

## 1.2 Collection and Uncollected Child Policy

### Policy Statement

Children's safety is paramount to us and we must ensure that children are only collected by those individuals who are authorised to do so by those with parental responsibility for the child. We ensure that every staff member follows a strict collection procedure to ensure that incorrect persons do not collect children or unknown people do not even enter the building.

In the event that a child is not collected by an authorised adult at the end of the a session/day, 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. The child will receive 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.

### Procedure for Collection

- When enrolling their child, parents are asked for a list of those individuals authorised to collect their child.
- When enrolling their child, parents are asked for a unique password to be used when others, who they have authorised, are collecting their child. This is saved in the 'Special Notes' on a child's 'Basic Info' on their Family profile.
- Parents are advised that meeting the collector is preferable
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with confirmation (in writing where possible but verbally as a minimum) of who will be collecting their child at the end of the session/day and ensure that the person collecting is aware of the prearranged password.
- When the collector arrives at the nursery and staff are aware that a new collector will be picking the child up, the staff members must receive the correct password before the collector is allowed to collect the child.
- If the collector does not know the password, they are made to wait outside and the child's parents are contacted
- The child is not to leave with the collector unless the parents have been spoken to, have been able to confirm two pieces of personal information e.g. postcode and home phone number and the collector has been authorised through either an effective and appropriate description of the collector or by the parent contacting the collector directly and informing them of the password. The correct password is then to be given to the staff member.
- Where the child's parents cannot be contacted, the 'uncollected child' procedure below is implemented
- Where parents have informed us that the collector will be picking the child up, the child is not to leave with the collector unless the correct password has been given

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- Where parents have not informed us that the collector will be picking the child up, the child is not to leave with the collector unless the parents have been spoken to, have been able to confirm two pieces of personal information e.g. postcode and home phone number and the collector has been authorised through either an effective and appropriate description of the collector or by the parent contacting the collector directly and informing them of the password. The correct password is then to be given to the staff member.
- When a collector, other than the parent, will be regularly collecting the child, the parent must inform the manager that this person will collect regularly and that they are always authorised to collect the child
- When this collector arrives at nursery, staff who recognise the parent and know that they are authorised to collect regularly are permitted to allow the collector into the building and collect the child
- Where staff do not recognise the collector, they are to try to find another staff member who recognises the collector and knows they are authorised to collect the child. Where no staff member is able to identify the collector, the child's parent in procedure stated above.
- Where staff are unable to contact the child's parents, the 'uncollected child' procedure below is implemented.

### **Procedure for Uncollected Child**

- Parents of children at the setting are asked to provide the following specific information, which is recorded on the child's individual profile on Family:
  - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, for example a neighbour or close relative.
  - Place of work, address and telephone number (if applicable)
  - Mobile number (if applicable)
  - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting
  - Information of who has parental responsibility for their child
  - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us (in writing where possible but verbally as a minimum) of how they can be contacted.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with confirmation (in writing where possible but verbally as a minimum) of who will be collecting their child at the end of the session/day and ensure that the person collecting is aware of the prearranged password.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can take back-up measures. We provide parents with our contact telephone numbers.
- We inform parents that we apply our child protection procedures in the event that their children are not collected by an authorised adult within 15 minutes after the setting has closed and the staff can no longer supervise the child on our premises.

- If a child is not collected at the end of the session/day, we follow the procedure below:
  - The child's file is checked for any information about changes to the normal collection routines.
  - If no information is available, parents/carers are contacted at home, on their mobile or at work.
  - If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the child's individual profile on Family - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the child's individual profile on Family.
- If no-one collects the child within 15 minutes of the setting closing and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
  - We contact our local authority children's social care team:  
**The Access and Response Team) is 01454 866000 (Monday-Thursday 9:00 until 17:00 and Friday 9:00 until 16:30) or 01454 615165 (out of hours and at weekends)**
- The child stays at the setting in the care of two fully-vetted workers until the child is safely collected by the parents/carers, authorised adults or a social care worker. At least one of these staff members will be a member of the management team.
- The social care team will aim to find the parents or relative. If they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances will staff go to look for the parents, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on the circumstances, we reserve the right to charges parents for the additional hours worked by our staff. The charges are outlined in our terms and conditions.
- Ofsted may be contacted on: **0300 123 1231**

This policy was adopted at a meeting of:	Baker Street Pre-School and Nursery Yate
Held on:	24.05.2022
Date to be reviewed:	May 2023
Signed:	Lauren Roche
Name of signatory:	Lauren Roche
Role of signatory:	Nursery Manager

This policy was adopted at a meeting of:	Baker Street Pre-School and Nursery Yate
Date of Review:	14.8.23
Name of signatory:	Heather Baker - Deputy Manager
Date of Review:	30.08.24
Name of signatory:	Lauren Roche - Nursery Manager
Date of Review:	21/10/24
Name of signatory:	Amy Sutcliffe
Date reviewed:	13.10.25 - Deputy Manager