



Child Collection Procedure in Unauthorised Collection of a Child Policy

Collection Procedures

The Close Day Nursery School has a duty of care to ensure that children are only handed over to authorised collectors such as parents/carers, friends and relatives.

Strict procedures regarding allowing those collecting children into the setting are in place and all staff adheres to these. If someone unknown is at any gate, they will be asked to wait behind the closed gate until clarification is sought. Both gates have a video access monitor and therefore gates are only opened to those who staff permit. Again if the person is unknown they will be asked to wait behind closed gate until further clarification is sought.

In the case that parents have separated, the nursery should be advised as to who will be picking the child up. Parents should be reminded that both Mother and Father have equal parental responsibility and therefore neither parent can be refused the collection of their child unless the nursery is provided with a legally binding document stating otherwise. The nursery will always make the welfare of the children the main priority and in situations management will seek advice from children's social care and the police.

- **At collection time the nursery reserves the right not to hand over the child if we believe that the person collecting is not in a fit state to safely take charge of the child. Circumstances where this may occur include collectors who are under the influence of alcohol or drugs, displaying violent behaviour or where the nursery believes that the child is at risk.**

Procedure in the event of a child not being collected.

In the event that a child is not picked up at the correct time then the following steps would need to be taken.

If a child was not collected before lunchtime.

- Room Leader to ring parent/carer using the information provided on the registration document. If no reply from home/mobile etc then go to other emergency numbers given until an authorised person is contacted and arrangements for collection can be made.
- If no reply and no contact from the parent/carer has been received then lunch would be provided and the child cared for until such time as an authorised person can arrange collection. This may involve having the child in the class for the afternoon in which case adequate cover would need to be arranged to ensure the correct staff to child ratio was maintained.

If a child was not collected at the end of the afternoon session.

- Class teacher to ring parent/carer using the information provided on the registration document. If no reply from home/mobile etc then go to other emergency numbers given until an authorised person is contacted and arrangements for collection can be made.
- If there is still no reply and no contact from the parent/carer has been received then two staff members will look after that child in the nursery until such time as contact with an authorised person is made. If time seems to be moving along and still no contact has been made then there would inevitably come a time when we would contact the Social Services/ Police.

At no time would an uncollected child be left alone or unsupervised, but instead they would be looked after and cared for in a proper and professional manner by two staff members, and would be suitably refreshed with food and drink as appropriate.

Procedure in the event of a child being collected by an unauthorised person

In the event that a person attempted to remove or collect, a child that was not authorised by the person signing the registration form, the following action would need to be taken:

Once a member of staff is alerted to the fact that someone other than the authorised person has come to collect a child from nursery, then they should immediately ask who they are and if they have the “password”. (found on the registration form and provided by the authorised person – this is on revised form in the room register documents). The staff member should also telephone the authorised person to establish that “Mr X” (for the purposes of this policy) is able to collect the child. We should explain that our policy is to establish that the person collecting is allowed to do so and that we normally require advanced notice of this happening. During this time Mr X should have our procedure explained and asked to wait. In our experience genuine people will wait without question whilst we get permission from the authorised person.

Once permission has been given then the child can be allowed into the care of Mr X.

However if Mr X becomes aggressive or threatens the safety of anybody that is on the premises then the following action should be taken immediately.

Mr X should be asked to wait staff should lock the nursery doors and remove the child concerned to another room and telephone the authorised person to establish what is going on and what action they wish us to take. If Mr X continues with unacceptable behaviour towards anyone on site, then staff must have concern for the safety and welfare of all persons on site and explain to Mr X that they believe he is a threat and that if he continues to speak/act in this way whilst staff are trying to make contact with the authorised person, then we will have no alternative but to telephone the Police on 999 at once.

If Mr X leaves the site with the child then the authorised person must be contacted asap and the police if they wish, or in the event they cannot be contacted, immediately telephone the police.

At no time should any staff member place themselves or any other person on site in any sort of danger. As a matter of course staff do not get involved in domestic disputes but do expect parents to keep them informed of any event which may have a direct bearing on an aspect such as described above.