

**PROCEDURE FOR ANSWERING THE DOOR / COLLECTING CHILDREN  
FROM THE NURSERY**

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

**Answering the door**

Before opening the door, staff must identify the caller through the intercom system. If the caller is not known identification must be sought, i.e. name, reason for call, name of the person whom the caller is here to see, employment card. Before granting access to a caller whose identity you are unsure of always check with a senior member of staff. Never grant access to anyone who is unknown. We also encourage parents not to admit people who they do not know.

**Visitors**

Any visitors, college assessors, gardener, maintenance people, Early Years Team etc; must fill in the visitor's book on arrival and departure. This is kept in the entrance hall.

**Authorised Named Contacts**

Children at the nursery can only be collected by the named contacts written on the child's enrolment forms, unless the child's main carer gives authorisation in writing, for another person to collect their child/children. (The main carer must inform the nursery of any changes immediately)

The main carer/s are required to provide the following information if another person is needed to collect their child/children

- A signed letter giving authorisation
- A password
- Photograph where needed

In an emergency where the main carer is unable to collect their child/children they must inform the nursery manager or the person in charge giving the name and contact details of the person and a password.

The main carer must inform the emergency contact person that identification such as employment card or driving license may also need to be seen by the nursery staff.

All staff must be informed of these details and ask the person for the above information. If they have any concerns they must inform the person in charge immediately.

### **Child car seats**

Children will not be permitted to leave the nursery if they are going to be making a journey in a car without an appropriate car seat. This is in line with the guidance on the [GOV.UK](#) website pages 'Child car seats: the law'.

The only exception to this will be according to the information on the above webpages '[When a child can travel without a car seat](#)'.

### **In addition**

Newsletters remind parents that no one else is allowed to collect their child without written consent (except in an emergency).

At the beginning of the year, or sooner if required, parents are asked to confirm the named contacts (see authorised named contacts above).

No person under the age of 18 is able to collect a child from the nursery without prior arrangement with the nursery manager / deputy.

New parents are asked to provide the names, photographs (where needed) and phone numbers of their child's named contacts.

### **Persons prohibited from collecting children**

If a different person calls to collect a child, and the main carer/s have not informed the nursery of this, then the main carer's permission must be obtained before handing over the child. Staff must inform a senior member of staff immediately, who will explain the situation to the person and contact the main carer/s by phone. If they are unable to contact the main carer/s the person will be asked to wait until permission has been obtained.

All staff should be aware that some children by law are not allowed to come into contact with members of their own family. In such circumstances a register is kept of each child and the names of those family members with whom that child is forbidden contact. If one of these family members should call at the nursery they must not be granted access and the person in charge of the nursery must deal with the situation and ensure that no contact is permitted. The child's main carer must be informed of the incident immediately thereafter.

In cases where there has been a breakdown within a family and where both parents were previously known to the nursery we are unable to refuse a parent access to their child. Neither parent can give instructions that the other parent cannot collect the child.

The only exception to the above paragraph is where there is a court order in place restricting a parent's access to their child. In this case the nursery will need to see the legal paperwork and retain a copy in your child's personal file. All staff will then be informed and told who cannot collect the child and why.

## **Diffusing Difficult Situations**

If the person has not entered the building:

If the person becomes aggressive or difficult the senior member of staff must assess and try to calm the situation through discussion using the intercom system. Other members of staff should be informed of the situation for the safety of the children, themselves and others.