

Perfect Start Child Collection Policy

All staff in the nursery always have a duty to protect the children in our care. One of our key responsibilities is to ensure that children are collected only by those who are authorised to collect a child.

Upon registration, parents must inform us who is authorised to collect their child from nursery via the Child Information forms (in the Emergency Contacts section). We ask that parents supply us with a photograph of each of the people on the list that they authorise to collect their child (including themselves).

Every parent is given a unique 4-digit code they use only to enter the nursery premises (there are over 10,000 possible door code combinations, so the chance of the code being guessed by an unauthorised person is negligible). Parents are requested not to give this code to anyone else who collects a child on their behalf. Instead, we request that anyone other than the child's parents who collect a child, ring the door bell of the nursery and wait for a staff member to give them entry to the nursery. Any parent giving their code to a family member or friend is in breach of our safety procedures and may result in either the parent having a right to an access code to the nursery removed or other action deemed appropriate by Perfect Start Day Nurseries.

If anyone other than a child's parent is collecting a child from nursery, parents must give us permission on each occasion this is going to occur, even if this person is on their emergency contact list. If someone arrives to collect a child from nursery, even if they are known previously to us, staff are not permitted to hand over a child to them unless we have had specific instructions from the parent that they are permitted to do so. If someone arrives to collect a child other than the nursery parent and we have not have authorisation from the parent in advance, then we will attempt to contact the parent to seek authorisation. If we cannot contact the parent, then the person collecting the child must wait in the entrance area until we have done so. The child will remain in our care until authorisation is achieved.

Staff members are not permitted to allow a child to leave with anyone that they do not know, even if the person states that they are the child's parent unless a staff member who does know the parent confirms that this it is indeed the parent. Times when this could happen include when a parent or staff member is new to the nursery, does not regularly collect their child or a staff member is working in a room covering from another room in which they usually work.

If a parent wishes for authorisation to be given on a long-term basis for an individual to collect their child on their behalf, without permission having to be given on an individual basis, then this must request must be given in writing by the parent, together with a photograph of that person (if we do not already have one).

If a parent requests that someone collect their child who is not on the list of Emergency Contacts, then the parent must give us verbal permission and a password that only that person would know. We also request that a photograph of the person be sent to the nursery in advance of collection. If this request is made by the parent by telephone, then we must call the parent back on the telephone number we have on record for them to verify that it was the parent who made the call.

Anyone collecting a child from nursery on behalf of a parent must be at least 18 years of age.