

The 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 nursery session/day, Little Paws Nursery 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.

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 the parents do not have a telephone, An alternative number must be given, perhaps a neighbour's;
 - place of work, address and telephone number (if applicable);
 - mobile telephone number (if applicable);
 - names, addresses, telephone numbers who are authorised by the parents to collect their child from nursery, for example a childminder or grandparent; and
 - Information about any person who does not have legal access to the child.

2. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they inform the leader, the name of the person who will be collecting their child. We agree with parents how the identification of the person who is to collect their child will be verified.

3. 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 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.
4. If a child is not collected at the end of the session, we follow the following procedures:
 - If no information is available, parents/carers 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 Registration Form - are contacted;
 - All reasonable attempts are made to contact the parents/carers.
 - the child stays at nursery in the care of two fully-vetted workers until the child is safely collected;
 - the child does not leave the premises with anyone other than those named on the Registration Form; or additional names given by parent/carer
 - If no-one collects the child, and we do not hear from parents/carers half an hour after their due time to be collected and staffs are no longer available to care for the child, it is our duty to call Children's social services. E.g. We contact our local authority social care department (telephone number (02392 839111) and inform Ofsted (telephone number 0300 123 1231) a full written report of the incident is recorded.
 - We reserve the right to charge parents for the additional hours worked by our staff, at a fee of £1 for every minute past the agreed collection time of a child. (Dependent on circumstances).

Signed.....Manager/Owner

Dated: September 2015

Review Date: September 2016