



Late or non- collection of children from nursery

Reviewed by: Elaine Boulton Nursery Owner

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Introduction

At the end of your child's day/ sessions at the nursery children will be expected to return to the care of their parent/carer. These arrangements are well established and understood by parents and carers and generally work extremely well, however there are occasions when events prevent parents or carers arriving on time to collect their child. In most of these cases the delay is minimal and we are able to offer flexibility. In other cases we should have been informed about the difficulty and would have agreed new arrangements with the parent/carer.

There is a shared responsibility on all agencies and professionals to work effectively together in delivering measures that best promote welfare and each child's well-being.

It is therefore essential that the safety and welfare of the child remains the paramount consideration in determining appropriate action.

Aim

To ensure that all staff and parent/carers are aware of the procedures when a child is not collected from nursery and is communicated clearly to everyone. This policy will be enforced when a child is left in the care of the nursery for an unreasonable length of time, and/or where contact with all parents/carers is not accessible. For example from 6.30pm onwards Monday to Friday.

If contact is made with the parent or they arrive at the setting after 6pm on more than one occasion, managers will discuss with the parent/carer the reasons for the late collection and decide on any further action to be taken e.g. late collection fee.

Settings Policy

- All parents and carers of children who attend the nursery are required to complete entry records before their child starts. If contact details or change of address occurs

at any time it is parent's responsibility to inform the nursery immediately, and complete a new form. The contact details required include:

- Names of parents/carers
 - Address(s) home, work and mobile telephone number(s)
 - Names and details of at least two other relatives/carers who can be called when the parent/carer cannot be contacted or in the event of an emergency, along with passwords to enable staff to confirm their identity.
 - Person holding parental responsibility
- **All records are kept up to date; changes are made where necessary; all staff working with the child is informed of any changes. Parents must complete a new record if a change of address, phone number or contact detail occurs.**
- Staff will ask parents if there are any changes to their child's record, during each of our parents evening in April and November. They will have spare entry records for parents to complete.
- Only the first named parent/carers are able to notify the nursery of any changes to the contact details.
- All parents/carers are made aware when joining the nursery of the normal open and closing times and collection arrangements.
- We have a duty to inform Children's services or the Integrated Access Services if a child is not collected from the setting. We will then make appropriate alternative arrangements to ensure the child's safety.

Procedure

This procedure will be followed whenever a child fails to be collected from the nursery.

1. It will be brought to the attention of a senior member of staff or management that a child has not been collected, we will then make every effort to contact the parents/carers or alternative carer. During this period a senior staff member along with a qualified level 3 will remain with the child. This will be done at 6pm initially, when the nursery is closing for the end of day session. Thereafter the parent/s will be called every 10 minutes until 6:20pm, or until the parent is in touch with the staff member. If there is still no answer senior management will then call others that have been given on the list of contacts for pick up.
2. A record of incidents where parents do not collect a child will be maintained when this is a repeat occurrence. Any child's welfare concerns arising out of such incidents will be dealt with in accordance with the settings Safeguarding Policy.
3. At least two staff will be present whilst a child is at the setting.
4. If management are off site: In the event of the manager being offsite the child will stay with two qualified (level 3) members of nursery staff, one of which must hold a Child Protection Level 2 Certificate
5. If the child has not been collected **within 30 minutes of the end of the session** and we are unable to contact a parent or named carer we will phone children's services or the Integrated Access Services for the area in which the child resides,

or an allocated Social Worker where this applies, and provide the following information:

- Brief circumstances of incident, and arrangements in place.
 - Child's details
 - Name(s)
 - Date of birth
 - Address
 - Gender
 - Ethnicity
 - Religion
 - Language spoken
 - Special dietary needs
 - SEN/behavioural difficulties/medical needs
 - Parent/Carer Contact Details
 - Parent/carer/alternative carer details
 - name(s)
 - address (s)
 - home/work/mobile telephone number(s)
 - Any current or previous child protection concerns
 - Any previous incidents of not being collected from the setting.
 - Details of GP.
 - The call should be confirmed by a fax if possible and then followed up in writing within 48 hours.
6. Children's Services or the Integrated Access Service will give advice and may carry out;
- appropriate checks and make further attempts to contact the parent/carer.
 - will ask the local police to visit the home address.
8. If an appropriate relative or carer is located, he/she will be asked to ensure that the child is collected / received from the nursery.
9. Decisions made by Children's Services, in consultation with the nursery and relevant others, must always prioritise interim care arrangements that best meet the child's/young person's personal and emotional needs.
- 10. In most cases within two hours from end of the settings session and in no case later than 7.00 p.m.,** a decision will be made by Children's Services to assume direct responsibility for the child's care, and arrangements will be confirmed with those caring for the child at that time. ***(Following normal closing times and certainly after 7.00 p.m. it is not appropriate for the nursery to be accommodating a child.)***
11. Plans for transporting the child will take into account staff availability out of hours, the need for adequate insurance cover, appropriate gender balance, and any information about special needs or behavioural difficulties etc. provided by the nursery. Where possible, two adults should be present. If there is a shortage of staff a mini cab could be used with a suitable escort.

Joint Planning in Cases of Ongoing Concern

Little Swans Late or Non-Collection of Children from the Nursery

- Where more than one incident occurs, or where there are reasons for concern regarding the ability of parent(s)/carer(s) to collect/receive their child from the nursery, a discussion between the management team at the nursery and the parent will identify a strategy for addressing these concerns. Where agreement with parents is not achieved or in cases where there are child protection concerns, Children's Services will be invited to contribute to identifying the strategy for addressing the concerns and safeguarding the child.

This policy will be reviewed annually or when a change in practice or legislation requires.

Elaine Boulton Nursery Owner

Samantha Tranter Nursery Manager

Signed on behalf of Little Swans Day Nursery