

Jitterbugs Security and Collection of Children Policy

- All parents/carers have the opportunity to register their face with our security system when their child is registered. The main carers can choose who they wish to be registered. People who collect occasionally do not need their face registering, but they will need to know the child's password/code name allocated on the registration form.
- If a parent or carer does not have their face registered, then they will not be able to gain access to the building without the allocated password/codename.
- When all relevant checks have been made, welcome the parent or carer with a friendly smile and by saying good morning or good afternoon etc. communication is the key.
- Also greet the parent or carer politely as they walk through the room or building. Ask them how they are etc. Again communication and a friendly face with a smile will always make the child and parent/carers feel relaxed and at ease.
- If a member of staff does not recognise somebody who is collecting a child then they should ask the person their name, relationship and for the child's code name/password, ask them politely to wait outside and explain that this is our safety procedure. Check the code name/password which is kept with the register. If the code name/password which they give you is correct then they can be let in to collect the child. If they do not give you the correct code name/password, ask the person to wait and explain that you will now contact the main carer and explain this situation.
- If a parent notifies you that someone else is picking up their child, ask them for the person's name and check that they know the code name/password. This information then needs to be passed on to the relevant rooms.
- It is all staffs responsibility to log children in and out of the register immediately on entering or leaving the building.
- Any person collecting a child must be over the age of 16, unless they are the child's parent or depending on circumstances, this will be under management's discretion.
- If somebody arrives and has an appointment. You may let them in and ask them to sign the visitor's book and give them a visitors badge/sticker then let a senior member of staff know they are here
- If a parent and child arrive for a visit you will be informed prior to the visit and you may let them in. You must ask them to sign the visitor's book.
- If you are unsure of anyone entering the building stop them and ask if you can help and alert a senior member of staff if you need to. **It is better to be safe**

than sorry.

- If Parents separate, they cannot request that the estranged Parent is not allowed to collect the Child but we will notify the parent if their child has been picked up by the estranged Parent. This can only be changed if a Residence Order is put in place stating this.
- If a parent arrives in which you have been told are NOT allowed to collect a child then they must NOT be allowed on the premises. Be polite and explain that unfortunately we cannot allow them to collect their child due to whatever has been put in place. Any problems contact a senior member of staff.

Adults arriving under the influence of alcohol or drugs

The setting's prime focus is the care and safety of the children it cares for. All procedures are written with this in mind.

If an adult arrives to collect a child, whether this is the parent/carer or another designated adult and they are deemed to be under the influence of alcohol or drugs, the senior member of management on duty will assess whether the child's safety and welfare may be impacted if released into this person's care.

The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social care worker if this is not possible. During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play.

Where an adult is deemed unsuitable to drive due to suspected alcohol or drugs consumption, and may endanger them self and others if they do, contact a senior member of staff who will discuss the situation the setting will intervene and endeavour to prevent this individual from getting back into the vehicle. The setting reserves the right to also report such matters to the police and, in the case of any employees, reserves the right to take disciplinary action as may be appropriate.

Jitterbugs Security and Collection of Children Procedure.

1. Children are collected by the person registered on the face recognition system (or named on the registration form.)
2. If the person is not registered on the face recognition system then the door **MUST ONLY BE ANSWERED BY A PERMANENT MEMBER OF STAFF WHO HAS A CURRENT ENHANCED DBS DISCLOSURE NUMBER.** If the person is unfamiliar TO THAT MEMBER OF STAFF then the relevant security checks must be done (**CODE NAME/PASSWORD MUST BE CHECKED**)
3. Any person under the age of 16 must not collect children, unless they are the child's parent, or depending on circumstances, this will be under management's discretion.

4. Named persons on registration form must only collect children. Staff must ask the parent/carer for the name of the person picking their child up so we can check and ask this person when they do picking up.
5. Parents must notify us if any other person is to collect their child other than named persons on the registration form. You must ask for their name and make them aware that they need to know the pass/code word.
6. Any person who is collecting a child, and is not recognisable to the member of staff, this person must give their name and a code name. The person must not enter the premises until the code name has been checked.
7. If another member of staff is present and they recognise the person collecting the child, then the child can be released.
8. In the event that the person is not recognised and does not know the code name, **THE CHILD MUST NOT BE RELEASED** until the parent or main carer has been contacted. If they cannot be contacted, then other emergency contacts must be contacted.
9. The parent or main carer can change the code name at any time if they feel there is a need.
10. The door must be kept locked at all times.
11. Do not let parent's open the door to others even if they know that person **AND STAFF MUST CHALLENGE THIS IF A PARENT DOES LET ANOTHER PERSON IN.**
12. Persons must be monitored who come on and off the premises, via the face recognition system.
13. Visitors must fill in the online visitor book via 'Nursery in a Box' and wear a visitor badge/sticker whilst in the building.

This policy was adopted on	Signed on behalf of the nursery	Date for review
September 2026	KatieTurrell	2 years