

Westlands Nursery

Non-collection of Children policy

Policy 8

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 and signatures 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;
 - who has parental responsibility for 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 on our Registration Form.
- 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. We agree with parents how to verify the identity of the person who is to collect their child i.e. a password.
- 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 child is not collected at the end of the session/day, we follow the following procedures:
 - A check for any information about changes to the normal collection routines.
 - 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 the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.
 - The child does not leave the premises with anyone other than those named on the Registration Form or information given by parents.
 - If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
 - We contact our local authority Social Services department (telephone number (01795) 473333

- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker;
- Social Services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.

Procedures for Answering the door and for the collection of children

To ensure the safety of all children and staff the following procedures must be adhered to:

1 Answering the door

The person who answers the door must always look through the glass to identify the caller. If the caller is not known the Manager must be informed whilst identification is sought, i.e. name, reason for call, name of person whom the caller is here to see, identification. Before granting a caller access always check with an authorised person. Never grant access to anyone who is not known.

2 Visitors

Any visitors, such as sales people, college assessors, handymen or the caretaker must fill in the visitor’s book on arrival.

3 Authorised collectors

Each child must have at least two authorised collectors. Parents are required to provide details of each authorised collector, i.e. work, home and mobile phone numbers.

Every term parents are sent a letter:

- a) reminding them that no one else is allowed to collect their child, even in an absolute emergency.
- b) asking them to confirm that the authorised collectors are unchanged from the previous term.
- c) for new parents, asking them to provide the names and phone numbers of their child’s authorised collectors.

This policy was adopted at a meeting of Westlands Nursery.

Held on (date) 5th September 2011

Role of signatory Trustees of Westlands Academies Trust

Date Signed: :.....