

Arrival and Collection of Children policy

Whilst the children are in Little Learners care, we shall do our utmost to provide a secure environment, and it is very important that our procedures for collection of children are clearly known and understood by parents, carers, and staff.

- The children are not to enter the building before our opening time of 7.30am and must not be here later than 6.00pm.
- If you arrive early with your child for their session, we will ask you to stay, as we have ratios we have to maintain. Ratios are set by Ofsted and must be abided by. Children who are here later than their session time will incur a late fee charge of £7.50 for every 15 minutes the parents are late.
- When the children arrive, the times are recorded on Nursery in A Box, when the children are collected the time is recorded on Nursery in A Box.
- Handover is done at the front door, parent, or carers do not enter the building, however if it is raining or a child feeling sad, or unwell, parent's or carers are welcome in. If someone we do not recognise arrives at the setting, they are asked to wait outside.
- Only staff employed by Little Learners is to open the front door.
- We work the employee's working times around the number of children we have in the building; staff are assigned different start and finish time to meet the ratios.
- All parents/guardian **must** inform Little Learners if they are going to be late either collecting/dropping off.
- It is our policy **not to let any persons under 16 years** of age to collect their children unless in extreme emergency cases which would require a phone call from child's legal parent/guardian
- No child will be able to leave Little Learners with an unauthorised person or without parental consent.
- All unauthorised persons should bring a form of photographic identification either a passport or drivers licence to prove they are who you have said they are (Your child will not be allowed to leave without this) We also ask parents to give the person a password.
- Staff members who welcome parents in must be able to identify the adults collecting or dropping of the children. If the staff member has not seen the person collecting, we will ask them questions and contact the child's parent to confirm who is collecting
- If an unauthorised person came to collect a child, we would contact the child's parent/guardian and ask them if this person is able to collect their child. We would not let anyone take a child without them being authorised by parents/guardians
- Password system: Each child has 2 emergency contacts with recorded passwords, however if the person collecting is not on our system, we ask the parents to give them a password and tell us the same one as well as the details of the person coming.
- In the event of no contact from a child's parents/authorised/emergency contacts two staff members will stay with the child for 60 minutes after closing time, and contact the social care team and police.
- When children with social care involvement arrive or leave, we record the person who drops off and collects also if they are late and what the reason is for them being late. Also, when it is a different person collecting and dropping off, we record this on their individual file.

This policy was updated and checked by Vicky George ,Manager V.George January 25

Next review in January 2026



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