

Mrs Bonds Village Nursery

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, the 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. We provide parents with child collection cards.

Methods

1. Parents of children starting at the nursery are asked to provide specific information which is recorded on our Registration Form, including:
 - o home address and telephone number — if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's
 - o place of work, address and telephone number (if applicable);
 - o mobile telephone number (if applicable);
 - o names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from pre-school, for example a child-minder or grandparent; and
 - o information about any person who does not have legal access to the child.
 - o who has parental responsibility for the child.
2. 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 diary.
3. It is the responsibility of the parent to inform us of any change of emergency contact details.
4. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, the collector should be in receipt of the child collection card or a record of the name, address and telephone number of the person who will be collecting their child in our diary. We agree with parents how the identification of the person who is to collect their child will be verified.
5. 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 pre-school 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 policy.

6. If a child is not collected at the end of the session/day, we follow the following procedures:
 - o the diary is checked for any information about changes to the normal collection routines;
 - o if no information is available, parents/carers are contacted at home or at work;
 - o 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;
 - o 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;
 - o the child stays at nursery in the care of two fully-vetted workers until the child is safely collected;
 - o the child does not leave the premises with anyone other than those named on the Registration Form and in the diary;
 - o 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. We contact our local authority social services department - Bormley MASH/Family and Children's Hub (020 8461 7373 / 7379) other numbers also displayed on office notice board and inform Ofsted (telephone number 0845 601 4772);
 - o a full written report of the incident is recorded; and
 - o depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Policy updated 03/10/2023