



Arrivals & Collections



Note: The door should always remain locked. Please keep a check on the main gate to ensure it is kept closed.

Parents/carers are should not usually enter the building for drop off and collection. In the case where they need to access the building they will be accompanied by a staff member at all times.

DO NOT LEAVE THE DOOR OPEN OR UNLOCKED

Arrivals:

- Greet the child by name and encourage the child to independently walk into the setting. Do not carry children that can walk. Use limited contact.
- If prescribed medicine is required, the parent must complete the form on Famly whilst stood at the door so that we can acknowledge it.
- Invite the child in and register them on Famly.
- Invite the child to hang up their coat and find their name card and put it on the door. The child must wash hands before going to play/breakfast.
- Direct the child to the correct play areas.

Collections:

- Look to see who is waiting and then bring the child to the door.
- DO NOT LEAVE THE DOOR OPEN OR UNLOCKED
- Check the accident & message notifications on Famly.
- The child will leave his/her bag at nursery - it should only go home if it needs replenishing.
- Sign the child out on Famly.

Identifying callers – see the Visitors procedure

Do not let the collector take the child if you are unsure or have any doubt.

Seek management.



Child Collections



Nippers is committed to protecting the children & their families. The safety of the children is paramount. A copy of this policy will be included in the parents welcome pack.

- Only parents/carers & authorised collectors will be able to collect their child from nursery.
- If someone other than the authorised person or parent will be collecting – the parent/carer must inform nursery of the full name and relationship. The person must bring ID on collection.
- Both parents are able to collect their child unless a court order has been issued & shared with the management team.
- If an authorised person is to collect, the parent/carer must previously inform nursery.
- All collectors will be identified by the nursery staff. If the collector is unknown or has no means of identification the child will not leave nursery until permission has been sought – this is also applicable to parents/carers.
- A password can be used as identification.
- Children cannot be collected by anyone under the age of 18 years.
- If a parent/carer/collector is under the influence of alcohol/drugs & or showing signs of incapability of being able to care for the child we will ask the parent to wait at nursery whilst another authorised person can come and collect safely. Concerns will be noted and if necessary Social Services or the Police will be called.
- If the nursery staff are in any doubt about a collection the parent/carer will be called immediately.



The Register

Headcount at 8am, 8.30am, 9am and 9.30am.

- Register on Famly as soon as they cross the threshold.
- To check the register for morning sessions count the number of heads in each room and then match it to the register.
- When all the children are in the rooms at 9.30 headcount each room and check the total with the register. Cross match with the attendance list and report any unauthorised absences to the manager.
- Complete the message book and any collection information as required.
- Encourage the child to put up their name card.
- Direct the child to the correct room.
- Between 9 and 9.30 print the Fire Register – write on children that are still due in – give numbers total to the kitchen.
- After updated Fire Register has been handed to the kitchen, hand over door answering to the office/floater

Reviewed January 2026 – M.Morris

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