



Clowns Nursery is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

- Arrival times are 8.00am, 8.45am and 2.00pm
- Collection times are 1.45pm, 2.00pm, 3.00pm, 3.30pm, 4.00pm and 6.00pm

Parents arriving outside of these arrival times should wait in Reception and a member of staff from the child's room will be called to collect him or her.

Parents should always wait in Reception at collection times.

Authorised Collectors

We require each child to have an adult/adults who are authorised to collect them. The classrooms are aware of these adults and they are named on the computer system.

Changes to collection

If a parent/guardian wishes their child to be collected by someone new we require to be notified in advance. A password is required and it is the responsibility of both the senior staff member and receptionist to ensure all information is checked before the child is handed over. If the nursery is not informed of changes to collection then the child is not handed over until the parent/guardian has been contacted to obtain permission.

If a parent calls the nursery to inform us of a special collection, we will ask two security questions in order to verify the identity of the caller. This will be done by Reception, or if Reception is not available, by a member of the admin/management team, who will also check the caller display against the phone number we have on record. These new tighter checks have been put in place to ensure the collection of children is always safe and secure.

In the event that a person is prohibited from collecting a child, the parent/guardian will be required to bring in a copy of the **legal documentation** stating that this person may not collect. If this person arrives to collect the child they will not be granted access. We cannot prevent a parent with parental responsibility from collecting their child unless we are in possession of the necessary legal documentation.