



Norfolk House Nursery  
**Collection of Children  
Policy and Procedure**

The Safeguarding and Welfare Requirements

3.92 / 3.93 / 3.94 / 3.96 / 3.87

It is the responsibility of staff at Norfolk House Nursery, to keep all children in our care safe, under no circumstances must any child to be collected by someone who is not authorised or fit to do so.

### Procedures

- During admission and initial transition, we require detailed information about the child. This is requested in the 'Child Details Pack'. We ask for detailed information about additional adults that are authorised to collect the child from Norfolk House Nursery.
- Parents must inform the Nursery Manager if an authorised adult is collecting the child every time this is planned.
- Parents must be contacted if they have not given us notification prior to the authorised adult collecting.
- Prior to the authorised adult entering Norfolk House Nursery and collecting the child, identity must be checked using the photograph and the password submitted in the Child Details Pack.
- The authorised adult collecting must be shown to the child's room.
- Any legal documents that are signed on behalf of the parents must also be signed by the parent when they next attend. The parents must also be contacted to inform them of any documents by telephone and/or email.
- Where an accident/incident has happened, the parent **MUST** be called to explain what has happened.

We understand that at times parents and authorised adults may be unable to collect the child due to unforeseen circumstances and the following procedures are in place.

This Policy and Procedure was reviewed in February 2026 by Hayley Fox, Senior Nursery Manager	Date for next review: February 2027	Date Sent to Director: February 2026
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## Ad-hoc Collection Procedures

- If parents are aware that an ad-hoc collection will be taking place, an Ad-hoc Collection Form must be completed with the Nursery Manager.
- If the collection is requested and arranged by telephone, the Nursery Manager must complete the Ad-hoc Collection Form in full.
- The Nursery Manager must call the parent back (using the contact numbers in the Child Details Pack) to confirm that the call was genuine and made by the child's parent.
- Email and other contact will not act as authorisation.
- When the ad-hoc authorised adult collects the child, the Nursery Manager must check all details recorded on the Ad-hoc Collection Form. Photographic proof of identity must be shown and the correct password given.
- The ad-hoc authorised adult collecting must then be shown to the child's room.
- Any legal documents that are signed on behalf of the parents must also be signed by the parent when they next attend. The parents must also be contacted to inform them of any documents by telephone and/or email.
- Where an accident/incident has happened, the parent **MUST** be called to explain what has happened.

**Under no circumstances should any child leave the Norfolk House Nursery premises with an unauthorised person.**

## Restricted Access

- If at any point an adult has restricted access due to a court order, staff must be made aware. The Nursery Manager should complete a Restricted Access Form.
- Where parents have notified the nursery of restricted access, a photograph should be provided in order for that person to be easily identified.
- Under no circumstances should anyone with restricted access be granted access to Norfolk House Nursery.
- The parent must be notified as soon as possible by the Nursery Manager if they contact the nursery or attempt to.

## Collection of Children by Young Adults Procedures

In the event that a parent arranges for their child to be collected by a young adult the above procedures must be followed as well as the following.

- The young adult will need to provide identification to prove they are 18 years or over.

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- Written consent from the parent will be required stating the person’s full name and relationship to the child.
- The parent must make the decision to entrust their child into the care of a young adult taking the following into consideration:
  - The maturity of the person
  - The route home
  - The time of collection
  - Important information may be passed through them
  - Medicine and accident/incident forms may have to be signed
  - The weather
  - Not exhaustive

Staff must not allow any child to leave the premises with anyone they feel is unsuitable, reasons may include the following reasons:

- Age
- Smell of alcohol/drugs
- No car seat
- Unfit to do so
- Child not wanting to leave with that person
- Not exhaustive

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