

Non-collection of children policy

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order 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.

Methods

- Parents of children starting at the setting are asked to provide specific information which is recorded on our Registration Form, including:
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
 - place of work, address and telephone number (if applicable);
 - mobile telephone number (if applicable);
 - names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
 - information about any person who does not have legal access to the child; and
- On occasions when parents are aware that they will not be at home or in their usual place of work, we request that they leave an alternate phone number..
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child in our Collection Book. We agree with parents how to verify the identity of the person who is to collect their child.
- 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. We also inform parents that - in the event that their children are not collected from setting by an authorised adult and the staff can no longer supervise the child on our premises - we apply our child protection procedures as set out in our child protection policy.
- If a parent is unavoidably delayed due to an emergency or unforeseen incident, they should, wherever possible contact the nursery informing them they will be late and arrange for an appropriate course of action to be taken
- 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, we will take the following action
 - After 15 minutes we will ring the home telephone number and mobile number.
 - After 30 minutes we will ring the emergency number.
 - After 45 minutes we will ring the Social Services Duty Assessment Team and/or police non emergency

All reasonable attempts will be made to contact the parents or nominated carers.

- The child will not be permitted to leave the premises with anyone other than those named on the Registration Form and in the Collection Book unless we receive a phone call authorising this from the parents.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

We have a duty under the 1989 Children's Act to protect children and act in their best interests. Persistent lateness in collecting your child amounts to neglect/abandonment and could be reported to the protection unit.

Likewise, if any adult collecting a child is in an unfit state to be in charge of that child, for any reason, the child will remain at nursery under our care and alternative collection arrangements will be sought. The adult/parent could also be reported to the protection unit.

Children's services assessment team 01323 747373

Police non emergency number 0845 6070999

Out of hours 01273 335905 or 01273 335906