



Failure to Collect a Child Policy

In the event that a child is not collected by an authorised adult at the end of a session, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. 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.

In order to achieve this, parents of children starting at the nursery are asked to provide specific information which is recorded in our registration forms:

- Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, e.g., a neighbour / social worker
- Place of work, address and phone number (if applicable)
- Mobile phone number
- Names, addresses, telephone numbers and agreed password of adults who are authorised by the parents to collect their child from pre-school, for example a childminder or grandparent.
- Name of social worker and health visitor

On occasions when the parents/carers are aware that they will not be at home or in their usual place of work, they record how they are encouraged to inform us.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, we ask for the name and phone number of the person who will be collecting the child. We agree with parents how the identification of the person who is to collect the child will be verified. We have a password system and so the nominated person to collect the child would be made aware of this, along with the consent of the parent. Parents are informed that if they are unable to collect the child as planned, they must inform us so that we can begin to take back up procedures. We also inform parents that in the event that their children are not collected from nursery by an authorised adult and the staff can no longer supervise the child in our premises we apply our set procedure:

- The child stays at the nursery in the care of the manager and one other member of 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 nominated person.
- Depending on the circumstances, we reserve the right to charge parents for additional hours worked by the staff.
- If a parent is running late and has alerted staff, we will charge £10 for the first 10 mins and £5 every 15 mins after that.

If the child is not collected in reasonable time and the parent and emergency contacts are unreachable, we would have to escalate as a cause of concern and contact Front Door for Families or 999.

Policy and Procedure reviewed by Gemma Turner June 2023
Date of next review: October 2024