



Duke Street Nursery School



The Federation of Duke Street and Highfield Nursery Schools.

NON-COLLECTION OF CHILDREN POLICY **(including the late collection of children)**

Policy leader	Mrs Susan Conron
Last updated	22/01/24
Shared with Highfield Staff	02/02/24
Shared with Duke Street Staff	02/02/24
Date of next review	February 2026

Statement of Intent

In the event that a child is not collected by an authorised adult at the end of a session/day, the federation puts into practice agreed procedures. These ensure the child is cared for safely, ideally 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. If there is lunch or afterschool club running and ratios allow, the child will be placed in this provision whilst staff attempt to contact parent/ carers.

Prior to children starting nursery parents are informed of our procedures so that, if they are unavoidably delayed, they must inform nursery at their first opportunity, arrange for an alternative person to collect, if not possible contact the school again where staff will reassure parents that their children will be properly cared for in the interim period but a charge may apply.

Procedures

1. Prior to the child starting nursery, parent/ carers **MUST** provide the following information:
 - Home address and telephone number
 - Place of work and / or college, address and telephone number (if applicable);
 - Mobile telephone number of all persons who have parental responsibility;
 - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from nursery and / or are emergency contacts for the child, 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. 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 verbally;
 - 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– and the emergency contacts whose telephone numbers are recorded on the registration form are contacted and asked to collect the child ASAP;
 - If/ when an emergency contact has been asked to collect the child a message will be left with the parents to inform them. This should be done via phone call and / or email.
 - All reasonable attempts are made to contact the parents, carers and emergency contacts, if after 45 minutes of trying to contact parents and all emergency contacts are no success and **if feasibly possible** a home visit will be made without the child.
 - After 60 minutes of trying all contacts, if no contact can be made, a senior member of staff will contact Children's Social Care **0300 123 6720** office hours 8am-8pm and / or the police.

- A full written report of the incident is recorded

Late collection charges

Children will be reassured and able to enjoy books and / or appropriate provision until they are collected. A warning and a copy of this policy will be given to parents after the first instance and information recorded on CPOMS. Charges will apply thereafter.

Parents will be charged either lunch club, afterschool club or £5, if not applicable, if non collection 10 minutes after the session end time. This will increase £2 for every 15 minutes thereafter.

Persistent late collection (more than 4 times in one term) will result in a meeting with a senior member of staff.

Written by: Susan Conron; approved by Louise Phillips in SC absence.

Position: Executive Headteacher

Date: 02.02.24