

Thanet Early Years Project

The Non-Collection of Children Policy

Statement of intent.

In the event that a child is not collected by an authorised adult at the end of a nursery/crèche session/day, Thanet Early Years Project (TEYP) puts into practice agreed procedures.

These procedures ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

- We will ensure that the child receives a high standard of care 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.

Procedures

1. Parents of children starting at our settings are asked to provide specific information, which is recorded on our Registration Form, including:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's;
- Place of work, address and telephone number (if applicable);
- Mobile telephone number (if applicable);
- Names, addresses, telephone numbers of at least two adults who are authorised by the parents to collect their child from, nursery or creche for example a childminder or grandparent; this person **MUST** be over the age of 16. ID of the person collecting must be shown when collecting the child.
- Information about any person who does not have legal access/ responsibility to the child;
- A password that can be used between carers and staff.

2. On an occasion when a parent/carer is aware that they will not be at home or in their usual place of work, they must inform the setting manager **immediately** of their alternative contact arrangements providing details as to where they can be contacted. It is the parent/carers responsibility to ensure that the setting is aware of any change to arrangements.

3. On an occasion when neither the parents/carers or the persons authorised to collect the child can collect the child, parents **must** provide the name, telephone number and description of a person who will be collecting their child on this day. We will agree with parents how the identification of the person who is to collect their child will be verified, for example by using passwords and/ or Personal ID.

4. Parents are informed that if they **do not** collect the child as planned or send anyone in their place; we can begin to take back-up procedures. To minimise this happening;

- We provide parents with our contact telephone number.
- We inform parents that, in the event their children are not collected from nursery by an authorised adult and the staff can no longer supervise the child in our premises - we **will** apply our non collection of children procedures, as detailed below.

Non collection of children procedures:

- If no-one collects the child on time (end of booked session) the nursery checks any information about changes to the normal collection routines given on that day;
- We will wait for no more than ten minutes before attempting to contact the person authorised to collect the child that day;
- In the event the nursery has been unable to contact the parent/carer and/or the person authorised to collect the child that day within the following five minutes (15 minutes after the child's booked session finishes) then all authorised adult/emergency contacts will be called;
- We will continue to try and contact the parent/carers using contact numbers provided;
- After 30 minutes (after the child's booked session is finished) the person in charge of the setting will have no alternative but to contact Front Door on 03000411111 to advise them that the child has been abandoned;
- Consideration to contacting the Police on **999 OR 101 Emergency only** will be given at this point;
- We will inform Ofsted (telephone number **0300 1231231**) of this significant event at the earliest opportunity;
- We reserve the right to fine parents a late collection charge of £15 per 15 minutes or part thereof (See our Pricing and Fees Policy);
- A full written report of the incident is recorded.
- **Please note, we will NOT release your child to anyone other than those named on the Registration Form and/or whose name has been given by the parent/carer, on that day, as an alternative.**