



Collection Procedure

To ensure that children in our care are collected by authorised adults the following procedures are adhered to:

- When a child is first registered at the nursery, a Registration Form must be completed by the parent/s detailing those adults who have parental responsibility and any other responsible adults (over 16 years) who are authorised to collect the child. This must be updated by the parent/s if there are any changes to these arrangements and staff must be kept informed.
- Parent/s must inform the staff who will normally be collecting the child and always inform them if someone else is going to collect the child. Parents must provide a password on the Registration Form so that staff can easily identify people who are authorised to collect the child.
- The staff member who answers the door is responsible for identifying if the visitor is authorised to collect a child before they enter the nursery. Staff members may not recognise every authorised person so even though a parent or other authorised person may have collected a child before, staff may ask for the name, address and password to identify them. The safety of the children is paramount.
- If a known person arrives to collect a child but is not the normal person who collects and we have not been informed that they are collecting the child that day, then we must first contact the parents to check the child can be released, ensuring they give the correct password.
- If an unknown person arrives to collect a child and they are not listed on the Registration Form then under no circumstances must staff release the child to them even if the correct password is given. Contact the parents/carers immediately to inform them that you cannot release the child. If required contact the police if the unknown person is suspected to be an intruder.
- If a known person arrives to collect a child but is not in a state which staff deem suitable to care for a child (e.g. acting violently or under the influence of alcohol or other substances) then staff must not release them. Call another authorised person to come and collect the child.
- In the event of parental disputes that have not been through the courts (where both parents had registered their child on the original contract); we cannot prevent the

child from being collected by either parent as long as they are both known to the nursery. The other parent must be contacted to inform them that their child has been collected. The child's best interest and welfare are of paramount importance and every effort should be made to avoid distressing scenes in front of the child. A Working in Partnership meeting should be held with both parents to come to a mutual arrangement. **The exception to this is where we suspect the child to be at risk from this parent – in this case you must not allow collection by this parent and safeguarding procedures must be followed.**

- In the event of parental disputes that have not been through the courts (where only one parent had registered their child on the original contract); we cannot allow the other parent to collect the child without authorisation from the parent who has signed the contract.
- In the event that there is a court order in place detailing custody or access rights by a parent then we will adhere to this and place a copy on the child's file.

Late or Uncollected Children

Should a child not be collected by the end of the day and you have not been notified of any reason for the delay then you must follow the following procedure:

- After 15 minutes make contact with the parent to find out why they are delayed. If they are not available try to contact the other nominated adults authorised to collect.
- If you have been unsuccessful in making contact with any of the authorised adults after 45 minutes, then the **Emergency Duty Suite** will be called on 01724 296555 (out of hours) who will advise the nursery on what will happen.

Parents will be charged for the length of time added onto the usual nursery day.