Door Entry and Child Collection Policy

Purpose
As part of our safeguarding commitment, we make certain that protecting children starts at the door.

Stringent security measures are in place to ensure drop off /collections are safe and visitors are closely monitored. Mobile phones are not permitted to be used onsite.

To ensure safety of all the children we have procedures in place for those occasions when children are picked up by 'unknown' nominated persons.

Door Entry

- No unauthorised visitors are allowed onsite at any time.
- Upon entry or exit of the nursery any visitor that has been permitted entry must not themselves permit entry to another individual. I.e. the door must be closed behind them. This is to ensure that only staff members authorise entry to the nursery.
- CCTV, reception staff and door buzzer entry are used as a means of recognising parents and staff and allowing them entry to the building.
- Visitors to the nursery must sign in and out at reception and are accompanied around the nursery.
- When the reception desk is manned, reception staff can authorise entry. Conversely when the reception desk is not manned parents / visitors must use the video entry system in place and follow correct procedures.
- Students and volunteers are not allowed to authorise entry to the nursery.
- Staff who are in their probation period are not allowed to authorise entry to the nursery.
- Staff are not allowed to let anyone into the building unless they are known to the nursery.
- If a member of staff does not recognise a parent/carer or visitor, then they must find a team member that is able to identify the individual and validate before permitting entry.
- Parents are informed that they must not allow anyone into the building regardless of whether they know them or not and are expected to uphold this policy.
- Should a tradesperson require access to the building (on the occasions that work cannot be done during the nursery 'closed times') ID must be provided, they must sign in and the work that needs to be carried out will be risk assessed prior to commencement.
- Employees or agency staff who have come to the setting to cover absence must be authorised by management before gaining entry.
- Members of the head office team will wear an identification lanyard.
- All professional bodies such as Ofsted and Children's Services will need to be identified before entering the building.

Door Entry Breach Procedure

- If we have an unauthorised entry to the nursery, the first member of staff to challenge a visitor must take them back to reception (outside of the secure door) and ask them to wait whilst we verify no other breaches and the safety of all children.
- Manager / DM or 3IC (senior member of staff on duty) must be immediately notified of the breach.
- No one is let in or out of the building whilst checks are carried out – a member of staff should go to the front door and all external entries closed (*see below*).
- All children must be brought to their home rooms and doors to exit closed.
- Each Room Leader must do a full head count of children within the room against the register checking all rooms within they age group (i.e. toilets / cupboards / cosy areas/outdoor area).
- Manager / DM or 3IC on duty will perform staff register and check all common areas / corridors and service rooms i.e. staff room, laundry room.
- Cook is to check kitchen / kitchen stores

- Once a full headcount has been confirmed then the front door policy is reverted to and the unauthorised visitor met.

Child Collection

- Only nominated parents / carers (those identified on the emergency contact form) can collect children.
- If another person needs to collect a child, written permission must be given by the parent/carer and a password given for security.
- In an emergency a parent can nominate another person to collect their child over the telephone. In this case a password must be arranged, and ID presented upon pick up.
- If an '**unauthorised'** person arrives to collect a child, they will not be allowed entry until verbal confirmation (via telephone) and a password or security question has been provided by the parent / carer. ID will also be requested.
- If we cannot contact a parent to confirm an unauthorised person collecting, we will follow the uncollected child procedure.
- Where parents have separated, we will support the family to ensure pick up times are as smooth as possible and avoid conflict. Hopscotch are unable to refuse a parent entry to the nursery if they are known to staff unless there has been a court order against them doing so or we feel the child may be at risk.
- We will not authorise parents, visitors or carers into the setting if they are displaying anti-social behaviour or we feel the child/ children could be at risk. Examples of this would be showing verbal or physical aggressive behaviour or being under the influence of alcohol / drugs.

This policy is to be read in conjunction with:

HR03	Code of Conduct;
HS03	Child protection;
HS12	Mobile Phone and Wearable Technology;
HS21	Safeguarding;
HS23	Uncollected child;