

Staff Answering The Door & Collection of Children

To ensure the safety of all children and staff the following procedures must be adhered to:

Answering the door

The person who answers the door must always identify the caller (peep hole in door or windows) and identification needs to be sought if the caller is not recognised, i.e. name, reason for call, name of the person whom caller is here to see, employment / identity card. Before granting a caller access always check with the person in charge. Never grant access to anyone who is not known. Any new members of staff, students, parents / carers or visitors will not answer the door.

Visitors

Any visitors, health & social workers, professionals, doctors, sales people, college assessors, handy man etc must sign the visitors book on arrival.

Authorised collectors

Parents / carers must give detail on their child's application form any people other than themselves who are authorised to collect their child, parents must notify the nursery and provide a password that the collector will give to collect the child.

In the case of separated parents

We will treat separated parents as equals for collection purposes, therefore both parents must agree on who is able to collect their child. We cannot stop anybody with parental responsibility from collecting their child unless there is a safeguarding concern or a court order in place.

Persons prohibited from collecting children

If an unknown person calls to collect a child and the parents have not informed the nursery of this then the parent must be contacted and must give their permission before the child is allowed to leave the premises. A senior member of staff will contact the parent, if the parent or somebody from the contact list cannot be contacted the child will be kept within the care of the nursery staff.

All staff should be aware that some children are not allowed to come into contact with members of their own family through court orders. In such circumstances a register is kept of each child and the names of those family members with whom that child is forbidden contact with. If one of these family members should call at the nursery they must not be granted access and the Manager / Deputy must deal with this situation. The child's primary carer must be informed of the incident immediately thereafter.

**This policy was revised & updated on the 15th August 2022
Eversley Nursery School**