

Non-collection of a child Policy



In the event that a child is not collected by an authorised adult at the end of a nursery session, Tiddlers Nursery will follow the procedure outlined below. This will ensure the child is cared for safely by members of staff who are known to them.

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.

Stage 1

Parents of children starting at the Nursery are asked to provide specific information which is recorded on our registration form:

- Home address and telephone number if the parents do not have a telephone an alternative number must be given, perhaps a neighbour' or family member.
- Place of work, address and telephone number (if applicable)
- Mobile telephone number
- Names, addresses and telephone numbers of adults who are authorised by parents to collect their child from Nursery, for example, a grandparent or childminder
- Who has parental responsibility for the child?
- Information about any person who does not have legal access to the child.

On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted in our collection book.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record in the nursery collection book, the child's name, the name of person collecting them, including telephone number, and parent's signature. On collection, the person collecting the child then signs the book as well. We agree with parents how the identification of the person who is to collect their child will be verified.

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 backup procedures. We provide parents with our contact telephone number. We also inform parents that in the event that their child is not collected from the Nursery by an authorized adult and the staff can no longer supervise the child in our premises- we apply our child protection procedures as set out in our protection policy.

Stage 2

If a child is not collected at the end of the session/day we follow this procedure:

- The collection book is checked for any information about changes to the normal collection routines.
- If no information is available, parents are contacted at home, by mobile or at work.
- If this is not successful 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, for example, a neighbour is contacted or another member of staff visits the child's home.
- The child stays at Nursery in the care of two DBS checked 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 collection book.
- 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 staff.

Contacting Social Care and Ofsted

If no-one collects the child and the premises is closing, or staff is no longer available to care for the child and no-one can be contacted to collect the child, we apply the procedure set out in our child protection policy.

We contact our local authority Social Care Department:

Telephone Number 0300 200 1004 Monday to Friday between 8 am and 6 pm

and inform Ofsted on 0300 123 1231

We will also inform our Childcare Quality and Regulations Officer

Date:

Signed on behalf of the nursery by:

The date for review: