

Non-collection of a Child Policy

Statement of intent

If a child is not collected by an authorised adult at the end of a nursery session/day, we put 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

If a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care to cause as little distress as possible. We inform parents of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Methods

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 that of a neighbour,
 - place of work, address and telephone number (if applicable),
 - mobile telephone number (if applicable),
 - names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from nursery, for example a childminder or grandparent,
 - information about any person who does not have legal access to the child, and
 - A collection password.
2. On occasions when parents are aware they will not be at home or in their usual place of work, they record how they can be contacted in our communications diary.
3. On occasions when parents, or the persons normally authorised to collect the child, are unable to collect the child, they record the name, address and telephone number of the person who will be collecting their child in our communications diary. We agree with parents how the identification of the person who is to collect their child will be verified.
4. Parents are informed that if they cannot 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 if their child is not collected from nursery by an authorised adult and the staff can no longer supervise the child in our premises, we apply the following process:

If a child is not collected at the end of the session, we apply the following procedures:

- the communications diary is checked for any information about changes to the normal collection routines,
- if no information is available, parents are contacted at home or at 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 Emergency Contact Form - are contacted,
- all reasonable attempts are made to contact the parents, for example a neighbour is contacted or, if possible, another member of staff visits the child's home,
- the child stays at nursery in the care of two fully vetted staff until the child is safely collected,
- the child does not leave the premises with anyone other than those named on the Registration Form and in the communications diary,

- ★ 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 **Responsibilities of Staff in an Emergency**. This means we contact the **Children's Advice and Duty Service (CADS)** Tel: **03448 008 020** and report to Ofsted: www.report-childcare-incident.service.gov.uk/
- a full written report of the incident is recorded, and
 - depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

This policy was adopted by Once upon a time nursery school

Date: 24 September 2007

And last updated on: 1 November 2022

Signed on behalf of the nursery

To be reviewed: Annually or sooner if any matters arise