
**Review Cycle:** Every two years

<b>Date of adoption / last review:</b>	<b>Signed / Role</b>	<b>Date of next review:</b>
September 2019		Sept 2021
Sept 2021		Sept 2023
Sept 2023		Sept 2025

**St Thomas a Becket Nursery**  
**Collection (and Non-Collection) of Children Policy**

**Policy Statement**

Keeping our children safe is of paramount importance to us. We have strong security measures in place to ensure our children are dropped off and collected securely.

**Procedures**

**Daily Security - Nursery Entrance and Exit:**

- We are located on a school site that has a secure gate system for vehicles and pedestrians. Access for both of these is via a camera and voice entry system. Staff will always ask vehicle drivers their business prior to opening the gates and will only open the gates to a service they are expecting. Staff will ask for pedestrians to identify themselves should they be out of the view of the camera after buzzing at the main gate. No one is let in who is not identified. A further locked gate needs to be accessed to gain entry to the nursery front door.
- Parents identify themselves a voice activated system prior to a nursery staff member opening the gate. The nursery front door is locked at all times and visitors can clearly be seen through the glass. Practitioners on the door know the nursery children parents and carers and will not answer the door to strangers. Only parents and carers known to staff are given entry.
- Parents are reminded to shut the gates behind them when they arrive and leave. Parents have to buzz back through to nursery to exit the school grounds and staff oversee their exit through the video system and ensure that no-one else enters the school grounds whilst the gate is open.

**Collecting children:**

- Children are signed in and out at the nursery door. Staff record drop off and pick up times.
- Children's records detail the primary and secondary carer and third person emergency contact. Details for emergency contacts are also held. On a daily basis, parents and carers can notify nursery if anyone different will collect the child on that day. A password system is used for other family members or friends picking up children, the passwords are recorded in the children's files and the password must be used.

- In the event a child is not collected on time, staff ensure the child continues to receive a high standard of care so as not to cause the child upset. A child can become distressed when they are the last to be picked up if there is significant wait time. Nursery staff will nurture the child and provide them with reassurance if their parent or carer has been unavoidably delayed.
- Information, including photographs where relevant, will also be held about any person who is specifically not allowed access to the child and in this instance, all staff will be made fully aware of this.
- Should a forbidden person arrive at the school or nursery gate or door, they must not be permitted access and the Designated Safeguarding Lead must deal with the situation and ask the unauthorised / forbidden person to leave. The primary contact will be called immediately and in the event of the situation escalating, the police may need to be called.

#### **Non-collection of children:**

- In the event of non-collection of a child, we will aim to contact the parent or carer. Nursery hold information about a parent or carers home and work contact details, plus third party emergency contact details. Staff will use best endeavours to contact all named persons on the children's records prior to taking further action in the un-likely event that a child remain un-collected.
- 2 members of staff will remain with the child until the child is safely collected.
- All of the other above procedures are still strictly carried out. If no-one collects the child, according to the procedures above, the Local Authority Single Point of Advice will be contacted and a the incident reported through SPOA and recorded on MyConcerns.
- If a different adult to whom we have on record comes to collect the child, the child will only be released once we have spoken to the parent or carer of the child to check the identity of the person. The parent will need to give verbal consent for this person to collect the child. Only adults over the age of 18 will be permitted to collect nursery children.