



6 Collection, Lost Children, and Visitors Policy

Collection of Children

All parents/carers of children registered at Summertime must complete a registration form before their child starts. Parents/carers should provide **at least two authorised contacts** who can collect their child wherever possible.

Please provide **photographs of all authorised collectors** and ensure they know the **password**. This helps staff identify people collecting children and maintain the security of the setting. If you cannot provide printed photographs, you may email them to us and we will print them for you.

Children will only be released to a person named on the registration/collection form. Where a named contact is unfamiliar to staff, **photo ID and/or the agreed password** will be requested.

Parents/carers must inform Summertime in advance if a different authorised contact will be collecting their child. If staff have not been informed, the child will only be released once the collection arrangements have been confirmed with a parent/carer.

Children will not normally be released to anyone who is not named on the collection form. In exceptional circumstances, this may only happen following direct confirmation from a parent/**carer** and appropriate checks by the setting. The safety and welfare of the child is paramount.

Parents/carers must inform the nursery/preschool in writing of any changes to authorised collection arrangements.

If a Child Is Not Collected

Summertime is open **7.30am–6.00pm Monday to Thursday and 7.30am–5.00pm on Friday**.

If a child has not been collected within **15 minutes** of their expected collection time, staff will begin contacting the child's parents/carers and authorised contacts. Contact attempts will continue for up to **one hour during opening hours and for 30 minutes after the setting closes**.

At least **two members of staff** will remain with the child and the manager or deputy manager will be contacted.

If the child remains uncollected and the reason for the delay cannot be established, **Children's Social Care (social services) and/or the police will be contacted**.

Lost or Missing Children

In the unlikely event that a child is missing:

- Alert the manager or senior member of staff immediately.
- Ensure all other children remain safely supervised.
- Ask the other children and staff whether they have seen the missing child.
- Staff will search the setting and immediate surrounding areas.
- If the child has not been found within **5 minutes**, the parents/carers and police will be notified.
- The incident will be recorded and, where required, reported to **Ofsted and other relevant agencies** in line with safeguarding procedures.

Visitors to the Setting

All visitors must:

- Explain the reason for their visit.
- Provide their names and contact information.
- Sign in on arrival and follow the setting's visitor procedures.
- Keep mobile phones and personal devices stored in their visitor's bag while inside the setting.
- Leave the building if they need to make or receive a phone call.
- Follow instructions from staff in the event of an emergency

Children's safety and safeguarding are our priority at all times.

Cathy White, Manager — September 2026