



Arrival, Collection and Visitors Policy September 2025

Mission

To ensure that each child is dropped off and collected in a safe manner and that all parties involved feel well informed about a child's day. Any information the nursery or parent/carer needs to be aware of should be passed on and procedures must be in place that ensure the safety of children and staff, which must remain a priority when visitors are onsite.

Arrival of Children

Parents/carers should pass the care of their child to a member of Minibugs staff, communicating any important information pertinent to the wellbeing of the child. Information could include events in a child's homelife, any changes to the information originally documented at registration, any medication needed whilst at nursery or any pre-existing injuries, which will need to be appropriately recorded.

Collection of Children

Only people detailed in the Registration Form or Additional People to Collect Form will be authorised to collect children from Minibugs. It is important that parent/carers keep the nursery informed should there be any changes.

Minibugs understands that there may be an emergency occasion where a parent/carer may need someone not documented to collect their child. In this situation the parent/carer must call the nursery to speak to a member of the management team and follow the request up with an email. At the earliest opportunity the parent/carer must then update the relevant form. The decision on releasing the care of a child in such circumstances remains at management's discretion.

If an authorised person to collect is unknown to the staff, they will request the following information:

- Photo Identification
- Nursery password that was documented during the registration process

If the nursery staff are unsatisfied with the information provided, the child would not be released, and the parent/carer would be contacted.

Minibugs request that the minimum age for an authorised person to collect to be 16.



If the nursery staff suspect that any person collecting is under the influence of alcohol and/or any drugs that will impair their ability to safely care for the child, or they are concerned about the child or family's welfare, they will request that another person on the Authorised Persons to Collect Form collects the child. The Nursery Management team will then contact the relevant Local Authority Safeguarding team to notify them of the concerns. If the person collecting refuses to leave, insists on leaving with the child or there is no one else to collect, the Nursery Management team will contact the Police in addition to the relevant Local Authority Safeguarding team. Please refer to the Safeguarding and Child Protection Policy for further information around reporting concerns.

Restricted Access

There may be times where a parent/carer with parental responsibility is subject to a court order that stipulates detailed care arrangements for the child. Minibugs request that parent/carers inform a member of the management team if there is an arrangement in place.

A Restricted Access Form will be completed alongside a copy of the court order to always ensure the safety of the child.

Minibugs cannot stop a parent/carer with parental responsibility from collecting their child unless it is recommended by a professional as part of protection plan or ordered by the courts.

Late collection

Parents and carers are requested to adhere strictly to drop off and pick up times as per the session booked. A late collection, where the pick up is after the session end time, will incur a charge of £10 with a subsequent £5 per 15 minutes elapsed.

Non-Collection of Children

Should a child not be collected at the end of the session the following will happen:

- Parents/carers contacted on all phone numbers given
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted



- Should there be no contact and the child remains uncollected after 30 minutes, the police will be contacted on 101 who in turn will provide further actions to take which may include contacting the local children's safeguarding board
- The child will remain at the setting until the child is safely collected by either the parent/carer, police or social worker

Parent/carers should understand it is the responsibility of the external agencies to locate the parent/carers and under no circumstance would a staff member look for the parent/carer or take the child home.

Visitors and External contractors

Where possible visitors must pre-arrange visits to the nursery. Visitors who are not known to the nursery staff must state what the purpose of their visit is or whom they are coming to see and provide identification. This identification should be validated if a member of staff is at all unsure. Where applicable, this should be done by telephoning the department they represent to confirm their visit.

All visitors must:

- Sign in on arrival, including complying with the "Expectations for Visitors" notice.
- Put their mobile phone, or any devices that can capture photos, in the office. Should a laptop be required within the rooms, visitors are asked to cover the camera.
- Familiarise themselves with the evacuation routes and fire assembly points.
- Always remain visible to a staff member and under no circumstance enter the children's bathroom unless accompanied by a staff member whilst the bathroom is not in use.

Should a visitor gain unauthorised access to the nursery or nursery outdoor area, then the Crisis Management policy will be followed.

Regular Visitors

All external parties contracted by Minibugs must read and sign the document entitled "Expectations for Regular Visitors" and follow the same process as detailed above.