



Late or Non Collection of Children Policy

Arrangements for Review:

Diane Daniels is responsible for the implementation of this policy and conducting regular reviews. This policy was adopted in July 2010 and will be **reviewed in February 2011**.

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a crèche or Nursery session/day, the Centre/Duty or Nursery Manager 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/carers 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 parent/carer do not have a telephone, an alternative number must be given;
 - 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 Nursery, for example a childminder or grandparent; and
 - information about any person who does not have legal access to the child.
 - a secure “password” should someone be collecting a child who is not known to the Nursery staff.
2. Parents/carers of children in a crèche are asked to complete the crèche registration form
3. 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 the child’s file.
4. Parent/carers are regularly asked to update their contact information and staff will ask them for updated information if they know that there have been changes such as moving house.
5. 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 on our daily register. We agree with parents how the identification of the person who is to collect their child will be verified.
6. 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. Parent/carers are provided with our contact telephone number.

Procedures for Uncollected Children

If a child is not collected at the end of their session/day staff follow the following procedures:

- the register is checked for any information about changes to the normal collection routines;
- all reasonable attempts are made to contact the parents/carers, from information on file;
- if this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Registration Form - are contacted;
- the child stays at site in the care of two staff until the child is safely collected;
- the child does not leave the premises with anyone other than those named on the Registration Form or on the daily register;
- if no-one collects the child and no contact can be made, after half an hour - or the premises are closing, we apply the procedures set out in our Child Protection Policy. We contact our KCC Social Services Department on 01795 473333 (daytime) or 0845 762 6777(Out of Hours Service) and inform Ofsted on 08456 404040 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.

Arrangements for complaint

These are defined in the Children's Centres Complaints Policy

Policy Implementation

- All staff are made aware of this policy as part of their induction, reviews, and training.
- This policy is linked to all Centre policies including: Health and Safety, Partnership with Parents, Risk Management and Child Protection.