



LEECHPOOL CATERPILLAR NURSERY & AFTER-SCHOOL CLUB

ARRIVALS AND COLLECTIONS POLICY

AIM:

To provide a safe and secure environment for the children at Leechpool Caterpillar Nursery and After-School Club by following the below procedure.

ARRIVALS:

Children must not be left unsupervised on the premises outside of session times and until they have been welcomed by staff. Children remain the responsibility of their parents/carers until this time.

At the beginning of the session a member of staff will open the door. The Manager/Deputy will be at the door with the register with another member of staff to ensure children come into nursery safely and cannot exit again unattended.

COLLECTIONS:

We realise that it is not always possible for your child to be collected by his/her usual carer. Should this occur we request that you:

- Contact the team to inform them (either via phone, email or in person) that someone else will be collecting your child.
- Inform the staff of the name of the person collecting your child.
- If we have not met the person before, please provide a verbal description or photograph and a password.

UNCOLLECTED CHILDREN:

We expect children will be picked up at the usual time, if this should not occur, we will assume an emergency has caused the delay and will instigate our procedure, **unless** parents contact us to let us know they are delayed.

Parents of children collected up to 15 minutes later than expected will be advised that this contravenes our registration and may leave us without insurance cover. Parents will be reminded that they should telephone us before collection time to tell us if they have been delayed and a £15 late collection fee will be incurred for every 15 minutes that they are late.

Where children are not collected within 15 minutes of the expected time, we will:

- Call the parents on given contact numbers.
- If no one is available, we will call the additional emergency contact numbers.
- If no one is available, we will contact the social services duty team and call the police and request collection of the child.

At all times two members of staff will be present and they and the child will remain on the setting premises until the police collect the child.

Reviewed May 2022