

5 Collection, Lost Children, and Visitors Policy



Collection of Children

All parents of children registered at Summertime will complete a registration form for their child before they will be allowed to start. There must be two or more contacts who can collect the child from the setting.

It is really important that you **attach photographs** to the registration form of **all** the people you have named as authorised to collect your child and provide a **Password**. This ensures staff can recognise relatives/friends at the door prior to giving them access to the building. If you are unable to print photographs yourself, you can email them to us and we will print and attach them.

Children will only be allowed to leave the setting with a named contact who is on the registration form. ID or the password will be sought from named contacts who are on the collection form that staff are unfamiliar with.

Parents must inform Summertime if someone else on the registration form will be collecting their child. If this information has not been relayed the staff at Summertime will only allow the child to leave once collection details are confirmed by a parent.

A child will not be allowed to leave Summertime with anyone who is not on the collection form unless in extreme circumstance when we are contacted by the parent and information is confirmed. The safety and welfare of the child is paramount.

Parents are asked to inform the nursery/preschool in writing with regards to any changes of the named contacts.

In the event of a child not being collected

Summertime nursery opens from 7.30am - 6.00pm Monday - Thursday and till 5:00pm on a Friday.

All contact numbers will be rung after a reasonable period (**15 minutes**) and will continue to be rung for up to **1 hour during our opening hours and 30 minutes after the setting closes**. If a child has not been collected by the time the setting closes 2 members of staff will wait with the child and will contact the manager or deputy manager.

If the child still has not been collected from the setting and a cause for lateness has not been established, then the **social services duty officer and /or the police will be contacted**.

Lost Children

In the unlikely event of a child going missing the following procedure will be followed:

- Alert the manager/senior member of staff immediately
- Ask the other children if they have seen the missing child
- Continue to ensure that staff members supervise all the other children at the setting.
- All other staff members will search the surrounding areas and the setting
- If the child has not been found in the **first 5 minutes**, we will notify the parents/carers and the Police.
- Record the incident in the incident book and if required inform OFSTED

Visitors to the Setting

If any other person arrives at summertime for whatever reason the following procedure will be followed:

- The person will be asked for the reason for their visit
- Identification will be asked for (unless they are visiting the setting for a placement for their child or settling in session)
- Any legitimate visitor will be required to sign into the visitor book
- Staff will ensure that visitors refrain from using their mobile phones whilst in the setting and they should remain in the visitor's bag. Visitors must step outside the building should they wish to make or take any calls.

Cathy White Manager March 2025