

COLLECTION AND LOST CHILD POLICY

COLLECTION

We ensure that all parents are aware of their child's pick-up times. It is vitally important that if you know you are going to be more than ten minutes late you contact the nursery and let a member of staff know. This procedure is clearly stated. If parents arrive late and they haven't contacted the nursery to let us know they will be charged £10, payable the following day (or the next day the child is in). This will increase by £10 each day it is not paid.

For children attending all day (7:30am-6:00pm), we ask parents to arrive at the nursery by 5:50 pm to ensure a smooth handover of the children and give any important messages about their day. The setting can open before 7:30am and close later as a pre bookable service. If your child is booked in till 6:30pm then we ask that you arrive by 6:20pm to ensure a smooth handover of the children and give any important messages about their day.

We require photo ID to allow other people to collect your child. Parental consent must be given on the day if someone different is collecting your child unless they are on your child's registration form with 'yes' for consent to pick up your child unannounced. Parents can put in writing if they wish for someone else to collect without prior consent.

You must let us know that someone different is collecting your child then we will ask you to make sure the person collecting has some form of photo identification (passport, drivers license, bus pass etc) to show when they arrive and then a qualified member of staff will check it against the name given by the parent and the photo against the person themselves.

*if photo identification is not available then a password should be agreed by the nursery and parent or if the person is on the child's registration form we will use this information to ask them questions to confirm I.D. (for example their phone number or date of birth)

Staff will record who is dropping off and collecting children who are known to Social Care. This information will be used to identify patterns and unusual activity. Social Care will be informed if the information recorded causes a concern.

Unauthorised Person Trying to Collect a Child

At times some families may have court orders or injunctions out against a parent, preventing them from collecting their child from nursery. The manager must see the court order or injunction before they can prevent this parent from collecting their child.

If any person unauthorised tries to collect a child (this includes parents who have court orders or injunctions against them), the police and parents will be called immediately. Staff will endeavour all children are kept safe.

Parents should ensure that when entering and exiting the building, they DO NOT let anybody else in, whether they know them or not.

In the event of one parent stating they would not like the other parent collecting (however there is no court order in place and proof of parental responsibility is known) we do the following;

- Distract the parent whilst the other parent is contacted.

- Inform the parent the other parent has requested they do not take the child. Working to diffuse the situation so that a resolution can be found.
- Challenging behaviour or conflict will result in the child not being allowed to be collected and the police will be contacted.

The setting cannot withhold a child from those with parental responsibility (unless court order is in place) unless the staff have good reason such as the parent being under the influence of alcohol, or they think the child will come to significant harm.

*parent is a person with parental responsibility e.g. - legal guardians and looked after children

SUITABILITY

Guidelines to which we will follow to deem a person unsuitable to collect a child:

- The person is under the age of 18 years old
- The person is under the influence of drugs or alcohol
- The person appears to be emotionally or mentally unstable
- The person seems unwell - e.g. asthma attack, panic attacks, etc.
- The person is overly angry or aggressive
- If the person does not have the appropriate equipment (car seat)
- any other reason to which management deem unsuitable.

In the event of a parent/carer arriving at the nursery to collect a child and the staff believe they are unsuitable to take the child home, staff will:

- Contact a member of senior staff to deal with the situation.
- The senior staff will then talk to the parent/carer in the office and be told we will not allow the child to go with them. The senior staff will then contact the other people on the emergency contact form to come and collect the child.
- If the parent is not co-operating and still takes the child, the police will be called and social care will be informed.

In the event of this happening, staff will record the incident and report to the Multi Agency Safeguarding Hub (MASH).

The staff will not tolerate abusive or violent behaviour, this includes threatening behaviour, language etc.

PREVENTION OF LOST CHILD.

To ensure that all children are safe, staff will:

- Be aware of all children that are in their care at all times including arrival/leaving times.
- Staff will carry out frequent head counts.
- Risk assessments are carried out regularly to ensure that the monitoring of security is kept at very high standards and that escape routes for children will be minimised.
- Ensure the front door is secure at all times when children are in the building.
- Complete morning checklist, which involves making sure the outside back door gate is locked.

In the event of a child being lost and after the whole building has been searched, the police will be called immediately.

If a child is noted missing whilst on an outing the area will be searched, and the police will be called immediately. Staff members who are on the trip will call the police first and the nursery will be contacted second, the management at the nursery will then inform the parents.

Ofsted will be notified after the fact and a meeting with the persons responsible will take place including a written statement of the incident.

UNCOLLECTED CHILDREN

If a child has not been collected staff are to remain calm and minimise stress to the child by reassuring them that their parent/carer will be arriving soon and using distraction methods.

If the child is late being collected from the nursery the staff will try to contact a parent/s/carer 3 times before trying to contact the emergency contacts. If by this time the child has not been collected and parent is unreachable the staff will then attempt to contact the emergency contact phone numbers.

Please note – if no one is reachable the setting will have no option but to contact MASH for advice. The management at the nursery will make this decision and liaise with the department to make arrangements for the child's care.

If this happens and they go home with their emergency contact, then this will be recorded by 2 staff and signed by the parents.

Being late is when a child is not picked up by their stated time (paid or funded) whether it being 12.00pm or 5.50pm the procedure is followed for all children.