



Security policy

Arrival/departure/lost children procedure

The safety and wellbeing of all children is always of paramount importance to Clyde Nursery Ltd. It is expected that parents/carers and visitors to the Nursery share in an overall duty of care and responsibility for the safety, security and wellbeing of all children in the Nursery.

Entry to the nursery was reviewed in 2020, to reduce the amount of disruption throughout the day, parents of Pussy Cats and Top Room children are requested to drop the children off at the main door, Teddy Bear parents are welcomed into the room to drop children off, and Bouncing Bunnies parents are asked to drop children off at their fire door. Children coming through the front door will be signed in by a member of staff and escorted to their room.

Parents are always welcome in the nursery to support their child but we try to keep this to a minimum to reduce disruption in the daily routine and children's learning.

It is extremely important that parents or visitors do not allow anyone unauthorised access to the Nursery building as they leave. Anyone leaving the building should ensure the door is securely locked behind them. Notices are on display in the Nursery to this effect. In all circumstances, the Nursery gates must be securely locked by anyone entering or leaving the premises.

All parents/carers must follow the correct Dropping Off/Picking Up Procedure for their child.

Clyde Nursery is not insured to care for any child earlier than the registered opening times or after the registered closing times.

Signing in/out sheets are located at the entry points. On arrival at Nursery, the staff will sign the child in at the time of entry, who dropped off the child/children, and who is collecting the child/children from Nursery. Where possible the parent/carer will also inform Staff verbally if someone different collecting when dropping the child off and a password will be stored is necessary.

When leaving Nursery, the staff member completing the handover will record the time the child has left and sign the child out of Nursery.

Clyde Nursery Ltd appreciates that the circumstances of the person recorded to pick up the child may change throughout the course of the day. Parents/carers must then telephone the Nursery and authorise the name and relationship to the child of the alternative collecting adult. The child's 'Key Person'/Team Leader or the Nursery Manager/Director will amend the signing in/out sheet accordingly.

If an adult who is not authorised/recorded on the signing in/out sheet, arrives to collect a child, the child's parents/carers will be contacted by telephone. This practice will occur even if Nursery staff recognise the collecting adult. In normal circumstances, the child will not be authorised to leave until contact has been made with the parents/carers and authorisation to release the child is obtained. Where circumstances mean for whatever reason, the parents cannot be contacted, the Nursery Manager/Director, or most Senior Staff Member will use their discretion to let the child leave. Where parents/carers have authorised and notified staff of an adult collecting the child who is unknown to staff, the collecting adult will be required to provide staff with identification and the child's unique security password.

Clyde Nursery Ltd recognises that some parents/carers of children in Nursery live apart and could be in discussions regarding custody of children in the care of the Nursery. In such cases, and especially where there are 'custody battles' between parents/carers, the only legal document that the Nursery will adhere to regarding access is a Court Interdict. A lawyer's letter is not sufficient evidence to not release children to a parent/carer unless backed up by court jurisdiction. In such circumstances, all staff must ensure they adhere to Company policy and the final decision will be made by the Nursery manager/Company Director.

Staff

Staff members are required to sign in/out of Nursery at the beginning and end of each shift. If they leave the building throughout the course of their working day. The staff signing in/out sheet is located on the Notice Board in the front hall.

Visitors

All visitors are required to sign in and out of Nursery stating in the Visitors Book their time of arrival/departure, full name, and address/organisation which they represent. A member of staff must always accompany visitors in the Nursery in the building. Staff must check the identity of visitors they do not recognise before allowing them access to the Nursery.

Visitors will be given clear fire evacuation procedures for the playroom/building they are visiting, and made aware of Child Protection Coordinator. Nursery Management have the right to turn away visitors they are unsure of and ask them to come back at a later date when there are no children in the building.

All signing in/out sheets are checked at the end of each session and inspected once a week by a member of the management team.

Late collection & non-collection of children

In the instance of a child not being collected from Nursery 10 minutes after the end of the Nursery session, the following procedure will be initiated by staff:

- The Nursery Manager/Director will be informed.
- The Nursery Manager/Director will check for any information regarding changes to normal routines, parents'/carers' work patterns or general information. If no such information is recorded, parents/carers will be contacted on the numbers provided. If a parent/carer cannot be spoken to, the emergency contacts on the child's records will then be contacted. A copy of all contact details will be held in the playrooms as well as Nursery Office.
- The Nursery Manager/Director or senior member of staff and one other member of staff must stay behind with the child (if out-with normal opening hours). During normal opening hours, staff ratios must be met.
- If after a further 30 minutes, the child has still not been collected, the Nursery Manager/Director or senior member of staff will telephone all contact numbers every 10 minutes until contact is made. These calls will be logged on an Incident Record.
- In the event of no contact being made after one hour, the Nursery Manager/Director or senior member of staff will contact the Police and the Social Work Department to advise them of the situation.
- The Nursery Manager/Director or senior member of staff will remain with the child in the building until suitable arrangements have been made for the collection of the child.

Above all, the child's welfare and needs will always be met.

Lost child from nursery

In the unlikely event of a child going missing in/from the Nursery, the following procedure will be implemented immediately:

- The Nursery Manager/Director or most senior member of staff will be informed.
- All staff present will be informed and will immediately start a thorough search of the Nursery and the surrounding area, ensuring that all other children remain supervised throughout.
- The Nursery Manager/Director or most senior member of staff will carry out a second search of the area.
- If the child has still not been accounted for, the most senior member of staff will advise the Nursery Manager/Director who will contact the Police.
- The Nursery Manager/Director will then contact the parents/carers of the missing child. If the child's parents/carers cannot be contacted, the child's emergency contacts will be contacted to advise them of the situation.
- While the Nursery Manager/Director are reporting to the Police and contacting the parents/carers or emergency contacts, staff will be continually searching for the missing child. Other staff will maintain as near to normal routine for the remainder of the children in the Nursery.
- The Senior member of staff will keep the Nursery Manager/Director informed.

- The Nursery Manager/Director will meet the Police and the parents/carers or emergency contacts.
- The Nursery Manager/Director will take instructions from the Police.
- A full incident report will be produced including full details of searches and calls made.
- The Nursery Manager/Director will contact the Care Inspectorate to advise them of the situation. A full written report will be submitted after investigation.
- Incidents of this nature can be disturbing for other children and their parents/carers as well as staff. Support and reassurance will be offered following this type of incident.

A copy of this policy is available to view in the Policy Folders held in the Nursery Office and Nursery Playrooms.

Reviewed: January 2026

Date of next review: January 2027