



Nursery School

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 session/day, Highfield Nursery School 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.

Highfield Nursery School is registered to care for children from 7.30am to 6.00pm.

Procedures

1. Parents of children starting at Highfield Nursery School 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, someone who knows the child well;
 - 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 Highfield Nursery School, for example a childminder or grandparent; and
 - Information about any person who does not have legal access to 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. This information is held in the office and in the room in which the children are based.

3. 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 in the office and the appropriate member of staff informed. We agree with parents how the identification of the person who is to collect their child will be verified and the password will be used.
4. 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 Highfield Nursery School by an authorised adult and the staff can no longer supervise the child in our premises – we apply our procedures set out below.
5. If a child is not collected at the end of the session/day, we follow the following procedures:-
 - The child does not leave the premises with anyone other than those named on the Registration Form or agreed by the parent by phone;
 - Information held in the office is checked 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 Highfield Nursery School – and the emergency contacts whose telephone numbers are recorded on the Registration Form – are contacted;
 - All reasonable attempts are made to contact the parents/carers, if after 30 minutes of trying to contact parents and all emergency contacts are without success and if feasibly possible a home visit will be made without the child.
 - After 45 minutes of trying all contacts, if no contact can be made, a senior member of staff will contact Children's Social Care 03001236720 office hours 8am-8pm
 - A full written report of the incident is recorded

For children not collected at session end time of **6.00pm** - the child stays at Highfield Nursery School in the care of two staff members until the child is safely collected. The above procedure will be followed omitting the home visit.

Late collection charges

Children will be reassured and able to enjoy books until they are collected. After 5 minutes the above procedure will begin unless your child is due to be collected before 6.00pm, in this instance the procedure will begin immediately. **Parents will be charged £5.00 if no collection 10 minutes after the session end time plus a further £3 for every 5 minutes thereafter.**

Persistent late collection will result in a meeting with a senior member of staff.