



Child Collection and Uncollected Child Policy

for

The ACE Centre Nursery School

This policy was adopted at a meeting of the ACE Centre Nursery School governors

Held on09.12.2019.....

Date to be reviewedDecember 2021.....

Signed(Chair of Governors)

.....(Headteacher)

Introduction

This policy describes the procedures that the ACE Centre Nursery School follows to ensure that children are collected by **authorised and known adults** in a timely manner at the end of their Nursery School session or day.

For young children to feel secure and confident during their time at Nursery School, it is vital that we are able to manage their collection in a calm and timely way. We understand that parents and carers may, on occasion, be unavoidably delayed but, in such an event, parents are asked to telephone the ACE Centre as soon as possible in order that we can reassure their child and explain clearly what alternative arrangements have been agreed with their parent or carer. Clear communication from parents enables the Nursery School to ensure that their child receives the highest possible standard of care in order to cause as little distress as possible. We inform parents and carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

The ACE Centre Nursery School recognises that it has a statutory duty to safeguard and promote the welfare of its pupils, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or session.

Where late collection is a regular occurrence, or without good reason, or where parents do not collect a child from Nursery School, we will deal with any child welfare concerns arising from such an incident(s) in accordance with the Nursery School's child protection and safeguarding procedures.

In the event that a child is not collected from the Nursery School by an authorised adult within 30 minutes of the end of the nursery school session or day and we have not been able to contact a parent or carer, or our staff can no longer supervise the child on our premises, we follow a protocol of arrangements which have been agreed with the local authority education services, children and families assessment teams, police, and the Oxfordshire Safeguarding Children Board (OSCB). This protocol is attached to this policy as Appendix 1.

Procedures for Collection of Child from Nursery School

Parents of children starting at the ACE Centre Nursery School are required to provide the following information which is recorded on our Registration Form:

- Home address and telephone number – if a child's parents do not have a telephone, an alternative number must be given, perhaps a close relative or a neighbour
- Place of work address and telephone number(s) (if applicable)
- Mobile telephone number(s)
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the ACE Centre Nursery School, for example a grandparent, childminder, family member. If possible, the Nursery School should be provided with at least two other relatives or carers who can be called when the parent cannot be contacted or in the event of an emergency.
- Who has parental responsibility for the child
- Information about any person who does not have legal access to the child

Parents are reminded of the need to update their child's Nursery School records with any changes to these authorised adults, their addresses, phone numbers etc. The Nursery School will endeavour to keep this record up to date by reminding parents of the need to notify the school of any changes eg. in our regular newsletters.

On occasions when parents are aware that they will not be at home or in their usual place of work for a reasonable period, they should inform us in writing 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, the parent should provide the Nursery School with written authorisation of the name, address and telephone number of the adult who will be collecting their child. Wherever possible, that person should be introduced to staff unless they are already known to the Nursery School practitioners. If the person is not known to the Nursery School staff and cannot be introduced before they collect the child, the parent will be asked to provide the authorised person's name, address, telephone number, a description of the person and a password which has been shared only with the authorised person and the Nursery School.

If parents are unexpectedly unable to collect their child as planned, or are unavoidably delayed, they must inform the Nursery School as soon as possible in order that we can begin to take back-up measures.

In such an emergency situation, if a parent or carer needs to make arrangements for an adult who is not known to the Nursery School staff to collect their child, we need to be able to verify the identity of that person. The parent will speak on the telephone to a member of staff who knows the parent and family. They will be asked to provide the authorised person's name, address, telephone number, a description of the person and a password which has been shared only with the authorised person and the Nursery School.

Procedures for Uncollected Child

If a child is not collected from Nursery School at the expected time, we follow the following procedures:

- The child's file is checked for any information about changes to the normal collection routines
- If no changes have been notified, parents/carers are contacted at home or work or by mobile phone.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the Nursery School and who are listed on the Registration Form are contacted.
- All reasonable attempts are made to contact the parents/carers, or authorised adults.
- The child will not be allowed to leave the premises with anyone other than those named on their Registration Form.
- The child will not be allowed to leave the premises with anyone whose identity is not known to the Nursery school staff or whose identity has not been verified by the child's parents and carers by providing the authorised person's name, address, telephone number, a description of the person and a password which has been shared only with the authorised person and the Nursery School.
- In the event that a child is not collected from the Nursery School by an authorised adult within 30 minutes of the end of the nursery school session or day and we have not been able to contact a parent or carer, or our staff can no longer supervise the child on our premises, we follow the protocol which is attached to this policy as Appendix 1.
- The child will stay at the Nursery school in the care of two DBS checked staff members until the child is collected either by the parent/carers or by a social care worker.
- Children's Social Care and the police will aim to find the parent/carers. If they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- Under no circumstances do staff take the child off-site eg. to take them home at the request of the parent, relative or any named adult authorised to collect the child.
- A full written report of the incident is recorded in the child's records.
- Any child welfare concerns arising from such an incident(s) are dealt with in accordance with the Nursery School's child protection and safeguarding procedures.
- Depending on circumstances, we reserve the right to charge parents/carers for the additional hours worked by staff.