

The Non-collection of Children Policy

If a child is not collected by an authorised adult at the end of a Nursery session/day, the Nursery puts into practice agreed procedures. These ensure that the child is cared for safely by an experienced and qualified member of staff who is known to the child. We will ensure that the child receives a high standard of care to cause as little distress as possible. We inform Parents/Carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

1. Parents of children starting at the Nursery are asked to provide specific information which is recorded on our Registration form, including:
* Home address and telephone number- if parents do not have a telephone, an alternative number must be given (perhaps a friend or neighbour’s).
* Place of work, address and telephone number (if applicable).
* Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from Nursery, for example a child minder or grandparent.
* Information about any person who does not have legal access to the child.
1. On occasions when parents are aware that they will not be at home or in their usual place of work, they need to record how they can be contacted and give this to a member of staff.
2. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they will record the names, address and telephone number of the person that will be collecting their child and give this to a member of staff. We use a password system for identification of the person who is to collect their child.

4.Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number and email address. We also inform parents that if their children are not collected from the Nursery by an authorised adult and the staff can no longer supervise the child in our premises- we apply our child protection procedures as set out in our child protection policy.

5.If a child is not collected at the end of the session/day, we follow the following procedures:

* The collection book is checked for any information about changes to the normal collection routines.
* If no information is available, parents/carers are contacted at home or work.
* If this is unsuccessful, the adults who are authorised by the parents to collect their child from Nursery- and whose telephone numbers are recorded on the Registration Form are contacted.
* All reasonable attempts are made to contact the parents/carers.
* The child stays at Nursery in the care of two members of staff until he or she is safely collected.
* The child does not leave the premises with anyone other than those names on the Registration Form.
* If no-one collects the child and the premises are closing, or staff are no longer available to care for the child we apply the procedures set out in our Child Protection Policy. One of the mangers will contact our Local Authority Social Care Department and inform Ofsted and the Essex Support Hub.
* A full written report of the incident is recorded.
* Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

September 2019

Signed: G.Owers